



VOLUNTEER HANDBOOK

2026-2027 SEASON

WELCOME TO THE SOUP KITCHEN IN PROVINCETOWN!

For more than 30 years the Soup Kitchen In Provincetown (SKIP) has provided hot, nourishing meals to our neighbors because people like you have been willing to volunteer to work hand in hand with the Staff and Board of SKIP. Your volunteer service makes an enormous difference to us as an organization and, more importantly, to those we serve.

So, from the Board of Directors, Staff, and especially our guests, thank you for your giving spirit and your willingness to share your time. We simply couldn't do it without you.

Our mission is three fold:

- To provide hot nutritious meals in a welcoming environment open to all
- To provide a sense of community to those experiencing isolation during Provincetown's long off-season
- Where possible, provide formal and informal referrals for a range of social services, including but not limited to, housing and mental health services.

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. Last year SKIP averaged over 200 meals a day, over 300 on Fridays, when we provide an extra meal to take away for the weekend. This translates to approximately 4,100 meals a month, and 24,835 meals served during our six-month season.

In addition, SKIP has a year round Delivery Program for Provincetown residents who have a disability that prevents them from being able to food shop or prepare meals and do not have family or friends who can provide meals. The meals for the Delivery Program are prepared and picked up at the Provincetown United Methodist Church (PUMC) November through April and at St. Mary's of the Harbor Church (SMOTH) from May through October. SKIP and Helping our Women (HOW) volunteers deliver meals to approximately 35 people on Tuesday, Thursday (HOW) and Friday. On Friday, an additional weekend meal is provided to the guests.

Because SKIP and HOW deliver meals to elderly and/or disabled guests, each delivery driver must have a criminal background check completed annually. The MA Department of Criminal Justice Information Services (DCJIS) has an on-line system to complete the Criminal Offender Record Information (CORI) checks. This is the same background check completed for teachers, day care workers, nursing home workers, police officers and others who work with children, elderly or disabled people. You will learn more about this if you volunteer to deliver meals.

We are here because hunger is a serious problem; it is our mission to address this need. Our target population includes those who are homeless or who are at risk of being homeless, unemployed or underemployed, the elderly and others on fixed incomes, families with dependent children, and anyone who cannot afford to feed themselves or gain access to cooked food on a daily basis. 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 is limited on the Outer Cape is stressful, and this can lead to health problems or emotional distress.

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 will provide a take-away meal to anyone. 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 we use for the six months we are open; 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 and housing office, which has made access to client services even more efficient, even though those services are not part of SKIP.

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 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.

THE SKIP ORGANIZATION

SKIP is a not-for-profit organization, run by an unpaid, working board of up to 15 directors. The board hires an executive chef, utility person, and an office coordinator to assist them in running the program.

Office Phone:

508-487-8331

General SKIP email:

office@skipfood.org

SKIP email to report schedule change

volunteer@skipfood.org

SKIP email for lunch delivery questions

delivery@skipfood.org

Board Officers:

Mary Ashley	Chair
Peter Betit	Vice-Chair
Mark Bjorstrom	Treasurer
Pat McGrath	Secretary

Board Members:

Peter Betit
Mark Bjorstrom
Joe DeMartino
Martha Fagan
Russ Madrey
Pat McGrath
Nancy McLane
Brett Parson
Rachel Peters
Donna Reardon
Roger Secours
Jim Seligman

Staff:

Gina Larkin	Chef
John Strumwasser	Office Coordinator, 508-487-8331, office@skipfood.org
Didier Corallo	Utility Staff

HOURS OF OPERATION

There are two shifts each day, Monday-Friday:

- First 9:30AM to 11:45PM - assist in preparing and cooking food
- Second 11:45AM to 2:00PM - serve and cleanup

In addition, we deliver meals on Tuesdays, Thursdays and Fridays. HOW provides volunteers for one of those delivery days. Volunteers must have a CORI background check, renewed each year, before they can sign up for delivery shifts. The delivery shift lasts about 1 hour.

