



RMHC[®]
South Australia

MEALS FROM THE HEART PROGRAM



Our Meals from the Heart Program is an opportunity for corporate, social, community or other groups to cook and share a dinner with the families staying at Ronald McDonald House Adelaide.



WHY WE NEED THE MEALS FROM THE HEART PROGRAM

It is hard for families to spend each day in a hospital environment.

At the end of a long emotional day, they often do not have the energy to prepare a nourishing, home-cooked meal.

Our "Meals from the Heart" Program gives families the chance to meet some bright, happy people who talk about ordinary, everyday things, like the football, weather and current affairs.

It also provides them with the social stimulation they may be missing out on due to being away from all their friends and family back home.

And, it is a welcome distraction from any stress they may be experiencing.

THE PROCESS

Contact the House and book a date

You're welcome to also come and look around the House and understand a little bit about us and the facilities we have (optional).

Plan a meal

See our "what to cook" section and consider that most of our families enjoy comforting, traditional "home cooked style" meals. Please ensure that food is not too spicy or has uncommon ingredients. Please also supply a vegetarian food choice.

Get your group together

Due to limited space in the kitchen, we can only accommodate a maximum of 6 in your group.

Confirm your menu and volunteers

One week prior to your visit, we will contact you to confirm your menu, and follow up your declaration form with the name of your attendees.

Arrive around 3-4pm on the day

If you are new to the House, please allow 20 minutes for a tour prior to the time that you need to start cooking in order to have your meal ready for serving at 6pm.

Donation

As part of your participation, we kindly ask that you consider making a donation of \$300 or your choice to help us support the House beyond this program. This donation is not mandatory but would be greatly appreciated.



WHAT TO COOK

Please prepare a menu with a **main course (with vegetarian option)** and a **dessert** to be prepared on the premises.

Please note : meals can only be prepared off-site if your team has access to a commercial kitchen.

We have a BBQ and kitchen facilities available, including hotplates, ovens, slow cookers and rice cookers.

We also provide all cutlery, napkins and drinks on the night.

Our Meals From The Heart Program is held twice a week on Tuesdays and Thursday nights.

If the team that is cooking the same week as you has a similar menu, you may be asked to adjust your menu or consider an alternative.

MEAL SUGGESTIONS

Mains

BBQ - Sausages, Shaslicks
Pasta night
Pizza night
Tacos & Burritos
Yiros
Mild curries
Baked Potato with toppings
Casseroles
Stirfry/Fried rice
Homemade burgers and salads
Roast and vegetables
Soup
Quiches
Shephards Pie

Desserts

Fruit salad or skewers
Ice cream with toppings
Jelly
Puddings
Brownies
Cake
Fruit pie
Cheesecake
Pavlova
Cupcakes
Slices
Crumbles
Pastries

WHAT YOU NEED TO KNOW

RIGHTS OF RMHC SA STAFF

- The right to observe safety rules
- The right to make decisions regarding the best placement of a volunteer
- The right to expect clear and open communication from volunteers
- The right to negotiate work assignments
- The right to release volunteers under certain circumstances
- The right to cancel the volunteering program if the timing is not appropriate

- The right to be treated as co-workers and equal in every manner
- The right to know the purpose of all rules and regulations at RMHC SA
- The right to be heard and make suggestions

RIGHTS OF VOLUNTEERS

STANDARDS OF BEHAVIOUR

- Be familiar and comply with the requirements of RMHC SA guidelines
- Be respectful, courteous and impartial when dealing with others
- Respect the rights, dignity, culture and property of every individual
- Act honestly, responsibly and in good faith at all times
- Do not promote, display or exchange religious ideals or material
- Work with others in a co-operative and positive manner
- Be aware of community expectation of RMHC SA and conduct yourself accordingly
- Maintain a high personal standard of dress and personal hygiene, including, neat and inoffensive attire
- Be punctual and reliable
- On arrival at the House, sign in on our register as a Fire & Safety requirement
- An authorised House representative will be in attendance at all times during the group volunteering program
- No sales or solicitation of guest families is allowed by the visiting/hosting group while on House premises

SUPERVISING CHILDREN

- Parents and guardians must supervise children at all times
- Those participating in group volunteering programs who are under the age of 18 must be supervised by a parent or guardian at all times
- Volunteers who will be using the kitchen must be over the age of 14

Under no circumstance are you to have contact with children or young people participating in our programs or services that :

- Is intended to cause pain or distress
- Is overly physical and unnecessary
- Involves touching of genitals, buttocks or the breast area
- Appears to a reasonable observer to have sexual connotation
- Is initiated against the request of the child or young person unless it is necessary to prevent injury to the child, young person or others
- Under no circumstances is any form of 'sexual behaviour' to occur between, with, or in the presence of children or young people

CONTACT WITH YOUNG PEOPLE

CONFIDENTIALITY AND PRIVACY

- Treat all information as strictly confidential
- Respect the privacy of employees, volunteers, children and families at all times
- Do not enquire into the nature of the illness or prognosis of the patient
- Never release or distribute any of RMHC SA private, confidential or copywrited records, reports, documents or information to personals outside the charity, unless required by law
- You must never access, store, process or transmit any information which is threatening, obscene, pornographic, discriminatory or harassing by nature
- Never disclose information about employees, volunteers, donors, families, visitors, contractors or other RMHC SA stakeholder, unless you have been granted permission

