



**VOLUNTEER HANDBOOK**  
**2018/2019 SEASON**

## **WELCOME TO THE SOUP KITCHEN IN PROVINCETOWN!**

SKIP serves hot, multi-course meals to Provincetown and Outer Cape residents on weekdays from the first Monday in November through the last Friday in April. Meal service is from 12:30 to 1:30 PM. SKIP averages over 100 meals a day, which translates to approximately 2,200 meals a month, and 13,000 meals served during our six-month season.

We are here because hunger is a serious problem and it is our mission to address it. Our target population includes those who are homeless or those at risk of being homeless, unemployed or underemployed, elderly and others on fixed incomes, families with dependent children and anyone who cannot afford to feed themselves or gain access to food on a daily basis. In addition to meals, we provide a warm social environment, which is often as nourishing as the meal.

The meal we serve could be our guests' only meal of the day. Many must make the choice between eating or paying their rent and other expenses. The ongoing fear of being forced to relocate to another town as affordable housing continues to disappear on the Outer Cape is stressful, and this can lead to health problems or emotional distress. Our daily meal offers a safe community space for all.

There is no cost to any guest for any meal or for any referral to other agencies for help. Our services are not based on income. We welcome anyone who is in need of a meal or simple companionship and no one should be embarrassed to eat at our soup kitchen. All are welcome!

Our services are provided at the United Methodist Church, 20 Shank Painter Road in Provincetown. SKIP pays half of the church's expenses for the space for the six months we are open, and our food service has no religious or political affiliation. We spread the word about our services through public announcements on social media, radio, and in newspaper articles; through social services groups in the area; and by word of mouth. The church also houses a food pantry, which has made client services even more efficient.

**Our mission:** Established in 1992, our goal is threefold: 1.) To provide nutritious meals in a welcoming environment open to all; 2.) To provide a sense of community to those experiencing isolation during the resort community's long off-season and; 3.) Where possible, provide formal and informal referrals for a range of social services, including, but not limited to, housing and mental health. SKIP does not discriminate on the basis of race, color, religion, gender, gender identity, age, national origin, disability or sexual orientation in any of its activities or operations and is not affiliated with any religious or political organization.

### **THE SKIP ORGANIZATION:**

SKIP is a not-for-profit organization, run by a board of ten directors. The board hires staff to run the program.

#### **Board Officers:**

Daniel Elias	Chair
Philip Franchini	Vice-Chair and Chair of Marketing Committee
Mark Bjorstrom	Treasurer and Chair of Volunteer Committee

#### **Other Board Members:**

Ted Cormay	Chair of Fundraising Committee
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Beth Curtin  
Susan Kurtzman  
Bernard LaCasse  
Ken Okin  
Kay Scott  
Roger Secours

Chair of Human Resources Committee

**Staff:**

Bethany Marie Gregory      Executive Chef, 607-793-3363, skipkitchendirector@gmail.com  
Hilary McHugh              Administrative Assistant, 508-487-8331, skipfood@gmail.com  
TBD                              Dishwasher/Utility Staff

**VOLUNTEERS ARE KEY**

As a volunteer, *you* are an essential part of this organization. We pride ourselves on teamwork and dedication to the people of Provincetown and the Outer Cape. And we are very happy you are here to be a part of our team. Individuals like you who choose to give your time and talents to SKIP will find many opportunities to be helpful. By joining SKIP, volunteers quickly appreciate that every hour given greatly enhances the lives of our guests, their families, and fellow volunteers.

In an effort to make everyone's time here at SKIP a productive and positive experience, we have put together this volunteer handbook. It includes volunteer information and some of our more important policies and procedures, and we hope it will be a valuable resource. If at any time you have questions regarding this handbook or any other aspects of our organization, please feel free to address your questions to any board member or the executive chef.

**Thank you for joining SKIP!!**

**RESPONSIBILITIES FOR VOLUNTEERS**

The executive chef is in charge of all functions for the kitchen and dining room, and is also responsible for volunteer shifts and coordination. Please call or text her if you cannot make your scheduled shift, if you will be late for your shift, or if you want to volunteer for another shift.

Most volunteers sign up for a specific shift(s), but some volunteers prefer to be "on call" instead of having regular hours/days assigned. If you are "on call," you should be ready to come into SKIP on short notice if required. SKIP will be closed any day that the Provincetown schools are closed, for example, for bad weather. SKIP will be open for the Thanksgiving meal. [Question: Christmas, if on a weekday? New Year's?]

