



Bringing *HOPE*. Sharing *LOVE*. Changing *LIVES*.

# Volunteer Handbook

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# Welcome

We are glad you are here and that you have chosen to share your time and commitment to help others by volunteering at The Lord's Kitchen! Our efforts to alleviate and end hunger are only possible because of the faithfulness of volunteers just like you! We hope you will find your time of service rewarding and it is our prayer that for every seed you have sown in time, talent and love, that in turn you will be richly blessed!

The Lord's Kitchen was founded in 1988 as an outreach of *Evangel World Prayer Center*. This multicultural church birthed and nurtured this ministry outreach from its start on Christmas Day 1988. Located at **2732 South 5th Street**, Louisville, Kentucky in the shadows of historic Churchill Downs, The Lord's Kitchen has faithfully fed the needy, 365 days a year, 7 days a week, for over 28 years now. We are extremely blessed to have served over 8 million meals to date and we are consistently looking for ways to continue to expand our ministry opportunities.

In addition to our original feeding site, we have a 2<sup>nd</sup> location which couples as a feeding site and grocery distribution center in partnership with *Dare to Care*, which opened its doors for service back in 2010. Located in the heart of one of Louisville's most economically distressed neighborhoods at 1811 Standard Avenue, Louisville, Kentucky, we have quickly gained community support and revitalized the neighborhood from its inception.

With the heroin epidemic on the rise, and an increasing need for adequate housing for our homeless veterans, we immediately stepped into action and instituted *Hope Housing* which is a safe, affordable housing complex for homeless veterans and *Hope Recovery Center* which is a front-line drug & alcohol rehabilitation program. It is our mission to be a beacon of hope to those who find themselves in desperate need for support in the areas of ministry we currently provide so that we can make a difference in their lives for the better!

# What to Expect

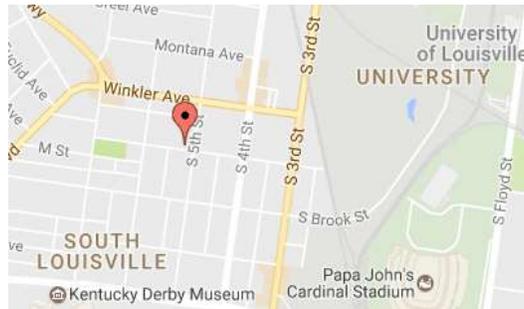
## Upon Your Scheduled Arrival Time You Will:

- Park in the designated parking areas (avoid blocking any delivery access doors)
- Check in with the *Executive Director, Kitchen Manager or Volunteer Coordinator*
- Sign in the Volunteer Log\* (*\*Required for government programs or court ordered community service hours only*)
- Secure your personal belongings in the designated area
- Obtain your station assignment from the *Volunteer Coordinator*
  - Next steps will be vary based on station assignments
- Minors (Ages 13-17)
  - Are only permitted to serve in the dining area and distribution sites and are NOT permitted to work in the kitchen area.
  - Must be accompanied by a parent or guardian
  - Students/Youth Groups must have adequate adult supervision (6 to 1 ratio)
  - Minors 16 years and older that are ***unaccompanied*** MUST have a signed consent form in order to volunteer (***see Minor Release and Waiver Form***)
- Community Service/Court Appointed Volunteers
  - Please notify the volunteer coordinator upon arrival if your hours of service are court appointed or required community service hours by a government agency.
  - Proper paperwork **MUST** be submitted and approved **PRIOR** to completing service hours.
- Volunteer opportunities and service projects may vary depending upon the present needs of the organization.
  - Duties may include but are not limited to: preparing/serving food, washing dishes, cleaning the facility, inventory sorting & distribution, various administrative duties, and campus beautification.
  - Additional projects may include: painting, minor landscaping, cleaning delivery vehicles and mobile kitchen.

# Location Information & Volunteer Times

## The Lord's Kitchen (Original Site)

2732 S. 5<sup>th</sup> Street  
Louisville, KY 40208  
Phone: (502) 634-1665



### **Volunteer Hours Only:**

Mon, Tues\*, Fri: 8am to 1pm

Wed\* & Thurs: 9 am to 12:30 pm

Saturday & Sunday: 9 am to 12:30 pm

**Note:** Every 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> & 5<sup>th</sup> Wed of Every Month 4 pm to 7 pm **and** Every LAST Tues of Every Month 4 pm to 7 pm

