



Ronald
McDonald
Family
Room®

Opening Tasks (9am - 12pm):

Open the doors and unlock storage closet
Turn all lights, lamps, and TV on
Tidy up all areas – Desk, Kitchen, Sitting Areas, Shower Area, Laundry, Sleeping Area
Empty Dishwasher and put dishes away
Make Coffee - Regular and Decaf (if needed)
Check refrigerator for food items that are more than 48 hours old and throw away if expired
Check snack supply baskets and refill if necessary
Check status of linens (clean and dirty) and call service if necessary
Call EVS if trash needs to be taken out
Clean out lint filters in dryers
On the computer: Open Exceed and log in; Open up Volunteer Portal; Open up VicNet and sign in to log your volunteer hours
Update Open Hours Sign based on Volunteer Portal information

Ongoing Tasks (9am – 9pm):

Check families in and out; Register new families as needed
Read through Volunteer Manual for refresher
Clean high-touch surface areas after each use – Tables, Counters, Door handles, Chairs, etc.
Check snack supply baskets and refill if necessary
Sweep/Steam floors when necessary
Tidy up all areas – Desk, Kitchen, Sitting Areas, Shower Area, Laundry, Sleeping Area
Call EVS if trash needs to be picked up
Label any donated meals/food brought to the room. Will need to be thrown away after 48 hours
Load used dishes into dishwasher
Unpack toiletry/snack donations upon arrival as operations allow; and breakdown cardboard
Check cleanliness of the room; sweep/swiffer floor as needed to remove lint or debris

Closing Tasks (6pm – 9pm):

Do not allow families to begin laundry any less than 2 hours before the Room is scheduled to close (if Room is closing at 9pm, no later than 7pm)
Open all washing machine doors and dryer doors to prevent from smelling
Check cleanliness of the restrooms and Family Room; Tidy up
Clean high-touch surface areas – Tables, Counters, Door handles, Chairs, etc.
Turn off lamps, lights, and TV. Pour out coffee and turn machine off
Load dishes into dishwasher, including coffee pots, and start dishwasher
Log out of Exceed – Do not turn off computer. Keep Exceed, Vol Portal, and VicNet Open
Leave guest computers on. Do not turn them off
Lock Storage Closet and put Key away
Close entry door tightly as you leave and make sure it latches close