



FedExFamilyHouse

Le Bonheur  
Children's Hospital

## Family Meal Guidelines

Thank you for volunteering at FedExFamilyHouse (FEFH). Preparing a meal for the families at FEFH is very special gift and much appreciated. The hospital cafeteria and vending machines can become expensive for families receiving care over a long period of time at Le Bonheur Children's Hospital.

For volunteer groups, FEFH supplies the kitchen tools and materials, including serving utensils. Volunteers are asked to decide on a menu and bring the fresh ingredients and enough volunteers (up to 10 individuals) to prepare, serve and clean up. We can help with recommendations for menus and planning.



### General Guidelines

- You will be preparing meals primarily for family members, buffet style.
- You are encouraged to bring to-go-boxes; the three-compartment recyclable containers are preferred, as they reheat better than Styrofoam and are environmentally friendly.
- For privacy reasons, volunteers are not allowed to exchange contact information or take pictures with FedExFamilyHouse families or patients.
- *We require all volunteers to be 16 years or older.*

### Location and Parking

918 Poplar Avenue

Memphis, TN 38103

Front desk phone: 901-322-1971

Parking is available in the east side lot or at the back of the building. The security gate is accessible via intercom (press the button and tell security and your reason for visiting).

### Meal Planning

- Please submit your menu plan to FedExFamilyHouse Volunteer Coordinator at [amber.orr@lebonheur.org](mailto:amber.orr@lebonheur.org) at least one week prior to your event.
- Please email 3-5 days prior to your visit to determine how many people to prepare for.
- Breakfast is served at 8:00AM, so please have your group plan to arrive no later than 7AM to begin preparing your meal.
- Dinner is served at 6:00AM, so please have your group arrive at 4:00PM to begin preparing your meal.
- Do not use products with common allergens when planning meals (nuts, peanut products, shellfish, etc.).

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[FedExFamilyHouse.org](http://FedExFamilyHouse.org)

[Facebook.com/FedExFamilyHouse](https://Facebook.com/FedExFamilyHouse)



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- Table decorations are optional, but add a festive touch to the meals.

### Health and Safety

- For the safety of our families, anyone who has any symptoms of illness within 24 hours of the event should not visit FEFH or be involved in food preparation.
- Serving gloves must be worn at all times. Please wash your hands before putting on the gloves.
- Be mindful to change gloves between working with raw and ready-to-eat food.
- The U.S. Department of Agriculture offers a free download of the Volunteer's Guide to Food Safety, which has additional information to ensure that your meal is as safe as can be for our families: [http://www.fsis.usda.gov/PDF/Cooking\\_for\\_Groups.pdf](http://www.fsis.usda.gov/PDF/Cooking_for_Groups.pdf)
- There is a first aid box located in the kitchens. Please advise the front desk of any emergencies or accidents.

### What to bring

- Gloves
- Aluminum Pans
- Sterno Cans
- To Go Boxes (3 compartment)
- Food to make fresh on site

### Meal Preparation

- Meals must be prepared in FEFH kitchens or in an approved Health Department-regulated catering kitchen with a current passing score. Meals cannot be prepared in private homes and then served at FEFH.
- There are four kitchens available for your use. Each kitchen has a Viking stove/oven, microwave, refrigerator and coffee maker. We also have 3 gas grills on site.
- The kitchens are stocked with common cooking utensils (pots, pans, mixers, etc.), aprons, towels and cleaning materials.
- You are welcome to make a site visit prior to your event to view the area. Please contact Amber Orr, Volunteer Coordinator.

### Serving Meals

- Everyone must wash his or her hands frequently and wear gloves at all times.
- For drinks, an industrial ice machine and pitchers are available.
- If you are using two-liter or gallon-sized drinks, please have someone available with gloves on to scoop ice and pour drinks.
- Once the buffet line slows down to an occasional family, please feel free to rotate kitchen coverage and eat with the families.
- It is helpful to have one to two volunteers available to help families take their food to the tables. You are welcome to join the families at their tables and enjoy your meal.

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### **Meal Clean-Up**

Please leave the kitchen and dining areas as clean as possible. Our housekeeping staff will follow up to disinfect the kitchens, tables, chairs and surfaces and to sweep floors.

### **Dining Room**

- All serving areas need to be cleared and wiped down.
- Please restock any leftover drinks, paper products, ice buckets, etc., in their appropriate place.
- Do not leave any open containers in the kitchen or pantry area, including unused condiments. all should be disposed after the meal has concluded.

### **Kitchen Areas**

- Please clean all of the areas used in the kitchen area.
- All dishes should be placed in the dishwasher or cleaned by hand.

### **IMPORTANT: How to handle all leftover food and condiments**

If you have leftovers for families who were not able to attend the meal, please be sure to follow this protocol to ensure the safety of our families and patients.

1. All food must be properly disposed of or stored in three-compartment containers as a meal, not on platters or in bowls.
2. Write date and contents on the edge of container (e.g. "hamburger, baked beans and fruit, 1/18"). Feel free to add a smiley face or happy message.
3. Place meals in a community refrigerator.

### **For more information, contact:**

Volunteer Services Coordinator, Amber Orr  
Amber.orr@lebonheur.org