

MINISTRY WITH --- COMMUNITY

Meal Service Volunteer Guide

Our mission is to empower people to make positive life changes.

We believe in the unconditional acceptance of all. We love, care and nurture without judgment or discrimination.

We believe that people can have a better life through a ministry of hope with practical guidance and support.

We value community responsibility. Everyone in our “family” – staff, members, volunteers and supporters – contributes.

We provide an atmosphere that fosters and encourages respect for one another.

We value the empowerment of members in a positive, safe and trusting environment.

We believe in networking with other agencies and the community at large to increase our ability to meet members’ needs.

About Ministry with Community

Ministry with Community is a daytime drop-in shelter and resource center in Kalamazoo for people who are experiencing hunger, poverty, mental illness, or substance abuse. Staff and volunteers create a safe and welcoming space for our "members" who choose to utilize our services.

Our doors are open from **6:30am to 5:30pm every day**. We offer breakfast and lunch to the community every day of the year. Members can also drop-in to do their laundry, take a shower, get a haircut, pick up/send out their mail, find and create support for their recovery, receive guidance and empowerment from a social worker, be connected to other community resources or simply rest. **MwC-Volunteer**

Relationship

- We rely heavily on our volunteers. Due to the high volume of volunteers moving through our facility, we ask volunteers to schedule their time with us at least one week in advance through the Volunteer Coordinator or other appropriate departments upon completion of a Volunteer Orientation Session.
- If you will need verification and documentation of your volunteer hours, you must clear this with the Volunteer Coordinator prior to volunteering.
- While we love having new volunteers, we ask that our volunteers not bring additional family members, friends, or coworkers with them when volunteering, unless discussed and approved b. In order to be prepared for volunteering, all volunteers must attend an orientation session. If you would like to bring a new volunteer with you, please contact our Volunteer and Development Coordinator so they can prepare the proper training.
- The standard minimum age for volunteers is 13. All volunteers under the age of 18 must be accompanied by an adult. There is a 1-to-1 minor to adult ratio for minors age 13. For minors ages 14-17, there is a 4-to-1 minor to adult ratio required.
- Kitchen volunteers must be at least 18 years old to work behind the steam table or work with sharp knives.

Day of Volunteering

- Please avoid wearing heavily-scented cosmetic items (i.e. lotions, perfumes, cosmetics), as some of our members or volunteers may be sensitive to these items.
- We provide a coat rack and lockers for volunteers' personal items.
- If it is your first time, please go to the front desk and let them know you are here to volunteer and it is your first time.
- In order for us to track your hours, please sign-in on the volunteer sign-in sheet located in the kitchen.

Meal Service Volunteers

We are a licensed kitchen and adhere to the highest level of sanitation, cleanliness, and safety. We serve a population that is especially vulnerable to food borne illness so it is critical that we adhere to the local/national food codes.

One of the most important things for food safety/sanitation is for hair to be restrained and to wash hands frequently during food service. Gloves are necessary only when you are directly touching food that is ready to eat, and they must be changed frequently as they are not a substitute for washing hands.

- Meals are served twice a day and 365 days of the year at MWC.
- On a given day we typically serve 300-500 people.
- Meal Servers assist with kitchen duties required to serve meals to members.
 - These duties include: preparation of food, setting tables, serving breakfast or lunch, and cleaning the dining room.
- Breakfast Servers are scheduled from 7:15-9:15am
- Lunch Servers are scheduled from 12:45-2:45pm.
- Meal Servers work with the Volunteer Coordinator to set their schedule.

