



Keeping families close®

TREATS FROM THE HEART BAKING PROGRAM

GENERAL GUIDELINES

Thank you for your interest in our "Treats from the Heart" Baking Program. The Treats from the Heart program gives local schools, community organizations, and families the opportunity to volunteer at Ronald McDonald House Charities New York Metro. By baking sweet treats such as cookies, brownies, muffins, and other snacks for our resident families, the program teaches the importance of volunteering and helps bakers of all ages become capable and caring leaders in their community.

The baking program is open to all primary school students but is most impactful for students in 4th grade and above. Baking is a hands-on activity that encourages students to exercise cognitive skills such as following instructions, math concepts, and time management through following a recipe, measuring ingredients, and planning the steps involved throughout the baking process. This program also teaches students social emotional skills like empathy and community service.

"Treats from the Heart" Guidelines and Frequently Asked Questions

These documents contain essential general information about the House and information specific to your meal preparation.

Before you come...

- ♥ Maximum of 7 people (including adult supervision for minors).
- ♥ Photo ID is required for every adult member of your group and will be scanned to enter the building.

While you're here...

- ♥ Gloves are required to be worn during food prep
- ♥ Your group will have full access to one kitchen area (2 stations), use of our common pantry and bathrooms. Groups are asked to stay in the kitchen for the duration of their visit.
- ♥ Hair must always be covered or pulled back while cooking food.
- ♥ After baking your treats, we ask that you place them on serving trays for families to help themselves, and please let the staff know when you are done.
- ♥ Please clean up the kitchen area and all kitchen items and surfaces used before completing your day of service.

We'd love to hear all about it...

- ♥ Please share your photos and experience with us!
- ♥ Tag us on your social media- #RMHCNYM
- ♥ Send an email, photo, or video to Cassandra Basile at cbasile@rmhcny.org and share a little about your experience!

Cancellations...

- ♥ If a scheduling conflict arises and you need to cancel your baking date, please cancel online at least 7 days prior to your reservation, using the link in your confirmation email. In addition, please send an email to lcabble@rmhcny.org notifying us directly of your cancellation.
- ♥ **Please Note:** If you cancel your reserved date but would still like to support our families, please feel free to send sweet treats from your favorite bakery, instead. We are happy to provide a list of local bakeries that can provide treats to the House. Please email us at lcabble@rmhcny.org with the name and contact telephone number of the bakery that will be providing the food to the House on your behalf.

Please read our Frequently Asked Questions (FAQs) for more specific information about the Treats from the Heart Baking Program and your visit to Ronald McDonald House Charities New York Metro.

TREATS FROM THE HEART BAKING PROGRAM

FREQUENTLY ASKED QUESTIONS (FAQs)

HOW DOES THE TREATS FROM THE HEART BAKING PROGRAM HELP THE RMHC NYM?

- ♥ Volunteers visit the House to bake for the families and children staying here. Freshly prepared desserts and snacks brighten the day of families who are staying with us while their child is being treated at a local hospital.

WHO CAN PARTICIPATE IN THE TREATS FROM THE HEART PROGRAM?

- ♥ The baking program is open to all primary school students. For the best experience, we recommend student groups of 4th grade and above. All volunteers under the age of 18 years old must be supervised by an adult.

HOW MANY BAKERS MAY VISIT AT ONE TIME?

- ♥ We are happily welcoming groups of up to seven participants, including adult supervisors. A photo ID is required for all adult participants to enter our building. This guideline has been carefully adopted to respect the safety, comfort, and privacy of our residents who use our kitchen facilities throughout the day.

WHAT DOES A TREATS FROM THE HEART VOLUNTEER HAVE TO DO?

- ♥ Volunteers schedule a day and time to visit the House to bake. Part of the fun of participating in the baking program is planning what you will prepare. Once you have decided on your dessert ideas, purchase all the ingredients needed to create your special treats and then visit the House to bake on your scheduled day.
- ♥ Baking volunteers should stay in the kitchen with their group throughout the visit. Restrooms are located near the kitchen. The playroom and playground are reserved for resident family use only.

HOW MANY DESSERTS DO I NEED TO PREPARE?

- ♥ You do not need to bake for a specific number of people. Please prepare whatever you will be able to comfortably complete within your allotted time.

WHAT SHOULD I BRING?

- ♥ You are responsible for planning your baked goods/desserts and purchasing the required ingredients, including spices and oils. To ensure safety from possible food contamination, all food must be prepared on site. No items may be prepped or baked at home and brought to the House.

