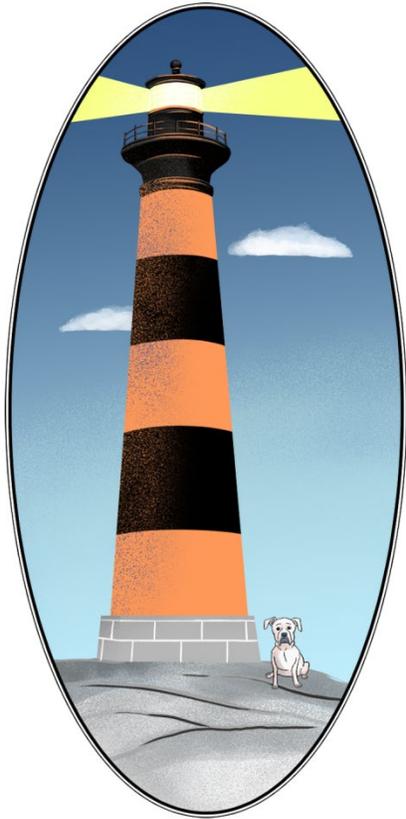


**WATERVILLE AREA SOUP
KITCHEN
THE LIGHTHOUSE**



VOLUNTEER TRAINING MANUAL

Who's In Charge Here?

Carla Caron, Board of Directors President, 207-409-0791

Austin Segal, Board of Directors Vice President, Cook, 207-948-2765

Dean Dolham, Cook, Board of Directors, 207-314-3552

Chad Cookson, Cook, Board of Directors

When Is The Lighthouse Open?

Currently, The Lighthouse is serving lunch Monday, Wednesday, and Friday, from 11:20 am to 12:30 pm. The cooks begin preparing food at 8:00 am on those days.

Beginning in June, The Lighthouse will be open Monday-Friday.

We anticipate adding Saturdays later this summer.

What Kind Of Volunteer Help Does The Lighthouse Need?

Volunteers are needed for:

- Food prep, cooking, and dishwashing from 8 am-12 pm (3-4 people)
- Preparing and setting up the service area from 10 am-12 pm (3-4 people)
- Serving food and cleanup from 11 am-1 pm (5-8 people)

These times are flexible based on what dates and times you are available and the tasks you wish to help with. You are more than welcome to stay for multiple shifts as needed.

What Tasks Are Involved In Those Volunteer Opportunities?

1. Food Prep, Cooking, and Dishwashing

Austin, Dean, Chad or a substitute will always be in the kitchen to oversee volunteers. Kitchen staff will make sanitizing solution, sanitize the prep tables, and prepare the dishwashing area. All food will have to be prepared and cooked, and then held at the appropriate temperatures. Food items will need to be put away in the appropriate place and food may need to be defrosted for the next service. (See the day's cook for instruction.)

Serve food to guests from the steam table

Pots, pans, and utensils need to be washed, air dried, and put away

Guests' dishes and silverware, as well as steam tables and beverage pitchers from service need to be washed

Garbage needs to be separated into trash, recyclables, and pig food and trash needs to be thrown in the Casella dumpster in the parking lot

Kitchen and dish area should be wiped down, swept, and wet-mopped at the end of the day

2. *Service Area Preparation and Set-up*

Count and stack plates and clamshells

Wrap and stack cutlery in napkins

Place the notebook and pen for tracking daily numbers

Turn on the steam table and ensure it has water in it

Lay out desserts

Set out “help-yourself” breads and foods at the bar

Brew coffee (we only serve regular at this time)

Make sure cream, sugar, sweeteners and stirrers are on the bar, coffee mugs and cups are on the shelving behind the bar (There are larger mugs under the cabinet for Guests that enjoy a larger cup of coffee.)

Put pitchers of ice water, juice, and iced tea on the bar

It’s helpful to pour a few glasses of ice water and juice ahead of time as the guests can come in and enjoy a beverage before service begins at 11:20

Place a trash barrel and rolling cart with dishpan near the kitchen door for clearing tables during service

Pay attention to our Guests to see if they would like more coffee, water or juice, and clear their dish for them as they finish. They are invited to go back for seconds and ask that they get a new plate.

