



Ronald McDonald House of

Chapel Hill

Family Meal Program Handbook

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Ronald McDonald House of Chapel Hill, Inc.

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Family Meal Program

Families staying at the Ronald McDonald House often experience stress due to the illness or health status of their child. The Family Meal Program offers groups of volunteers the opportunity to extend needed support to these families by providing and preparing a meal at the House.

Family dinners are served at our House every evening of the week at 6pm. Brunch is also served on Saturday and Sunday at 10:15am. A meal group size of 6-10 volunteers is appropriate. Groups should plan to serve 40-50 family members. We ask our volunteers to understand that these numbers are strictly estimates. The actual number of people attending a given dinner varies greatly, even when the House is full. Bear in mind, that whether the food is eaten at mealtime or as leftovers, it will be eaten and very much appreciated.

Your group may choose to cook at the House, cook at home, or as with most groups—do a combination of the two. Options also include ordering takeout. Feel free to be creative or bring your own family favorites! Anything that can be stored and reheated easily is best. **In all cases, food must be packed and transported appropriately, with food safety in mind.**

As you plan your menu, please keep in mind:

- The number and cooking experience of those in your group
- The size and layout of our kitchen, oven and refrigeration space, and time constraint
- The logistics of getting the food to the House in a safe manner
- The fact that you may be sharing the kitchen space with House guests
- Dinners are served buffet style with families serving themselves

We ask that volunteers and volunteer groups not solicit donations on behalf of Ronald McDonald House Charities to support /fund their meal. It is acceptable to ask for a donation from someone you have a personal relationship with. The donation would be to your group for the purpose of providing a meal to the families living at the Ronald McDonald House.

Most groups arrive at the House around 3:30 PM for dinner and 9am for brunch to begin food preparation. If you wish to arrive earlier or later than this, please notify us.

Our kitchen is equipped with two electric residential ovens, and stocked with basic equipment, pans, cooking and serving utensils, including buffet warming trays. We have china plates and glasses. If your group prefers to make clean-up easier and quicker, you may provide paper plates, cups and plastic ware. We provide napkins.

We have a BBQ grill that may be used by Meal Program groups. A group that chooses to use a grill is responsible for thoroughly cleaning it when finished (the cleaning procedure is posted). We realize this is not an easy task, and is time-consuming. Some groups

choose not to use the grill for these reasons. Please notify us at least two days ahead of time if you plan to use the grill.

The final task of the evening is cleaning the kitchen. **We do expect your group to clean up after the meal.** Family members clear and clean their own tables. **However, the volunteer group is responsible for everything else including packaging leftovers, washing all dishes, cleaning counters, sweeping floors, and emptying the garbage.** Most groups require at least an hour to clean up after dinner and are ready to leave the House by 7:30PM for dinner or 12:00 noon for brunch.

Scheduling Your Meal Group Date

- Once you decide that you would like to host a dinner at the House, contact Marcia Kessinger, Volunteer Coordinator at marcia.kessinger@chapelhillrmh.net or by phone at 919-945-0403 for available dates and to confirm the date that works for your group.
- You may also see available dates by visiting our online calendars which can be found on our website at: <http://www.rmh-chapelhill.org/page/with-your-group>. If you see a date that you would like to sign up for please contact us with your requested date or fill out the online form.
- Your group leader has the responsibility of providing and reviewing this Meal Program Handbook with all group members not attending the on-site orientation. All members of your group must carefully read and be familiar with our Food Handling, Preparation, and Storage Guidelines prior to coming to the House on your scheduled date.

Special Reminders:

- If you need to cancel on the day of your dinner, please call 919-913-2040 and ask to speak to the Manager-on-duty, as well as sending a cancellation notice by e-mail to Marcia.Kessinger@chapelhillrmh.net. If you must cancel we ask for at least 2 week notice. We hope that if it is shorter notice than that you will make arrangements for a meal to be delivered in your absence.
- Volunteers may not take responsibility for supervising or caring for children in the absence of a parent or guardian, either from the common areas or from the House premises.
- Volunteers should never enter a family's room for any reason.
- Before taking photographs, check with a staff person. A written release using our form must first be obtained from the parent of each child in a photograph. Photographs that will be used for any type of publication and any filming, requires advance permission and arrangements.

We appreciate your feedback. After your dinner date, please tell us about your time at the House and any suggestions you might have that would improve the experience for our volunteers. Please direct comments to: Marcia Kessinger (contact info on front page of manual)

Menu Planning

As a general guideline, please consider providing the following menu items: A basic dinner meal would be a meat, starch, and vegetable. Dessert and drinks are optional. For brunch suggestions see Menu Suggestions, below.

