



Keeping families close™

Group Volunteering Guidelines

RONALD MCDONALD HOUSE HOUSTON CHILDREN'S MEMORIAL HERMANN HOSPITAL

REQUIREMENTS

- The maximum number of volunteers that may participate is 5. All participants need to be at least 16 years of age and have one adult chaperone present. A volunteer or staff member will remain with the group during the visit.
- Media coverage must be pre-approved by our Marketing Coordinator at 713-795-3583 or mc@rmhhouston.org as well as a representative at Memorial Hermann Hospital.
- Personal photos are prohibited. Do not take pictures or videos of patients/family members with personal phones or other equipment. You may participate in patient/family photos if the patient/family is taking the picture with their personal device.
- Do not discuss individual patients or their conditions outside this event. Do not discuss individual patients or their conditions with other members of your volunteer group or with other patients/families.

FAMILY MEALS & ACTIVITIES

- All events must be scheduled and approved before arriving.
- Only food prepared at a licensed retail food establishment may be served to guests if delivered directly and served within a short period of time. All food must be fully cooked and prepared prior to delivery. Due to food safety guidelines, food cannot be cooked in the Ronald McDonald House kitchen.
- Only packaged foods purchased from retail grocery stores in unopened containers or whole fruits or vegetables can be accepted for donation.
- Two microwaves and an oven are available for warming. Grills, skillets, sterno (or any product with a flame) are not allowed due to safety reasons.
- Any small gifts must be new (never used) and cannot be wrapped or have religious messages or themes. Do not include anything that contains themes dealing with death, medical procedures, illness, "humorous" medical toys or games that are inappropriate.
- Prior approval must be received to bring decorations for event. Mylar balloons are exclusively used throughout pediatrics. Latex balloons, bubbles, glitter and confetti are prohibited.
- Do not give money or personal belongings to patients/families. Visitors are not allowed to give out or gift any item to families that have cash value such as gift cards or parking tokens.
- Activities should last no more than 2 hours and must be held inside the Ronald McDonald House. Individual patient rooms cannot be visited.

BEHAVIOR

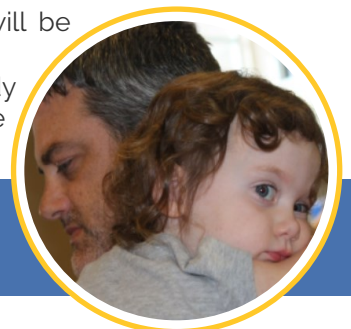
- The Ronald McDonald House and Memorial Hermann Hospital are non-denominational and therefore all items need to be generic and not for one particular faith and without any religious verse.
- In the matter of both social work and spiritual support, families have access to professionals through the hospital. Therefore, neither staff nor volunteers provide social work or evangelism.
- Do not share your cell phone number or email address with patients/families. Do not "friend" patients/family members on your social media accounts.
- Do not accept gifts or monetary donations, on behalf of your organization or personally, while volunteering at this event. Do not promote or hand out fliers that solicit donations or recruit for any organization.

SAFETY

- Wash your hands with soap and water and use alcohol-based sanitizer often. Gloves will be provided and must be used when handling and serving food.
- Do not come if you have any of the following: Fever, sore throat, cough, sneezing, body aches, flu or respiratory illness, Eye infection, Open sores, or exposure to any communicable infections in the previous 48 hours.

*you cannot put a price on **being close to your child** when you are needed the most*

Keeping Families Close™ ♥ rmhhouston.org ♥ 713-704-6827



Five keys to safer food



Keep clean

- ✓ Wash your hands before handling food and often during food preparation
- ✓ Wash your hands after going to the toilet
- ✓ Wash and sanitize all surfaces and equipment used for food preparation
- ✓ Protect kitchen areas and food from insects, pests and other animals

Why?

While most microorganisms do not cause disease, dangerous microorganisms are widely found in soil, water, animals and people. These microorganisms are carried on hands, wiping cloths and utensils, especially cutting boards and the slightest contact can transfer them to food and cause foodborne diseases.