Please review the SKIP DAILY TASKS at the end of the manual for a more detailed description of each shift.

Most volunteers sign up for a specific shift, 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.

The Chef is in charge of all functions for the kitchen. volunteer@skipfood.org, the on-line scheduling group, coordinates volunteer shifts with the Chef.

- The chef has full control over the kitchen. You must always follow the instructions of the chef. Don't question, just do what you are told. Failure to do so may jeopardize your volunteering at SKIP
- If you know you will be late or cannot make a scheduled shift **on a future date**, or if you want to volunteer for additional shifts, please use the online self scheduling function and remove/add yourself from the shift or email volunteer@skipfood.org.
- If you find you are unable to make your shift **on the day you are scheduled**, please notify volunteer@skipfood.org.

SKIP will be closed any day that the Provincetown schools are closed for bad weather. Volunteers should listen to MA television and radio stations in addition to social media to determine school closing status. Generally, SKIP will be open on all holidays, including Thanksgiving Day, Christmas Eve, Christmas Day, New Years Eve and New Years Day, if those holidays are on a weekday.

SKIP SCHEDULING PROCESS FOR 2026/2027 SEASON

Signing Up to Volunteer

1. Fill in and submit the Volunteer Signup Form on our website.
2. Fill in and submit the Volunteer Acknowledgement that you have read this manual. **** and please actually READ this manual. It's important****
3. Once the form has been submitted someone will be in touch to provide instructions on how to access the Volgistics scheduling system and sign up for specific shifts.

All forms can be found at <http://www.skipfood.org/volunteer>.

Setting the schedule at the beginning of the season

- All NEW volunteers must complete the Volunteer Profile Form online (<http://skipfood.org/volunteer>).
- If you volunteered last year, SKIP has saved your data and you will NOT need to complete a new Volunteer Signup form.
- **You WILL need to read the handbook, as it has updates for the 2026-2027 season**
- Volunteer Information is added to our scheduling system.
- The master schedule is developed, giving volunteers their preferred shifts wherever possible
- After the master schedule has been developed volunteers may log into the scheduling system to update their profiles and schedules. You may add

yourselves to shifts that still have openings and remove yourselves from a shift if you have a conflict or an appointment.

Maintaining the schedule throughout the season

- Volunteers with schedule adjustments should update their schedules directly in the system.
- **The system will NOT let you remove yourself from a shift that is less than 24 hours away. In these instances please email volunteer@skipfood.org .**
- When there are openings, please do not go into the schedule and take ALL the open slots. Many other volunteers would like to work extra shifts as well. Please limit yourself to 1 extra shift per week, unless a request for more help is sent out.

When SKIP needs additional volunteer help on a given day

- A message will be emailed to all volunteers on the “on call” volunteer list
- If you CAN help that day, please log into the scheduling system and add yourself to the shift if it is still unfilled.

NEW NEW Volunteer coverage in winter months

More openings due to multi-week travel plans occur, especially in February and March. Please consider covering shifts then, especially if you have not had a chance to volunteer as often as you had hoped.

IMPORTANT HEALTH AND SAFETY INFORMATION

- Volunteers are **strongly urged** to get the latest COVID-19 booster and a flu shot this fall.
- **If you feel sick or have a cold DO NOT REPORT TO WORK!** Send a note to volunteer@skipfood.org and we will find a replacement for you.
- If you test positive for COVID please stay away from SKIP for 10 days. The CDC recommends a 5 day quarantine followed by 5 days of wearing a mask while in public. SKIP requires you stay away for the entire 10 days.
- SKIP will follow any local, state or federal COVID regulations should any be implemented during the season.

