



# Kindness Kitchen



## Frequently Asked Questions

### 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](mailto:rmhmeals@parkview.com) to schedule a meal.

### What does a Meal Partner do?

Take stress off plates by putting food on them! Your group will plan the menu, purchase the ingredients, and prepare a meal either here on-site or in a licensed commercial kitchen on your volunteer date.

For the safety of the families we serve, **we're unable to accept food prepared in home kitchens**. We gladly welcome meals that are commercially catered, prepared in a commercial kitchen, or pre-made from approved vendors like Kroger, Costco, or local restaurants. Thank you for helping us keep families both comforted and safe!

### 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 entrance 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 Women's & Children's Hospital, inside entrance 2A.

### How many people will we be serving?

On average, we serve about 35 people per meal, but please understand that this is not guaranteed. Families check in and out between 8 a.m. and 9 p.m. (hours may vary), and with doctor's appointments, procedures, and late-night feedings, their schedules are often unpredictable. Meals are always available and free for our guests, but some families may not be able to join during serving time. We kindly ask that you prepare 8–10 to-go containers so families can grab a warm meal whenever it works best for them.

### 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. No other items are required.

### How much time should we allow to prepare the meal?

- Please arrive with enough time to prepare, set up, and serve our guests by the designated mealtime. Meal prep begins up to 3 hours prior to each mealtime.





# Kindness Kitchen



## What time do we serve the meal?

- Dinner is served each day from 6:00-7:30 p.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.

## 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 available on [www.foodsafety.gov](http://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 your hair goes past your shoulders, please be sure to tie it back.

## What can we use to cook in the Kindness Kitchen?

- Our kitchen includes two ovens, crockpots, microwaves, a large roaster, an air fryer, and micro cookers for cooking meals. Our stovetop is disabled for use.

## 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 for up to 4 days after your meal. Please do not leave leftover ingredients in the kitchen, as we cannot use them.

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

- We gladly welcome meals that are commercially catered, prepared in a commercial kitchen, or pre-made from approved vendors like Kroger, Costco, or local restaurants. Please follow the food safety guidelines provided on the website: <http://www.foodsafety.gov>

## What should we cook?

- Simple, comfort 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 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, or use our air fryer. Deep fryers and electric skillets **cannot** be brought in for use.





# Kindness Kitchen



## Should we worry about food allergies or dietary restrictions?

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

## Should we include a “kid-friendly” dish in our menu?

- The majority of our guests are adults, but children are allowed to stay with their parents and visit. You are welcome to provide a separate dish of kid-friendly food, but it is not required.

## May we bring homemade baked goods?

- You are welcome to make baked goods in the Kindness Kitchen, bring pre-made baked goods from a grocery store, or items that were made in a commercial kitchen, but we cannot allow items made at home. Please follow the food safety guidelines provided on the website: <http://www.foodsafety.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 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 serving time, or you can use our crockpots and roaster.

## 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 comfortably accommodates 2 to 6 individuals. Kindness Kitchen partners must be 18+ years old. Any group 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](mailto: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 promised our families that there will be food at the House for every meal. Because of this commitment, we ask that once you sign up for a meal, you honor that date. We understand that things come up, but if you need to cancel less than two weeks before your scheduled cooking date, we ask that you help cover the meal in some way — such as arranging for food to be delivered from a restaurant. For the safety of our children and parents, if you are not feeling well, please STAY HOME.



# Kindness Kitchen



## 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 order a meal from a local restaurant and deliver it yourself, or have it catered, 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](#).

## 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 refer to 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!*

