

SourcePoint Nutrition Program

Expectations for Kitchen and Café Service Line 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.

The SourcePoint Cafe and Meals on Wheels are an important part of the organization's offerings. They provide physically nutritious food to clients as well as provide social interaction in Café 55 and a wellness check to MOW clients. 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
 - 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 found 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 and Kitchen Standards

- Dress/hygiene will include:
 - Closed-toed shoes – preferably nonslip for those who work in the kitchen
 - Long- or short-sleeved shirt
 - Hair coverings such as a hat or hairnet must be worn to enter the kitchen and when serving food. Hair shoulder length and longer must always be pulled back.
 - Beard guards must be worn over any facial hair longer than “stubble” length
 - Aprons: clean aprons must be worn during the extent 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. If nail polish is being worn, gloves must be worn at all times while in the kitchen. Acrylic nails of any length are prohibited.
 - Cuts and wounds must be covered or bandaged.
- Hand Washing/Glove 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 kitchen from any other area, including the restroom)
 - After mopping, sweeping, picking up something off the floor, removing garbage, or touching cell phones
 - 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.
 - On the Oliver line, wipe down the station with sanitizer after each task. If there is food floating in the sanitizer, replace the bucket with sanitizer, and if the towel cannot be rinsed to be clean, replace the towel with a clean one. Sanitizer water must be cool to the touch. Sanitizer water must be changed out every 4 hours.
 - Sweep and wipe down when necessary.

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- **Personal Beverages:**
 - All beverages must contain a lid and must be stored away from food distribution area.
- **Food Portioning:**
 - Follow menus to make sure proper portion sizes are being served.
 - Follow kitchen guidelines to ensure proper scoop size is being used in the kitchen.
 - In Café 55, only distribute condiments to clients who ask for them specifically. Do not give out condiments without café guest's request. There is a limit of two (2) of any condiment.
- **Illness Policy:**
 - If you are feeling nauseous, leave the kitchen and 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 Meals**
 - Kitchen & café service line volunteers are entitled to one complimentary meal each day that they volunteer in the Nutrition department. Registration paperwork must be on file and the volunteer must sign in via the kiosk.
 - Volunteer meals follow the same meal structure as all other meals served in the café. (See Meal Offerings)

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.