NEW NEW Physical Requirements

Physical expectations for volunteering at SKIP include:

- **Prolonged Standing:** You will spend the majority of your shift standing and walking between areas of the kitchen, refrigerators, pantries, dining areas and prep stations.
- **Lifting & Carrying:** The ability to lift up to 20-30 lbs is standard for moving large stock containers or boxes of supplies.

- Reaching & Bending: Your shift may require frequent reaching above your head for high shelves and bending down to access low storage or freezers.
- Manual Dexterity: You will be handling, cleaning, and sanitizing kitchen equipment, which requires fine motor skills.

NEW NEW Changes in Abilities

We are fortunate to have so many volunteers who have volunteered for many years and who plan to do so for many more years. Some volunteers, though, have noticed that they can no longer work as effectively, or for as long a period, as before. Sometimes a volunteer notices that they leave their shifts more tired than in prior years. SKIP must balance the passion of our volunteers with the ongoing safety of volunteers and staff who often work in close quarters in challenging situations: cutting and managing food, carrying hot food, and bussing trays in the busy dining area.

SKIP will always work with volunteers to adjust their schedules, change or modify their assignments and offer other changes to a volunteer's role. SKIP values everyone's contributions but must also work to ensure that we fulfill our goal of providing nutritious meals while also protecting everyone's safety. Please be open to suggestions we may offer for modifying or changing your assignment. If you have questions about this, please reach out to our Volunteer Coordinator. In particular, talk to them about accommodations you may need, even if they might be temporary.

Masks

- The wearing of masks is optional at SKIP.
- KN95 disposable masks will be provided by SKIP.
- This policy may change over the course of the season depending on the situation.

Gloves

- GLOVES MUST ALWAYS BE WORN if you are handling food.
- If you leave the serving line or the kitchen, or do a different task (e.g., write something with a pen), you must DISCARD your gloves and get a new pair when you return.
- Wash hands frequently at the hand washing sink in the kitchen.

Hand Washing

- Hands must be washed at the beginning of each shift
- Hands should be washed frequently, even if you are wearing gloves.

Using the Bathroom

- Remove your apron before using the bathroom
- Hands must be washed after using the bathroom

BOARD OF HEALTH REQUIREMENTS

- Volunteers should not wear excessive jewelry, perfume or cologne.
- Long hair must be tied back.
- Gloves must be worn at all times, changing them with each task as necessary
- Before tasting a dish, move the food item to another dish.
- Food cannot be served into containers brought in by guests
- Closed-toed shoes must be worn by all volunteers.

NEW NEW SIGNING INTO WORK

A QR code will be posted in the dining area, on the wall behind the beginning of the service line. You will sign in on your phone using the QR code. Volunteers will sign in by entering the last 4 digits of their phone number. If your phone number begins with one or more zeros, strip them off and enter the 2 or 3 digit number instead. Follow the prompts to complete the sign-in.

If you work a **double shift** you will need to sign out and sign back in for the second shift. You do not need to sign out if you only work a single shift in a day.

Please remember to sign in for each shift you work as it will aid us in determining the number of hours worked, which helps us in obtaining grants for SKIP.

SKIP DAILY TASKS

- Arrive on time (9:30 or 11:45, depending on your shift) but NO EARLIER via the side (kitchen) door
- Hang your coat by the back door on the wall hooks.
- Tie back long hair
- Put on a clean apron
- Sign in via the QR code process and find your name tag (Later, please return filed alphabetically)
- **Wash and dry your hands in the handwashing sink**
 - **Regardless of how clean you think your hands are before beginning your shift you are required to wash your hands.**
 - **The hand sink is the only sink in the kitchen that is to be used to wash hands**

- **Put on gloves**
- Ask the executive chef or service supervisor what she/he 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 SKIP meals until all guests have eaten or until instructed by the chef or shift supervisor
- 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 or service supervisor before leaving)
- Follow the executive chef's instruction and requests; she/he 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 11:45 PM