- Main dish (it is not necessary to provide both a meat and vegetarian entrée)
- Pasta, rice or potatoes, if not included in the main dish
- Fresh green or vegetable salad and/or vegetable
- Fresh fruit
- Bread/rolls with butter
- Dessert
- Beverages (We have some ice, but it would be good to bring a bag with you. Individually packaged drinks, including bottled water, soft drinks, and juice are easiest to serve. It is also fine to serve large containers of beverages that are poured into cups. There are cups and glasses in our cupboards, but you should bring disposable cups, if that is what you want to use.)

Prohibited foods are as follows:

- Non-pasteurized juice and milk products
- Raw seed sprouts, such as alfalfa sprouts
- Undercooked meat, fish, or eggs
- Alcohol: No alcohol may be brought to the House, including the use of it as an ingredient in on-site food preparation.

Know the ingredients in all foods that you serve.

Ingredients do not need to be displayed, however be prepared to verbally offer a list of ingredients in case of food sensitivities/restrictions.

You may provide paper plates, cups and plastic utensils.

We provide napkins, glasses, china plates and bowls, disposable gloves for food preparation, containers for packaging leftovers, cooking and serving equipment, food warmers for buffet, cleaning supplies, coolers and ice for beverages.

Please note:

We ask that volunteers and volunteer groups not solicit donations on behalf of Ronald McDonald to support/fund their meal.

Menu Suggestions

Dinner Entrées

- Home-style/Comfort Foods (most popular)
- Macaroni and Cheese
- Casseroles
- Hot Dogs & Hamburgers (w/ condiments and toppings)
- Grilled Items
- Soup & salad bar
- Stir-fry
- Breakfast Menu
- Pasta Bar w/ various sauces
- BBQ Ribs
- Enchiladas
- Baked potato bar w/ all the toppings
- Chili
- Ethnic theme
- Turkey, Ham, baked or fried chicken, beef, or pork tenderloin
- Sandwich Makings (you can do lunchmeats or have hot fillings like meatball, Philly, etc.)
- Your favorite family recipe
- Most often-served items: spaghetti, lasagna, tacos

Sides

- Vegetables-cooked
- Raw vegetable platters (1-2 platters are usually sufficient)
- Grilled vegetables
- Rice, Potatoes, Beans Chips, Dip, Salsa
- French Fries
- Mashed Potatoes with Gravy (a favorite!)

Salads/Fruit

- Any salad or salad bar (fresh greens - non-vacuum packed – with sides of fresh salad toppings are popular. Salads may be dressed or dressing may be served on the side.
- Fresh fruit platters (popular with the children and adults)

Bread (if needed, remember butter)

- Rolls/Muffins
- Loaves of Bread
- Garlic Bread
- Cornbread

- Focaccia
- Pita Bread

Desserts (Families love desserts—especially homemade!)

- Cookies
- Cakes
- Cupcakes
- Pies
- Brownies
- Ice Cream Sundaes
- Ice Cream Bars
- Crisps and Cobblers
- Root beer floats

Beverages

- Bottled Water
- Juice
- Punch
- Soda

*Catered Restaurant Dishes and take-out as well as purchased frozen entrées are always possibilities

Brunch Ideas:

Brunch items can be anything from a continental breakfast to more complicated fare, but our families do appreciate a hot meal. Some ideas are:

- Breakfast casseroles
- Pancakes
- Breakfast meats
- Scrambled eggs
- Hash browns
- Sausage gravy and biscuits
- Bagels
- Muffins
- Fruit

We have plenty of coffee, sugar and creamer on hand but you might want to provide juice.

