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## **Opening and Operating Procedures for Volunteers**

Please take a moment to read this. Most of your questions should be answered. Feel free to stop in before your scheduled shift to familiarize yourself with the building, volunteers, clients, and procedures.

- We operate out of Christ's Lutheran Church, 26 Mill Hill Road, Woodstock, NY next to Bread Alone. We serve upstairs in the Fellowship Hall. You may park behind the church property on Deanies Alley.
- The phone in the Fellowship Hall works, but it is always good to bring a cell phone.
- All volunteers will please sign into the log book which is on the left-hand side of the refrigerator.
- The drawer under the log book has dry towels and aprons to use while volunteering.
  
- **One volunteer** picks up soup at the designated restaurant. Please check with your coordinator or the online schedule:
  - <http://www.christwoodstock.org/dbsk/>
  - <https://www.facebook.com/DBSKWoodstock/>
    - **Please ask what kind of soup we are serving today:**
      - Is it Vegetarian? Is it Vegan?
  
- **One volunteer** will meet the On-Site Supervisor at the CLC Fellowship Hall at 3:15pm to open and prepare.
  - **KITCHEN:**
    - Juice and cold water are in the refrigerator.
      - Place different kinds on the serving table. Keep the lids in the kitchen.
      - Butter is in the refrigerator.
        - Use only half a stick at a time.
    - Opened Hot Sauce is in the refrigerator
      - Place one bottle on each table. Keep the lids in the kitchen.

- Opened Jelly is in the refrigerator
  - ONE teaspoon of jelly is placed in a bowl with serving knife.
- Brewing coffee: A water bottle is in the refrigerator to fill the coffee pot.
  - Use of the small coffee pot:
    - 2.5 scoops of coffee for 12 cups (full pot).
  - Use of the large pot:
    - 6 scoops of coffee for 30 cups (large pot)
  - Coffee pots are found in the cabinet to the right of the stove.
- There is a thermometer in the drawer to the left of the sink. You will need this to take the temperature of the soup.
- Opened Peanut Butter is in the lower cabinet to the left of the sink.
  - ONE teaspoon of peanut butter is placed in a bowl with serving knife.
- Bread baskets are above the stove. Please line the baskets with a napkin.
  - Place sliced bread in lined baskets and put on the serving table.
- All cabinets and drawers are marked with contents.

*\*All dining condiments in the kitchen should be used first. If something needs replenishment, additional supplies are in the Main Hall Supply Closets.*

○ **MAIN HALL:**

- Tables and chairs should already be set up. Please leave them up at the end of your service.
  - 3 tables for clients to eat with 6 chairs at each table
  - 1 table for soup closest to the kitchen serving window
  - 1 table for bread, peanut butter, jelly, butter, snacks and desserts.
  - 1 table for juice and donated breads and desserts to be taken home by clients.
  - 1 trolley for coffee
    - The trolley has the coffee, sugar, stirrers and creamers.
- Second set of sliding doors in the Hall contains supplies:
  - Right side: hot sauce, peanut butter, jelly, sugar, coffee creamers, juice and coffee.
    - Sugar, stirrers and creamers are placed by the coffee pot
    - ONE teaspoon of peanut butter and ONE teaspoon jelly are placed in separate bowls with serving knives.
    - One half stick of butter is placed on a dish with a serving knife.

- Left side: take out containers and lids, hot and cold cups, utensil and napkin caddies, extra napkins, salt and pepper shakers, plates, bowls and extra utensils.
  - Utensil caddies go on the tables.
    - The type utensil used depends on the meal
      - Soup = Spoons
      - Solid food = Forks & Knives
        - Handles must be up
        - No more than 10 each
- **OUTSIDE:**
  - Place DBSK sign out front on the pathway.
  - Unlock/Hook Open the door (depending on the weather)

## THE SOUP ARRIVES

- **Remember to wash your hands and wear gloves when serving meals.**
  - Antiseptic hand sanitizer is available.
- Take the temperature of the soup with the thermometer.
  - The soup must be at least 160 °. If soup is not at or above required temperature, please contact the On-Site Manager
  - Record temperature, kind of soup and the restaurant who generously donated it in the log book.
- Take turns sharing the duties.
- You serve the soup. Each bowl of soup you serve is counted as a meal.
  - Keep a tally of 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> or 'to-go' meals served.
  - Record the total number of servings in the log book.
  - Do not let the ladle get contaminated when refilling bowls.
- Everyone **must** wear shirts and shoes. **No exceptions** to the Health Department rules.
- Clean when you're not serving. This will help when it's time to close.
- Smile and be Friendly. Interact with our clients. Be helpful and kind.
  - Use your mind and your heart.
- Do not let clients help themselves to the soup or hang out in the kitchen.
- Direct clients to Family if needed – especially those looking for shelter.
- Dining should be a pleasant and safe experience. Please monitor for potential trouble.
  - **WEAPONS ARE NOT ALLOWED AT ANY TIME FOR ANY REASON**
  - At any sign of potential trouble/disruption **DO NOT** hesitate to call the Police
    - Woodstock Police: 845-679-2422
  - Please fill out an incident report and contact On-Site Manager immediately.
- Monitor the bathrooms

- They should be clean
- Smoking, eating and bathing in the bathroom is **not allowed**.
- You are in charge: Use common sense and compassion.

## **CLOSING AND CLEAN UP**

Clean Up is required and is a part of your service commitment. Please respect the space and leave it the way you would want it left for you.

- At 5:15pm make sure everyone has had enough food before you offer to-go containers.
- Any leftover soup can be placed in to-go containers and put in the freezer/refrigerator.
  - The lids must be labeled with the type of soup and the date.
  - The soup is to be placed in the freezer. If there is not room, then it may be placed in the refrigerator.
- Wipe down all tables and chairs.
  - Bleach solution, gloves and sponges can be found under the sink.
- Wipe down kitchen countertops.
  - Cutting boards, drain board, microwave and plastic wrap are the **only things** to be left on the counter.
- Sweep, mop and vacuum the 2<sup>nd</sup> floor landing.
  - Broom and mop are found on the right side of the refrigerator.
    - Mop solution is red and can be found under the sink.
  - Vacuum is located behind the kitchen door on the 2<sup>nd</sup> floor landing.
- Dispose of unused butter, peanut butter and jelly or any other exposed food.
  - Dispose of used coffee grounds and clean coffee trap and pot.
- Empty garbage cans and replace bags
  - Dumpster in the driveway of the Parsonage on Deanies Alley.
    - The dumpster is seasonally locked/unlocked.
    - The key, if needed, can be found in the DBSK Log book.
    - Be sure to return the key before you lock the main doors.
  - Replacement trash bags are in the cabinet to the right of the stove.
- The log book must be signed and initialed where required.
- Air conditioners and fans must be turned off.
- Wash the empty soup container.
  - Be sure faucet handles are completely turned off: no dripping water.
  - Who is taking the clean container to the next restaurant?
- Windows must be closed and locked.
- Doors are closed and are locked promptly at 6pm (other groups use the building)
  - Are there clients in the bathroom?
  - Bring in the sign from outside.
- **BE SURE TO RETURN THE DUMPSTER KEY**

- All lights must be turned off when you leave.

Please use compassion and common sense and use your mind and your -heart.

If there are any problems during your service time, contact **Kate Camara 845-706-8491**.