

Kindness Kitchen



FAQs

How do I schedule a meal?

- **New Meal Partner:** Fill out the [meal partner form](#) (*new meal partners only*).
- **Returning Meal Partner:** Email rmhmeals@parkview.com to schedule a meal.

Are we able to drop off our supplies before parking?

- Yes. You are more than welcome to pull up in the circle drive right in front of 2A. Call 260-266-3590 and someone will meet you with a cart to load all your supplies on and take them to the House.

Where do we park?

- Please park in lot P2. We are located on the first floor of Parkview Regional Medical Center inside entrance 2A.

How many people will we be serving?

- On average, we serve 30 individuals during meals, but please understand, that number is never guaranteed. Our guests can check in or out from 8am-9pm (hours may vary), and they know that the meals are available and free. Families have unpredictable schedules with doctor visits, late night feedings, etc.... and may not make it down during serving hours. We ask that you package 8-10 to-go containers for families to grab later.

Do we need to bring plates, utensils, and cups?

- We ask that you bring 8-10 to-go containers with multiple compartments. All meals will need to be individually boxed up. You are welcome to bring bottled water too.

How much time should we allow to prepare the meal?

- **Cooking on-site:** Your group is in charge of buying the ingredients, prepping them, cooking here on-site on your volunteer date. **Under no circumstances can we accept food made at home.** We can only accept food made in a commercial kitchen such as Kroger's Costco, or a restaurant. Please arrive in enough time to prepare, set up, and serve our guests by the designated mealtime. Meal prep begins up to 2 hours prior to each mealtime, Saturdays one hour prior.

What time do we serve the meal?

- Dinner is served Sunday-Friday from 6:00-7:30 p.m. and Saturday Brunch from 10:00-11:30 a.m. Meals are served for 1.5 hours to allow families the flexibility to come down to dinner on their own time. Families will come and go sporadically throughout the entirety of the mealtime. Dinners can be taken to go, or families may choose to eat in the House.





Kindness Kitchen



Should we stay and clean up?

- Please be sure to clean the kitchen before you leave. It should look the same way you found it.

What Food Safety Practices do we follow?

- Please review and follow the food safety guidelines provided on the website: www.foodsafety.gov. Kitchen Rules and Food Prep Guidelines can also be found in the House Pantry upon arrival.
- Everyone preparing food should use appropriate hygiene practices and be free of any contagious illness. Wash hands thoroughly with soap before handling food. Wear food handling gloves provided in the kitchen when cooking and serving food. If you have hair that goes past your shoulders, please be sure to tie it back.

What do we do with extra food?

- Please bring 8-10 to-go containers to hold extra meals in the refrigerator for families to eat later. Dinner can be refrigerated up to 3 days after your meal. Please do not leave leftover ingredients in the kitchen, as we cannot use them.

May we cook food ahead of time in our own kitchen?

- No, we require that meals be prepared in our kitchen or carried in by a restaurant, or purchased from grocery stores (ex: Costco, Gordon's, Kroger). Please follow the food safety guidelines provided on the website: www.foodsafety.gov.

What should we cook?

- Simple/kid-friendly meals are best. Keep in mind that comfort food is one of the most common stress relievers.

Are we allowed to fry foods using oil in the Kindness Kitchen?

- We cannot deep fry food in the Kindness Kitchen using oil. If you'd like to include fried foods with your meal, please purchase from a restaurant or licensed caterer. Deep fryers and electric skillet cannot be brought in to be used.

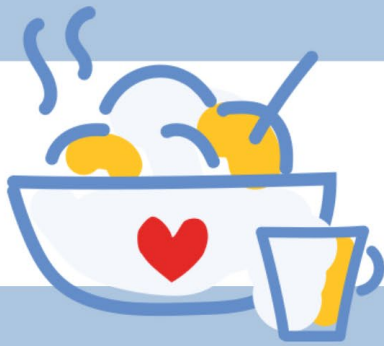
Should we worry about food allergies or dietary restrictions?

- This is not necessary. Guests are responsible for managing food allergies accordingly.

Should we include a "kid-friendly" dish in our menu?

- Kids do not commonly stay in the House with their parents, but they do visit every now and then. You are welcome to provide a separate dish of kid-friendly food, but it is not required.





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May we bring homemade baked goods?

- You are welcome to make your baked goods in our kitchen or bring pre-made baked goods from a grocery store. Please follow the food safety guidelines provided on the website: www.foodsaftey.gov.

If we are catering from a restaurant, can we keep it warm with chafing gel fuel cans?

- We cannot have an open flame in the House – which includes the chafing gel fuel cans. If you need to keep the food warm, let us know and we can have the oven preheated for you to allow the food to stay warm until the serving time.

Do we need to provide beverages?

- We can always use bottled water.

How many volunteers does my group need and what are the age limits?

- Our kitchen accommodates 2 to 6 individuals comfortably. Kindness Kitchen partners must be 18+ years old. Any groups including teen minors, must have at least one adult volunteer.

Can we take pictures during our service?

- Yes, you are welcome to take group photos and pictures of your group in action. To respect the privacy of our families, we ask that you do not take pictures of our guests. Please share your pictures by emailing them to rmhmeals@parkview.com. You may be featured on our social media! Find us by searching for *Ronald McDonald House Charities of Northeast Indiana* on Facebook, Instagram, and LinkedIn. Feel free to post these to your own page and tag us.

What if we need to cancel the day of our meal?

- We have guaranteed our families that there will be food at the House for every meal. Due to this, we ask that once you sign up for a meal, you stick to this date. We understand that things come up, but if you cancel less than two weeks before your cooking date, we ask that you cover the meal in some capacity - make arrangements to have food delivered from a restaurant. For the safety of our children and parents, if you are not feeling well - STAY HOME!

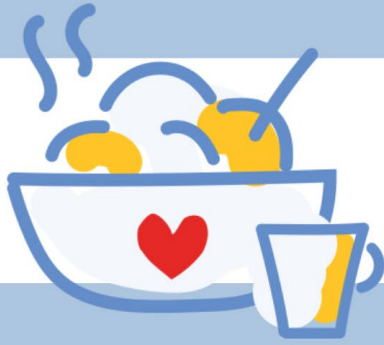
Are there other ways of providing a meal besides coming in and preparing it myself?

- Oh yes! We have a solution for everyone! You can cater a meal from a local restaurant and deliver it yourself or have it delivered or fund a meal by donating money or gift cards to local restaurants or grocery stores.

Does the RMHC accept donations?

- Yes, we are always in need of grab-and-go snacks, and basic everyday household items. Please see our [Wish List](#).





Kindness Kitchen



Upon Arrival...

- Your group will be greeted by a volunteer or staff member who will show you around the kitchen and answer any questions.
- Please reference the information sheets hanging above the aprons in the House Pantry. All members of the cooking group must wear an apron. The Kindness Kitchen meal log is also on the clipboard on the right side of the pantry door. Please fill out the information and keep track of how many people you serve throughout the evening.

[Thank you!](#)

On behalf of all the guest families here at Ronald McDonald House, thank you for providing a healthy, comforting, home-cooked meal. We look forward to meeting your group!