On Your Meal Day

- Whenever possible, a kitchen supervisor from the Ronald McDonald House will be assigned to oversee and assist your group.
- Make sure that no one in your group has any symptoms of illness, has recently been exposed to a disease or has a communicable disease. If this applies to anyone in your group, they should stay home and not participate in any food preparation.
- Children in your group must be a minimum of 13 years of age and have had chickenpox or been vaccinated for chickenpox.
- When you arrive at the House, check in at the front desk. Everyone in your group must sign in at the front desk. Carts for transporting food and supplies are available.
- If, while cooking at the House, you require any assistance during the evening; you may reach the front desk by dialing “0” on a House phone.
- Once the food is prepared, set the food out buffet style. Refill the buffet as needed, keeping the buffet table and nearby floor area clean.
- Sit down and eat with the families (this is the best part 😊).
- By 7:00 p.m. or 11:15am (earlier if family members are no longer eating) start to clean up.
- Hand-wash all food preparation and serving equipment and utensils.
- Also, hand-wash any trays, broiler pans, and cookie sheets, which are otherwise damaging to the dishwashers. Put all other dirty dishes and utensils in the dishwasher. Run dishwashers when full. If, during the course of the evening, you find a full, clean dishwasher, it would be greatly appreciated by the families if you empty it (wearing gloves).
- All leftover food should be stored in plastic zip lock bags (provided by the House) or plastic containers, if available. Mark each bag/container using a permanent marker with the date, contents, and the word “House.”
- No “potentially hazardous foods” (defined as foods in which bacteria are more likely to grow—(see the “Food Handling, Preparation, and Storage Guidelines”)-- may remain on the buffet counter after dinner service is over.
- Wipe down the counter tops with disinfectant spray. Sweep the floor. Empty full garbage cans, place new liners in the cans and break down all boxes.
- Please return all equipment to its original location.

Cleaning Instructions for the BBQ Grill

1. Burn off excess food.
 - a. Set the burner controls to high and close the lid for 3 to 5 minutes (any longer may damage the grill).
2. Turn OFF the grill, open the lid and allow it to cool before proceeding with cleaning.
3. Clean the cooking grids.
 - a. Take off the cooking grids.
 - b. Wash the grids in the kitchen sink with warm water and dish soap. Please use either a washcloth or a vegetable brush to clean the grids.
 - c. Rinse.
4. Clean the savor plates.
 - a. Take off the savor plates.
 - b. Use the vegetable brush to remove stubborn or “burnt on” cooking residue.
 - c. Wash the plates in the kitchen sink with warm water and dish soap.
 - d. Rinse.
 - e. Dry the plates thoroughly before you reinstall them in the cooking bowl.
5. Clean the grease tray receptacle.
 - a. Take out the grease tray receptacle.
 - b. Remove any grease.
 - c. Wash in the kitchen sink with warm water and dish soap.
 - d. Rinse.
6. Clean the inside of the grill lid.
 - a. Grease can have the tendency to build up on the grill lid; remove any grease by washing with dish soap and warm water.
7. Close ALL shut-off valves.

Remaining Four Pages Contain Info that **ALL GROUP MEMBERS** must understand and practice!

Ronald McDonald House of Chapel Hill

Food Handling, Preparation, and Storage Guidelines*

Please make sure each person in your group reads the following guidelines very carefully. Many of our children have a low tolerance for germs and bacteria; it is very important that everyone understands and follows these guidelines. Thank you.

Please stay at home if you are experiencing any of the following symptoms: sore throat, runny nose, coughing or sneezing, watery eyes, fever, chills, unexplained rashes, general aches, nausea, vomiting, or diarrhea or if you have recently been exposed to or have chicken pox, shingles, measles, tuberculosis, influenza, hepatitis, or any other communicable diseases. Only children over the age of 13 may accompany your group. They must also have had chickenpox or been vaccinated for chickenpox.

1. If preparing food off site, only do so if you are healthy.
2. Take special care in transporting food to the House: Cold food should be packed on ice and hot food should be packed in a thermal pack. Otherwise, your travel time to the House should be no more than 20 – 30 minutes.
3. Wash hands often and well (see attached guide): Clean hands are the most important food safety tool.
4. Never touch ready-to-eat food with bare hands:
 - Use serving utensils to handle food
 - Wear gloves (provided by the House), when doing food prep at the House

Important Rules for Using Gloves

 - Wash hands before using gloves
 - Change gloves that get ripped
 - Change gloves that might be contaminated
 - Never wash or reuse gloves
 - Change gloves between working with raw and ready-to-eat foods
 - Throw gloves away after use
 - Wash hands after taking gloves off

5. Clean and sanitize all food preparation surfaces:
- Before using
 - In between preparation of different food items
 - During final clean up

At home, use hot soapy water or disinfectant. At the House, use the supplied DZ-7 disinfectant spray and paper towels to clean work surfaces, serving counters, and dining tables.

6. Keep potentially hazardous foods hot or cold:
- These are defined as foods in which bacteria are more likely to grow.
 - These foods include:
Animal products (includes eggs, dairy products)
Cooked starches (rice, beans, pasta, potatoes)
Fruits and vegetables as follows: cooked vegetables, tofu, sprouts such as alfalfa or bean sprouts, cut melons.

Potentially hazardous food may be kept at room temperature for up to two hours while you are preparing it.

