**Volunteer Policies Handbook**

**Soup for the Soul (SFTS) Mission: Our mission is to serve the hungry of our community by sharing the love of God and giving food for the body, kindness for the soul and hope for the future.**

**Soup for the Soul maintains records on each volunteer. Records include dates of volunteer service, information sheet and a signed waiver.**

**Volunteer time has value-but volunteers cannot deduct their time on their personal income taxes.**

**Each shift worked volunteers are asked to sign in and out for reporting purposes.**

**Soup for the Soul is open Monday through Friday 4pm-6pm serving the dinner meal.**

**If you are volunteering you will be asked to either; prep for meals, cook by using only equipment you have been trained on, serve on the line, clean work areas and dishes, or stock or organize the cooler or pantry.**

**Dress Code:**

**Volunteers are representatives of SFTS and are responsible for presenting a positive image to the community. Volunteers will dress appropriately for the conditions and performance of their duties. All volunteers will be required to wear closed toe shoes, no sandals or flip flops allowed. Long pants or pants that hit below the knee are required, the pants cannot contain holes or rips. Shirts must be free of holes and no tank tops or crop tops allowed. Aprons will be provided. Hair must be clean, neat and restrained when prepping, cooking or serving food. Hats are permissible. Hair restraints and aprons will be provided.**

**Attendance and Time:**

**Volunteer attendance is important to the overall operation of the kitchen. Volunteers should notify their team leader at least two hours before your scheduled time if you will be unable to work your shift. If the kitchen is overstaffed and you are told you are not needed, please leave. Too many bodies in the kitchen can really slow down progress.**

**Training:**

**Volunteers will receive training as part of their volunteer service to SFTS.**

**Youth Volunteers:**

**Volunteers between the ages of 12-16 must be accompanied by a parent/guardian or other approved organized group leader. These volunteers will be allowed to help assist and clean up in the dining area only. No one under the age of 16 will be allowed in the kitchen area for safety reasons. Volunteers between the ages of 16-18 will be allowed to help prep, serve and clean up but not operate any of the cooking equipment. Cooks must be 18 years of age.**

**Conduct:**

**Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers and clients of SFTS. The following are examples of inappropriate conduct which could lead to dismissal:**

**-Theft or removal of SFTS property.**

**-Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.**

**-Creating a disturbance on SFTS premises that would jeopardize the safety of others.**

**-Lack of cooperation or other disrespectful conduct.**

**-Violation of SFTS, federal, state or local safety health rules.**

**Smoking:**

**SFTS intends to provide a safe and healthy environment. Smoking in the workplace is prohibited except in the outside location which is behind the building in the back alley. Please dispose of cigarette butts properly.**

**Parking:**

**Volunteers are asked to park in the parking lot on the east side of 5th street or along Maple Street in front of 1st Methodist Church.**

**Recycling:**

**SFTS recycles all cardboard and metal cans. Cardboard goes into the warehouse on a shelf in the same location as the mop sink. Metal cans should be rinsed out and put into the white bin under the table across from the oven.**

**Safety and Liability:**

**SFTS requires all volunteers to sign a waiver before starting their first shift.**

**Emergency Closing:**

**SFTS strives to ensure safety of all volunteers. In the event of inclement weather SFTS will close only when the Murray City Schools are closed.**

**Safety and Security:**

**SFTS desires to provide a safe volunteer environment. Volunteers are responsible for using the following suggestions to help ensure a safe environment.**

**-Never leave your purse, wallet or other valuable items lying around. Keep these items out of sight and in the designated area.**

**-Keep all cell phones out of sight and on silent while working in the kitchen.**

**-Avoid carrying large sums of money.**

**-SFTS is not responsible for lost or stolen personal property.**

**-SFTS will not reimburse a volunteer for any personal property which disappears from the kitchen.**

**Conflict of Resolution:**

**In the event of an ongoing conflict between volunteers, board members, and/or guest to the kitchen, the following conflict resolution steps will be taken.**

**-A representative of the kitchen (board member or appointee) will approach one or both parties seeking resolution, steps will be taken.**

**-If the conflict continues to be a problem, the original representative and either a group of at least 2 board members will meet with one or both parties to seek resolution.**

**-If the conflict continues to be a problem the original representative may ask the offending party or parties to stop volunteering or stop visiting the kitchen. This will be affirmed or denied by a board vote.**

**Eating in the Kitchen:**

**We ask that you refrain from eating food in the kitchen. Eating and drinking in the kitchen area is against the food code. Chances of cross contamination through saliva are high. If you must drink a beverage, you must use a cup with a lid. After all of our guests are served all volunteers are invited to enjoy a meal together. This is a good time to get to know each other better, ask any questions you may have and relax before clean up.**