## The Lord's Kitchen at The Corner of Hope

1811 Standard Ave.  
Louisville, KY 40210  
Phone: 502-413-0198



### **Volunteer Hours Only:**

Mon, Tue, Thurs, Fri 8:30 am to 1:30 pm

Wed: 4:30 pm to 7 pm

# Kitchen Protocol

- Volunteers are welcome to eat prior to meal service times (determined by the Kitchen Manager)
- No food consumption is allowed in the kitchen at any time
- No prepared food will be permitted as a “to go” option. We do not provide any options for prepared food to be consumed outside of the facility.
- The Lord’s Kitchen is a Smoke-Free Facility and smoking is only permitted in the designated smoking area (see volunteer coordinator for location)
- We respect the privacy of our patrons and any information you see or hear about our patrons is kept strictly confidential.
- Do not share your personal information with patrons or give patrons any money or gifts during your time of service.
- If there are any conflicts or concerns that arise during your volunteer shift, please direct them to the Executive Director or Staff Person.
- Your safety is paramount, so please do not perform any tasks if you are physically not able to or if you have any restrictions by your doctor. Example: heavy lifting, climbing stairs, etc. Please notify your Volunteer Coordinator if this is the case.
- Please report any injuries sustained while volunteering immediately to a staff person.

# Diversity Policy

The Lord's Kitchen is committed to creating a safe and healthy environment that is free from any form of discrimination or harassment for its patrons, volunteers, staff and constituents. We DO NOT tolerate discrimination or harassment based on race, ethnicity, religion, age, gender, sexual orientation or disability.

Anyone exhibiting offensive behavior and violating this policy may be subject to disciplinary action and removal from the premises. If you believe you have witnessed or have been the target of any inappropriate behavior (theft, lewdness, excessive profanity, aggression, etc.) report it to the Volunteer Coordinator immediately. All complaints will be investigated confidentially and promptly.

Sexual/Racial/Age/Religious/Gender/Sexual Orientation/ Ethnic/ Disability/Bullying and other harassment like conduct, whether physical or verbal, – by staff or volunteers is prohibited. Such conduct can include repeated offensive sexual flirtations, advances, propositions, continual or repeated verbal abuse of a sexual nature, graphic verbal commentaries about an individual's appearance, sexually degrading words used to describe an individual, and the display of sexually suggestive objects or pictures.

## Press Policy

It is the goal of The Lord's Kitchen to provide a safe, confidential environment for people to both receive services and offer their assistance. In order to do so, the following guidelines are in place to protect the confidentiality of patrons, volunteers, and staff.

Photographing, videotaping or audiotaping of clients, volunteers, and staff may be conducted on premises by press or other public relations media. Approval for filming, photographing or audiotaping patrons, volunteers, and staff members must be secured from the Executive Director.

Photographing and taping may only be done with the expressed permission of persons being taped or photographed. General filming or photographing of patrons in the dining room or kitchen is only allowed when used to promote the work of the Kitchen. Any photos or film of patrons or volunteers that will be used for publicity purposes by the agency or press contact must secure written approval by the Executive Director.

# Roles & Responsibilities

**EXECUTIVE DIRECTOR:** The Executive Director is the team leader, the ultimate authority for the kitchen mission, food acquisition, policies and procedures, staffing, finance, and community relations. It is critical that the director clearly communicates the vision with all other parties, has strong written and verbal communication skills, is adept in crisis resolution, and keeps the success of The Lord's Kitchen in mind as he/she executes his/her duties.

**FLOOR MANAGER:** The floor manager is responsible for the flow of patrons and the management of tables. They greet all patrons as they enter. The floor manager is the central staff role that sets the tone for the dining room ensuring that meals are served efficiently and courteously. It is their responsibility to maintain the highest state of cleanliness, and acquires assistance from volunteers to best execute a highly professional meal service. It is critical that the floor manager possess good people skills with a mix of empathy and savvy.

**KITCHEN MANAGER:** This is obviously a critical need to the sustained success of any kitchen. Although The Kitchen menu will be kept fairly simple, it is vital that culinary skills and kitchen management experience exist. Additionally, any person filling this position will have completed all *ServSafe*<sup>®</sup> or equivalent food safety / food handling courses and be certified to fill this role in a public food service setting.

**VOLUNTEERS:** Our volunteers are without a doubt, a critical front-line position. They are the lifeblood of this ministry. With that said, for the safety of our volunteers and our patrons, there are several guidelines that must be followed:

## **Under 13 years of age:**

- Cannot be in kitchen or serve meals to the clients
- Must be accompanied by a parent or guardian, no exceptions
- Must NOT be left unattended without adult supervision during the duration of service.

## **13 years – 15 years old:**

- Can serve and clean up in the dining hall
- NOT permitted to serve in the kitchen
- MUST be with a parent or guardian, no exceptions

## **16 years – 17 years old:**

- Can help prepare meals, serve, clean, stock and rotate inventory
- Can volunteer without an adult or guardian present ONLY if they have a signed waiver present.

