



RONALD McDONALD HOUSE®

Teen Program Guidelines

Welcome to the Ronald McDonald House! We are truly happy to have you volunteer your time to help make this house a "home away from home" for our resident families!

- Minimum age is 15; completed application and guidelines are on file (including parent's signature).
- Please call the Volunteer Coordinator (**767-8166**) if you cannot work your shift. If you feel ill, have a fever, or have been in contact with anyone that has chickenpox, you will not be able to come in.
- Wear comfortable, conservative clothing - jeans or shorts are fine, but they must be appropriate: no short shorts, no midriffs showing or over-the-shoulder tops, and no suggestive or offensive language on your clothing. Sneakers or closed shoes work best (no flip flops, please).
- In the summer, teens are scheduled for a 3-hour a shift once a week. Other shifts may be available once all teens are scheduled. Our shifts are: Monday through Friday, 9am – 12pm and 1pm-4 pm. We will try to assign you the day and shift that works best for you. During the school year, you may continue to volunteer after school as your schedule allows. Please talk to House Operations staff at the end of the summer to get on the calendar.
- Feel free to discuss your goals with House Operations staff - we are always open to new ideas! During the summer you'll be asked to complete a "Making the Connection" project in which you will talk with a resident family about their stay and document the experience.
- When you come in for your shift, wear your nametag and find the House Operations staff for the day's direction and information.
- Record your time at the end of your shift; find a staff member (not a volunteer) to sign off on your log. Please do not remove your records from the book; a copy of your logged hours will be given to you at your request.
- If you need to leave the RMH property for any reason, let the House Operations Assistant know you are leaving and have your time verified. We are not responsible for knowing where you are going when you leave; those arrangements should be made with your parent or guardian.
- Headphones and cell phones will not be allowed during your shift, so please leave them in the office.
- Your break time is 15 minutes and can be taken in a designated area; we will provide a soda and a snack.
- We require our families to follow certain rules and you must do the same. Please clean up after yourself and put away all items that you have used to accomplish your day's duties. Please be considerate of others at all times. A pleasant attitude is important!
- RMH Staff has the right to ask you to sign out and go home if you are not following the guidelines, or lack motivation to complete your duties. There is always something to do and the House Operations Assistant will direct you; seek them out if you are ready for another project.

Remember that no matter how menial the task, your work makes for a clean, comfortable, and relaxing "home away from home" for our guests, all of whom are going through a very difficult time. Thank you for being here!

I have read the above guidelines and agree to abide by them.

Teen Volunteer signature: _____ Date: _____

I have read the above guidelines and agree that my child may perform volunteer service at the Ronald McDonald House.

Parent / Guardian signature: _____ Date: _____