



***YOU Can Make A Difference  
In Your Community Today!***

## **Why We Need Your Help**

As government continues to “pull out” of its historic role of supporting the poor and vulnerable of our society (as well as the organizations, who serve them) volunteers are needed now more than ever. Nonprofit agencies such as ours simply could not operate without the generous contributions of volunteers - their momentary donations, their time, food, and energy.

We need you not only for the energy and commitment you bring, but for your ability to tell others what you are seeing. The gap between the rich and the poor is widening. The privileged, for the most part, may never actually see our clients. The world of hunger and homelessness is one many of them could choose to ignore. Most of the time, it is not statistics or theory or even the nightly news that changes people’s minds and hearts; it is listening to someone else’s story. WE need you to help us make more people aware so they can begin to listen to each other and see that feeding and empowering the poor is more than “charity,” It is justice.

At Elijah’s Promise, we find no meaningful distinction between the “deserving” and “undeserving” poor. No one deserves to go without food or shelter, and everyone deserves to be treated with respect and dignity. Whatever brought our clients here, be it addiction, mental illness, a bad economy, poor family relationships, an oppressive system that keeps the “rich” rich and the “poor” poor, or just “bad luck”- they deserve the best that we can give them.

Not only do we need you, but you can be helped by your experience here as well. It is a tough job market out there; your time at the kitchen can teach you important skills in communicating professionally and in relating to a diverse client and volunteer base. The contribution you make also does not look bad on your resume! More importantly, however, the experience allows you the opportunity to learn from the people you encounter here – by listening to their stories, witnessing their struggles and victories, and meeting them where they are.



# Volunteer Policy and Procedures

Hospitality is at the heart of Elijah's Promise. We are here to provide nutritious meals and assistance in a caring way. All are welcome at Elijah's Promise. The following procedures are designed to foster a safe and healthy environment for guests and volunteers alike. It has been our experience that consistency and organization contribute to a positive experience for all. Please review the following guidelines carefully. We thank you for your concern, commitment and cooperation.

## Preparing For Your Shift

- Please register directly online for a volunteer shift at [elijahsrpromise.volunteerhub.com](http://elijahsrpromise.volunteerhub.com). Please note age restriction and location of your shift in which you are registering for.
  - We want to be prepared for your arrival therefore, we **do not accept walk-ins**.
  - Please note we **do not accept Court Ordered community service hours** and will not sign off, mail, fax or provide documentation for the courts of any volunteer hours with us.
- Please be on time and be able to stay for the entire duration of the volunteer shift in which you signed up for. If an emergency should arise in which you must leave early, please notify kitchen supervisor before leaving. If you are more than 30 minutes late to your shift, it is up to the discretion of the site supervisor as to whether your shift has already been covered and in that case you will be asked to leave and re-register for another day. If you are unable to attend your scheduled volunteer shift, please email the volunteer coordinator or cancel your shift directly online as soon as possible. Individuals and groups must cancel their shift at least **48 hours in advance** so we are properly staffed. **Please be considerate of our staff and other volunteers who wish to join us.**
  - *Three "no-show" shifts without cancelation or communication with volunteer coordinator via email notification will no longer be allowed to volunteer in any of our facilities.*
  - *Three "same day" shift cancellations (less than 24 hours) by an individual or group without proper email notification, will no longer be allowed to volunteer in any of our facilities. (Exceptions: sickness or emergency – please inform volunteer coordinator as soon as possible via email)*
- Wear comfortable (no slip) shoes and clothes. **No open toed shoes**. Bring a hat if you do not want to wear a hairnet. We supply gloves, aprons, and hairnets.
  - If a volunteer arrives in unacceptable clothing and/or open toed shoes, it is up to the discretion of the site supervisor whether you are able to volunteer that day or will be asked to leave.

## When You Arrive

- We have street parking on both sides of Neilson Street as well as a small parking lot in the back of our building. Please be mindful of permit parking and alternate side parking signs. Police will ticket.
- Check in with the staff person and inform them of the shift in which you registered for.
- Sign in the volunteer log book so we know who is in the building.
  - The log book will not be used for volunteer verification hours. Volunteers are responsible for their own hours and must bring their own volunteer form with them to get signed by site supervisor on the day of the registered shift. We cannot sign off for past shifts.
  - Volunteer verification letters will only be sent via email once the volunteer presents their hour log sheet to the volunteer coordinator. Letters will not be given without a signed log sheet.
- Secure your coat and belongings in the lockers.
- Bring a combination lock for the lockers and please share with people you know since we only have 8 lockers
- Wash your hands thoroughly.
- Get your assignment from the staff person
- Always wear gloves, hairnet/hat, and apron when handling and serving food.
- There are usually no second helpings and no special orders.

- Guests are not allowed in the kitchen, office or pantry area at any time.
- If someone is disruptive during the meal, please bring it to the attention of the staff ASAP.
- Please reframe from using your cell phones during your volunteer shift.
- **Please do not give guests money or other “gifts”.**
- **Please do not give out your home address, email or telephone number to guests.**
- **Any questions or concerns, please bring them to the attention of the staff person.**

### **In case of bad weather**

- If there is bad weather (i.e. snow, black ice, state of emergency) volunteers are not forced to come in for their volunteer shift, but if you still would like to come in please do so. We are open 7 days a week, 365 days a year, good weather and bad. But the safety of our volunteers is of utmost priority so do not feel guilty if you do not feel comfortable to come in. However, please leave a message with the Volunteer Coordinator as soon as possible so the shift can be covered.