Be prepared for requests for “To Go” meals. When a Guest asks for meals to take home, just let the servers know how many they need. They will note the number of meals on our daily meal tally, prepare the meals, bag them with plastic silverware and hand it to you to give to the guest.

Put bleach spray and cloths on the shelf near the kitchen for spraying tables between seatings

Make sure the public restrooms are clean and supplied with soap, toilet paper and paper towels

3. *Food Service*

Greet people when they arrive, help them to their seats, and offer them beverages
1 volunteer is needed to track the number of take-out and dine-in meals. That person will also hand the guests silverware and alert the servers to any takeout that needs to be prepared.

2 of the kitchen staff will serve the main meal and side.

1-2 volunteers can serve bread, dessert, and salad (See glove requirements below)

1-2 volunteers should be at the bar area to serve beverages and assist our Guests with the “help yourself” foods.

Clear guests’ plates when they are finished. All dishes should be scraped and moved to the dish room.

Spray and wipe tables with bleach solution between guests.

4. *After service*

Turn off and wash coffee carafes.

Refrigerate cream, juice, and tea.

Put away sugar, sweeteners, stirrers.

Spray and wipe down the bar area and all tables.

Take food trays out of the steam table, turn off the table, wipe all trays.

Wrap and put away desserts.

Check restrooms.

Sweep and mop floor.

Make sure all windows and doors are locked.

How Do I Sign Up To Volunteer?

There will be a sign-up sheet with the days of the week and times that you are available and a volunteer list with contact information in the event you need to find someone to fill your spot. This information will be posted at the kitchen and also emailed to you. If you are uncomfortable with sharing your contact information, please speak to Carla. She will make the necessary arrangements to fill your spot in the event you are unable to be there at your scheduled day and time.

There are limited spaces available, so if a particular time slot is filled, please put your name on the waitlist. If you are signed up for a slot and you can't make it, please make every effort to fill your slot with someone from the waitlist or volunteer list. If you are having trouble filling your slot, you may contact Carla Caron at 207-409-0791.

Where Do I Go To Volunteer?

The Lighthouse is located at 38 College Avenue in Waterville, across the street from the Post Office. It is the former site of The End Zone Sports Bar and Rita's Catering. Please enter through the side door entrance.

What Are The Safety And Security Protocols?

In terms of Covid 19, The Lighthouse will follow any masking mandates put forth from the City of Waterville or State of Maine. If masks are not required, you should still feel free to mask if you are more comfortable doing so, but staff, volunteers, and guests will not be asked to mask or vaccinate.

If you have been exposed to Covid, are awaiting a test, or have tested positive, please do not volunteer. If you are already signed up to volunteer, please try to replace yourself by calling someone on the waitlist or volunteer list.

Guests are to be treated as exactly that—Guests in our home. It is our job to treat them with respect and dignity, to make them feel comfortable and cared for (not to mention well-fed!). Volunteers should listen to guests without judgment and do not try to solve their problems. We are here to listen and extend kindness and compassion. Under no circumstances should you give a Guest money. Many of The Lighthouse staff have been working for decades and have known most of the Guests for just as long. They are aware of their stories, histories, and triggers. If a Guest says or does something that causes discomfort to others, please do not confront that person by yourself, as you may unwittingly escalate the situation. Alert a staff member and they will help to resolve the problem. Of course, in a situation of violence, gun violence, fire, or health emergency, call 911 as soon as you can.

What Should I Bring Or Wear?

Comfortable Shoes!

We will provide Volunteers hats. Hats must be worn at all times as we are working with and serving food. If you have long hair, please put it up in a bun, ponytail, or braid.

Try to leave jewelry at home, particularly rings and bracelets. A wedding ring is fine, but rings with stones may tear your gloves or come loose in the food.

Gloves and aprons will be provided.

FOOD SAFETY

Personal Hygiene

Please arrive at your designated time in clean clothes, comfortable, **closed-toed** shoes (no flip-flops or sandals please), long hair tied up and your Volunteer baseball cap, gloves and aprons will be provided.

Coats, purses, and other personal belongings should be put downstairs in the basement.

Before you do anything else, wash your hands in the HAND SINK (more on the different sinks later) with soap and running water for at least 20 seconds (that's 2 rounds of "Happy Birthday").