# Volunteer Restrictions

## All volunteers **MUST** adhere to these additional policy guidelines:

- Volunteers must comply with ALL safety and hygiene standard guidelines
- If you are ill, we ask that you refrain from volunteering to avoid potential risk of exposure to others.
- If you are unable to complete your scheduled volunteer time due to illness or other unforeseeable circumstances, please contact the Volunteer Coordinator at the earliest opportunity to let him/her know that you are unable to complete your scheduled shift.
- If you become ill during your shift, you are not required to remain for the duration of your shift. Please notify the Volunteer Coordinator of your situation prior to leaving. **DO NOT STAY IF YOU ARE SICK.**
- Please respect all staff, volunteers and patrons. **NO EXCEPTIONS.**
- We ask that all cell phones be properly stored away and not in use during service times. If you have an emergency and need to use your cell phone, please notify your Volunteer Coordinator and step outside the service areas (kitchen, dining area, pantry, and warehouse) to make your phone call.
- Taking items from The Lord's Kitchen **WITHOUT** permission is **STRICTLY PROHIBITED** and appropriate corrective action will take place immediately.
- We are a **SMOKE FREE** facility. Therefore, if you are a smoker you **MUST** go to the designated smoking area. You must also dispose of any cigarette butts in the appropriate receptacles.

# Volunteer Station Assignments

We have provided a description of common duties and responsibilities that are customary to the daily operations of The Lord's Kitchen. Duties may include but are not limited to the following:

## **Greeter/Floor Monitor:**

- Distributes tickets to patrons for food distribution and designates seating areas for patrons.
- Facilitates the order of patrons advancing through the registration process by numerical order.
- Informs kitchen staff when patrons have not received their meal if they arrived after initial seating/serving has taken place.
- Assists patrons with disabilities/physical limitations during food distribution.
- Ensures that the drinking station is fully stocked during service times.
- Assists with clean-up upon the completion of the meal service times (cleaning dining area-mopping, sweeping, wiping tables and discarding trash)

## **Registration:**

- Responsible for properly filling out required paperwork for the food distribution program as per **Dare to Care Food Distribution Guidelines**.
- Must be polite and friendly to all patrons.
- Must have strong written and communication skills.
- Must properly screen patrons to determine each person meets eligibility requirements based on Federal Poverty Guidelines.

## **Distribution (General):**

- Responsible for set-up and clean-up of all distributed items.
- Must replenish any USDA items as needed on Thursday distribution days.
- Discards trash, stack and stores containers and breaks down empty cardboard boxes.
- Discards any old/expired food (bread, produce, etc.)

## **Meat Distribution:**

- Prepares allotment of meat for distribution on Wednesdays and Thursdays by prepacking them in grocery bags.
- Distributes meat to patrons (one bag per household).
- Ensures meat is stored in storage bins and covered with thermal blankets.

**ADDITIONAL AREAS CONTINUED ON NEXT PAGE**

**Kitchen Crew:**

- Helps to prepare food (Cooking, cutting, etc.)
- Adheres to all state required health & safety guidelines
- Serves prepared meals to patrons
- Cleans up kitchen prep area and dining area before/after meals are served
- Wash/Dry/Store all kitchen items used for food prep and food service
- Assists Kitchen Manager with any designated tasks while working in the kitchen area

**Roadblock Fundraiser:**

- Reports to assigned leader for location assignment on scheduled roadblock days
- Required to follow all city ordinances as it pertains to solicitation and safety
- Be accountable for the money collected and ensure that it is turned in to the assigned leader upon completion of your shift
- Must have proper hygiene and clean clothing during solicitation hours as a representative of The Lord's Kitchen Ministries.
- Adhere to scheduled break times
- Serve a minimum of 2 hours (5 Hour Maximum)

**Special Projects/Maintenance**

- Reports to Volunteer Coordinator for assigned task
- Maintain safe working environment
- Ensure project/task is completed within project completion timeframe
- Minor landscaping duties may be required (pulling weeds, mowing, raking, etc.)
- Picking up trash and debris on campus grounds

# Dress Code Policy

While work attire is casual at our organization, all volunteers and staff should maintain appropriate standards of neat and professional dress and grooming. The key point in determining what is appropriate work attire is the use of common sense and good judgement, applying a dress practice that our organization deems conducive to our work environment. If you question the appropriateness of a certain piece of attire, it probably isn't appropriate. Requests for advice and assistance in administering or interpreting this guideline should be directed to the Executive Director.