- Keep potentially hazardous foods out of the Danger Zone (41-140 degrees F). Maintain the following temperatures of foods as they are being held and served:
Hot food holding temperature= 140 degrees F or higher
Cold food holding temperature= 41 degrees F or colder

7. Cook food to proper temperature
- **165 degrees F**: poultry, stuffed foods and stuffing, casseroles, all reheated food
 - **160 degrees F**: pork, ground beef, egg dishes
 - **145 degrees F**: steaks, roasts, fish
 - **140 degrees F**: vegetables hot held; packaged, ready-to-eat food (such as hot dogs and canned chili) that are heated for hot holding
 - All meats must be fully cooked (well done). Once cooked to proper temperature, hot-held food must be kept at or above 140 degrees. Thermometers are supplied.
8. Keep raw meat away from other food to prevent cross contamination.
- Wash and sanitize surfaces that come in contact with raw meat.
 - Use a separate cutting board for raw meat.
 - Wash hands after handling raw meat.
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9. Prohibited foods are as follows:
- Non-pasteurized juice and milk products
 - Raw seed sprouts, such as alfalfa sprouts

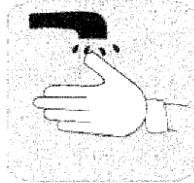
- Undercooked meat, fish, or eggs
 - Alcohol: No alcohol may be brought to the House, including the use of it as an ingredient in on-site food preparation.
10. Know the ingredients of your dishes:
- Some of our families may have questions or concerns of possible food allergies or sensitivities.
11. Cool hot food as quickly as possible before storing.
12. Leftover Food Storage:
- All leftover food should be stored in plastic bags, plastic containers (provided by the House).
 - Leftover baked potatoes must be cut and cooled before storing. They may not be stored whole.
 - Mark each bag using a permanent marker with the date, contents, and the word "House."
 - Place bags in the community refrigerators (or freezers, if appropriate).
 - All potentially hazardous foods should be properly stored and not left out on serving counters. Families arriving after dinner will help themselves to the food that has been stored in the refrigerator.
13. Washing dishes by hand:
- Wash and Rinse
 - Air dry (may do final drying, if necessary, with paper towels)

Washing Dishes by Hand*

1. Clean sinks and sanitize with disinfecting spray. Rinse with warm water.
2. Wash dishes in hot, soapy running water.
3. Rinse dishes with hot, running water.
4. Air-dry for as long as possible on drying rack.
5. If needed, finish drying with paper towels before putting dishes away.
 - Only pots and pans and large utensils, trays, etc. (which are damaging to the dishwashers) will be washed by hand. All other items are washed in the dishwasher.
 -

Hand Washing Instructions

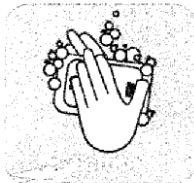
How to Wash You must wash your hands at a handwashing sink that has hot and cold running water, soap, and paper towels (or other single-use drying method). From start to finish, all food workers must wash their hands for at least 20 seconds.



Step 1: Get your hands wet so the soap will work.

Wet

20 seconds

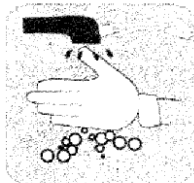


Step 2: Apply soap and scrub. Be sure to scrub under the fingernails, between the fingers, and all the way up to the lower arm. Hands need to be scrubbed for at least 10-15 seconds. Time yourself until you get used to it. This scrub time is longer than most people wash!

Scrub

10 - 15

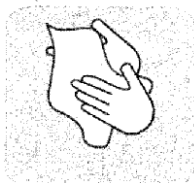
20 seconds



Step 3: Rinse hands to send the soap suds and germs down the drain.

Rinse

20 seconds



Step 4: Dry hands completely with a paper towel, or other single-use method. Paper towels are preferred because scrubbing with the towel helps remove more germs.