- Prepare food as instructed by the Chef
- Be careful around hot pans, and knives, as the knives are kept very sharp
- **ALWAYS put on a clean pair of gloves when working with food**
 - **Hands should be washed and gloves should be changed if you move to another type of food**
 - **Example - working with gluten and moving to gluten free**
 - **Example - working with meat or poultry and moving to vegetables**
 - **If you scratch your face, wipe your nose, touch your hair or eat food you must change your gloves before continuing to work.**
- **Keep the kitchen tidy (trash in the large waste bin, recycling outside by driveway)**
 - **If you take out the trash you must wash your hands afterward and you must put on new gloves before preparing any food.**
- When food is done, transfer it into serving containers for the buffet line
- Clean all tables before guests arrive
 - A clean rag with soapy water should be used on all tables
 - Tables should then be rinsed with a clean wet towel
 - The tables should be sprayed with sanitizer, let it sit for 5 minutes, then wipe dry.
- Set up the serving line
- Set up serving tables and clean them
 - A clean rag with soap water should be used on all tables
 - The tables should then be rinsed with a clean wet towel
 - The tables then should be sprayed with sanitizer, let it sit for 5 minutes, then wipe dry.
 - Put out plates bowls, utensil packs, and trays

- Check with chef & put out the proper number of warming trays
- Set up coffee station
- Clean table as described above

Afternoon Shift -- 11:45 AM to 2:00 PM

- Roll eating utensils in paper napkins (for sanitation) ** see instructions below**
- If you are the volunteer assigned to chips, be sure to put a meal chip in the jar for all guests and volunteers before going through buffet line
- Guests will be allowed one meal per person, with exceptions made for those who pick up meals for others. Those people must be approved & put on a pick-up list
- Guests may take seconds after 1:15pm, if there is food left.
- 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, and storeroom
- Clean all tables after service
 - A clean rag with soapy water should be used on all tables
 - Tables should then be rinsed with a clean wet towel
 - The tables should then be dried with a clean cloth
 - Chairs are to be folded up and placed on the tables.
- Wipe down all refrigerators and freezers, especially the handles
- Assist dishwasher/utility staff in sweeping and washing all floors, as needed
- On Fridays fold the serving tables and store them in the dry storage pantry.

Take away meals

Guests may request take away meals. The hot portions of these meals will be served into take out containers as they go through the service line. Soups and desserts will be prepackaged for take out. Guests will then proceed to a table after the serving line to put their meal, soup & dessert into a bag. Guests may not use their own containers that they may bring with them; they must be served food in the containers SKIP provides.

We have added 2 additional volunteers to the serving shift on Fridays to handle weekend take-out meals.

Tables:

We currently use 10 tables that seat 8 people at each for a total of 80 guests.

Locations:

Back room – off the kitchen, where the back door to the kitchen & fridges are 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 the church

Where things are kept (in kitchen unless noted):

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

Name tags – on or near counter in kitchen or just outside the kitchen door, to right of the pass-through

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

Cutting boards – under the island opposite the pass-through counter.

Knives – in buckets under the windows

Mixing bowls – under the island counter, opposite sink

Ladles – hanging on the shelving, to left of stove

Serving tongs - to the right of the stove hanging on the end of the shelving

Serving spoons, etc. – in drawer under kitchen island, opposite knives

Hotel pans– under kitchen island, opposite stove

Food warmers and hotel pan lids – in back room, opposite the refrigerator

Pots – on shelves to right of stove

Plastic tubs for dirty silverware and dishes – in kitchen on top of dish racks

Plastic dishwasher racks – in kitchen

Cart for utensils and plates – in pantry

How to Wrap Silverware (for Sanitary Purposes)

YOU MUST WASH YOUR HANDS AND THEN PUT ON GLOVES PRIOR TO WRAPPING SILVERWARE!!!

