



Meal Program Volunteer Information
Thank you so much for your contribution and service!

Meal Schedule

	Lunch	Dinner
Arrive/Drop Off	11:00 am	5:45 pm
Prepare	11:00am - 11:55 am	5:45pm - 6:55pm
Serve	12:00pm - 12:50 pm	7:00pm - 7:35pm
Clean Up	12:50pm - 1:00 pm	7:35pm - 7:45pm

Meal Provider Drop Off Only

Please drop off by 11:00am for lunch or 5:45 pm for dinner if your meal needs to be reheated. Please drop off by 11:30am for lunch or 6:30pm for dinner if your meal is hot or being delivered from a restaurant.

**If the drop off times don't work for you, please reach out to the Volunteer Coordinator, Stephanie Johnson-Wall (sjohnson-wall@thedeloresproject.org), to arrange an alternate time.*

Volunteer Groups

If you plan to volunteer on-site at the shelter please limit your group to 6 volunteers due to the size of our kitchen. *Volunteer Group Leaders: Please share this information with all the members of your group. Thank you!*

What to Bring

All volunteers are required to wear a face covering while volunteering. See below for meal provider guidelines.

Shelter Address

Our nearest major intersection is Colfax and Federal. The address is unpublished for the safety of our guests.

Please note: You will receive the exact street address by email three days before your scheduled volunteer date. Please keep our address confidential.

Parking

There is a parking lot at The Delores Project, and we have parking passes for volunteers to use. There is also street parking in the surrounding neighborhood. Pay attention to street sweeping signs April-November to avoid a parking ticket!

Entry

Please ring the call bell at the entrance door to let us know you arrived. For meal providers dropping off, a staff member can bring a cart to the door to help.



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Meal Provider Tips

- Please prepare 40 servings.
- Plan a menu with a main dish, side dishes, salads, any accompanying condiments, and dessert as your budget allows.
- We encourage healthy, balanced meals for our guests.
- A unified meal helps the mealtime go smoothly (rather than small amounts of many things).
- The best containers are large rectangle aluminum pans.
- If you are dropping off a meal, we are happy to finish the meal on site. Please write the following on the outside of the meal containers:
 - Lunch or Dinner
 - Scheduled date for your meal
 - Any directions for reheating, cooking, or serving

Menu Suggestions

- Breakfast for Dinner
- Fresh Salads
- Homemade Soups
- Pot Roast/Beef Stew
- Fried Chicken
- Quiche
- Salmon and dark leafy greens
- Sandwiches
 - Italian Beef/French Dip
 - BLT
- World Cuisines –
 - Indian
 - Chinese
 - Thai
 - Latin
 - Mediterranean

Check out our Pinterest boards for more ideas: www.pinterest.com/deloresproject

To contribute to a diverse meal plan for guests, please keep in mind that these are the items we see most frequently: pastas, casseroles, barbeque, and sandwiches.

Dietary Restrictions

A handful of guests do not eat meat. Please provide vegetarian servings as part of your meal, if possible. We recommend a main dish ratio of $\frac{1}{4}$ veggie and $\frac{3}{4}$ meat if you are able to accommodate.

Our Kitchen

We've got a fully equipped commercial kitchen at the shelter to help you prepare your meals. Check out the comprehensive inventory available for your review [HERE](#).



Food Safety Guidelines

Please follow these food safety guidelines as you prepare and serve food to prevent food-borne illnesses. These guidelines are also posted in the shelter kitchen for your reference.

- Wash hands before, during, and after preparing food; after using the restroom; after touching bare skin, trash, dirty dishes, uncooked eggs, raw meat, poultry, seafood, or their juices; and after blowing your nose, coughing, sneezing, using tobacco, or eating.
- Wear gloves when handling, preparing and serving food. Keep in mind that your gloves become your second skin so keep them clean. Change gloves that rip or might be contaminated. Change gloves between working with raw and ready-to-eat foods. Throw gloves away after use. Never wash or re-use gloves.
- Clean and sanitize all food preparation surfaces before, during, and after food preparation.
- Avoid cross contamination by using separate cutting boards, dishes, and utensils for produce, meat, poultry, seafood, and eggs. Keep raw meat away from other food to prevent cross contamination. Wash and sanitize surfaces that come in contact with raw meat. Wash hands after handling raw meat.
- Cook food to recommended temperatures. Use a food thermometer to check the internal temperature of food. Check in several places to be sure food is cooked to a safe temperature. Recommended temperatures include:
 - 165 ° F for poultry, stuffed meat or fish, pasta, soups, stews, casseroles, and reheated foods
 - 160 ° F for ground meats and eggs that are cooked and held for service, such as scrambled
 - 145 ° F for whole beef, lamb, pork, fish, shellfish, and eggs that are broken, cooked, and served immediately
- Bacteria multiply rapidly between 40 ° F and 140 ° F. To keep food out of this "Danger Zone," keep cold food cold and hot food hot. These foods include:
 - Animal products (includes eggs, dairy products)
 - Cooked starches (rice, beans, pasta, or potatoes)
 - Fruits and vegetables as follows: cooked vegetables, tofu, sprouts such as alfalfa or bean sprouts, or cut melons
- Cold foods should be held at 40 ° F or colder. Keep items in a fridge or freezer or place food in containers on ice.
- Hot foods should be held at 140 ° F or warmer. Keep hot food in an oven or use the Hotwell drop-ins when in the shelter kitchen.
- Potentially hazardous food can be at room temperature for up to two hours while you are preparing or transporting it. It must be thrown away if it is left out more than 2 hours at room temperature.
- Ready-to-eat food must be served within three days.
- Never touch ready-to-eat food with bare hands. Handle all food items with a utensil (spoon, tongs, etc) instead.



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Meal Service

We believe that in extending true hospitality, our guests will begin to believe that they are worthy of care and regard. The hospitality you provide guests as a meal server is invaluable.

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Check in

- Visit the shelter assistant office to say hi and get keys
- Complete the check-in form on the tablet
- Grab a parking permit if you need one

2

Practice food safety

- Tie back long hair
- Fill a red bucket with sanitizer
- **Wash hands**
- **Wear gloves any time you handle and serve food**
- Don't cross-contaminate
- Keep cold foods cold and hot foods hot
- Cook to appropriate temps
- Use a clean utensil when testing - every time

3

Prepare for service

- Put away snack
- Finish preparing the meal
- Wipe down dining room tables
- Fill and preheat hotwell drop-ins
- Stack dirty dishes neatly in dish washing area
- Refer to volunteer binder to find additional instructions

If you have extra time:

- Wash meal prep dishes
- Make silverware rolls

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Serve the meal

- Lunch is served at 12pm
- Dinner is served at 7pm
- Practice hospitality
- Provide normal portion sizes – guests are always welcome to come back for seconds
- Feel free to make yourself to a plate and join a table as the guests enjoy meeting volunteers!



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Clean up

- Put leftovers in plastic containers and label with date and item name
- Chill leftovers appropriately (avoid the danger zone)
- Wipe all counters and prep table
- Wash any knives and return them to the pantry
- Make sure appliances are all turned off
- Drain and clean hotwell dropins, if necessary

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Check out

- Close the pantry and kitchen doors
- Return parking passes to the kitchen
- Return keys to the shelter assistant office

Feedback

Your feedback is always welcome. Please share your suggestions to improve the experience for volunteers and the guests we serve by contacting:

Stephanie Johnson-Wall (she/her/hers)
Volunteer Coordinator
sjohnson-wall@thedeloresproject.org
303-534-5411 x110