



# Volunteer Training Our Daily Bread

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PAT WRIGHT

TRAINING COORDINATOR

# INTRODUCTION

*THANK YOU FOR EXPRESSING YOUR INTEREST IN VOLUNTEERING AT OUR DAILY BREAD. YOU ARE JOINING HUNDREDS OF YOUR FELLOW VOLUNTEERS TO ENSURE THAT EVERYONE IN OUR COMMUNITY HAS THE FOOD THEY NEED TO LIVE HEALTHY AND PRODUCTIVE LIVES. WE ARE HONORED THAT YOU HAVE CHOSEN TO SHARE IN OUR IMPORTANT MISSION AND MAKE OUR COMMUNITY A SAFER AND MORE JUST PLACE FOR ALL ITS CITIZENS. THANKS SO MUCH FOR SHARING YOUR TIME WITH US.*

# Using the Training Power Point

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We hope you take the time to look at all the slides. Safe food management is important, and we can never be too careful. We strongly suggest that all Volunteers review the ODB Mission & History (Slides 4-8), Overview of Guidelines (Slides 10-17) and Food Safety Guidelines (Slides 17-24).

If you are pressed for time and generally only fill one or two roles, please spend a little extra time reviewing the standards for the roles you will likely fill. You don't need to know all the cooking standards if you never cook, but it may be helpful to know just in case you ever need to pitch in somewhere else in a pinch.

# Our Daily Bread's Mission

To feed low-income families, individuals, children, the elderly, and those in need in the Middletown, Odessa, and Townsend communities with nutritious meals served at no cost, without discrimination, in a safe environment.



# ODB HISTORY (1)

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- ODB was incorporated in 2012 as a non-profit
- We are a completely volunteer run organization
- Started out serving 2 meals a month at the Dale United Methodist Church in Middletown.
- By 2014 they we outgrew that location and began looking for a new place that would allow us to meet the growing needs of a growing community.

# ODB History (2)

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- The current building is owned by the town of Middletown and had been a medical office building.
- Middletown leased the building to ODB at no cost for an extended period of time.
- ODB was tasked with raising the money to retrofit the building to function as a commercial kitchen and dining room.
- This was accomplished with grants, donations and extensive support from the MOT community.
- The current Dining Room was opened for meal service in September 2016.



# ODB History (3)

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- When we opened in 2016 service began with lunch meals 5 days a week for 20-40 guests. By 2017, 2 dinner meals were added on Tuesdays and Thursdays.
- In March of 2020 the Dining Room was forced to close its doors due to the Covid-19 pandemic. Within a couple of months ODB transitioned to serving takeout meals and shifted to serving dinners only.
- In the Spring of 2021, the dining room was able to reopen for in-door dining. We now serve Dinners Monday – Friday (5 – 6PM) and Lunch Tuesday and Thursday (12noon – 1pm).

# ODB History (4)

- A “food rescue” service was Initiated with several of the businesses in the community in 2022.
- In the spring of 2022, Middletown helped ODB to install a “Community Fridge” in the parking lot. ODB stocks the fridge daily so we can provide food 24/7.
- In the summer of 2022, ODB became a Community Partner of the Food Bank of Delaware.





# OVERVIEW OF GUIDELINES



# Expectations for How We Treat Our Guests & Approach Our Work

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*We want our guests to always feel welcomed, respected & valued. It may be difficult for some people to make the decision to come to our dining room for help. We do not know the struggles and challenges that have brought them to our dining room. As volunteers we are not here to judge, we are not here to assess whether guests are worthy of our help, we are here only to serve. We ask ODB volunteers to come with an open heart, deep compassion, a spirit of generosity, and a sensitive ear. Please give our guests and our service your undivided attention when you are here. How we treat our guests is just as important as feeding them. We are here to nourish both body and spirit.*

# Maintaining Appropriate Boundaries

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- Guests should be greeted with a smile and words of welcome.
- We should show friendly interest but avoid overly familiar interactions.
- Physical contact should be avoided and relationships outside of the Dining Room are discouraged.
- Please do not share personal contact information with guests or offer rides, gifts or money.
- Be mindful of the content and tone of your conversations with other volunteers.
- If you are experiencing any strong positive or negative feelings about a guest, please discuss strategies for managing those feelings with the Serve Safe Manager (SSM).

# Dress Standards

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- Dress comfortably and casually
- We request you dress modestly. Tight fitting or revealing clothing is not appropriate in the ODB Dining Room.
- Clothes should be clean
- Shoes should be comfortable and open-toed shoes (no sandals, flip-flops, etc.) should not be worn.
- Avoid wearing jewelry, especially rings and bracelets.
- Aprons are provided if you want to wear one.
  - Aprons should be worn by kitchen staff (Cooks)

# Sign In Procedures



- You must have completed a Volunteer Application before working in the dining room.
- When you arrive at the Dining Room, sign in on the “sign in sheet” at the pass-thru counter between the dining room and the kitchen.
- Name tags (provided) should be worn by those working in the dining room and as runners and outside volunteers (Name tags are also found on the counter with the sign-in sheet)
- If you are unable to work a shift you signed up for, please notify ODB at the following email address: [ourdailybread.2016@gmail.com](mailto:ourdailybread.2016@gmail.com) (or contact your group coordinator if you signed up with a specific service group)

# Personal Hygiene

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- Wash your hands when you arrive before beginning any task.
- Washing hands is the most effective way to prevent the spread of bacteria/germs and illness. Wash your hands frequently to protect yourself and our guests.
- Always wash your hands;
  - When you first arrive
  - Before you put on gloves
  - After using the bathroom
  - After touching your clothes, face/body
  - After sneezing or coughing
  - Handling dirty dishes, cups or utensils or garbage
  - After completing a task before starting another task
  - After using your cell phone



# What If You Feel Sick?

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If you are sick or not feeling well the day of your scheduled work, please **DO NOT REPORT FOR DUTY**, notify your group coordinator or ODB.

