

## Is there an age requirement?

- To ensure the health and safety of all volunteers, families, and staff, all meal volunteers must be 12 years and older, and accompanied by an adult chaperone if under 16 years old. All volunteers 18+ must bring a government issued ID.

## What is the maximum number of volunteers per group?

- We are currently welcoming groups of five (5) volunteers maximum at this time.
- If your group includes more than five volunteers, we ask that you divide your group and provide meals on different dates.

## Can I bring my toddler or child with me?

- No - everyone who comes with your group should be actively participating in meal preparation. We do not provide supervision and each volunteer participating must remain actively involved during the meal process.

## I have a cold/the flu/other respiratory illness, can I still prepare with my group?

- No - we require all volunteers to be entirely illness/symptom free for at least 72 hours prior to volunteering.

## I volunteered and then tested positive for COVID-19. Should I let RMHC of Nashville know?

- YES - we ask any volunteers who test positive for COVID-19 within the past 3 to 5 days of their scheduled date to inform RMHC of Nashville immediately.
- Contact Chelsea at [chelsea@rmhcnashville.com](mailto:chelsea@rmhcnashville.com) or call the House directly at (615) 343-4000.

## Can we swap individuals out during our mealtime, but still maintain five individuals at a time cooking?

- No - we require all five volunteers to remain the same for the duration of the scheduled mealtime commitment.
- If your group has volunteer changes prior to your scheduled meal date, please contact Chelsea at [chelsea@rmhcnashville.com](mailto:chelsea@rmhcnashville.com).

## Where do I park?

- Our parking lot is located behind the House. You will enter off of Fairfax Ave. Parking spaces are limited. Please consider carpooling if possible. There is street parking available on 24th Ave in front of the House.

## What kitchen equipment or supplies are available for our group to use?

- Our Cooking Kitchen is fully stocked and equipped with ranges, pots/pans, cooking utensils, slow cookers, griddles, bowls, hand mixers, and most basic supplies needed for your group's use.
- Feel free to bring your own kitchen equipment for use if desired. RMHC of Nashville is not responsible for lost or broken equipment.
- We encourage meal groups to bring disposable or reusable to-go containers to help package leftovers for families. Please visit our [Amazon Wish List](#) for preferred containers!

## Does RMHC of Nashville provide the food being prepared?

- No - your group is responsible for providing all ingredients needed for your group's planned meal, including spices, cooking oil/spray, and other specific condiments.
- Please check with a House staff member to see if specific items have already been donated.

## What should my group cook?

- Anything your chef's heart desires! Check out our [Pinterest page](#) full of breakfast, lunch, or dinner ideas!

## Are we required to provide a dessert and/or drinks?

- Depending on other donations at the time of your scheduled meal date, these are optional.

## Are there any dietary restrictions or ingredients we should refrain from using?

- While there are no dietary and ingredient restrictions, please label food if nuts, citrus, meat, or dairy are in a dish.

## Do we need to provide cutlery and/or paper products?

- Our kitchen is equipped with glass dishware as well as paper products. If your group would like to donate these items, please see our Amazon Wish List for preferred items.

## Can I cook part of my meal and bring it to the House during my scheduled mealtime?

- Yes - All food is to be prepared on site at the Nashville Ronald McDonald House, and can also include prepared food items from a catered service or a home-cooked meal specifically meant for our families.
- All food items must be NEW, UNOPENED. NO LEFTOVERS of any kind!

## How long is my group expected to be at the House?

- Groups should plan to be there for the allotted time commitment for each meal to guarantee meal preparation and clean up. The time commitment for breakfast is from 8:00am to 9:30am; lunch is from 10:30am to 12:30pm; and dinner is from 4:30pm to 6:30pm.

## Are we able to prepackage meals for families who are not at the House during the scheduled mealtime?

- Yes - If desired, meal group volunteers are able to package prepared food into individually sized containers.
- We encourage meal groups to bring disposable or reusable to-go containers to help package leftovers for families. Please visit our Amazon Wish List for preferred containers!

## Are we required to clean up?

- Yes - please clean as your go. Volunteer meal groups are required to thoroughly clean the kitchen and take the trash out before leaving. A Cleaning Checklist is posted in the kitchen for reference as volunteers clean.

## After we have prepared our meal, are we able to serve the families?

- Families staying at the Nashville Ronald McDonald House have varying schedules and may not be present for the scheduled mealtime. If your group is within your allotted time commitment, families would appreciate being served.

## Are we able to take a House Tour?

- Yes - You must schedule this in advance and it must take place either immediately before or after your allocated mealtime. House Tours via Zoom are also available and can be requested by emailing Chelsea at [chelsea@rmhcnashville.com](mailto:chelsea@rmhcnashville.com) to set up a date and time.

## Am I allowed to take photos/videos?

- We encourage groups to take photos of themselves preparing their meal. Please use discretion if a family is in the kitchen at the same time. Share photos/videos with our House by sending them to Chelsea at [chelsea@rmhcnashville.com](mailto:chelsea@rmhcnashville.com), and/or tagging us on social media!

## My group can no longer attend, what should we do?

- If your group must cancel, we kindly ask for a 48-hour notice. A reminder email is sent out a week prior to your scheduled meal date. You can reschedule if needed. If an emergency occurs, please email Chelsea at [chelsea@rmhcnashville.com](mailto:chelsea@rmhcnashville.com) or contact us directly at (615) 343-4000 to notify us of your cancellation.

If you have any questions about our Guest Chef experience, email Chelsea at [chelsea@rmhcnashville.com](mailto:chelsea@rmhcnashville.com).