While volunteers and staff may wear casual clothes, attire that should ***NOT*** be worn includes:

- Clothing that does not fit correctly: too tight or too loose.
- Clothing that is faded, stained, discolored, torn, patched, ripped, or frayed.
- Clothing with missing buttons.
- Sandals, thongs, flip-flops, or similar footgear.
- Shorts, halter tops or spaghetti strapped tank tops
- Clothing with offensive slogans or pictures (i.e. profanity and nude or seminude pictures, offensive gestures, or suggestive cartoons.
- Clothing with political slogans, derogatory words, gang colors, or advertisements for competitive products or services.
- Undergarments worn over regular clothing.

In addition, we ask that there be no visible piercings, except for earrings.

The Lord's Kitchen management team is responsible for monitoring and enforcing this policy. The policy will be administered in the following manner:

1. If questionable attire is worn at The Lord's Kitchen, the respective supervisor/manager will hold a personal, private discussion with the employee to advise and counsel the volunteer/staff regarding the inappropriateness of the attire.
2. If attire is deemed unacceptable (if questionable attire is worn a second time after a discussion where it was deemed unacceptable) is worn in the office, the supervisor/manager will hold a private discussion with the volunteer/staff person and ask them to go home and change his/her attire immediately.
3. Repeated policy violations will result in disciplinary action, up to and including prohibiting volunteer/employment opportunities.

# Basics for Handling Food Safely

Safe steps in food handling, cooking, and storage are essential to prevent foodborne illness. You can't see, smell, or taste harmful bacteria that may cause illness. In every step of food preparation, follow the four steps of the Food Safe Families campaign to keep food safe:

- Clean: Wash hands and surfaces often.
- Separate: Do not cross-contaminate.
- Cook: Cook to the right temperature.
- Chill: Refrigerate promptly.

## Storage

- Always refrigerate perishable food within 2 hours—1 hour when the temperature is above 90 °F (32.2 °C).
- Check the temperature of your refrigerator and freezer with an appliance thermometer. The refrigerator should be at 40 °F (4.4 °C) or below and the freezer at 0 °F (-17.7 °C) or below.
- Cook or freeze fresh poultry, fish, ground meats, and variety meats within 2 days; other beef, veal, lamb, or pork, within 3 to 5 days.
- Perishable food such as meat and poultry should be wrapped securely to maintain quality and to prevent meat juices from getting onto other food.
- To maintain quality when freezing meat and poultry in its original package, wrap the package again with foil or plastic wrap that is recommended for the freezer.
- Canned foods are safe indefinitely as long as they are not exposed to freezing temperatures, or temperatures above 90 °F. If the cans look ok, they are safe to use. Discard cans that are dented, rusted, or swollen. High-acid canned food (tomatoes, fruits) will keep their best quality for 12 to 18 months; low-acid canned food (meats, vegetables) for 2 to 5 years.

## Preparation

- Always wash hands with warm water and soap for 20 seconds before and after handling food.
- Do not cross-contaminate. Keep raw meat, poultry, fish, and their juices away from other food. After cutting raw meats, wash cutting board, utensils, and countertops with hot, soapy water.
- Cutting boards, utensils, and countertops can be sanitized by using a solution of 1 tablespoon of unscented, liquid chlorine bleach in 1 gallon of water.
- Marinate meat and poultry in a covered dish in the refrigerator.

## Serving

- Hot food should be held at 140°F (60°C) or warmer.
- Cold food should be held at 40°F (4.4°C) or colder.

- When serving food at a buffet, keep food hot with chafing dishes, slow cookers, and warming trays. Keep food cold by nesting dishes in bowls of ice or use small serving trays and replace them often.
- Perishable food should not be left out more than 2 hours at room temperature—1 hour when the temperature is above 90°F (32.2°C)

## **Cooking**

Cook all raw beef, pork, lamb and veal steaks, chops, and roasts to a minimum internal temperature of 145°F (62.8°C) as measured with a food thermometer before removing meat from the heat source. For safety and quality, allow meat to rest for at least three minutes before carving or consuming. For reasons of personal preference, consumers may choose to cook meat to higher temperatures.

**Ground Meats:** Cook all raw ground beef, pork, lamb, and veal to an internal temperature of 160°F (71.1°C) as measured with a food thermometer.

**Poultry:** Cook all poultry to an internal temperature of 165°F (73.9°C) as measured with a food thermometer.

## Waiver of Liability for Minors (age 16-17)

This release and Waiver of Liability (the "Release") executed on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by the minor volunteer and his/her legal guardian \_\_\_\_\_ in favor of **The Lord's Kitchen Ministries**, a nonprofit organization existing under the laws of the State of Kentucky.