SAFETY

- Familiarise and act in accordance with our Work Health and Safety policies and guidelines as directed by staff
- Take care to ensure health & safety of yourself & others at all times
- Immediately report to your supervisor if you become aware of any actual or potential workplace hazards
- Not engage in bullying or harassment towards children, families, staff, volunteers or third parties
- Never inappropriately use equipment or machinery
- Not come to the House if you are sick, even with a cold, as many children undergoing treatment have a compromised immune systems
- You must not come to the House if you have been in contact with anyone who has/had an infectious disease, such as COVID-19
- Immediately report an injury suffered by you or another

- Employees, volunteers and board members shall not be involved in the unlawful use, possession, sale or transfer of drugs
- Any individual who possesses, uses, purchases, distributes sells, manufactures and/or is found to be under the influence of any drug (which is not lawfully prescribed) or alcohol whilst taking part in our volunteering programs will be subject to appropriate action and asked to leave the premises immediately
- Under no circumstances should you dispense alcohol, drugs, medications or cigarettes of any kind to children or young people
- Smoking is not permitted except in designated smoking areas

DRUGS, SMOKING & ALCOHOL

CRIMINAL RECORDS

- You are required to notify RMHC SA immediately if you have been convicted of a child-related offence or have had your Working with Children's Check revoked
- You are required to immediately report any criminal charges or convictions laid against you
- If you withhold information and it is later discovered, the breach and/or failure to report a conviction will result in you being asked to leave the premises immediately

FOOD HANDLING & PREPARATION

Food to be cooked must be prepared and cooked at RMHC SA.

Refrigerated or prepared food to be reheated on site is not permitted.

Frozen food may be brought in only if it has been frozen commercially or purchased from a retail establishment.

Food prepared at a licensed, retail food establishment can be accepted for donation if food has been protected from contamination and has been delivered directly from the licensed establishment in a timely manner.

Hand washing must be done prior to any food handling and gloves will be provided by the House and must be used during food preparation.

Dishwashers & detergents provided, please rinse dishes before using the dishwasher.

All food products left over from the Meals From The Heart Program can be left at the House for families to use but must clearly show their expiry date or label indicating the date cooked.

Some families may choose not to participate in the dinner, therefore the event should not interfere with their ability to prepare and consume their own meal during this time.

To allow for this, it is requested that you only use the double oven kitchen area.

Food to be refrigerated and/or frozen must be cooled correctly first

For faster cooling, divide the food into smaller quantities or place in shallow containers.

Food, once cooked and protected from contamination, may be left at room temperature until the temperature drops to 21 degrees Celsius – as long as this occurs within two hours. then, refrigeration and freezing is required.

This cooling procedure doesn't apply to bakery goods.

These products will, however, need to be protected from physical contamination through the use of plastic wrap or clean tea towel for example.

MEDIA

- Group volunteers are not permitted to speak on behalf of RMHC SA in response to media enquiries.
- Do not post confidential RMHC SA information on social media at any time, whether you are commenting as your organisation or under your personal account.

You are not permitted to take photos of young people unless:

- It is in the scope of your role and is for the purposes of RMHC SA
- You have the written consent of the parent/guardian
- There is at least one other adult present and the child is appropriately dressed and posed
- The photograph does not make the young person feel unsafe
- Photos are not to be published or distributed to any other party without the prior approval of a parent/guardian through the appropriate consent forms and approval of a RMHC SA employee every time they are used
- Any images that are used for marketing purposes are to be presented in a manner that does not identify the young person

PHOTO POLICY

BREACH OF THIS CODE

If you see or hear of another person breaching these guidelines, you are required to report the breach to your supervisor immediately.

Persons breaching these guidelines will be subject to being asked to leave the premises.

The activity of providing volunteer services at our House must be consistent with the philosophy and policies of Ronald McDonald House Charities SA.

FAQS

Where can I park?

Parking is available on Melbourne Street and we ask that you do not use the underground carpark as these are used by our families. You are welcome to make use of our driveway to drop off groceries or other items, but we ask that you limit that time to 15 minutes and ensure that cars can still pass safely on the driveway.

Will there be someone around if we need help or guidance?

We will have staff and/or volunteers that will show you around the House and answer any queries you may have.

Do we need to set up the Dining Room?

The room will be set up prior to your arrival, including all dinnerware.

Do we need to wear anything specific?

We have aprons available should you wish to use them, and we ask that long hair is tied back. Gloves must be worn during food preparation - these are supplied.

Is it okay to take photos?

You're more than welcome to take happy snaps of your group; however we do ask that you refrain from taking any photos of our families unless you have been given specific permission to do so.

Please always check with one of our staff or volunteers if unsure.

Can we theme the meals?

Yes, most definitely! The program is yours to own, so if you want to theme your meals with decorations, wear costumes, provide entertainment or games you are most welcome!

Can I bring in a slow-cooker or any electrical items to help in food preparation?

We cannot allow outside electrical equipment unless it has been tested and tagged. We do have most electrical items available including slow cookers, rice cookers, and beaters/blenders, so please check with us first if you need something specifically.

Thank you again for your interest in our Corporate & Community Volunteer Program.

If you would like further information or would like to make a booking, please contact the House on 08 8267 6922.

Or you can email Kellie Stewart - kellie.stewart@rmhc.org.au