

Frequently Asked Questions

Where is the Milwaukee VA Fisher House located?

We are located on the property of the Milwaukee Veteran Affairs Medical Center at 5000 West National Avenue, Milwaukee, Wisconsin 53295

How do we sign up to provide a meal?

We utilize the Meal Train website to register volunteers for the mealtimes that suit both the volunteers and the house best. Please follow the link to access the Meal Train for the Milwaukee VA Fisher House and register to see if any of the time slots work for you.

<https://mealtrain.com/39yovl>

Does it cost to register for Meal Train?

It is completely free; however, in order to view the schedule availability, you or your group will have to register with a valid email address. Once your account is created you will be able to view the calendar and register yourself or your group for preferred dates.

When can meals be provided and are some days better than others?

We have a calendar that shows availability for meals. Our current meal hours are as follows: Breakfast: Monday-Friday 8:00 a.m. to 10:00 a.m. / Lunch: 11:00 a.m. to 1:00 p.m. / Dinner: Monday-Friday 3 p.m. to 6 p.m. TIMES ARE FLEXIBLE.

Who is responsible for selecting the food to be prepared and who pays for the food?

The volunteers/organization that has signed up selects what they would like to prepare and is responsible for providing all items. The volunteers or organization providing the meal will cover the cost.

What is the maximum number of portions that could be required?

Our numbers fluctuate daily; we usually estimate meals for 12-15. You should contact staff two days prior to the meal to confirm the count.

Will volunteers be able to cook and drop off clearly labeled food in advance of the day or time that we are scheduled?

All food (meals, desserts, treats, etc.) must be made in the Fisher House unless purchased and packaged from a store.

What time should the food be available for the guests?

The time depends on when the food is ready. It is likely that all the house guests will not be present at serving time. Their priority is to be at the bedside of their veteran. When they return to the house later in the evening, they always appreciate being able to reheat leftovers. The Fisher House will provide to-go meal containers or groups are welcome to bring their own containers as well. A sign will be posted letting the guests know the day prior that we have a meal scheduled and the time that it would be available. Please understand that guests may wish to stay with their loved one in the hospital during meals. Even if you don't get to see them in the house, please know they come home to enjoy warming up food when they can.

Do you need to know the menu in advance?

Yes. Please provide The Fisher House the final menu by inputting the meal type in the notes on the Meal Train website. That way we can ensure that items that you may need to complete the meal are available.

How many volunteers are appropriate to stay and help setup, serve and engage in light conversation with any residents who might like to just talk?

Groups of no more than 6 individuals are allowed to cook in the kitchen at this time. We try not to overwhelm the guests with too many people in the house (especially the kitchen area) at a time. Please keep in mind that the guests don't all come back to the house to eat at the same time so there may or may not be a crowd of guests at the time the meal arrives.

Are masks required in the Fisher House?

Face masks are optional at the Fisher House. Masks will be provided as needed.

How many pounds of food do you feel will cover the needs of the guests for one meal?

We suggest about a half a pound per person, we've found that some people eat more and some eat less and it tends to work out well.

Which side dishes have you found to be most popular, and which have the longest shelf life for meals on following days?

Potato salads, macaroni and cheese, salad, fruits, seasonal vegetables.

Do you have drinks or do we need to bring containers of soda, tea or lemonade? If so, how much?

3-4 gallons (3 to 4 1-liter bottles) of drinks are usually sufficient; individuals/groups may bring: sweet/unsweetened tea, soda, diet soda, lemonade, etc.

In your experience what desserts are best?

Pies, followed closely by cookies and then cakes.

Who does the cleanup?

We ask that volunteers bring the meal items in disposable dishes to help with the clean-up process. Guests, staff and volunteers work together for post-meal clean-up. Packaging leftovers in single-serving size containers seems to work out well.

If the volunteer group is putting the food away, what is the best time to begin break down?

It would be best to begin 15 minutes before the close of the meal. Groups should have everything cleaned up and completed by 6pm for dinner.

18. Are we required to wear name tags/badges?

Yes. It is the policy of Milwaukee VA Fisher House that all volunteers wear appropriate badges while engaged in an activities at The Fisher House.

19. What is the earliest time that volunteers can arrive?

This time is flexible and depends upon the meal being provided for our guests. We required on-site meal preparation, therefore, as an individual or group, please plan accordingly.

20. Still have questions?

Please contact the Milwaukee VA Fisher House for additional assistance - 414-384-2000 ext. 45005 or ext. 45006.