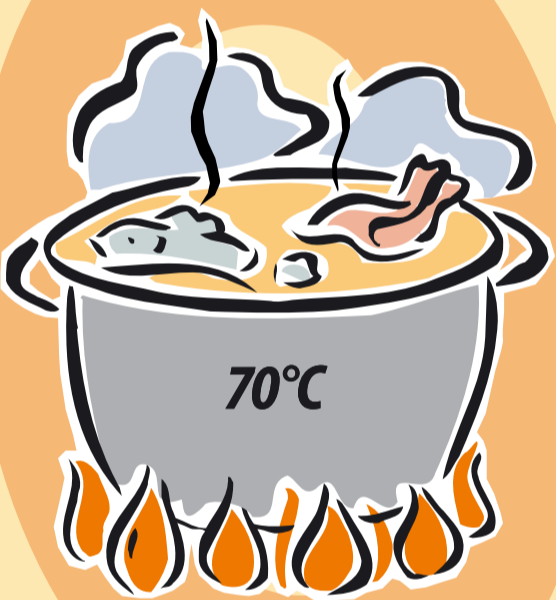


Separate raw and cooked

- ✓ Separate raw meat, poultry and seafood from other foods
- ✓ Use separate equipment and utensils such as knives and cutting boards for handling raw foods
- ✓ Store food in containers to avoid contact between raw and prepared foods

Why?

Raw food, especially meat, poultry and seafood, and their juices, can contain dangerous microorganisms which may be transferred onto other foods during food preparation and storage.

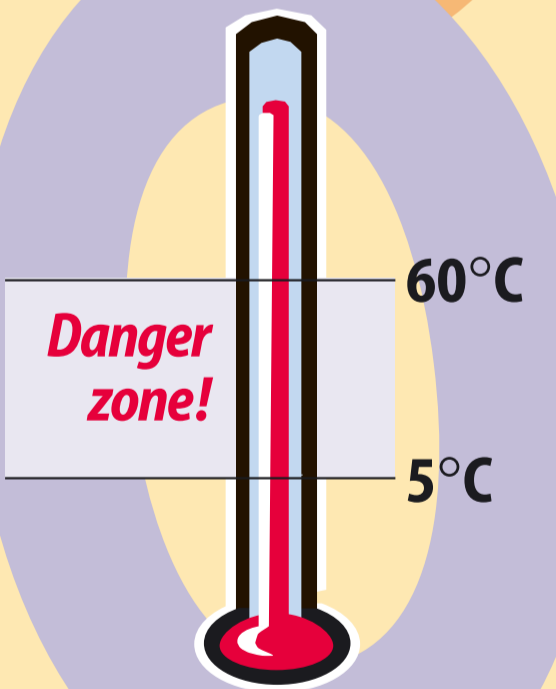


Cook thoroughly

- ✓ Cook food thoroughly, especially meat, poultry, eggs and seafood
- ✓ Bring foods like soups and stews to boiling to make sure that they have reached 70°C. For meat and poultry, make sure that juices are clear, not pink. Ideally, use a thermometer
- ✓ Reheat cooked food thoroughly

Why?

Proper cooking kills almost all dangerous microorganisms. Studies have shown that cooking food to a temperature of 70°C can help ensure it is safe for consumption. Foods that require special attention include minced meats, rolled roasts, large joints of meat and whole poultry.



Keep food at safe temperatures

- ✓ Do not leave cooked food at room temperature for more than 2 hours
- ✓ Refrigerate promptly all cooked and perishable food (preferably below 5°C)
- ✓ Keep cooked food piping hot (more than 60°C) prior to serving
- ✓ Do not store food too long even in the refrigerator
- ✓ Do not thaw frozen food at room temperature

Why?

Microorganisms can multiply very quickly if food is stored at room temperature. By holding at temperatures below 5°C or above 60°C, the growth of microorganisms is slowed down or stopped. Some dangerous microorganisms still grow below 5°C.



Use safe water and raw materials

- ✓ Use safe water or treat it to make it safe
- ✓ Select fresh and wholesome foods
- ✓ Choose foods processed for safety, such as pasteurized milk
- ✓ Wash fruits and vegetables, especially if eaten raw
- ✓ Do not use food beyond its expiry date

Why?

Raw materials, including water and ice, may be contaminated with dangerous microorganisms and chemicals. Toxic chemicals may be formed in damaged and mouldy foods. Care in selection of raw materials and simple measures such as washing and peeling may reduce the risk.