



GUIDELINES & FAQ

All groups must abide by these rules in order to participate. These parameters prioritize the safety of our families, volunteers and staff alike. Failure to comply with all rules may result in immediate dismissal from the RMHGHV location, and may hinder future participation in volunteer opportunities. We thank you for your support of our organization and welcome you to be a part of our mission.

Participation Requirements:

- Meals that Heal groups may include a maximum of eight (8) volunteers.
- Everyone who comes with your group will count toward this total and must be there to actively participate. Any groups including minors must have at least one adult volunteer (18+ years old) present and participating.
- All volunteers must be completely illness/symptom free (cold, flu, fever, stomach virus, etc.) for at least 10 days prior to volunteering.
- Volunteers must wear gloves and hairnets/hair ties. RMHGHV will provide gloves and hairnets. Additional health practices during participation will include frequent hand washing and changing gloves; and, no face, hair or phone touching.

Food Safety:

- Cooking On-Site: Your group will receive direction from a member of our Guest Relations Team to safely prepare, cook and assemble all food in the House kitchen.
- Safety Practices: Volunteers must practice good food safety hygiene, including frequent handwashing, eliminating cross contamination/raw foods, wearing hairnets/hair ties, and gloves, etc.
- All refrigerated items should stay chilled as long as possible, and food in the kitchen should always be covered.

Meal Service and Clean Up:

- **Packing Meals:** To reduce the spread of germs, volunteers will pack all prepared food into individually sized containers for families to enjoy either during or after the mealtime.
- **Social Distancing:** We require all group members to be mindful of spacing between one another while participating, and to maintain a six-foot distance from others at all times.
- **On-Site Dining:** We encourage families to practice safe social distancing while eating. For this reason, families may choose to eat in their rooms. Additionally, families often have inconsistent schedules due to patient treatments and may not be available to eat while your group is on-site. For safety reasons volunteers are not currently able to dine at the House.
- **Clean Up:** Participants are responsible for thoroughly cleaning the kitchen as part of Meals that Heal volunteerism. Cleaning instructions will be provided by our House staff, and all volunteers are expected to stay until clean-up is complete.

Volunteer Expectations:

- We strive to create a safe, welcoming and respectful environment for our families, staff and volunteers alike. As such, we expect volunteers to adhere to the following:
 - Volunteers are to follow the leadership and direction of RMHGHV staff at all times. Failure to comply may result in immediate dismissal from our program, and may hinder your participation in future volunteer opportunities.
 - Bring compassion and respect to your volunteerism. Ensuring that we live our mission, "to keep families together and close to the care and resources they need," is of utmost priority.
 - We welcome volunteers, staff and families of all backgrounds, races and religions. Please exclude any personal religious influences while on-site to ensure a welcoming space for all.
 - You may take photos of your group only, and must thoroughly wash your hands upon taking pictures or using your phone. You may not take photos or videos of RMHGHV families.
 - Volunteers are prohibited from exchanging personal information with or soliciting services to our families.

STILL HAVE QUESTIONS?

CALL US AT 914-493-6455

OR EMAIL

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