

Rosenbaum Family House Group Dinner Guidelines

Family House Meals Program

Guests of the Family House are far from home and truly appreciate an evening meal. These meals provide a taste of home and an opportunity for fellowship. You and your group will provide a meal for 40-45 Family House guests by either using our kitchen to prepare the meal or bringing food prepared at home. **Your group is welcome to come anytime during the day they are to provide a meal to cook. You may make the food in our kitchens and have our staff keep an eye on throughout the day. You are welcome to have team members come in shifts to cook, serve, and clean up from the meal. Dinner is served at 5pm weekdays and 4pm on weekends.**

COVID Guidelines

- Wear gloves while preparing food
- We prefer gloves while serving.
- Follow proper handwashing
- Please do not come in the House if you are or have been sick within the last 24 hours.

Suggested Menu Items

- Breakfast for dinner – Sausage gravy & biscuits/pancakes or waffles/eggs/bacon/sausage/applesauce/toast/fruit/milk or juice
- Meatloaf, potatoes, veggies, desserts
- Chicken, potatoes, veggies, desserts
- Soup, sandwiches, desserts
- Hotdogs, hamburgers, baked beans, salad, desserts
- Grilled chicken, corn on the cob, baked beans, desserts
- Tacos, drinks, desserts
- Baked turkey or ham, potatoes or stuffing, veggies, desserts
- Sloppy Joes, salad, baked beans, desserts
- Casseroles, veggies, rolls, desserts
- Pot roast w/veggies, rolls, desserts

Unloading and parking

Family House is located across the parking lot from Ruby Memorial Hospital between the Ronald McDonald House and the football stadium. You may pull right in front of the main doors to unload. If you need carts, please see front desk staff when you arrive. Once unloaded, please get a parking pass and park in front parking lot of the Family House. Please advise all with your group to get a parking pass. WVU Medicine employees will sign out a pass with the front desk. **You MUST return it when you leave.** All other groups will get a white paper pass from the front desk. There is no need to return it to the front desk.

Visitors must have a Dinner Group key to gain access to the kitchens and lounges. We ask that the first person to arrive from your group stop by the front desk to get a key to use while you are here preparing a meal. **Please remember to return it when you leave.** We also have keys to storage lockers for your belongings. We advise that you utilize these while at the house. They are marked RFH 3 and RFH 4 in the kitchen. **Please return the keys when you leave.**

Set up

The Rosenbaum Family House serves meals in our third-floor lounge. We have two kitchens in which your group can work. Buffet tables will be set up to serve your meal. Please feel free to use the bar that adjoins the kitchen to set items that are individually packaged (salad dressings, drinks, etc.). We request you bring plates, napkins, and cutlery with you. If you are not able to do so, please let us know ahead of time so we can provide those items. We fully stock our kitchens, and you are welcome to use whatever you may need in preparing your meal.

Tables and chairs are available on the deck outside for a picnic style dinner if the weather permits.

Please note: We do not permit outside grilling. You are welcome to bring electric grills to use in the kitchen area.

Clean up and leftovers

We ask that you stay and interact with our guests as well as clean up once dinner is finished. Please wipe off the stoves and the counters in the kitchen areas. If you have used any kitchenware, please place all of the items in our dishwasher and start the cycle.

Leftovers MUST be stored as individual meals and marked with the date. We have foil, disposable pans, and plastic storage containers for any leftovers. We ask that you label any leftover food as "Help Yourself" with the serving date and place it in the help yourself refrigerator. Labels and markers are on the countertops. Family House is always full, but some of our families are at the hospital during dinnertime. They come back to the House later in the evening and are often tired and hungry. Any leftovers from the dinner will not go to waste.

Should you prepare dishes that are not used during the meal and can be frozen to use later, please let the staff know so they can put them in the RFH freezer for a later meal.

Other important information

No alcohol is not permitted at the Family House. This includes its use as a recipe ingredient.

There are no food restrictions. Ingredients do not need to be displayed; however, be prepared to verbally offer a list of ingredients in case of food sensitivities/allergies.

Everyone preparing food should use appropriate hygiene practices, and be free of any contagious illness. Remind all chefs to wash hands thoroughly and often.

Please follow the food safety guidelines provided on the website below:

<https://www.fda.gov/downloads/Food/FoodborneIllnessContaminants/BuyStoreServeSafeFood/UCM440123.pdf>

Paper plates, paper bowls, paper dessert plates, cold drink cups, hot drink cups, plastic cutlery, individual drinks of any kind, and desserts of any kind are things we always need. We appreciate you bringing some or all of these supplies/food items when you come to prepare your meal for our families.

Disposable foil pans can buckle when being used to cook. Please use the metal pans available for reinforcement.

Although most groups prefer to prepare dinners on weeknights, meals for our families can be served for breakfast, lunch, or dinner. We are currently open 7 days a week 24 hours a day. We normally serve dinners at 5pm, but weekend dinners are usually at 4pm. We can be flexible with dates and times to accommodate your group's schedule. **For weekend dinners, please prepare food for 30-35 people.**

There is a public restroom outside the lounge for use by members of your group while you are here. Additional restrooms are located on the first floor across from the elevators.

Social Media

We usually ask if we can take photographs of your group to share on Facebook and other publications. Please have each group member present fill out the online Photo Consent form prior to arriving or before you leave the House. You may find the form here. <https://wvumedicine.org/ruby-memorial-hospital/media/newsroom/authorization-for-photographs-and-publication/>

If you take your own photos that you would like shared, please email them to our PR Specialist Elizabeth Kanosky. If you post any photos on your personal or business Facebook, we ask that you tag Rosenbaum Family House so that we can also share them.

Have fun

Our guests love interaction, so if you have a talent and you want to show it off, feel free! We do have a piano in the lounge if any of your group plays. Feel free to bring other instruments and entertain our guests while they eat. Board games or card games are also encouraged.

Our "Share the Table" campaign is our latest effort to promote community engagement. We encourage groups to participate by tagging other departments or businesses to "share the table" by providing a meal for us. If you would like us to tag the business in our posts, please let us know. Join the movement and help us spread the word!

Some groups make a competition out of the meal. Which team member has the best chili? Our guests love interacting this way and will be happy to vote on the best dish! Please just let us know your group is doing this so that we can promote it!

For more information, please contact:

Elizabeth Kanosky
PR Specialist/House Coordinator
304-598-6094, option 3
Elizabeth.kanosky@wvumedicine.org

Pam Shriver (basic questions about meals)
Supervisor
304-598-6094, option 4
Pamela.shriver@wvumedicine.org

John Posey (basic questions about meals)
Senior Patient Family Liaison
304-598-6094, opt. 5
John.posey@wvumedicine.org