



# MEALS FROM THE HEART



Questions? Contact: [Tonja Sparks, Volunteer Services Manager](mailto:tonja.sparks@rmhfw.org)  
817.820.8934 or [tonja.sparks@rmhfw.org](mailto:tonja.sparks@rmhfw.org)

## FREQUENTLY ASKED QUESTIONS

### **Why did you add a Chef to your Ronald McDonald House of Fort Worth (RMHFW) staff?**

RMHFW faced many of the same pain points individuals experienced in meal planning and preparation, such as increased food costs and the desire to provide a more consistent, nutritious meal for families. Our Chef is dedicated to preparing menus through good stewardship of our resources while enhancing our volunteer experience for our community supporters.

### **How will volunteers work with the Chef?**

When booking your date with our Volunteer Services Manager, please verify whether the Chef will be onsite to assist you in preparing the meal for families for your cooking experience (based on availability). The Chef will prepare your menu, and gather the necessary food items and supplies to help you prepare meals.

### **Can I prepare a meal at home and bring it in?**

Our Meals from the Heart program has been specially designed to offer our guest families nutritious meals that best meet the needs of those who stay here. Our Chef creates meal plans to ensure families have a balanced diet throughout the week. Therefore, individuals who wish to prepare a meal must follow our menu and prepare it at our House. We are unable to accept meals prepared in a home kitchen.

### **Can restaurants/catering companies provide a meal?**

If you are a restaurant or catering company that wants to serve a meal, please contact us at 817.820.8934.

### **Will I be able to interact with the families?**

Yes, once all guest families have been through the serving line, meal volunteers are welcome to serve themselves and join our families in the dining area. While the dining area will have siblings and families enjoying the meal, most patients are either inpatients at local hospitals or, due to their treatment protocol, are isolated to their room within the House. Please read our Volunteer Guidance for how to respect families' privacy.

### **Will our experience include a tour of the Ronald McDonald House of Fort Worth?**

If you would like a tour of the House, please let our staff know and we will do our best to accommodate you.

### **May I take photographs or video when our group is at the House?**

Of course! Pictures in our common areas or grounds are welcome. Out of respect for their privacy, photos of our guest families are not permitted without their written consent.

### **May we bring a gift for the families?**

The time and energy you put into your Meals from the Heart volunteer experience is already a wonderful gift to our families! However, if you would like to bring an additional item, we ask that there are enough for each of our 57 rooms. To protect the health of the children, we are unable to accept previously used items. All items must be new and unopened.

### **Can the media cover our visit?**

Due to the number of generous groups and companies supporting our Meals from the Heart program, Ronald McDonald House cannot contact the media regarding a particular meal. Individual groups are welcome to contact the media, but please let us know that you have reached out to them so we can be sure we can provide you and the media with the best support during your time here.