



## Meal Program Guidelines

Thank you for providing a meal for our guests! Please review the following guidelines to help ensure a smooth experience. **Please communicate these guidelines with all members of the group that will be attending the meal.**

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### Family House Meal Program

- **Group Size:** If your group has more than 10 people, please sign up for two meals, as we have limited kitchen space and parking.
- **Meal Prep:** You and your group will provide a meal for 40-45 guests. You can either cook in our kitchen or bring food prepared at home. For weekend dinners, please prepare food for 30-35 people.
- **Flexible Prep Time:** Your group is welcome to come at any time during the day of your scheduled meal. You can prepare food in our kitchen and have staff check on it throughout the day. Feel free to work in shifts for cooking, serving, and clean-up.
- **Meal Time:** 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. Dinner is served from 5 PM-7 PM on weekdays and from 4 PM-6 PM on weekends.
- **Interaction & Clean-Up:** Please stay, interact with our guests, and help with cleaning once dinner is finished.
- **Cancellation:** We understand that extenuating circumstances, such as severe weather conditions, may occasionally prevent your team from serving a meal. If you need to cancel, we kindly ask that you provide at least 24 hours' notice so our staff can plan accordingly.
  - Please contact Elizabeth Kanosky, Monday–Friday, 9:00 AM–5:00 PM, at 304-598-6094 option 3.
  - If you need to cancel outside of these hours, you may reach the Rosenbaum Family House front desk at 304-598-6094 option 1.

### COVID Guidelines

- Wear gloves while preparing food (recommended for serving as well).
- Follow proper handwashing procedures.
- Please do not enter the House if you've been sick in the last 24 hours.

### Menu Suggestions

- Breakfast for dinner, meatloaf with sides, tacos, casseroles, pot roast, or baked turkey/ham.
- No alcohol is permitted at the Family House. This includes its use as a recipe ingredient.
- We do not permit outside grilling. You are welcome to bring electric grills to use in the kitchen area.
- Please follow the food safety guidelines provided on the website below:
  - <https://www.fda.gov/downloads/Food/FoodbornenessContaminants/BuyStoreServeSafeFood/UCM440123.pdf>
- 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.

## Unloading & Parking

- Unload at the main entrance, obtain a parking pass from the front desk, then park in front of our building (five parking spaces are available for groups). Carpooling is encouraged.
- Once parked, the front desk will give you an elevator key, a storage locker key, and important forms. You will return all of these items to the front desk before you leave.

## Set Up & Supplies

- Meals are served in the third-floor lounge. The kitchen is limited to 10 volunteers at a time.
- Disposable foil pans can buckle when being used to cook. Please use the metal pans available for reinforcement.
- Please bring plates, napkins, cutlery, and to-go containers, or let us know in advance if you need these items provided.

## Clean Up & Leftovers

- After dinner, please wipe down surfaces, load the dishwasher, and store leftovers as individual meals labeled with the date. Place them in the designated "Help Yourself" refrigerators.

## Social Media & Photos

- We love to share photos on social media! Ensure your group fills out the [Photo Consent Form](#). Tag us in any posts, and avoid photographing guests without staff approval. <https://wvumedicine.org/ruby-memorial-hospital/media/newsroom/authorization-for-photographs-and-publication/>

## Fun Ideas

- Entertain guests with music or games. Our lounge has a piano, and interaction is always welcome!
- Consider participating in our "Share the Table" campaign, encouraging others to get involved by providing a meal. Tag them on social media!
- Meal competition? Our guests will happily vote for the best dish if your group wants to get creative.

## Hilda's Masters of the Meal

- Groups who provide 10 or more meals will earn a commemorative plate displayed in our dining room as part of "Hilda's Masters of the Meal."

## For more information, contact:

- Front Desk from in-house (phone available in kitchen) | 71104
- **Elizabeth Kanosky | PR Specialist/House Coordinator | 304-598-6094 (opt. 3) | [elizabeth.kanosky@wvumedicine.org](mailto:elizabeth.kanosky@wvumedicine.org)**
- Pam Shriver | Supervisor | 304-598-6094 (opt. 4) | [pamela.shriver@wvumedicine.org](mailto:pamela.shriver@wvumedicine.org)
- John Posey | Senior Patient Family Liaison | 304-598-6094 (opt. 5) | [john.posey@wvumedicine.org](mailto:john.posey@wvumedicine.org)

30 Family House Drive  
Morgantown, WV 26506  
304-598-6094 opt. 1

(We are located across the parking lot from Ruby Memorial Hospital between the Ronald McDonald House and the football stadium.)