The Minor \_\_\_\_\_, desires to work as a volunteer for **The Lord's Kitchen Ministries** and engage in the activities related to being a volunteer for this organization. I request the privilege of serving the community service time as assigned by the Court, School or other Agencies. In exchange for such privilege, I agree to waive all my rights of liability against The Lord's Kitchen Ministries and Evangel World Prayer Center in the event of an accident or injury of any nature resulting from any duties as assigned to me during the hours of my community service work on my arrival and exiting of said premises located at:

2732 S. 5<sup>th</sup> Street Louisville, KY 40208

Or

1811 Standard Ave. Louisville, KY 40210

I fully understand the above statement and waive my rights of liability while completing my community service/volunteer hours assigned to me.

**Photographic Release:** As the guardian of said minor I grant and convey unto **The Lord's Kitchen Ministries** all right, title, and interest in all photographic images and video or audio recordings made by **The Lord's Kitchen Ministries** during the minors work with **The Lord's Kitchen Ministries**.

**To express my full understanding of this Release, I sign below:**

_____ Name of Parent/Legal Guardian of Minor Volunteer (Please Print)	_____ Parent/Legal Guardian of Minor Volunteer Signature	____/____/____ Date
_____ Minor Volunteer Name (Please Print)	_____ Minor Volunteer Signature	____/____/____ Date
_____ Representative of The Lord's Kitchen Ministries (Please Print)	_____ Representative of The Lord's Kitchen Ministries Signature	____/____/____ Date

## Emergency Medical Consent Form (for minor child)

The Lord's Kitchen Ministries has my permission to obtain emergency medical treatment for my child, \_\_\_\_\_ when I cannot be reached or if a delay in reaching my child would be dangerous for him/her.

Parent/Legal Guardian's Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

My insurance provider is: \_\_\_\_\_

Medical Insurance Policy ID: \_\_\_\_\_

Group ID: \_\_\_\_\_ Phone: \_\_\_\_\_

Preferred hospital/treatment center: \_\_\_\_\_

My child is taking the following medications:

\_\_\_\_\_  
\_\_\_\_\_

My child has the following known allergies:

\_\_\_\_\_  
\_\_\_\_\_

I understand that I assume all financial responsibility for any treatment or injuries sustained by my child while he/she was engaged in activities at The Lord's Kitchen Ministries.

\_\_\_\_\_  
Name of Parent/Legal Guardian (Please Print)

\_\_\_\_\_  
Parent/Legal Guardian Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
Name of Parent/Legal Guardian (Please Print)

\_\_\_\_\_  
Parent/Legal Guardian Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

# Mailing List Form

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

## Preferred Method of Contact

Please Select One:

Mail

Phone

Email

Please contact me when there is a need for volunteer support

Please contact me when there is a need for financial support.

I do not wish to be contacted.

I will reach out to The Lord's Kitchen Ministries to volunteer or provide financial support as I am available to do so.

## Conclusion

On behalf of The Lord's Kitchen Ministries, we would like to thank you for your time and service to our ministry. Our success and continuity relies heavily on the kindness and generosity of those who serve as volunteers for our organization. We are forever grateful for the seeds that you have sown and look forward to partnering with you again!

In an ongoing effort to increase our financial support, we ask that you prayerfully consider becoming a monthly sponsor. As a non-profit organization, we need continued financial support on a consistent basis in order to create and maintain our operational budget for the year.

In addition to financial supporters, The Lord's Kitchen greatly benefits from in-kind donations. Currently we have need in the following areas:

- Refrigerated Delivery Trucks
- Commercial Convectional Oven
- Commercial Dishwasher
- New Desktop Computers
- Office Supplies (copier paper, ink/toner, etc.)
- Misc. Paper Products (toilet paper, paper towels, paper plates, cups, bowls, napkins, eating utensils, etc.)
- Misc. Kitchen Supplies, Heavy-duty aluminum foil, plastic wrap, commercial-size pots/pans, knives, cooking utensils, cutting boards, bulk spices
- Additional Walk-in Refrigerator/freezer
- New Washer and Dryer
- Updated Security System
- Advertising Logo Wrap on Delivery Trucks
- New Bedding for Inpatient Recovery
- Updated Logo on Mobile Kitchen
- Misc. Cleaning Supplies (Multi-purpose floor cleaner, bleach, disposable gloves, 55 gallon garbage bags, bathroom cleaner, dish washing & laundry detergent.
- New Air Conditioning Unit (original location)

If you know of anyone who may be able to provide such donations, please contact our development department at 502-413-0198 Option 2.