**SANITATION PROCEDURES**

**When Do I Wash My Hands?**

**§ When arriving to volunteer**

**§ Before working with food**

**§ After sneezing**

**§ After touching hair, face (eyes, nose, mouth), body**

**§ After using the restroom**

**§ Before putting on new gloves**

**§ After handling garbage**

**§ After handling dirty equipment, dishes or utensils**

**§ After touching raw meat, poultry or fish**

**§ Anytime you change tasks**

**PROPER HANDWASHING**

**§ Use designated hand washing sink ONLY**

**§ Wash hands with warm running water**

**§ Apply enough soap to build lather**

**§ Wash hands for 20 seconds**

**§ Rinse and dry with paper towel**

**§ Use paper towel to turn off tap**

**Proper Use of Gloves**

**§ Gloves are never used in place of hand washing**

**§ Wash and dry hands before putting on gloves**

**§ Cover cuts and sores with a clean bandage before putting on gloves**

**When Do I Change Gloves?**

**§ When they are soiled or torn**

**§ When starting a new task**

**AVOIDING CROSS CONTAMINATION**

**The transfer of microorganisms from**

**one surface or food to another.**

**Cross contamination can cause people to be sick.**

**Cross contamination occurs when**

**§ Raw contaminated ingredients are added to food that receives no further cooking**

**§ Raw food touches or drips fluids onto ready-to-eat food**

**§ A food handler touches raw food and then touches ready-to-eat food**

**§ Surfaces and equipment are not properly cleaned and sanitized before touching**

**ready to eat food**

**§ Cleaning with contaminated wash rags.**

**Examples of Violations**

**§ Cutting raw chicken on a cutting board and then cutting vegetables on the same**

 **unclean and unsanitized cutting board**

**§ Not cleaning the multi-use sink after rinsing raw chicken or other raw foods**

**Food Danger Zone**

**Do not let frozen food thaw at room temperature.**

**Holding hot foods at 140º F or higher.**

**Holding cold foods at 40º F or lower.**

**Cool cooked foods from:**

 **o 140° – 70°F within 2 hours**

 **o 70° – 41°F within 4 hours**

**Do not let frozen food thaw at room temperature.**

**Cooking Equipment Training**

**Dishwasher:**

**The dishwasher is located in the back right corner of the kitchen. Before turning the dishwasher on make sure it has been drained from the night before.**

**Filling the Machine • With the power ON, toggle and hold the Fill/Start switch in the “FILL” position until the water level in the wash tank is about 1” deep, or just below the bottom wash arm.**

**Caution: Do not operate the dish machine without the drain screen in place. Debris getting into the pump impeller can damage the pump.**

**1. Load a rack of properly pre-scrapped dished into the machine and close the door.**

**2. With the machine filled to the proper level, toggle the Fill/Start rocker switch to the “START” position – the machine will automatically begin its cycle. The green running light on the switch will illuminate while an operational cycle is in process.**

**3. At the end of the shift, drain the machine by holding the Drain rocker switch in the “DRAIN” position until the machine is completely drained. To avoid running the pump dry, do not hold the Drain rocker switch in the “DRAIN” position any longer than necessary.**

**4. Remove and clean the drain screen. Remove and clean the spray arms. (See wall chart instructions or instructions provided in Appendix A: Operator & Cleaning Instructions).**

**5. Replace the drain screen and spray arms.**

**Fryer:**

**Lighting Fryer**

**1. Open the front door and ensure that the fryer’s thermostat knob is set to OFF.**

**2. Open the gas supply line inlet valve to the fryer by aligning the gas valve handle with the gas line piping.**

**3. Turn the gas control valve knob to align the PILOT setting with the valve mark. Figure 6 shows the possible control knob positions.**

**4. Press, and hold down, the valve control knob to allow pilot gas to flow. Apply a lighted match to the end of the pilot burner, until the pilot flame lights. NOTE: A butane lighter may also be used to light the pilot flame. Continue holding down the control knob for at least 30 seconds until the pilot flame burns steadily, without going out.**

**5. Release the control knob and observe that the pilot flame remains lighted.**

**6. Turn the gas control valve knob to align the ON setting with the valve mark.**

**7. Turn the thermostat knob to the desired temperature. Observe that the fryer’s main burners light to heat the kettle.**

**Shutdown**

**1. Turn the thermostat knob to OFF.**

**2. Turn the gas control valve knob to align the PILOT setting with the valve mark. Observe that the main burners’ flames go out.**

