

*We have increased our Guest Chef policies and guidelines in the wake of COVID-19. These parameters prioritize the safety of our families, volunteers, and staff alike, so all groups must abide by these rules in order to participate. **Failure to comply with all rules may result in immediate dismissal from the RMHCC location, and may hinder future participation in volunteer opportunities.***

Participation Requirements:

- **Guest Chef groups may include a maximum of four (4) volunteers.** Everyone who comes with your group will count toward this total and must be there to actively participate.
- **Guest Chef volunteers must be at least 18 years old.** As an increased precaution at this time, children are not currently able to participate.
- **All volunteers must be completely illness/symptom free (cold, flu, fever, stomach virus, etc.) for at least 14 days prior to volunteering.**
- **Participants will complete a health questionnaire and temperature reading upon arrival at the House.** We also ask volunteers who test positive for COVID-19 within 14 days of any volunteerism to let us know as soon as possible.
- **Volunteers must wear facemasks and gloves.** Participants must bring masks and RMHCC will provide gloves. Additional health practices during participation will include frequent hand washing and changing gloves; and, no face, hair or phone touching.
- **Volunteers may not have traveled outside of South Carolinas within 14 days of participating.**
- **Volunteers should consider personal health risks and limitations prior to volunteering.** The [CDC defines higher risk individuals](#) as older adults (65+), and people with serious, chronic medical conditions (heart disease, diabetes, lung disease, etc.).

Food Safety:

- **Cooking On-Site:** Your group will receive direction from our Volunteer Coordinator to safely prepare, cook and assemble all food in the House kitchen.
- **Safety Practices:** Volunteers must practice good food safety hygiene, including frequent hand-washing, eliminating cross contamination/raw foods, wearing hair ties, face masks and gloves, etc.

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. These containers will be provided by RMHCC.
- **Social Distancing:** Floor markers indicating four work stations will be used in our House kitchen. 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:** House dining rooms will be closed to volunteers, ensuring our families are protected and able to practice safe social distancing while eating. Additionally, some families may choose to eat in their rooms depending on seating availability and their comfort level. RMHCC families often have inconsistent schedules due to patient treatments and may not be at our House at 6PM when dinner is served.

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 Guest Chef 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:

- Bring compassion and respect to your volunteerism.
- Volunteers are to follow the leadership and direction of RMHCC staff at all times. Failure to comply may result in immediate dismissal from our program location, and may hinder your participation in future volunteer opportunities.
- 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 RMHCC families.
- Volunteers are prohibited from exchanging personal information with or soliciting services to our families.

Frequently Asked Questions

Is there an age requirement? To ensure the health and safety of all volunteers, families and staff, as well as the food safety of the meals being prepared for our families, all Guest Chef volunteers must be at least 18 years old.

What is the maximum number of volunteers per group? Guest Chef groups currently have a maximum group size of four (4) volunteers. Following COVID-19 we are limiting the group size to reduce

the number of people in and out of our Houses. If your group includes more than four volunteers, we ask that you divide your group and provide meals on different dates.

I have extra volunteers or children who want to attend, can they still come and watch without volunteering? No – everyone who comes with your group should be there to actively volunteer. Children or adults beyond the maximum group size of four volunteers are not able to attend.

I have an illness or symptoms that aren't associated with COVID-19, so can I volunteer? We require all volunteers to be entirely illness and symptom free for at least 14 days before volunteering. We will not allow volunteers with an illness or symptoms of any kind to participate at this time.

I volunteered and then tested positive for COVID-19. Should I let RMHCC know? We ask any volunteers who test positive for COVID-19 within 14 days of volunteerism to inform us immediately. This allows us to take the necessary steps for the wellbeing of anyone else who may be impacted.

How long is my group expected to be at the House? Groups should plan to volunteer for two hours. Guest Chef volunteer shifts are from 4PM – 6PM each night, please visit [our website](#) for a full, detailed list of the House/time expectation. *Please note – groups are required to clean up after preparing the meal, so all volunteers should expect to be at the House until all clean-up is complete.*

Do I need to bring my own dishes, serving utensils, plates, kitchen tools, etc.? The House provides all dishes, drinkware, cutlery, and kitchen equipment needed to prepare and provide your meal.

What does my group need to bring? As noted above, our Houses have all of the kitchen equipment needed to prepare your meal. Your group is responsible for bringing any ingredients you will need to prepare your meal, as well as facemasks and hair ties for your volunteers to wear while participating. We ask volunteers to limit the personal belongings brought to the House, so please just stick to the essentials.

Is RMHCC staff on-site during Guest Chef volunteerism? Yes, there will always be RMHCC staff present to answer questions, get you situated in the kitchen and ensure everyone is participating in a safe manner.

Our staff will check-in with each group at least every 30 minutes to facilitate glove-changing, handwashing, proper social distancing and to ensure that all safety measures are being upheld.

Can my group get a tour of the House? In an effort to reduce the number of visitors moving through the House, we will not be able to offer your group a tour at this time. This is for the health and safety of the families staying with us, so we appreciate your understanding. Alternately, you are welcome to view [our virtual tour of RMHCC here](#).

What are the financial donation amounts to sponsor a meal in the Guest Chef program? Meal Sponsorships for Guest Chef support the ongoing success of the program and ensure our House can offer families diverse meals each day. If your group is unable to physically come to the House on the day of your volunteer shift, you can donation to sponsor the meal for the night.

- A gift of \$75 provides lunch or weekend brunch
- A gift of \$150 provides dinner

My group can no longer attend on our registered Guest Chef date? If your group is unable to volunteer on your reserved date, please let us know ASAP. We ask for a 48 hours' cancellation notice to make other arrangements. We will make every effort to reschedule your group for a future date. No refunds will be issued if you need to cancel, but your financial contribution will still support Culinary Hearts and provide meals to families.

How do I sign up for a Guest Chef volunteer shift? Our [Meal Calendar](#) lists available dates to volunteer. Please pick a date and fill out the 'Preparing a Meal Request' form that can be found below the meal calendar.

I still have questions, so who can I talk to for more information? If you have any questions about Guest Chef, these guidelines or your group's participation, please contact our Volunteer Coordinator team at kclark@rmhcarolinas.com.