



BAKING WITH LOVE GUIDELINES

What is the Baking with Love program?

1. *What is a Baking with Love activity?*

Baking with Love is a program hosted by Los Angeles Ronald McDonald House (LARMH) to offer free, freshly prepared desserts and treats to our guest families. Groups reserve a day, plan their menu, purchase ingredients, and come to bake in one of our communal kitchens.

2. *When can I bake?*

We are currently hosting Baking with Love events on the following schedule, but can be flexible as needed:

- *Fridays – 11AM-2PM, time flexible upon request and availability*
- *Sundays – 11AM-2PM, time flexible upon request and availability*

3. *What will the activity entail?*

The entire activity takes around three hours, and includes the following:

- Check in procedures
 - Sign in via tablet or log
 - Wellness check (temperature check)
 - Rapid background check
- Info session about the House, Baking with Love program, kitchen procedures, and boundaries
- Bake and set up for service/distribution
- Clean up
- Check out

4. *What should I bake?*

Treats must be made and set out in 1.5 – 2 hours, so plan your menu accordingly. Only unexpired, packaged food in unopened containers, and whole fruits and vegetables, may be used. Our suggestions are:

- Cookies and brownies, with hot cocoa bar
- Cupcake assortment
- Ice cream sundae bar

If your menu includes items that may cause allergies, please note that on the serving container and try to prepare an allergen-free option as well.

5. *Do I have to bake at Ronald McDonald House or can I bring in prepared food?*

In consideration of health and safety, **all food must be prepared at LARMH or in a commercially-licensed kitchen**. You are welcome to alternatively have treats delivered/dropped off by a restaurant, catering facility, or grocery store if you are unable to come in to bake. Reach out to the Volunteer Manager for more information.

6. *How many people will I be baking for?*

We are currently asking groups to prepare enough treats for 75 people. Most of our guests are in and out of the hospitals throughout the day or have children with compromised immune systems, unable to be around groups of people. This means that while there may be a low turnout at the time of your service, the guests who are not able to attend will help themselves to leftovers. Typically, leftover food is eaten within 24 hours.

What are the requirements to volunteer for a Baking with Love activity?

1. *Are there restrictions on who can participate?*

- Volunteers must be over the age of 15 to help with a baking activity. There must be one adult volunteer (18+ years old) present and participating for every three minor volunteers (age 15-17); please contact the Volunteer Manager to learn about other opportunities for anyone under 15.
- Because of the vulnerable population we serve, we require everyone to undergo screening for contagious illnesses and child abuse each time they visit our campus. This is a new policy across our regional chapter to better protect our guest families, staff and volunteers. Currently, this includes:
 - A rapid, limited background check upon entry to the House. The check is limited to the national sex offender registry, and requires visitors to present a valid photo ID for our team to run.
 - Minors exempt
 - A brief wellness check to review symptoms of any known communicable illness and record your temperature.
- Our team will generate a name badge for you to wear while on campus

2. *How many people can I bring?*

In consideration of kitchen and guest safety, we ask that baking groups are limited to no more than 10 people. While we do not require a minimum number of people, we suggest having at least 5 people in your group. Everyone who comes with your group will count toward this total and must be there to actively participate.

We kindly ask that volunteer groups refrain from bringing children to the House, and find an alternative volunteer activity for them to participate in offsite; contact the Volunteer Manager for suggestions.

3. *Does my group need to sign anything?*

Yes. All volunteers participating in a Baking with Love activity should be prepared to do the following:

- Register for the activity online, and fill out a digital volunteer waiver as part of that process.
 - We will have hard copies on hand for anyone who forgets or is a late sign up.
- Sign in upon arrival.
- Rapid background check.
- Fill out a wellness check.

Scheduling

1. *How do I sign up?*

Check out our [VolunteerHub calendar](#) to find an open date, and call (323-644-3088) or [email](#) our team to confirm. **All baking activities need to be reserved with the Volunteer Manager directly before registering online.**

Once we confirm your spot, we will provide instructions on how to proceed with registration.

2. *Does the rest of my group need to sign up anywhere?*

Yes. Once your activity is scheduled, everyone in your group will need to individually sign up for the activity with the instructions given to you by the Volunteer Manager. Registration includes the critical step of signing our liability waiver, which must be signed by each individual volunteer before s/he is able to participate in an activity at the House.