- Unfold a paper napkin and lay it on the table horizontally.
- Take one knife, one fork, 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, with no part of the utensils exposed.
- 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 service supervisor what the serving size should be, based on the quantity available and in communication with the executive chef

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 a plate, serve the food, and hand the plate to the next volunteer serving side dishes. The last server will hand plate to guest
Beverages are self-serve along the back wall of the dining room

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, drain liquids and liquid foods into the strainer near the cart, and stack plates and bowls in plastic tubs. DO NOT STACK CUPS/MUGS - place them on their side in the tub unstacked. Stack dirty trays at the front of the cart. Put utensils in the separate flatware holder. When a tub is fairly full, take it - and the flatware - to the kitchen, to the counter to the right of the sink. Take trays into the kitchen - DO NOT WAIT FOR THE TRAYS TO PILE UP - TAKE TRAYS IN FREQUENTLY, EVEN IF THERE ARE ONLY A FEW.

When dishes, utensils and trays are brought into the kitchen, the utensils are taken out of the flatware holder and placed on the flat dishwasher trays - the ones which do not have spindles - to the right of the sink. The tub contents of plates, bowls and glasses are gently emptied directly into the far right sink, of the 3 sinks there. Gently slide trays into the far left sink. Let the dishwasher know you are coming in and he will step aside.

Loading the dish sanitizer and drying dishes (if our Utility Staff is not present):

After dishes are scraped & rinsed, load into the heavy, open plastic trays

Open the sanitizer door

Place the tray in the sanitizer and close the door.

Press the red button. The green light will go on.

When the cycle is completed, the green light will go off.

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

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.

NEW NEW DELIVERY PROGRAM INSTRUCTIONS:

Packaging Meals for Delivery (PUMC)

Meals are packaged and delivered from the following locations

- Provincetown United Methodist Church (PUMC): November - April
- St. Mary of the Harbor Church (SMOTH): May – October

There are two volunteer positions for the Delivery Program

- Packers
 - Two (2) needed Tuesday, Thursday and Friday at PUMC
 - One needed Tuesday, Thursday and Friday at SMOTH.
 - Hours are 11:00 am to approx. 11:45 am
- Delivery Drivers
 - Four (4) are needed Tuesday and Friday year round. HOW volunteers deliver meals on Thursdays
 - Hours are 11:45 am to approx. 1:15 pm

Duties of Packers

- Arrive at the PUMC/SMOTH location by 11:00 am. Log into Volgistics using QR Code
- Review Delivery Itineraries, Packing List and the Food Container Labels in the packing area.
- Meet with the Chef and review the regular menu and the special menus (gluten free, vegetarian, dairy free, etc.) for the day and verify labels match the chef's menu. Manual changes can be made to the labels, if necessary.
- Sanitize the folding tables or counter where you will pack the food.
- Wash and glove your hands and put on an apron.
- Gather bags from the Pantry/Closet. You will need the following Bags
 - Three large red bags
 - Four soup bags with partitions, if soup or salad is part of meal
 - One Blue Cooler bag for The Alden lunches
 - Two Stop and Shop bags for desserts. One for each Route
 - On Fridays, two Large Blue Bags for weekend meal
- There are bags labeled for each of the following:
 - Route A Maushope: Large Red Bag, Soup Bag, S&S Bag
 - Route A Other: Large Red Bag, Soup Bag,
 - Friday: Route A: Large Blue Bag
 - Route B The Alden: Blue Cooler Bag, Soup Bag, S&S Bag
 - Route B Other: Large Red Bag, Soup Bag
 - Friday: Route B: Large Blue Bag
- Take out the Driver Itineraries and review the "Total Meal Lines" on the first or second page (packing list). This is how many lunch containers will be needed for Regular meals, Vegetarian meals and Gluten Free/Dairy Free meals.
- Stack the entrée containers on the folding tables at PUMC or counter between the kitchen and church hall at SMOTH. Add foil to each, if lunch has food that is wet. It's best to keep the restricted meals' containers segregated from the unrestricted diet to avoid confusion when packing the food.
- Get the food from the chef at approximately 11:15 am.
- Pack the lunches per the Chef's instructions. Use different serving utensils to pack the unrestricted and special meals (vegetarian, GF, DF). Best if one person puts the soup in containers and packs the desserts and the other person packs and labels the entrees. Use a rolling cart to bring the entrée to the folding

tables/counter. Note: During the Summer Season at SMOTH, soup is usually not served and only one packer is needed

