



Ready to volunteer?

- ♥ For the safety and well-being of our families, we are asking that all volunteers, 18 years and older, are fully vaccinated. *If you are feeling ill or sick, please let our Volunteer Services team know and stay home.*
- ♥ **All volunteers, 18 years+, must provide a government-issued ID and sign in at the front desk. All visitors and volunteers are required to sign in via LobbyGuard upon entering our Houses.**
- ♥ **Meal volunteers may include a maximum of six (6) volunteers.** Everyone who comes with your group will count toward this total and must be there to actively participate.
- ♥ **Meal volunteers must be at least 14 years old** in order to participate in our Meal Program. Everyone in your group will count toward this total and must be there to actively participate.
- ♥ **All volunteers must wear facemasks, gloves and hairnets/hair ties during the duration of their volunteering.** Gloves and hairnets will be provided and must be worn while prepping or handling food.
- ♥ **All volunteers must abide by kitchen safety guidelines during the scheduled meal volunteer shift.** You and your group are strongly encouraged to review our food safety guidelines upon arrival.
[Meal Guidelines & Food Safety](#)

What to expect before you arrive:

- ♥ **Plan on preparing a meal for about 50-60 people.** Please contact our Volunteer Services team 2 days before your scheduled dinner for most accurate head count. Our occupancy fluctuates daily.
- ♥ **Cooking On-Site.** All food must be prepared on site in our kitchens unless purchased from a commercial kitchen establishment such as a restaurant, caterer or deli.
- ♥ **Let us know the menu a week before your scheduled meal date.** This helps us balance our weekly meal schedule. Meals should include a mixture of meat and vegetarian options to be enjoyed by all families.
- ♥ **Dinner is served at 6:00pm.** The kitchen will be reserved for you from 4:00pm – 7:30pm to ensure time for preparation and clean up.
- ♥ **Safety Practices.** Volunteers must practice good food safety hygiene, including frequent hand-washing, eliminating cross contamination/raw foods, wearing hairnets/hair ties, face masks and gloves, etc. All refrigerated items should stay in chilled as long as possible, and food in the kitchen should always be covered.
- ♥ **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. We ask meal groups to bring to-go boxes to help package leftovers for families. [Preferred containers listed on our Amazon Wish List.](#)
- ♥ **Clean Up:** Volunteers are responsible for thoroughly cleaning the kitchen before departing. Cleaning instructions will be provided by our team, 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 while volunteering.
- ♥ 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.
- ♥ Volunteers may take photos of their group only, and must thoroughly wash your hands upon taking pictures or using your phone. You may not take photos or videos of ARMHC families unless a photo release is signed by our team and the family. Please be respectful of our family's privacy.
- ♥ Volunteers are prohibited from exchanging personal information with or soliciting services to our families.

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 meal **volunteers must be 14 years and older**, and accompanied by an adult chaperone if under 18 years old. **All volunteers 18+ must bring their government issued ID to sign into our LobbyGuard system.**

What is the maximum number of volunteers per group?

Meal groups may have a maximum group size of 6 (six) volunteers. If your group includes more than 6 volunteers, we ask that you divide your group and provide meals on different dates.

Do I need to sign up on VolunteerHub before I can volunteer?

Yes – all volunteers are required to sign up on VolunteerHub before their desired volunteer date. If you have trouble accessing or creating your account, please let us know.

I have extra adults 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 6 volunteers are not able to attend. This helps us provide a safe space not only for volunteers but also for families who may need to access our kitchens

I have an illness or symptoms that aren't associated with COVID-19, so can I volunteer?

No – we require all volunteers to be entirely illness and symptom free for at least 72 hours before volunteering.

I volunteered and then tested positive for COVID-19. Should I let ARMHC know?

Yes – we ask any volunteers who test positive for COVID-19 within 3-5 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 3.5 hours. This will give you ample time to prepare your meal followed by packaging leftovers and clean up. **Please note** – groups must clean up after serving our families, 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.?

No – Our kitchens are fully stocked with needed items to prepare and provide your meal. We ask meal groups to bring to-go containers to help package leftovers for families. [Preferred containers listed on our Amazon Wish List.](#)

Can our group get a tour of the House?

Yes! We would love to give you a tour. Please let our team know when you arrive. We'll coordinate the best timing for your tour with your group. **Please note** – volunteers may take photos of their group only unless approved to take a photo with a family. An ARMHC staff member must approve and everyone must sign a photo release waiver. Please be respectful of our family's privacy.

My group can no longer attend on our scheduled meal date, what do we do?

In the event your group must cancel within 72 hours of your scheduled dinner, we would appreciate a donation to help cover the cost of catering a meal for our families. [Donate to our meal program.](#)

I still have questions, who can I talk to for more information?

If you have any questions about meal program, please contact our Volunteer Services team at volunteerservices@armhc.org.