If you are working in the kitchen, put on a clean apron.

Put on gloves if you are handling food or wearing nail polish or fake nails (More on gloves later)

If you need to use the Restroom, please remove your apron and hat before entering the bathroom. A hook on the outside of the door has been provided for your convenience.

Gloves

Gloves should be worn:

- *If you are wearing nail polish or fake nails as they can chip or fall off in food.
- *If you are handling ready-to-eat foods such as salads, sandwiches, breads, and desserts.
- *If you are serving food, and handing guests food or beverages.

GLOVES ARE NOT A FORCE FIELD!

There are many times when you should **not** be wearing gloves or should **change** your gloves.

Do not wear gloves if you are:

- Using the bathroom
- Fixing your hair or hat
- Petting the dog
- Using your phone
- Taking out the trash

Change your gloves and wash your hands if you:

Switch food tasks, such as making salads and then sandwiches.

Sneeze or cough, blow your nose, touch your face.

Switch task areas, such as moving from the kitchen to serve in the dining room, or serving in the dining room and then returning to the kitchen to prepare food.

Have used any cleaners or chemicals such as the bleach spray or dish soap.

Touched dirty dishes or the trash.

Sinks

The kitchen is equipped with 3 sinks: a hand sink, a prep sink, and a 3-bay dish sink.

The **hand sink** is for washing hands, and hands should only be washed in the hand sink.

The **prep sink** is for washing vegetables, filling pots with water, or draining foods like potatoes. Do not use soap or bleach in this sink.

The **dish sink** is for washing dishes, pots and pans, and silverware only. Place the dirty items in the water-filled first bay. **DO NOT PLACE DIRTY KNIVES IN THE SINK!** Knives should be placed on the shelf on the left side of the sink, so that someone reaching into the water does not cut themselves.

The second bay should be filled with soapy water for washing the dishes. The third bay is for rinsing and may be filled with plain water or water and sanitizing solution. Dishes should be air-dried.

Food Temperatures

The following is for information purposes only. The cook will direct all Volunteers regarding food handling.

In the kitchen, we need to be very mindful of the temperatures of the food we are cooking, serving, and storing. Food professionals refer to the temperature range of 40°- 140° as the Food Danger Zone. If food is left in this temperature range for more than 2 hours bacteria begin to grow which can end up making people sick. Many Lighthouse guests have health situations that make them particularly vulnerable to foodborne illness. It's important to keep perishable foods above 140° or below 40° to prevent the growth of harmful pathogens.

- **Keep hot food hot.** Keep hot food at or above 140°F.
- **Keep cold food cold.** Keep cold food at or below 40°F.
- **Cook meat, seafood, and poultry properly.** Always cook meat and other perishables to a safe internal temperature. There is a chart on the kitchen wall of the safe cooking temps for different foods.
- **Take care with leftovers.** Refrigerate leftovers at 40°F or below within 2 hours of cooking.
- **Reheat safely.** Reheat food to an internal temperature of 165°F, or until hot and steaming, before eating.
- **Monitor storage temperatures.** Keep your refrigerator and freezer at the appropriate temperatures of 40°F or below and 0°F or below, respectively.
- **Use sealed containers.** Opt for glass or plastic storage containers with seals to keep fridge bacteria out of your food.

Cross-Contamination and Other Fun Things

Another way to prevent foodborne illness, as well as food allergies, is to avoid cross-contamination, the transferring of bacteria from one surface or food to another. After working with meat, wash the cutting board and knife before working on a different food item. If you have soup cooking in one pot and vegetables in another, do not use the same utensil to stir them or serve them. If you taste a food item you are cooking, use a clean utensil **ONLY ONCE!** Get a new utensil to taste that food a second time.

THERE IS NO 5-SECOND RULE! If a food item falls on the floor, there is no picking it up and using it.

Most of the food storage is in the basement. The stairs are steep and narrow. If you need to bring something heavy up or down the stairs, use the automatic lift rather than carrying it.

You are welcome to eat a meal during your shift, but please take it on a plate and eat at a table in the dining room. Do not eat standing in the kitchen. Make sure to clean up after yourself and wash your hands before returning to work.

THANK YOU SO MUCH FOR YOUR HELP!!