- The number of soups required is usually the same as the TOTAL meals needed. But occasionally, there is a different soup for Vegetarians and/or GF/DF diets.
- When all soup, desserts and entrees are in their containers close and label the containers. Start filling the delivery bags.
- Check the “Number of Containers to Put in Each Bag” on the packing list to know what to pack into each bag, Create stacks of meals, both unrestricted and special meals for Maushope, Maushope Other, The Alden and The Alden Other. This is a good way to ensure you have the proper number and type of meals in the containers.
- Pack the bags with the entrees in the Large Red Bags or Blue Cooler Bag for The Alden. Soup in the Soup Bags and dessert in the Stop & Shop bags. On Friday, the pre-packaged weekend meals are packed in the Large Blue Bags. One Large Blue Bag for each Route, A & B. *Double check the number and type of lunches per bag match the numbers packing list*
- Pack the Entrees three across in the large red bags. This is easiest if you put two entrée containers on each side of the bag and put the third entrée in the center.
- Bags must be packed by 11:45 am. Keep the bags separated by the two Routes A & B
- When drivers arrive, review with them what is being served for each of the diet types (Unrestricted, GF, GF/DF, Vegetarian). Give the drivers the Driver Itinerary for their route (A or B) and ask them to review for any questions. Remind the driver to return the bags, clean them of any spills, to nest the bags together and store them neatly in the pantry/closet
- Return any unused blank labels to the SKIP office for future use. Unneeded packing lists should be returned to the office to be shredded, as they contain personal addresses and telephone numbers.
- Sanitize the tables/counters used to pack the meals
- Review the number of meals packaged with the Chef. At PUMC, enter the number of lunches in the lunch log notebook. At SMOTH, email Office@SKIPFOOD.org or call the Office Administrator at 508-487-8331 with the number of delivery lunches for the day.
- Complete for the day. Thank you!

Duties of Delivery Drivers

- Arrive at PUMC/SMOTH **by 11:45 am** on your assigned delivery day. **IT IS IMPORTANT THAT YOU ARE ON TIME FOR THIS ASSIGNMENT.**
- Meet with the Packers and discuss the meal being delivered today (Entree, Soup or Salad, Dessert and Weekend Meal on Friday)
- Review the Driver Itinerary. The itinerary can change daily depending on if there are new delivery guests, temporary delivery stoppages or permanent delivery stoppages, etc. Ask the packer if you have any questions. If the packer cannot

answer your questions, call the Delivery Program leader whose phone number is on the top of the Delivery Itinerary.

- Review each packed bag and ensure the proper number of regular and restricted meals were packed for your route. Do this with the packer and reference the packing list.
- Gather all the bags for your Route. Route A usually has two large red bags, two soup bags, one dessert bag and one large blue bag with the weekend meal on Friday. Route B usually has one large red bag, one small blue bag for Seashore Point, two soup bags, one dessert bag and one large blue bag with the weekend meal on Friday.
- The Delivery Itinerary is laid out to minimize driving, but you can follow any route to the guests' homes.
- When you arrive at the guests' home, read and follow any special instructions in the Comment section of the itinerary. These include instructions for the type of meal to be delivered, directions to the front door, requests to deliver meals to a neighbor, requests to call the guest before going to the door, etc.
- Gather the containers needed for the guest (usually entree clamshell, soup/salad container, dessert and weekend meal on Friday) from the bags.
 - **Please note and deliver special meals (vegetarian, gluten free, dairy free) to the appropriate guest**
- If the guest does not answer the door, please call the guest at the number on the itinerary to check if they are home and didn't hear you knock/ring
- The meals must be delivered to the guest and not left at the door. This will ensure the lunch does not spoil or get lost. Occasionally, a guest may leave a note to deliver the meal to a neighbor or leave out a cooler with ice to leave the meal. It is OK to follow these instructions. But always deliver the meal to the guest otherwise.
- If you have any questions or issues during delivery please call the Delivery Program Leader whose number is on the top of the Delivery Itinerary or call the SKIP office at 508-487-8331.
- When you complete all your deliveries, return to PUMC or SMOTH. Bring back the bags, clean the bags of any spills or dirt, nest the bags together neatly and return the bags to the Pantry/Closet
- Leave the Driver Itineraries in the folder in the packing area and the Office Coordinator will shred them to insure Guest Confidentiality.
- Done for the day. Thank you!

