

VOLUNTEER HANDBOOK 2020-2021 SEASON

WELCOME TO THE SOUP KITCHEN IN PROVINCETOWN!

For 28 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 nutritious meals in a welcoming environment open to all;
- To provide a sense of community to those experiencing isolation during the resort community'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

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. Drive-through, take-away service is from 12:30 to 1:30 PM. SKIP averages over 100 meals a day, 200 on Fridays when we provide an extra meal to take away for the weekend. This translates to approximately 2,400 meals a month, and 14,400 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 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 continues to disappear 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 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 and housing office, which has made client services even more efficient.

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.

COVID-19 CHANGES

In order to prevent the spread of COVID-19, SKIP will keep its dining hall closed. Instead, SKIP will offer "contactless" take-away service on weekdays from 12:30 to 1:30 PM. We will open the dining hall and return to dining-in service once we have been cleared by the Provincetown Board of Health to do so.

THE SKIP ORGANIZATION

SKIP is a not-for-profit organization, run by an unpaid, working board of ten 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: <u>skipfood@gmail.com</u>
SKIP email to report schedule change <u>skipsched@gmail.com</u>

Board Officers:

Philip Franchini Board Chair, Marketing Committee Chair

Mark Bjorstrom Board Vice-Chair and Treasurer, Volunteer Committee Chair

Other Board Members:

Daniel Elias Human Resources Co-Chair

Ted Cormay Fundraising Committee Co-Chair (on leave)

Libby Cressey Human Resources Chair

Raymond Ingersoll Operations Committee Co-Chair Ken Okin Technology Committee Co-Chair

Donna Reardon Technology Committee Co-Chair, Fundraising Committee

Co-Chair

Peter Maye Technology Committee, Fundraising Committee Co-Chair

Roger Secours Operations Committee Co-Chair

Staff:

Bethany Marie Gregory Executive Chef, 607-793-3363, skipkitchendirector@gmail.com
Hilary McHugh Office Coordinator, 508-487-8331, skipfood@gmail.com
Didier CoralloDishwasher/Utility Staff

SKIP SCHEDULING PROCESS FOR 2020/2021 SEASON

There will be three shifts this year:

<u>First</u> -- 7:30 AM to 9:15 AM - responsible for prepping ingredients <u>Second</u> -- 9:30 AM to 11:15 AM - assist in cooking and preparing packing Third -- 11:30 AM to 2:00 PM - package prepared food and serve

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

Before you arrive for your shift you will be required to fill in a *Volunteer Self Evaluation Form.* This form will help you decide if you should report to the Soup Kitchen for your shift or if you should stay home due to possible COVID-19 exposure. This is a requirement from the State. The evaluation can be filled in online. The form can be found on our volunteer page of our website at https://www.skipfood.org/volunteer.

As always, the executive chef is in charge of all functions for the kitchen. In conjunction with *skipsched@gmail.com*, the on-line scheduling group, the executive chef is also responsible for volunteer shifts and coordination.

- If you know you will be late or cannot make a scheduled shift on a future date, or if you want to volunteer for another shift, please email Skipsched@gmail.com
- If you find you are unable to make your shift on the day you are scheduled, please text or call the executive chef on 607-793-3363 and notify skipsched@gmail.com.

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.

SKIP will be closed any day that the Provincetown schools are closed, for example, for bad weather. Volunteers should listen to MA television and radio stations in addition to social media to determine school closing status. SKIP will be open for the Thanksgiving meal as well as on Christmas and New Years Day.

Setting the schedule at the beginning of the season

- All volunteers must complete the Volunteer Profile Form online (http://skipfood.org/volunteer) or at the SKIP office.
- Information is collected by SKIP and entered into the master schedule database
- The master schedule is developed, giving volunteers their preferred shifts wherever possible
- Individual schedules are confirmed with individual volunteers

Maintaining the schedule throughout the season

- Volunteers with schedule adjustments should email skipsched@gmail.com
- SKIP will process all schedule adjustments from volunteers as they are received
- SKIP will contact the "on call" volunteer list as needed throughout the season
- If you are unable to work your shift on the day you are scheduled, please call the Executive Chef on 607-793-3363, and also email skipsched@gmail.com

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 respond with an email as soon as possible. (Please do **not** respond if you cannot help that day.)
- If you responded, you will receive a quick email reply of "YES" to your email if we still need volunteers. If time permits, we will respond "NO" if we have the help we need. (If you get no response, it also means we have all the help we need)
- As soon as our volunteer needs for the day are met, another email will be sent saying that we have filled the slots

IMPORTANT INFORMATION

- MASKS MUST ALWAYS BE WORN while at SKIP.
- 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.
- Practice social distancing. Please remain 6' from other volunteers, guests, delivery personnel, etc.
- Wash hands frequently.

