



## Frequently Asked Questions

**What should we cook?** Please provide a complete meal for our families with sides and a main course. Do you have a recipe that has been in your family for generations or are you known for a signature dish? We'd love for you to share it with us! [Check out our website](#) for helpful meal inspirations! Please notify our Volunteer and Outreach Coordinator when you decide on your menu (ideally one to two weeks in advance to avoid providing a duplicate dinner).

**How is the meal set up?** As most families have different medical schedules, please set the meal up buffet style. Families can then make plates and eat at their convenience. To-go containers are always a welcome donation for the families to take their meals to the hospital or to their rooms.

**How long does a Meals from the Heart meal take?** Most groups arrive between 1-2 hours before serve time for meal prep. After initial serve time, please plan to leave food out for one hour. This gives families time to work the meal into their schedules. After or during the hour, volunteers should clean up the kitchen and put away any leftover food. Leftovers are always a comfort later in the evening. Foil, Saran Wrap, etc. are available at Ronald McDonald House Pittsburgh.

**Can I interact with the families?** 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 try your best to maintain 6 feet of social distance between you and the guest families due to many individuals that may be present with compromised immune systems. Volunteers are prohibited from including families in their photos, soliciting services, and exchanging personal information with RMHC guests. We welcome volunteers, staff and families of all background's races and religions. We ask that you please refrain from including any personal religious influences while on-site to ensure a welcoming space for all.

**Can my group get a tour of the House?** In an effort to reduce the number of visitors moving through the house, tours are only offered on a limited basis at this time. Please reach out to the Volunteer and Outreach Coordinator in advanced if you would like to request a tour.

**Need to cancel but still want to help?** If an unforeseen conflict arises, you can provide a catered meal such as pizza, deli, or Chinese night instead. Please call our Volunteer Coordinator or the front office to make arrangements. Please do not forget to include the tip for the delivery person. If the need to cancel arises far enough in advanced, please consider [donating to our meal fund](#). Choose "Donate a meal – Pittsburgh" to ensure a meal is provided that day.

### For additional questions please contact:

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