

## SourcePoint Nutrition Program

### Expectations of SourcePoint Café Volunteers

The expectations listed below define SourcePoint Volunteer Policy and Procedures Manual, so that volunteers may have a better understanding of the Department Manager's expectations.

SourcePoint's Cafes are an important part of the organization's offerings. They provide physically nutritious food to guests as well as provide social interaction in Café 55. Teamwork and respect are crucial to the success of the day-to-day operations, hence the need for structure and rules. Volunteers are assigned with tasks that are critical to the daily operations of the department. Just as with paid staff, when volunteers request time off, someone must cover their assigned duties. If a substitute volunteer cannot be located, administrative staff are forced to fill the position and are pulled from their assigned duties.

#### Attendance

- Time Off:
  - Preparation of food and café service are a crucial part of each weekday at SourcePoint. If you are unable to make your scheduled shift, please notify the Nutrition Department as soon as possible by one of the following means:
    - Requesting time off via our website (preferred method) [Resources for Current Volunteers – SourcePoint](#)
    - Sending an email to the nutrition department at [spnutrition@MySourcePoint.org](mailto:spnutrition@MySourcePoint.org)
  - Submit all time off requests as far in advance as possible to allow manager time to cover your shift with a substitute volunteer.
  - It is appreciated if volunteers plan appointments around their volunteer schedule to maintain reliability in attendance
  - All requests for time off will be granted.
    - If volunteer is frequently calling off, the benefit of the volunteer/organization relationship will be assessed for fit.
- Clocking In & Out:
  - To correctly report volunteer hours, clocking in at the start of a volunteer shift and clocking out at the end of the day are mandatory.
    - If kiosk is not working or if volunteer forgot to punch in/out, please alert manager so they may log hours manually
- Timeliness:
  - Volunteers are expected to arrive on time for their shifts and stay until the task is finished
    - If accommodations are needed, please discuss with manager or email the nutrition department
  - To allow staff adequate time to prepare for your arrival, please do not arrive more than 10 minutes prior to your shift's scheduled start time
- Breaks:
  - Due to the physical nature of kitchen and café tasks, breaks will be given as needed at the discretion of the shift manager.
  - Volunteers who eat lunch in the café should do so outside of their scheduled shift as to not interfere with productivity.

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If volunteers struggle to follow these policies, action will be taken. Conversations about the overall fit for the volunteer in their position may arise. If the relationship is found to be unbeneficial, the volunteer may be encouraged to find other opportunities outside of the SourcePoint Nutrition Department.

### Café Standards

- Dress/hygiene will include:
  - Closed-toe shoes
  - Long- or short-sleeved shirt
  - Hair coverings such as a hat or hairnet must be worn to enter the kitchen. Hair, shoulder length or longer, must always be pulled back.
  - Aprons: clean aprons must be worn during the entirety of the volunteer shift. If the apron gets dirty, change it to avoid cross contamination. **Never wipe your hands on your apron!** Make sure to remove apron when using the restroom. Not doing so is a direct violation of food safety standards. Should you enter the restroom with your apron, please remove the apron and place it with the soiled aprons and replace it with a clean apron.
  - Fingernails must be short and clean. Nail polish is allowed but must be free of chips.
  - Cuts and wounds must be covered or bandaged.
- Hand Washing/Gloves Edict:
  - Handwashing time should be at least 20 seconds in the hottest water tolerable.
  - Volunteers must wash hands before putting on clean gloves and after each of the following activities:
    - After handling soiled equipment or dishes
    - After sneezing, blowing nose, or coughing
    - After touching your face or hair
    - Entering a food prep area (this also includes returning to the cafe from any other area, including the restroom)
    - After mopping, sweeping, picking up something off the floor, removing garbage, or touching cell phones
    - Before wrapping silverware
    - Before beginning a shift at the drink/condiment station
  - Always wash hands before beginning a new task- do not wash or reuse gloves.
  - Do not store extra gloves in apron pockets
  - If you have any questions or doubts about when to wash hands and change gloves, ask your shift supervisor
- Sanitation and Cleaning:
  - The cleanliness of the café and kitchen is the responsibility of all volunteers and staff members.
  - Keep work area and surrounding areas clean.
  - Replace cleaning rags when visibly dirty or daily.
  - Wipe down café tables at the beginning and end of service as well as throughout the day between use by guests. Everything must be removed from the table before the table is sprayed with sanitizer. This ensures that the napkins and condiments do not get contaminated with chemicals. When cleaning a table, place napkin holders and condiment caddies on a chair away from the table. Spray cleaning solution directly onto table and wipe with cleaning rag.

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Do not spray cleaning solution into the air. After cleaning the table, return the items to the center of the table.

- Personal Beverages
  - All beverages must contain a lid and must be stored away from food distribution area.
- Café Set Up
  - Place napkin holders, condiment caddies, and sanitation signs in the middle of the table. This ensures that they will be within reach for everyone seated at the table and creates a more restaurant-like atmosphere.
- Café Teardown
  - Condiment caddies and napkin holders should be packed into storage crates per instructions listed on the crate. If not packed correctly, the crates will not fit on kitchen shelves and will require repacking by the café hosts.
- Meal Offerings
  - Café guests may choose one (1) entrée and up to three (3) sides or an entrée size salad with a bowl of soup for their meal. Additional items may not be added; however, guests may select fewer sides if they desire less food. Guests may also choose to receive four (4) sides if they don't wish an entrée.
- Condiments
  - This includes crackers, salad dressing, and all condiment packets.
  - Please only distribute these items if requested by the guest. Condiments can quickly add \$.15 to \$.75 to our meal cost. Unless requested, limit to one packet of an item.
  - Salad dressing should be offered as  $\frac{3}{4}$  full ramekin for a side salad and full ramekin for an entrée salad.
  - Do not lay condiments on the counter for guests to take. Instead, when a guest requests a condiment, place it directly on their tray.
- Guest Service
  - Be aware of guests in the service line that may be using walkers, canes, or wheelchairs as they may need assistance with their tray. Never hesitate to ask if they would like help.
  - When the café is well staffed, volunteers may be requested to offer coffee, tea, and water refills to seated guests via pitchers and carafes.
- Cost Structure
  - If a café guest is 55 years of age, or older, and a Delaware County resident, they may complete a registration form to receive a meal with a suggested donation of \$5. No eligible individual fitting these criteria will be denied a meal if they are unable to or choose not to donate. For those under 55, living outside of the county, or refusing to complete a registration form, meals may be purchased for \$8.
- Volunteer Meals
  - Café volunteers are entitled to one complimentary meal each day that they volunteer in the café. Registration paperwork must be on file and the volunteer must sign in via the kiosk. For volunteers working a 2-hour shift, please eat this lunch outside of your scheduled shift. For those who are working a longer shift, meals may be eaten during the shift only if another volunteer is able to cover your workload.
  - Volunteer meals follow the same meal structure as all other meals served in the café. (See Meal Offerings)

## **SourcePoint**

### **Nutrition Program**

- **Illness Policy:**
  - If you are feeling nauseous, leave the food service area immediately.
  - For the health and safety of clients, staff, and other volunteers please do not work your shift if you are feeling sick in any way.

### **Volunteer Conduct**

- Just as staff are expected to treat volunteers with honor and appreciation, volunteers are expected to treat café clients, peer volunteers, and SourcePoint staff members with dignity and respect showing no partiality to age, gender, race, religion, or any other characteristic. Failure to adhere to this conduct will result in disciplinary action.