



MEALS FROM THE HEART



EXPERIENCE OUR MISSION

If giving back is your passion, you must experience our Meals from the Heart program and the Ronald McDonald House of Fort Worth mission!

Under the guidance of our professional Chef, join us in our kitchen and make a difference by providing, preparing, and serving a delicious meal to guest families in our Family Dining Room.

Please expect to be with us for up to three hours, which includes food prep, serving, eating, and cleanup.

WEEKDAY LUNCH Noon 12 PM	DINNER 6 PM	WEEKEND BRUNCH 11 AM
<ul style="list-style-type: none"> Serving Time: 12 p.m. Time Commitment: 10 a.m. – 1 p.m. 	<ul style="list-style-type: none"> Serving Time: 6 p.m. Time Commitment: 4 – 7 p.m. 	<ul style="list-style-type: none"> Serving Time: 11 a.m. Time Commitment: 9 a.m. – 12 p.m.

This experience is great for team building with coworkers, school groups (ages 16+), church or civic groups, birthday and anniversary celebrations, or any group of up to eight (8) people!



BOOKING A MEAL DATE

Each group participating in Meals from the Heart makes a tax-deductible donation to our House to help provide the meal and support the program.

The donation amounts are as follows:

- **\$450** for lunch, brunch, and dinner

CANCELLATION POLICY

Our Culinary Coordinator must be notified directly to cancel a reservation **no less than two weeks** before your reserved meal date.

Please Note: we cannot refund your donation if you cancel your meal service. However, we can provide a one-time reschedule of your group for a later date if more than two weeks cancellation notice is given.

Otherwise, RMHFW will ensure your gift provides a warm meal for healing children and weary parents on the scheduled meal date and time.

VOLUNTEER GUIDANCE

We are ecstatic for you to become a Meals from the Heart volunteer! It's an impactful way to give back to our community and experience our mission!

Families staying at RMHFW find comfort in knowing they will have a home-cooked meal daily, helping them rest and recharge after a long day at the hospital.

For the safety of our guest families and volunteers, please review our Health and Safety Procedures below.



VOLUNTEER HEALTH/ SAFETY

1. All volunteers 18 and older must present a valid Driver's license at check-in.
2. Please stay home if you are sick. Volunteers with communicable diseases (COVID-19, common cold, recent exposure to chicken pox, flu-like symptoms, etc.) may not be part of the cooking group due to the compromised immune systems of so many of our guest families' children.
3. Volunteers must dress appropriately!
 - a. Closed-toe shoes are required.
 - b. Casual work clothes that are comfortable and practical.
4. There is no smoking, vaping or tobacco use permitted on RMHFW property.

FOOD SAFETY

1. All food served to our families must be prepared in our kitchen.
2. Hand washing is essential and required!
3. All volunteers must wear gloves while preparing, cooking, and serving food.
4. All members of the cooking group must wear an apron. Aprons are provided.
5. If volunteers have hair that goes past their shoulders, it should be tied back.
6. Our cooking groups should feel at home in our fabulous kitchen, but it is essential that volunteer cooks NOT sample the foods or lick their fingers while preparing food.

RESPECT FAMILIES' PRIVACY

Volunteers may not discuss religious, political, or racial views with families. The Ronald McDonald House is not a faith-based organization. Guest families come from diverse backgrounds and beliefs.

- **DO** show concern and compassion.
- **DON'T** ask for details of the family's story.
- **DO** tell a family you will be thinking of them.
- **DON'T** try to facilitate a prayer service at the House or solicit prayer requests.
- **DO** carefully consider these guidelines to ensure that our mission and your mission are compatible.

THANK YOU!



Questions? Contact: Family Services & Culinary Coordinator, Amanda Gordon at Amanda.gordon@rmhfw.org.



MEALS FROM THE HEART



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.