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, substance abuse or other life challenges. Staff and volunteers create a safe and welcoming space for members (the people we serve) 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, coworkers, or any others with them when volunteering. 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 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 knives.

**Day of Volunteering**

1. Arriving and entering the Building
   a. Ministry with Community is located at:
      500 N Edwards St
      Kalamazoo, MI 49007
   b. Parking is located on the West and North sides of the building at no cost
   c. Enter through the Main doors on the West side of the building
   d. Check in at the Member Service Desk and let them know you are here to volunteer, you will first be directed to the Volunteer Lounge.

- 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 service desk and ask for the Volunteer Coordinator.
• For us to track your hours, please sign-in on the volunteer sign-in sheets located.

**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.
  o 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**

  o General Information:
  o Due to health code and sanitation, it is necessary that:
    ▪ You wear closed toed, non-slip shoes such as sneakers. Long hair must be pulled back or put in a hair net, hair tie or hat.
    ▪ Shirts must cover your shoulders. Underarms cannot be exposed. (i.e. no tank tops)
    ▪ 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.
    ▪ No outside food is allowed in our dining room.
    ▪ Everyone must wash their hands before we start serving lunch and repeat numerous times throughout their time of volunteer service.
  o It can get warm while serving, please dress appropriately while following dress-code guidelines.
  o 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/alcohol references.
  o If you see a spill on the floor, please place the wet floor sign by it first, then alert a staff member.
  o 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 the meal:

G:\Coordinators\Volunteer Coordinator\Volunteer Service Areas\Meals\Meal Service Guide for Volunteers.docxMeal Service Guide for Volunteers
o **Breakfast ("breakfast style")**
  - Table set-up will vary:
    - kitchen staff will give direction upon arrival to set-up correctly for that day’s meal.

o **Lunch ("restaurant style")**
  - 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 packets, and any of the sides the kitchen has prepared.
    - 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!**

o Assist the kitchen with whatever their needs are for that day:
  - Rolling silverware, cutting bread/bagels, preparing sides, or prepping food for next meal.
  - The kitchen staff will provide you with whatever you might need.
    - If you cannot find what you need please ask:
      - Janet (Member Services Director)
      - kitchen staff
      - other experienced volunteers

o 10 to 15 minutes prior to serving the meal we will gather together in a circle and review what we’re serving as well as, assign and explain volunteer roles, and answer any questions.

- **Steam Table:**
  - 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 the food that will be served to a member.
  - You’ll be working closely with the kitchen staff.

- **Server/Busser/Runner**
  - If serving “breakfast style,” members will form a line to pick up their trays and meals directly from the steam table.
  - When serving “restaurant style,” the servers will bring food from the steam table to the members. Members will raise their hand to let you know they are ready for a meal.
  - If there are small children, please ask the parent or guardian if they would like a “kids plate.” A “kids plate” is a smaller portion size of the same meal; you will 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 clear their own spot, taking their plate and utensils to the dishwasher window.
- 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 container on the bottom shelf of the cart where the sanitizer is located.
  - You must wash your hands after busing, clearing dishes or wiping tables, and before you touch any plates of food.
  - Please help keep the sides, condiments and beverages on the tables 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 large black container of juice on a stand in the kitchen area, opposite of the steam table.
    - **Water**: Refill water pitchers by using tap water from the kitchen prep sink.

- **Tray Set-up Volunteers**
  - Volunteers will place items on trays to assist volunteers that are carrying food and utensils to the table.
    - Items on tray usually include:
      - Cup
      - Silverware
      - Dessert (if available)

- **Clean-up After Lunch**
  - Please wait to clean up the occupied tables until members have finished eating.
  - Pick up all left-over 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.

If you have any questions, or are interested in serving in another area with a group or as an individual at MwC please contact the Volunteer Coordinator via email at: volunteers@ministrywithcommunity.org

Thank you for serving at Ministry with Community! We would not be able to fulfill our mission without you!