



### Learn and Serve Guidelines

- All meals should be scheduled in advance via the Volunteer and Outreach Coordinator, Morgan Knox, at **412-246-1103** or by email at **morgan@rmhcpgh-mgtn.org**.
  - Dates available will be listed on the Learn and Serve Web Page.
  - Please reach out directly with the date you'd like to reserve.
    - Please do not use Meal Train to schedule for the Learn & Serve program.
- Date must be confirmed before making payment.
- To make the \$200 donation for your meal, please visit: **<https://rmhcpgh-mgtn.org/donate/>** and click **"Learn & Serve"**.
- Once you have scheduled your meal and the donation has been received, a Learn and Serve confirmation form will be sent to group leader.
- This form will be required to be returned within four business days of sign up. Here, you will provide the contact information for your group, and personalize your menu choices from our Learn and Serve menu.
- If your group needs to cancel, please contact Morgan Knox as soon as possible.
  - Please note, meal donation refunds will not be given in the event of a group cancellation.
  - The money donated will be used to supply the meal to our families in the group's absence.
- In an event of a cancellation from RMHC or the Instructor, you can request a refund, reschedule, or use the donated money to sponsor a meal.
- All meals, sides and desserts must be prepared and cooked on site in our community kitchen with the Learn and Serve Instructor.
  - Please do not bring additional items to supplement the meal.
  - No alcohol may be brought into the House. This includes its use as a food ingredient.
- If your group would like a tour of our facility during the event, please request in advanced.
- Children 8 and older are welcome to participate but must be accompanied by adults and are considered part of the 8 individual limit for this program.
  - Children need to be supervised at all times.
- **Please be prepared to spend 4 hours at RMH for this program.**
  - **Arrival Time:** 3 pm
  - **Serve Time:** 6 pm
  - **Clean up Begins:** 6:45 pm
  - **End time:** 7 pm
- The actual number of people attending meals varies greatly even though the House is usually full. This is due to a number of factors, none of which are predictable.
- Please keep in mind that our guests are presently experiencing crises in their lives. It is important to be empathetic but also consider our guests need for privacy and space.
- Please respect the privacy of our families, do not include them in your photos.
- Everyone preparing food should use appropriate hygiene practices and be free of any contagious illness. Remind all chefs to wash hands thoroughly.
- Food safety gloves are required when handling food. You are welcome to bring your own or gloves will also be available in the Ronald McDonald House Pittsburgh kitchen.
- Please follow the food safety guidelines provided on the website: [www.foodsafety.gov](http://www.foodsafety.gov)
- ALL volunteers will be required to sign a release form. You can request forms in advance from Volunteer Coordinator or have individuals complete at the time of RMH Pittsburgh event.