**3. Press down and turn the gas control valve knob to align the OFF setting with the valve mark. Observe that the pilot flame goes out.**

**Fryer Cleaning**

**1. Open the front door of the fryer. Attach the drain extension to the drain ball valve.**

**2. Perform the Shutdown Procedure. Ensure that the gas supply line inlet valve is closed (handle cross-wise to pipe line) and the pilot flame is extinguished.**

**3. Position a steel drum [NEVER use plastic!] with a filter cone directly beneath the drain extension end.**

**4. Slowly open the drain ball valve to drain the HOT shortening.**

**5. Remove the fryer baskets and screen from the kettle. Remove the basket hanger from the flue. Clean, and rinse, these items in the sink. MAKE SURE that these items are completely dry before their next use.**

**6. Clear any sediment blocking the kettle drain. Flush out all sediment in the bottom of the kettle by pouring filtered liquid shortening into the kettle until the shortening being drained runs clear.**

**7. Close the drain ball valve, after the kettle is completely empty of shortening and sediment. Detach the drain extension. Clean, rinse, and dry it before storing. Wait until the kettle has cooled before performing step 8, to avoid injury from burns.**

**8. Thoroughly wipe the kettle interior using clean cloths.**

**9. Periodically perform the “BOIL OUT” Instructions to ensure thorough cleaning of the kettle.**

**10. Refill the kettle with filtered (or fresh) liquid shortening to the desired indent mark on the rear wall of the kettle.**

**11. Attach the basket hanger to the top of the backsplash panel. Return the screen and fryer baskets to their proper positions on the basket hanger.**

**Gas Range**

1. **The red knobs on the range are for gas control. Turn the knob to the desired flame height. The same goes for the flat top grill.**
2. **For cleaning; make sure gas is off and cooled. Remove any food from around the burners. To clean the flat top, use 3M grill cleaner according to instructions on the bottle. There is a grill brush to use to clean the grill. You may need to add water to the grill to remove all the cleaner. Push the cleaner and water to the trough on the right of the grill. Remove the trough and dispose of the liquid in the sink with the garbage disposal. Rinse out the trough with hot water and return trough to grill.**

**Kettle**

**To Start Kettle**

**1. EVERY DAY make sure that the jacket water level is above the midpoint of the round sight glass. If the level is too low, see “Jacket Filling” and “Water Treatment” on page 16 of the manual.**

**2. Check the pressure gauge. If the gauge does not show 20 to 30 inches of vacuum (that is, a reading of 20 to 30 below 0), see “Jacket Vacuum” on page 15 of the manual.**

**3. Turn on the electrical power to the unit.**

**4. Turn the thermostat dial to the desired setting. The heating indicator light indicates that the kettle is heating, and cycling of the light on and off indicates that the kettle is being held at the set temperature. Once in each cycle the contactors in the support housing will make a clicking sound. This is normal.**

**To Transfer Product or Empty Kettle TDB: The kettle is designed and manufactured to be tilted in a controlled manner. Grasp the insulated plastic ball firmly. Maintain a firm grip on handle when tilting, while keeping kettle body in a tilted position and when SLOWLY returning the kettle body to an upright position. DO NOT release kettle handle when kettle is partly tilted. It will impact in either the upright or fully tilted position and may cause burns.**

**Kettle Cleaning**

**Before any cleaning operation, shut off the kettle by turning the thermostat dial to “OFF”, and shut off all electric power to the unit at a remote switch, such as the circuit breaker.**

**Clean food contact surfaces as soon as possible after use, preferably while the kettle is still warm. Scrape and flush out large amounts of food residues. Be careful not to scratch the kettle with metal implements. Prepare a solution of the detergent and water in a red sanitizer bucket. Clean the unit thoroughly using the kettle brush. A cloth moistened with cleaning solution can be used to clean controls, housing, electrical conduit, etc. Rinse the kettle thoroughly with hot water. Then drain completely. As part of the daily cleaning program, clean all inside and outside surfaces that may have been soiled. Remember to check such parts as the underside of the cover, control housing, etc. To remove burned-on foods, use a brush, sponge, cloth, plastic or rubber scraper, or plastic wool along with the cleaning solution. To reduce effort required in washing, let the detergent solution sit in the kettle for a few minutes and soak into the residue. Do NOT use abrasive materials or metal tools that might scratch the surface. Scratches make the surface harder to clean and provide places for bacteria to grow. Do not use steel wool, which will leave particles in the surface and cause eventual corrosion and pitting.**