WHAT DOES THE RONALD MCDONALD HOUSE PROVIDE?

- ♥ We have a fully stocked kitchen, including, but not limited to, utensils, bowls, mixers, pots and pans, and most basic kitchen supplies for your use to bake at the House.
- ♥ Participants are required to wear kitchen gloves, provided by RMHC NYM. Hair must always be covered or pulled back while cooking and serving food.

WHAT SHOULD I BAKE?

- ♥ What are the things your own family likes to snack on? Cookies, brownies, muffins, cupcakes, and puddings are House favorites. Add some fun decorations, too! Thinking outside the box? Some groups make healthy options like yogurt parfaits, finger sandwiches, celery stick with peanut butter, and other fun snacks.

ARE THERE ANY RESTRICTIONS REGARDING INGREDIENTS?

- ♥ While there are no ingredient restrictions, please label each to-go container with the contents and date it was prepared. Please provide the House staff with a complete list of ingredients used in case there are specific questions from a family.

CAN I BAKE AT HOME AND BRING IT TO THE HOUSE?

- ♥ Please prepare all food on premises. No items should be prepped or baked at home and brought to the House. Store-bought/pre-packaged food or food prepared by a bakery/restaurant may be brought to the House.

HOW ARE BAKED GOODS/TREATS SERVED?

- ♥ Baked goods and treats are served in the kitchen. Please neatly arrange your goodies on large trays and platters for families to help themselves.

WHAT ABOUT CLEAN-UP?

- ♥ Groups are responsible for kitchen clean up. Please clean all kitchen items and surfaces used before completing your day of service. Dishes and utensils can be loaded in the dishwasher. Please hand-wash pots and pans and return them to the storage cabinets and pantry shelves. Used soft kitchen textiles, like dish towels and oven mitts, can be left on the countertop for our housekeeping staff. Please let the House staff know when you are finished.

WHAT TIME DO I NEED TO BE THERE?

- ♥ Please arrive no more than 15 minutes ahead of your scheduled time.

WHERE IS THE RONALD MCDONALD HOUSE CHARITIES NEW YORK METRO LOCATED?

- ♥ Our street address is:
267-07 76th Avenue
New Hyde Park, NY 11040
- ♥ Our contact telephone number is:
516-775-5683 (Extension 130 to reach Reception Desk)

WHERE SHOULD I PARK MY CAR?

- ♥ There is a visitor's parking lot located to the right as you face the front of the House. The lot is utilized by our residents, volunteers, and visitors, so parking spaces may be limited when you arrive. Please consider carpooling as much as possible. You may also park on the local streets in the neighborhood.

ARE WE ALLOWED TO TAKE PHOTOS?

- ♥ Yes! You are allowed to take photos in the general areas of the House and of your group while baking. However, please be sure that you do not include any families who are staying at the House in your pictures.
- ♥ Tag us on your social media- #RMHCNYM
- ♥ Send an email, photo, or video to Cassandra Basile at cbasile@rmhcny.org and share a little about your experience!

WHAT HAPPENS IF I HAVE TO CANCEL A BAKING DATE?

- ♥ If a scheduling conflict arises and you need to cancel your baking date, please cancel online at least 7 days prior to your reservation, using the link in your confirmation email. In addition, please send an email to lcabble@rmhcny.org notifying us directly of your cancellation.
- ♥ **Please Note:** If you cancel your reserved date but would still like to support our families, please feel free to send sweet treats from your favorite bakery, instead. We are happy to provide a list of local bakeries that can provide to the House. Please email us at lcabble@rmhcny.org with the name and contact telephone number of the bakery that will be providing the food to the House on your behalf.

CAN I EARN COMMUNITY SERVICE HOURS?

- ♥ The Baking Program is a good way to earn community service hours. When you arrive at the House, complete the In-Kind Donation form at the front desk. Keep the yellow copy of the form that is given to you. This is your receipt, as well as acknowledgement of two (2) hours of community service. We do not provide separate service letters.

IS THERE SOMETHING ELSE WE CAN BRING FOR THE RESIDENTS?

- ♥ Please refer to the Wish List Collections on our website or visit our [Online Amazon Wish List](#).

HOW DO I SCHEDULE A DATE TO VISIT THE HOUSE TO COOK BRUNCH OR DINNER?

- Visit our online calendar to schedule your date at <https://volunteer.rmhcny.org/>
Opportunities at the Ronald McDonald House in New Hyde Park → Meals from the Heart

STILL HAVE A QUESTION NOT ANSWERED HERE?

- ♥ Please send an email to lcabble@rmhcny.org.