Serving Meals

- General Information:
 - Due to health code and sanitation reasons, no outside food is allowed in our dining room
 - We have aprons but please wear clothing you don't mind getting dirty. If you wear a t-shirt please, no violent images, profanity, drug, or alcohol references.
 - Due to health code, it is necessary that:
 - You wear closed toed, non-slip shoes such as sneakers. Hair must be restrained by use of a hair net, hair tie or hat.
 - Shirts must cover your shoulders , underarms cannot but exposed
 - Shorts are allowed if they are just a few inches above the knees. Too much exposed skin is a food code and safety issue.
 - We also ask that you keep jewelry to a minimum.
 - It can get warm while serving, please dress appropriately..
 - For health code reasons, everyone must wash their hands before we start serving lunch and repeat numerous times throughout the food service.
 - If you see a spill on the floor, please place the wet floor sign by it first, then alert a staff member.
 - If you have any issues with members or any questions you cannot answer, please ask a staff member! If you ever feel uncomfortable for any reason, please let a staff member know immediately!
- Preparing for Breakfast:
 - Breakfast is done in a self-serve format. Volunteers will help kitchen staff with prep, serving, bussing, refilling sugar, coffee, milk and clean up.
- Preparing for Lunch:

- Each table needs:
 - 8 settings of a cup and silverware at each seat, a vase of flowers, a pitcher of water, a pitcher of juice, salt & pepper box, and any of the sides the kitchen has prepared.
 - Please ask: Janet (Member Services Director), the kitchen staff, or any of the regular volunteers if you need to find something.
- Assist the kitchen with whatever their needs are for that day:
 - Rolling silverware, cutting bread, preparing salads, and/or getting the dessert cart ready.
 - The kitchen staff will provide you with whatever you might need.
- 10 to 15 minutes prior to serving lunch we will circle up and review what we're serving, go over announcements and answer any other questions.

- Steam Table Volunteers:
 - You must be 18 or older to work the steam table.
 - The steam table is used to help keep the food warm as we're serving it.
 - At the steam table, you'll plate food that will be served to the members.
 - You'll be working closely with the kitchen staff.
- Server/Busser/Runner Volunteers
 - For the first round (of 80 people), the servers will bring food from the steam table to the members.
 - Members will raise their hands to let you know they need a meal.
 - If there are small children, please ask the parent or guardian for a "kids plate." It is the same meal, just a smaller portion size. – request this at the steam table
 - The only special orders we take are for food allergies (i.e. fish, nuts etc.), religious reasons, and vegetarians/vegans. We will always have a vegetarian option and a non-pork option. Members will know to ask for special meals if they have special dietary requirements.
 - We want all members to have a clean, welcoming spot where they eat.
 - Members are expected to bus their own spot (i.e. take their plate & utensils to the dishwasher window) – if anything left behind please clear it before the next person sits down.
 - Wipe the tables using the sanitizer and cloths provided in the dining room.
 - If a cloth is used to wipe off a chair, it cannot be re-used, please place it in the laundry basket in the kitchen.
 - You must wash your hands after clearing and before you touch any plates of food.
 - After the first round of members begin to leave, servers will need to go to the tray area to get a tray with a cup and silverware. Then the server will go to the steam table and get the plate of food and deliver all of this to a member. **Be sure to bring the tray back to the tray station!**
 - Please help keep the sides, condiments and beverages refilled.
 - Sides: Before the meal starts the kitchen staff will show you what the side is and how to make more.

- Juice: There is a big black container of juice on a stand in the kitchen on the opposite side of the wall from the steam table.
 - Water: Refill water pitchers by using tap water from the kitchen prep sink
- Tray Set-up Volunteers
 - Tray volunteers will put together trays to assist volunteers that are carrying food and utensils the table.
 - Each tray typically has a cup, silverware, and dessert if we have it.
- Clean-up After Lunch
 - Please wait to clean up the occupied tables until members have finished eating.
 - Pick up all utensils left on the table and bring them to the dishwashing window to be washed.
 - Wipe down tables and chairs with sanitizer solution. Spray bottles are provided
 - Wipe down high-chairs and booster seats, if boosters are extra dirty take to the kitchen to be put through the dishwasher.
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Additional volunteer opportunities may be available and assigned by kitchen staff. Volunteer opportunities may include but are not limited to: meal food prep for future meals, dishes, basic clean-up, etc.

If you have any questions, or are interested in serving in another area with a group or as an individual at MWC please feel free to contact the Volunteer Coordinator via email at:

volunteers@ministrywithcommunity.org

**Thank you for serving at Ministry with
Community! We would not be able to
full-fill our mission without you!**