### **Sexual/Racial/Ethnic Harassment Policies**

Elijah’s Promise is committed to its volunteers being able to work in an environment that is free from any form of discrimination, including harassment of racial, ethnic, religious, age-based or sexual nature. Offensive behavior directed at a person’s race, ethnic background, gender or sexual orientation is prohibited. Examples of actions constituting such prohibited conduct include:

- Bring to work for the purpose of sharing or communicating with staff or other volunteers any material that is demeaning to or derogatory of any person because of his or her race, ethnicity, gender, or sexual orientation – including material intended as humor.
- Communicating to any staff or volunteer any comment that is demeaning to or derogatory of any person because of his or her race, ethnicity, gender, or sexual orientation – including material intended as humor.

The Equal Opportunity Commission (EEOC) has issued guidelines setting forth the Commission’s interpretation regarding sexual harassment as a violation of Title VII of the Civil Rights Act of 1964. These guidelines are consistent with Elijah’s Promise’s long-standing policy that conduct creating an intimidating, hostile or offensive working environment will not be tolerated and those violating this practice may be subject to disciplinary action – including discharge.

Sexually harassing conduct, whether physical or verbal, is prohibited – both of staff and volunteers. 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.

Anyone who feels that she or he is being subjected to harassment is urged to take the following actions:

1. Confront the person and tell him/her to stop. Explain the feelings evoked by his/her actions and explain in detail the behavior that should be stopped. Write down your version of all incidents, communications and responses with as much detail as possible. Keep this documentation for future use if needed.
2. If Step 1 does not end the harassment or you are reluctant to present either an oral or written complaint to the harasser, please speak with the Site Supervisor and/or Volunteer Coordinator as soon as possible.

## Sexual/Racial/Ethnic Harassment Policies (continued)

3. All complaints will be investigated confidentially and promptly. No information will be released to anyone not directly involved with the investigation. The accused will be given full opportunity to present her or his side of the story but will be told not to discuss it with the accuser or in any way retaliate against the accuser for having complained. It may be necessary to interview witnesses, but all investigations and interviews will be confidential (to the extent feasible).
4. Should the investigation disclose that harassment has occurred; the harasser will be appropriately disciplined – up to and including discharge. Even should it be determined that no harassment has occurred, no volunteer will be disciplined or retaliated against for having made a confidential and good faith complaint.

*In other words, we take sexual harassment seriously. We want the soup kitchen to be a safe and comfortable environment for everyone – staff, volunteers, and guests alike. If you have any questions or concerns, please speak to the Volunteer Coordinator.*

### How to dress for your volunteer shift

*Due to health and safety regulations, volunteers will be asked to leave the building and re-sign up for a volunteer shift if they arrive in open toed shoes or inappropriate clothing per the guide below.*

#### What **NOT** to wear...

##### NO Open Toed Shoes



#### What **TO** wear...

##### CLOSED In Toed Shoes



##### NO Sleeveless or Low-Cut Shirts



##### SLEEVED Shirts



##### NO Shorts/Skirts Above the Knees



##### BELOW the Knee Shorts, Capris and Jeans



# WHEN AND HOW TO WASH YOUR HANDS

You should wash your hands before you start your volunteer shift and **AFTER** the following activities:

- Before putting on gloves
- Using the restroom
- Touching your hair, face, or body
- Sneezing, coughing or using a tissue
- Smoking, eating, drinking or chewing gum
- Touching anything else that may contaminate hands, such as unsanitized equipment, work surfaces, or washcloths
- Handling chemicals
- Clearing tables or busing dirty dishes
- Touching clothing or aprons
- Handling raw meat, poultry and fish (before and after)
- Taking out the garbage

## Steps for Proper Handwashing

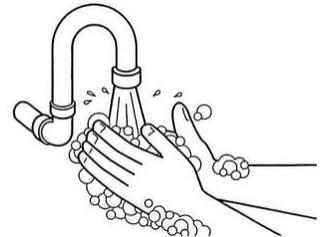
Never wash your hands at a pot-and-pan sink or a food-prep sink. **Wash hands only in a designated handwashing sink.** The whole process should take approximately twenty seconds.



**(1.)** Wet your hands with running water as hot as you can comfortable stand.



**(2.)** Apply Soap.



**(3.)** Vigorously scrub hands and arms for 10 to 15 seconds. Clean under



**(4.)** Rinse thoroughly under running water.



**(5.)** Dry your hands and arms with a single-use paper towel. Use a paper towel to turn off the faucet. When in a restroom, use a paper towel to open the door.

## How to Properly Use Gloves

If you use gloves, always wash your hands before putting them on and when changing to a fresh pair.

### Gloves should be changed:

- As soon as they become dirty
- Before starting a different task
- At least every four hours during continued use, and more often when necessary
- After handling raw meat, poultry or seafood, and before handling cooked or ready to eat food

*Gloves must never be used in place of handwashing. Gloves that are used to handle food are for **single use only** and should never be washed and reused. They should be removed by grasping at the cuff and peeling them off inside out over the fingers while avoiding contact with the palm and fingers.*



**If you have a cut or sore, make sure to cover it with a clean bandage. If it is a hand cut, wash your hands then cover the bandage with glove. This will protect the bandage and keep it from falling off into the food.**