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, veteran status, religion, color, or sexual orientation.

SKIP will not accept or tolerate any discrimination from staff, volunteers, guests, suppliers, or visitors.

NEW NEW Employees and volunteers may learn private, identifying information about our guests, especially our home delivery guests. In particular, this may include health information of delivery guests. Any such information is strictly confidential, and is not to be shared with other guests, volunteers, employees or members of the larger community. This responsibility continues, even after you are no longer volunteering at SKIP.

Please limit cell phone usage while working your shift at SKIP.

SAFETY

SKIP is committed to maintaining a safe workplace for all of our employees, volunteers and guests. The time to be conscious about safety is before an accident happens. Safety is everyone's responsibility and is a regular, ongoing part of everyone's job.

Here are some basic guidelines and safety rules to always keep in mind:

- Wipe up spills immediately.
- Never rush.
- Always walk carefully. Even when it's busy, take small steps and pay attention.
- Wear shoes with non-slip soles.
- Never try to catch a falling knife. Knives are easier to replace than fingers.
- Let people know when you're carrying anything hot. Don't be shy. Yell out something like, "Hot food coming through."
- When carrying sharp objects such as knives, call out, "Sharps coming through."
- And when rounding corners with your hands full, call out, "Corner."
- Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help.
- Remember to always bend at the knees. Lift with your legs, not your back.
- Everyone should be aware of the location of the Soup Kitchen's first aid kit (on the wall next to the microwave) and fire extinguishers.

EMERGENCIES AND FIRST AID

The safety and welfare of all staff, volunteers, and guests is of primary importance. SKIP assumes that all personnel will conduct themselves in a manner that will ensure the well-being of colleagues. All potential hazards should be reported immediately to the Executive Chef. 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 our season, SKIP has many volunteers and guests on the property. If you witness a medical or other emergency situation, be active and respond quickly. Please call 911 immediately. Calmly explain the situation and give 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 or office administrator facilitates this process.

ALCOHOL/DRUG POLICY

Volunteers who are found to be drinking or under the influence of drugs 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 to avoid defamatory, offensive, or derogatory content. Never publish confidential information. Never identify a guest by name. Volunteers or staff who make inappropriate posts will be immediately dismissed. No guests are to be photographed. Volunteers can be photographed if they have given their permission.

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 due to any of the following characteristics: age, disability, sex, race, ethnic origin, veteran status, religion, color, or sexual orientation. Such conduct includes slurs, pictures, jokes, comments, innuendoes, or any other behavior that creates an offensive or hostile 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. In addition to the above examples, other sexually oriented conduct (intended or not) that is unwelcomed and has the effect of creating an environment that is hostile, offensive, intimidating, or humiliating to male, female or transgendered volunteers or guests 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, will not be tolerated. Retaliation against individuals for cooperating with an investigation of a sexual harassment complaint will also not be tolerated.

If any SKIP volunteer believes that they have been subjected to harassment, they may file a complaint with SKIP through the board chair, the human resources committee chair, or the executive chef 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 2026