**All volunteers:**

- Arrive on time (9:30 or 11:30, depending on your shift) via the side (kitchen) door
- Hang your coat by the back door on the wall hooks.
- Wash your hands in the sink
- Tie back long hair
- Put on a clean apron
- Sign in and make/find your name tag (Later, please file alphabetically)
- Ask the executive chef what she needs you to do

- Help yourself to coffee. (In the morning, it's in the kitchen. Mugs are on the shelf over the pass-through, and cream is in the refrigerator in the pantry. By noontime, coffee is in the dining room.)
- Keep the kitchen and storage areas clean and organized
- No eating until all guests have eaten or until instructed by kitchen director
- Do not put food aside to take home prior to the end of serving guests
- No cell phone use during your shift
- Volunteers are expected to stay until all work is completed for your shift (check with the kitchen director before leaving)
- Follow the executive chef's instruction and requests; she is the authority in the preparation and delivery of food to our guests
- Relax, be friendly, and enjoy your time at SKIP!

### **Morning Shift – 9:30 AM to 12:00 PM**

- Prepare food as instructed by the kitchen director
- Be careful around hot pans, and knives, as they are kept very sharp
- Keep the kitchen tidy (trash in the large waste bin, recycling outside by driveway)
- When food is done, transfer it into serving containers for the buffet line
- Roll eating utensils in paper napkins (for sanitation)
- Write that day's menu on the white board (refer to menu on sign-in sheet)

### **Afternoon Shift -- 11:30 AM to 2:00 PM**

- Set up buffet tables, beverage table, and dining tables
- Put out plates bowls, utensil packs, and trays
- Serve as host/hostess and greet guests as they arrive, answer questions, and hand out meal chips. At the end of the meal service, count the chips and any donations.
- Assure that all guests and volunteers put a meal chip in the jar before going through buffet line
- Serve guests with portions as per the executive chef's instructions.
- Assist dishwasher/utility staff in washing and drying pots, pans, dishes, and utensils
- Be careful around hot water and steam from the sanitizer
- Put all pots, pans, and kitchen utensils away
- Clean and sanitize all surfaces in kitchen, pantry, dining room and storeroom
- Assist dishwasher/utility staff in sweeping and washing all floors, as needed

### **Locations:**

Back room – off the kitchen, where the back door to the kitchen is located

Pantry – small storeroom located at the back of the dining area

SKIP refrigerators are located in the back room and the pantry (the smaller refrigerator in the kitchen is for the church use only)

SKIP freezers are in the hallway, outside the kitchen

Administrative office – to the left of the front door, as you enter

### **Where things are kept (in kitchen unless noted):**

Clean aprons and towels – in back room, by door to kitchen

Sign-in sheet and name tags – on counter in kitchen, to right of the open pass-through

Plastic gloves\* – on the counter, near the coffee pots. (sizes are small, medium, large)

Cutting boards – under the counter, to the right of the pot sink

Knives – in buckets to the right of the kitchen refrigerator  
Mixing bowls – under the island counter, opposite the sign-in sheet  
Ladles – hanging on the shelving, to left of stove  
Serving spoons, etc. – in drawer under kitchen island, opposite the knives  
Sheet pans (trays) – under kitchen island, opposite stove  
Steam table pans and lids – in back room, opposite the refrigerator  
Pots – on shelves to right of stove  
Plastic tubs for dirty silverware and dishes – in back room, to left of refrigerator  
Plastic dishwasher racks – in back room, to left of refrigerator in the corner  
Cart for utensils and plates – in pantry

\*Gloves must be worn if you are handling food (especially if it will not be cooked), or if you are serving food. If you leave the serving line or the kitchen, discard your gloves and get a new pair when you return.

### **How to wrap silverware (for sanitary purposes):**

Unfold a paper napkin and lay it on the table horizontally.

Take one knife, one folk, and one soup spoon, and lay them along the bottom edge of the napkin, centered.

Fold the two ends in over the silverware, and then roll everything up from the bottom, like a burrito.

Place this bundle in a plastic silverware tub.

### **Serving on the buffet line:**

You must wear gloves (if you leave the line, put on new gloves before you return)

There is generally a soup, a salad, an entrée and sides, and dessert

Ask the executive chef what the serving size should be, based on the quantity available

Greet guests, and ask if they would like some of what you are serving

It's generally OK to give them a little more if they ask, unless we are low on quantity

Take their plate, serve the food, and return it to their tray, or hand the plate to the next person serving side dishes

Beverages are self-service at the end of the buffet line

### **Clearing dishes and trays:**

Volunteers should remove plates and trays from dining tables after guests are finished eating

A cart is located near the kitchen; scrape food scraps into the trash, and stack plates, bowls, and glasses in plastic tubs. Utensils go into a separate tub.