BOARD OF HEALTH REQUIREMENTS

- Volunteers should not wear jewelry, perfume or cologne.
- Long hair must be tied back.
- Gloves should be worn at all times, changing them with each task as necessary

- Face masks should be worn at all times, except when it poses a hazard, e.g. working over open flame.
- Before tasting a dish, move the food item to another dish.
- 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, veteran status, religion, color, or sexual orientation. SKIP will not accept or tolerate any discrimination from staff, volunteers, guests, suppliers, or visitors.

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 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 insure 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 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 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 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. In addition to the above examples, other sexually oriented conduct, (intended or not) that is unwelcomed and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male, female or transgendered 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, 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 he or she has 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.

NEXT STEPS

- 1. Fill in and submit the Volunteer Signup Form on our website with the shifts, days, and months you can work. Please include any exceptions.
- 2. Fill in and submit the Volunteer Waiver.
- 3. Fill in and submit the Volunteer Acknowledgement that you have read this manual.

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

Revised September 18, 2020

SKIP Daily Tasks

ALL VOLUNTEERS

- Arrive on time, not early or late. You will not be allowed in until the previous shift volunteers are gone.
- As you arrive at the back door of the kitchen, keep your personal mask on.
- Provide a 'volunteer screening form,' filled in at home, to self-identify symptoms or close contact with a person with COVID-19. If you filled one in online, let the executive chef know. If you need to fill in one, please do so at the door before entering any further.
- Temperature may be taken at the door.
- Replace personal mask with new disposable mask.
- EMPLOYEES AND VOLUNTEERS MUST WEAR MASKS AND GLOVES AT ALL TIMES!
- **SIGN IN!** We need this information for contact tracing. Note updated sign in sheet with check box to indicate you filled in self evaluation online.
- Wash hands (at the kitchen sink or bathrooms down the hall) and wear gloves while preparing or serving food.
- Maintain social distance from others at all times.
- If you need assistance with something (e.g., lifting something heavy), please ask.
- **Do not congregate** in any location! (pantry, kitchen refrigerator area, coffee pot, etc.)
- Keep the kitchen door to the hallway closed at all times.

7:30-9:15 -- 1st SHIFT (4 VOLUNTEERS)

This shift is the 'chop' shift. We will pull items from the pantry, and chop vegetables as directed. If some other simple prep is needed, we do it. Cooking is left for the next shift.

- Using kitchen sanitizer spray, wipe down all work surfaces in the kitchen.
- Start the coffee station in the kitchen for volunteers (one pot, use chef's special blend).
- The executive chef will have provided a list of items needed from the pantry, freezer, and refrigerators. Pull items as directed.
- Arrange your work spaces in order to maintain social distance of 6 feet.
- Start preparing items. Instructions are left by the executive chef the night before.
- Sanitize all frequently used surfaces on a regular basis.
- Clean all equipment THOROUGHLY after use (i.e. slicer, robot coupe, blender, etc).
- If food delivery arrives early, put eggs, dairy, herbs, bases and juice in back room refrigerators; put other items in dry storage pantry, in dry storage refrigerator, or in freezers as appropriate.

- DO NOT PACK FOOD TOO TIGHTLY or BLOCK AIR OUTLET IN FRONT OF FREEZERS or REFRIGERATORS.
- Check trash. If it is starting to become heavy, tie it off, take it out and line the trash bin with a new liner.
- Ensure that refrigerators and freezers are kept clean wipe up any spills.
- Volunteers MUST leave by 9:15

9:30-11:15 -- 2nd SHIFT (3 VOLUNTEERS: 2 IN KITCHEN, 1 IN DINING HALL) This is the cooking shift. Most basic chopping is done by the first shift and is ready to be used.