Dry

20 seconds

Page 27 | Food Safety 101 | **If handwashing doesn't take at least 20 seconds, it doesn't count.**

Driving Directions to the Ronald McDonald House

FROM THE NORTH (NORTH DURHAM)

- From I-85 south, take exit 174B for US-15 S/US-501 S toward Chapel Hill go 0.4 mi
- Slight left at US-15 S/US-501 S and go 3.7 mi
- Take the exit toward Durham Chapel Hill Blvd/US-15/US-501 and go 472 ft
- Keep right at the fork, follow signs for Chapel Hill/US-15 S/US-501 S/I-40 and merge onto Durham Chapel Hill Blvd/US-15/US-501
- Continue to follow US-15/US-501 bypass, go 6.8 mi
- Turn left at the light at Old Mason Farm Rd (if you hit Manning Drive, you have gone too far!)
- The Ronald McDonald House is on the left

FROM THE EAST (RALEIGH)

- From I-40, take exit 273A for Hwy 54 West toward Chapel Hill go 0.2 mi
- Merge onto NC-54 and go 2.9 mi
- Go under overpass and take the ramp to N Fordham Blvd/US-15/US-501 and go to light
- Turn right at N Fordham Blvd/US-15/US-501 and go 0.7 mi
- Turn left at the light at Old Mason Farm Rd (if you hit Manning Drive, you have gone too far!)
- The Ronald McDonald House is on the left

FROM THE SOUTH (PITTSBORO, SILER CITY, ETC.)

- Follow US-15/US-501 North
- Continue to follow US-15/US-501, go 15.3 mi
- Take the ramp onto S Fordham Blvd/NC-54/US-15/US-501 and go 1.6 mi
- Go through the light at Manning Drive and go to the next light
- Turn right at the light at Old Mason Farm Rd (if you hit Manning Drive, you have gone too far!)
- The Ronald McDonald House is on the left
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FROM THE WEST (BURLINGTON, GREENSBORO, ASHEVILLE, ETC.)

- From I-40 east, take exit 270 for US-15/US-501 toward Chapel Hill, go 0.3 mi
- Turn right at Durham Chapel Hill Blvd/US-15/US-501
- Continue to follow US-15/US-501 and go 4.2 mi
- Turn left at the light at Old Mason Farm Rd (if you hit Manning Drive, you have gone too far!)
- The Ronald McDonald House is on the left

Kitchen/Food Handling Orientation Checklist

Your Volunteer Group

- Children must be a minimum of 13 years of age and if between 13-18 years old must either have had chicken pox or been immunized for chicken pox.
- Ideal group size is 6-10 people
- No volunteer may have any illness or symptoms of possible illness, no matter how minor
- Procedure for canceling dinner – call House and speak w/ staff member.

Designated Lead for Group

- Responsible for scheduling and attending orientation, providing and reviewing orientation materials with all group members, outlining team assignments on dinner night, ensuring that House guidelines as outlined in the handbook and orientation, are followed

Contents of Handbook/Orientation Materials Everyone Must Know and Understand

- Food Handling, Preparation & Storage Guidelines
- Handwashing Instructions
- Washing Dishes by Hand
- RMH Guidelines for Community Volunteers

Kitchen Supervisor

- Has overall responsibility for the kitchen and implementation of food handling guidelines during meals

Menu Planning

- Menu selection
- Amounts of food
- Food restrictions – know ingredients
- Soliciting donations
- Clean Up expectations and option to bring paper & plastic.

On Your Scheduled Date:

- Arrival time (Dinner served at 6pm, brunch at 10:15am – earliest can arrive on wknd 9am.
- Signing in
- In Kind Donation/Group Sign-in form
- Transferring supplies to the kitchen
- Parking cars
- General order of events during dinner
- Dinner with families
- Departure and clean

Pantry

- House refrigerator (Use Silver fridge and label w/ date)
- Extra supplies (ask at front desk)

Layout of Dining/Kitchen Areas

- Kitchen layout
- Bathrooms

- Ice machine
- First aid kit
- House phone (dial "0")
- Dishwashers
- Disposals
- Garbage
- Laundry room (cleaning equipment)
- Community fridge
- Items used in cleaning
- Setting up buffet, dessert, drinks

Cleaning

- Sanitizing surfaces (before, during, and after food prep; dining tables)
- Washing hands, using gloves
- Items for the dishwasher
- Hand-washing pots and pans
- Returning items to the kitchen shelves

Cooking

- Thermometers and Monitoring food temperatures
- Warming trays
- Using ovens to keep food warm
- Using ice to keep items cold

Food Storage

- When to start clearing buffet counter
- Packing, marking, & storing leftovers
- Leftover food on the buffet

Use of the House BBQ Grill

- Advance notice required (2 days)
- Guidelines for using the grill
- Cleaning the grill
- Checking in with Manager-on-duty when finished with grill

The meal program guidelines have been explained and location of all equipment has been given. I understand that all members of our group must be briefed on these guidelines and that I am responsible for seeing that they are followed.

Designated MG Lead _____(print) _____(sign)

Date _____

Name of Group _____

Date dinner/brunch to be served _____

Contact Info for MG Lead _____(p) _____(e)