When a tub is fairly full, take it to the kitchen, to the counter to the right of the sink

### **Loading the dish sanitizer and drying dishes:**

After dishes are scraped and loaded into the heavy, open plastic trays,

Open the sanitizer door,

Place the tray in the sanitizer and close the door.

Press the red button.

When the cycle is completed, the green light will come on.

Open the door, and using towels to protect your hands, lift the tray up and out, and onto the towels put out on the kitchen island.

Silverware trays can be dumped onto towels and blotted dry, then sorted onto silverware holders.

Dishes and bowls should be quickly dried using towels and stacked and put away onto carts.

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### **BOARD OF HEALTH REQUIREMENTS**

- Volunteers should not wear jewelry, perfume or cologne.
- Wear rubber gloves, changing them with each task or as necessary.
- Long hair must be tied back.
- Before tasting a dish, move the food item to another dish.
- Aprons and gloves should be worn at all times.
- Absolutely no eating or drinking while serving guests at the buffet.
- Food cannot be served into containers brought in by guests.

### **CODE OF CONDUCT**

We expect all individuals to treat each other with dignity and respect. We are committed to maintaining an environment in which staff members, volunteers and guests are not subjected to discriminatory treatment in any form, including age, disability, sex, race, ethnic origin, religion, color, or sexual orientation. SKIP will not accept or tolerate any discrimination from staff, volunteers, guests, suppliers, or visitors.

***See: MGL c.151B Unlawful discrimination because of race, color, religious creed, national origin, ancestry or sex; MGL c.149, s.105A-C Discriminatory wage rates based on sex; or 804 CMR: Massachusetts Commission Against Discrimination regulations.***

### **EMERGENCIES AND FIRST AID**

The safety and welfare of all associates is of primary importance. SKIP assumes that all personnel will conduct themselves in a manner that will insure the well being of colleagues. All potential hazards should be reported immediately to the appropriate supervisors. If any staff, guest or volunteer is taken to the hospital, or in the event of any other emergency, an officer of the board must be informed as soon as possible.

Every day during season, SKIP has many volunteers and guests on the property. If you witness a medical or other emergency situation, be active and respond quickly. In the event of any emergency, please call 911 immediately. Calmly explain the situation and your location and follow directions as instructed. Do not attempt to do more than you are capable and comfortable doing. In all cases an incident report must be filled out (see following section).

If you have a medical situation that is not an emergency situation, it should be reported to the executive chef.

### **INCIDENT REPORTS**

If you are involved in any accident where an injury occurs or may have occurred, or the occurrence of an altercation or other unseemly event, an incident report must be filed immediately. The forms are kept in the administrative office and the executive chef facilitates this process.

### **ALCOHOL/DRUG POLICY**

Volunteers who are found to be drinking during their work hours or exhibit drunken behavior will not be tolerated and such behavior will be grounds for immediate dismissal from SKIP.

The use or possession of illegal drugs is also grounds for immediate dismissal. Please note the possession of syringes obtained by any means other than prescription use is considered by the Commonwealth of Massachusetts to also be illegal.

### **SOCIAL MEDIA POLICY**

All official SKIP social media is to be posted by (or approved by) the chair of the marketing committee or the chair of the board. SKIP volunteers, staff, and guests are free to make posts on social media about SKIP as individuals, and we hope that all such posts will be respectful and supportive, and avoid defamatory, offensive, or derogatory content. Volunteers or staff who make inappropriate posts will be subject to having their relationship with SKIP severed.

### **ANTI-HARASSMENT POLICY**

Harassment in the workplace is unlawful and unacceptable. Harassment includes verbal or physical conduct that may or does offend, denigrate, or belittle any individual because of, or due to, any of the following characteristics: age, disability, sex, race, ethnic origin, religion, color, or sexual orientation. Such conduct includes pictures, jokes, comments, innuendoes, or any other behavior that creates an offensive or hostile work environment.

Sexual harassment may be defined as unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature. The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, intended or not, that is unwelcome and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male or female workers may also constitute sexual harassment.

All volunteers should take special note that retaliation against an individual who has made a good-faith complaint about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint, will not be tolerated.

### **Complaints of Harassment**

If any SKIP volunteer believes that he or she has been subjected to harassment, the volunteer may file a complaint with SKIP with the board chair, the human resources committee chair, or the executive chef, orally or in writing. SKIP will promptly investigate the allegation as confidentially as possible with a private interview with the person filing the complaint, and with any witnesses. SKIP will also interview the person alleged to have committed harassment. When the investigation is complete, SKIP will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation. Inappropriate behavior may result in required counseling or termination from the SKIP program.

Revised September 19, 2018