Volunteers (2) in kitchen:

- Using kitchen sanitizer spray, wipe down all work surfaces in the kitchen.
- Start a new pot of coffee station in the kitchen for volunteers (one pot using Chef's special blend)
- Arrange your work spaces in order to maintain social distance of 6 feet.
- Following the executive chef direction, complete the prep and cooking of food.
- Sanitize all frequently used surfaces on a regular basis.
- Clean all equipment THOROUGHLY after use (i.e. slicer, robot coupe, blender, etc).
- If/when food delivery arrives, put eggs, dairy, herbs, bases and juice in back room refrigerators. Hand off all other items to volunteer in the dining hall via the pass-thru window. Put other items in the dry storage pantry, in the dry storage refrigerator, or in freezers, as appropriate.
 - DO NOT PACK FOOD TOO TIGHTLY or BLOCK AIR OUTLET IN FRONT OF FREEZERS or REFRIGERATORS.
- Check trash, if it is starting to become heavy, tie it off and take it out. Line the trash bin with a new liner.

Volunteer (1) in dining hall:

- Wipe down all work surfaces in the dining area with sanitizer spray.
- Service any pantry or freezer requests from the executive chef or kitchen volunteers.
- Update menu sign and include sponsor with today's information (on printed labels).
- Retrieve bags and soup lids (located in boxes in the dining hall or in the pantry)
- Label brown paper bags and soup lids, using preprinted labels, and according to executive chef's written instructions.
 - Meal quantity, including category breakdown (regular, vegetarian, vegan, and gluten-free) will be provided by the executive chef prior to the start of the shift.
 - Label correct number of bags with the menu label and soup caps with the "soup" labels (printed in advance). Bags for Vegetarian/Vegan/Gluten-free

meals will get an additional label that says "Vegetarian", "Vegan" and/or "GF".

- Using assembly instructions below, set up the first round of boxes, cups, etc.
- Put daily deliveries away. Any delivery items will be passed to you via the pass-thru window. Put items in the pantry, in the pantry refrigerator, or in freezers, as appropriate.
 - DO NOT PACK FOOD TOO TIGHTLY or BLOCK AIR OUTLET IN FRONT OF FREEZERS or REFRIGERATORS.
- Ensure that refrigerators and freezers are kept clean wipe up any spills.
- Update freezer and fridge logs daily.
- Sweep pantry, if needed.
- If prep is complete prior to 11:15, the second shift may start packing soup and/or desserts that are ready, leaving mains to the next shift.

All volunteers MUST leave before 11:15

<u>11:30-2:00 -- 3rd SHIFT (3-4 VOLUNTEERS)</u>

This is the packing, distribution and cleanup shift.

- Use the pass-thru window to pass food to the dining hall. Hotel pans of food must be covered when they leave the kitchen.
- Complete packaging according to the executive chef's written instructions. (See packaging instructions below. Some work may have been completed by the 2nd shift.)
- Take a final count of all packed bags and note them in the log.
- Distribute to guests. (See <u>Service</u> instructions below.)
- Take a count of leftovers and note the number in the log.
- Ensure the log goes to the office.
- Put leftovers into the pantry refrigerator or take home.
- Turn off the coffee station in the kitchen.
- Wipe down all tables in the dining room with sanitizer spray.

The first and third Monday of each month we have a have a food bank delivery

- Extra hands will be needed for a short period of time to deal with the delivery.
- Pickup is a 10:00am in Harwich, delivery at SKIP is between 11:00-11:30am.

PACKAGING MEALS

The executive chef will leave the following information the night before:

- Meal quantity count, with category breakdown of regular, vegetarian, vegan, gluten-free.
- There will be different assembly for regular, vegetarian, vegan or gluten-free meals (you may need to review instructions after packaging is set up).

Packaging size and type:

• Main entrees go into small or large cardboard boxes (occasionally into cups).

 Soups and desserts go into small or large cardboard cups or round plastic containers.

1. Setup area for packing and assembly:

Designate dedicated tables to prep and assemble the VEGAN, VEGETARIAN, and GLUTEN-FREE meals. VEGAN PREP utensils CAN NOT touch other non-vegan foods. Same for VEGETARIAN PREP and GLUTEN-FREE PREP.

Get packaging supplies from the pantry or the dining room (location depends on space available)

- cardboard boxes
- foil to line the boxes
- cardboard cups or plastic containers
- prelabeled brown paper bags with handles

Remove cardboard boxes from plastic sleeves and line the bottom of box containers with foil. (Cardboard cups and plastic containers do not need to be lined with foil.)

Line up the packages (foil-lined boxes or cardboard cups or plastic containers) in rows of 5 on the round dining tables. Keep all containers in uniform straight lines to allow for easy counting throughout the process.

- Main meal containers are set up and assembled on their own table.
- Soup containers are set up and assembled on their own table.
- Dessert containers are set up and assembled on their own table.
- DO NOT OVERFILL TABLE. Leave space to work.