*Minor volunteers will need to print the waiver, have it signed by a guardian, and bring it with them to the activity

3. *What happens if I have to cancel my reservation?*

We understand that sometimes schedules change or complications arise that prevent you from being able to participate in the activity. If you have to cancel, please give us at least one week's notice and notify the Volunteer Manager. Please also notify the Front Desk of any day-of changes or concerns.

4. *What happens if my group is late or doesn't show up?*

We expect groups to arrive at their scheduled time in order to check in and have enough time to bake. You will be contacted at 15 minutes past your arrival time by our team to ensure that you are on your way. Please notify the Front Desk if you are going to be late or have to cancel.

The Experience and Expectations

1. *How long is my group expected to be at the House?*

Groups should plan to volunteer for 2 hours. You will participate in check ins, an info session, have 1.5 hours to bake and set food up for service, serve treats, and then must complete clean up. If you would like to add any family activities onto your meal, please review this with the Volunteer Manager beforehand for approval, and to get an extension on your time slot.

2. *What time should I arrive?*

Baking groups should arrive at 11AM unless told otherwise.

PLEASE: Do not come earlier than the above arrival times without explicit permission given by the Volunteer Manager.

3. *What is the address? How do I know which building I will be at?*

LARMH is split between two buildings. You will be notified with the name of the building you will be baking in a week prior to your event.

- Our **Fountain** building is located at 4560 Fountain Avenue, Los Angeles 90029.
- Our **Helms** building is located just to the south, at 1250 Lyman Place, Los Angeles 90029.

Parking is very limited in our neighborhood, and we encourage groups to carpool. We have two small visitor parking lots in between our two buildings where volunteers are welcome to park, and there is also street parking available. LARMH is close to the Metro Red Line, with both the Vermont/Santa Monica and Vermont/Sunset stations within walking distance.

4. *Does my team have to clean up after the activity?*

Yes! Please help us maintain a clean home for our guests by cleaning up after your group. This includes helping to buss tables for families eating onsite, washing all equipment that was used and loading into dishwashers, emptying trash into our dumpsters, wiping down countertops and sweeping/mopping if necessary. Our staff will put leftovers away.

5. *What type of interactions will I have with guest families?*

We strive to create a safe, welcoming and respectful environment for our families, staff and volunteers alike, and ask that your group acknowledge and do the following:

- You are welcome to say hello and be friendly to families, but please try to respect their need for privacy and do not ask about finances or medical conditions of their child, force conversations or force physical interaction.
- Expect limited attendance during the meal, as families may not be in the House at the exact time of your meal.
- Format your meal as buffet-style with to-go container options to allow families to take food at their convenience.
- Please exclude any personal religious or political influences while on-site to ensure a welcoming space for all.
- Please do not take photos of or with families or include them in any social media posts. You are welcome to photograph your group, and our staff team will document your activity and our families enjoying your hard work.

Supplies

1. *What does my group bring?*

- Your team is responsible for purchasing and bringing all ingredients for the meal and service, including:
 - Food
 - Spices and oils/condiments required for your menu
 - Food prep materials like foil or plastic wrap

- Disposable serveware including foil pans/serving platters, napkins, cups, and to-go containers
- Food safety materials like hairnets and food service gloves
- See our [shopping list](#) for a full list of suggested products to purchase
- ☒ LARMH kitchens are fully-stocked with common household appliances, pots, pans and cooking/serving utensils. Each building also features several outside grills. If your meal requires a specific appliance, please email ahead to see if we have the item on site.

Safety

1. *Are there any safety practices to consider?*

Volunteers must practice good food safety hygiene at all times, wear protective equipment, and handle food appropriately. We will provide a kitchen safety sheet for your group members to review when they register, and will have it on-hand for you to review during your activity.

2. *Are there any specific medical or COVID safety protocols that we will need to follow?*

Yes, groups coming to the House should expect the following:

- To perform a wellness check at check in, documenting temperature and potential exposure to COVID
- To wear a mask at all times in the House
- To notify the Volunteer Manager if a member of your group volunteers at the House and then tests positive for COVID, so that we can take steps to notify anyone who may have been exposed
- No one experiencing symptoms of a contagious illness is allowed inside LARMH. Many of our families have children with compromised immune systems, leaving them more vulnerable to illness and disease. Exposure may complicate medical treatment and put our children at risk.

Contact

Volunteer Manager – (323) 644-3088; eolson@rmhcsc.org

Front Desk – (323) 644-3060