



GROUP VOLUNTEER HANDBOOK

What is the address of Family House?

5308 Liberty Avenue, Pittsburgh PA 15224

Where can we park?

Our facility cannot accommodate multiple volunteer vehicles. We have space in our volunteer parking (green signs) for one vehicle from your group. Prior to parking, you can pull your vehicle under the portico at the front doors to unload any supplies you might have.

Other members of your group will need to park at the UPMC Shadyside Hospital Parking Garage at 520 S. Aiken Ave. Pittsburgh, PA 15232. We can provide a \$5 parking voucher. Metered parking is available nearby (at your own risk) and is free after 6pm.

What kitchen facilities does Family House provide?

The Family House kitchen is equipped with multiple appliances and helpful supplies. This includes:

- A five-station kitchen (five ovens, five stovetops and multiple prep stations)
- A large refrigerator specifically designated for pre-meal and leftover food storage
- All the basic kitchen supplies needed to bake or cook: pots, pans, cookie sheets, utensils, mixing bowls, Pyrex bakeware, large stock pots
- Small appliances such as microwaves, an air fryer, toaster ovens, stand and hand mixers, crockpots, blenders
- An outdoor cooking and patio space with three gas grills (advanced notice is necessary to utilize this area)

What are our responsibilities when cooking or baking?

- Anyone in the kitchen is required to be at least 16 years old to bake, and at least 18 years old to cook a meal
- Bringing all ingredients necessary for your treat or meal
- Wearing gloves when in the kitchen during food prep or serving of the meal (provided by Family House)
- Providing paper products (plates, bowls) and utensils (we have limited dishes and silverware)
- Providing disposable aluminum pans, serve ware, chafing dishes and sterno for serving and keeping the meal warm
- Prepping and serving the meal or treats (we have trays to display baked goods)
- Packaging meal leftovers into microwaveable individual to-go containers for guests to access later
 - There is a separate fridge for meal leftovers that all guests have access to
- Post-meal or baking clean up: hand washing or loading dishes into a dishwasher and resetting the kitchen for guests
- All food items that are required to be prepped and cooked must be done on site due to Health Department regulations (items from a bakery or prepared by a grocery store or caterer do not fall into this category)



- Clothing or uniforms: dress comfortably! Wear your matching t-shirts, your aprons or your festive hats! Guests appreciate knowing the group or company who is providing the meal.

Do we need to accommodate any food sensitivities or other dietary restrictions?

While we do not require it, guests with food sensitivities or dietary restrictions (gluten-free, vegan, etc) greatly appreciate when groups take the time to include them in meal planning.

What if someone in our group feels unwell?

If you or a member of your group is sick or feels unwell the day you are meant to volunteer, please stay home. Many of our guests are more at-risk of catching symptoms from outside sources. The safety and health of our guests is our priority.

What if our group has more than 15 people?

The kitchen can comfortably fit about 15 people when cooking. Larger groups often schedule their volunteers in shifts (food delivery and prep, serving, cleaning up) for different arrival times so there is a steady rotation of people.

What if my question wasn't answered in this Handbook?

You can contact our Volunteer Coordinator at volunteer@familyhouse.org or by phone at (412) 647-5808.

A large part of the volunteer experience is taking the time to interact and engage with our guests. Please encourage your team to do so! Chatting with volunteers is a much-appreciated change of pace outside of the typically high-stress situations our guests experience in the hospitals. It's volunteer groups like you who provide comfort, laughter and a true "home away from home" experience.



GROUP VOLUNTEER POLICY

Volunteer groups are a crucial part of Family House and make it possible for us to create a “home away from home” for our guests. Our primary concern is for the safety and well-being of our patients and families, our volunteers, and those who work with them. To assist with this fundamental principle, Family House has established policies for all volunteers:

Family House strictly prohibits discrimination and harassment of any kind, including discrimination and harassment on the basis of race, color, national origin, age, religion, gender, sex, sexual orientation, gender expression, marital status, veteran status, mental or physical disability, medical condition, or any other characteristics protected under Federal or State law or local ordinance.

All volunteers must preserve the safety and confidentiality of Family House along with that of our patients and family members, other volunteers, employees, members of the Board of Directors and donors.

All volunteers understand and agree to assume all risks of injury or death associated with his/her activities, services, or duties as a volunteer. Volunteer and his/her assignees, heirs, distributees, guardians, and legal representatives will release, indemnify, keep and hold harmless the Organization, its employees, agents and other volunteers, from all damages, judgments, expenses (including reasonable attorney fees) costs or liabilities in law or equity arising from or in any way related to Volunteer’s activities, services, or its officers, directors, employees, and agents, or suffered because of the injury to or the death of any person or persons, or because of damage to property that may arise out of, or as a consequence of, Volunteer’s negligent or intentional acts while engaging in activities, services, or duties as a volunteer under this Agreement.

Photos or videos may be published in which Volunteer(s) appear while volunteering for Family House. These photos may be used in any advertisement, promotional literature or other media solely for the purpose of publicizing Family House programs.

Alcohol and/or drug use is not permitted before or during the performance of your duties, and no drugs or alcohol of any kind are permitted at the House.

Family House reserves the right to decline a volunteer’s acceptance into the volunteer program or terminate a volunteer’s participation in the volunteer program at any time and for any reason.