Fill each round table with as many rows of 5 containers as possible, adhering to the quantities indicated by the executive chef.

2. Fill containers

After the correct number of containers are out on tables, start placing food <u>inside</u> containers.

Keep food covered as much as possible. PLEASE only fill a few containers at a time and then cover them. Only uncover hotel pans of food when necessary.

- Main meal assembly:
 - Start by placing the meat/protein into <u>all</u> the containers first.
 - Then the side dish(es) (veggies, carb, etc.) are added to containers. Close lid.
- Soup assembly:
 - Ladle prepared soup into cups, usually 3/4 full.
 - Place lids (pre-labeled with 'soup') on cups.
- Dessert assembly:
 - Place dessert into a small cup.
 - Place the lid on the cup.
 - Sometimes a small box is used for dessert and not a cup.

 if individually wrapped, pre-packaged, dessert is used, no packing is required.

3. Assemble take-away meals

- After all containers are filled and labeled, put appropriate items into medium-size brown paper bags with handles.
 - Each bag should be pre-labeled with the full menu.
 - Vegetarian/vegan/gluten-free meals will have an <u>additional</u> label that says "Vegetarian", "Vegan" and/or "GF" to differentiate them from the standard meal.
 - Each bag gets a main dish, a soup, and a dessert (if there is a dessert).
- Standard meals -- Line up paper bags on the new movable shelves.
- <u>Vegan (V+) meals</u> -- place on a <u>separate</u> table (do not mix bags with non-vegan meals)
- <u>Vegetarian (V) meals</u> -- place on a <u>separate</u> table (do not mix bags with other non-vegetarian meals)
- Gluten-free (GF) meals -- place on a <u>separate</u> table (do not mix bags with other non-"gluten free (GF)" meals)
- PLEASE PLACE BAGS ON TABLES IN STRAIGHT, ORDERLY LINES TO ALLOW FOR EASY COUNTING and a professional presentation.

SERVICE / DISTRIBUTING MEALS TO GUESTS

- Volunteers should use hand sanitizer regularly.
- Volunteers MUST WEAR GLOVES AND FACE MASKS AT ALL TIMES.
- Set up:
 - TBD we will work out this process shortly as we don't have the final configuration in the back of the dining hall.
 - Place the clear donation box on its stand outside the front door so it is visible.
- Distribution:
 - When cars pull up volunteers should ask the customer if they would like a regular, vegetarian, vegan or gluten free meal. (Guests will indicate if they need multiple meals.)
 - Ask the guest to pop their vehicle trunk from inside their car (preferred), or to roll down their back window.
 - Retrieve the order and place it/them in an open trunk or inside the back seat of the car. CLOSE TRUNK WITH YOUR ELBOW.
 - if neither trunk or window work leave the item on the table and ask them to retrieve it.
 - Use hand sanitizer regularly
 - DO NOT HAND THE BAG DIRECTLY TO THE CUSTOMER. THERE SHOULD BE NO PHYSICAL CONTACT WITH GUEST.
 - If a guest arrives on foot or bicycle, ask them to stand back and the bag will be placed on the ground and the guest will need to pick up the bag.
- Donations to SKIP from guests

- If a guest wants to give a donation, bring the donation box to the guest and the guest should fold the money/check and place it into the donation box slot.
- VOLUNTEERS SHOULD NOT TOUCH THE DONATION WHILE SERVING.
- Please end every donation transaction with THANK YOU!

UTILITY PERSON TASKS

	Organize trash and recycle cans after pick-up.
	Break down all boxes and into large boxes.
	Change dirty linen bag as needed and place them outside for pickup.
	Set up three-bay sink.
	Keep up with washing and drying dishes and pots.
	ON FRIDAY: Sweep dry storage (do this after setting up sink as the room will be
clear	
	then).
At en	d of day:
	Make sure all equipment is off (check oven for any food).
	Check take-away table for things that require refrigeration and put any in dry
	storage refrigerator.
	Make sure all dishes are in dry storage and locked up.
	Put recycling outside in large blue recycling containers.
	Sweep and mop the dining room (except Friday).
	Remove mats, sweep and mop kitchen. Put mats back in place. (Except Friday.)
	Take any remaining trash/garbage out to cans by driveway.
	ON WEDNESDAY: Change the towels on tables shelves in kitchen.
	Check that all doors are locked.
	Turn off all lights.