You should stay home if you are experiencing any of these symptoms:

- Flu like symptoms, fever, chills
- Cough, sneezing, runny nose
- Sore throat with fever
- Diarrhea, vomiting
- Open sores on hands or face
- Jaundice



If you are on duty and begin to feel ill, please notify the Serve Safe Manager and leave the building.

# Other Important Considerations

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- We want the dining room to feel more like a restaurant than a soup kitchen.
  - We serve our guests. They should not serve themselves
  - We use the dishes, cups, glasses and utensils on the racks. Do not use disposable dishes and cutlery.
  - We bus the tables of dirty dishes. Guests are not expected to clear their own places.
- There should be no horseplay or inappropriate banter with guests or between volunteers.
- Please do not leave your assignment without notifying the Serve Safe Manager.

***PLEASE NOTE: The Serve Safe Manager is in charge during the meal and all volunteers should follow the guidance and direction of the SSM on duty. If you have any questions, please ask.***



# Other Important Considerations

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- It is recommended that you leave your personal and valuable items at home or in your car out of sight.
- Purses, personal items and coats can be stored in the office. Please do not leave these items in the kitchen, dining room or pantry.
- ODB does not assume responsibility for loss, damage or theft of personal property.
- All volunteers are asked to put away their cell phones, except for emergency situations, during the meal preparation, service and clean up. Remember to wash your hands after handling your cell phone.
- ODB is a Smoke Free facility.

# FOOD SAFETY Guidelines



# FOOD SAFETY:

## General Guidelines for All (1)

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- Disposable gloves should be worn when handling ready to serve food.
- Hairnets should be worn when preparing or packing food in the kitchen. With short hair a hat will suffice.
- Beard guards should be worn when preparing or packing food in the kitchen, if you have a beard
- When handling clean plates, cups or utensils avoid touching the surfaces that come in contact with food or drinks.
- Never store boxes of food on the floor for any reason.

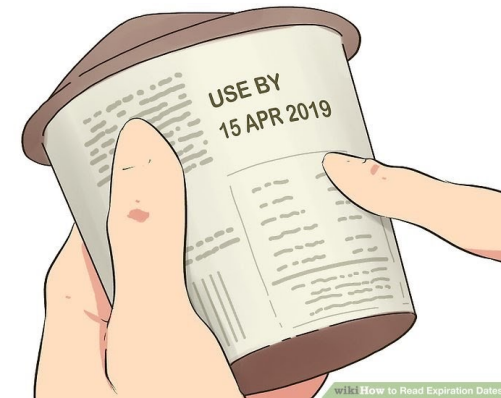


# FOOD SAFETY:

## General Guidelines for All (2)

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- Do not take ice out of the ice machine with your hand. Please use the scoop provided.
- Please do not wear jewelry on your hands and wrists (other than a band) when handling food.
- If a guest sends a meal back for any reason it cannot be served to any other guest. It must be discarded.
- Please check expiration dates before serving any food.
- Do not empty dirty mop water in any sink other than the slop sink in the mop closet.
- Do not use cleaning products around any open food.



# Food Safety (1)



- Food borne illnesses can be caused by:
  - Biological contaminants (viruses, bacteria, parasites, fungi and harmful toxins (poisons))
  - Chemicals used incorrectly (cleaners, sanitizers etc)
  - Physical (foreign objects: band aids, false nails, hair, pieces of bags, ties, etc falling into food during preparation or service)
- Bacteria grows rapidly between 41°F-135°F (Danger Zone)
  - Cold food should be kept cold and hot food should be kept hot
- Please use caution and care when handling food.

# Food Safety (2)

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- People at highest risk to food borne illness
  - Elderly (weakened immune system)
  - Pre-school Children (underdeveloped immune system)
  - Compromised immune systems (cancer, chemotherapy, HIV/AIDS, transplant)
- Many of our guests fall into these categories, so we all need to be especially diligent about food safety.

# Food Safety (3)



## To Keep Food Safe:

- We use approved/regulated food suppliers
- Control the time and temperature of food storage, handling and preparation
- Prevent cross contamination:
  - Sanitize knives and cutting boards before using them for a different task.
  - Wash hands and change gloves when moving to a different task.
- Clean and sanitize all equipment and surfaces before using
- Practice good personal hygiene

# Cooking Temperature Requirements

## SAFE MINIMUM COOKING TEMPERATURE CHART FOR Meat, Poultry, Eggs, and More

Use a food thermometer to check if food has reached an internal temperature hot enough to kill germs that can cause food poisoning, like norovirus, salmonella, E. coli, and staph. For every step of food preparation, follow these key guidelines:



Minimum Internal Temperature

<b>165°F</b>	All poultry, including chicken, turkey, duck, and goose (breasts, whole bird, thighs, legs, wings, ground meat, giblets, stuffing)	
	Wild game animals	
	Precooked ham (to reheat)	
	Leftovers and casseroles	
<b>160°F</b>	Ground meat and meat mixtures (beef, turkey, veal, lamb)	
	Egg dishes (frittata, quiche, omelet, etc.)	
<b>145°F</b>	Fresh beef, veal, lamb (steaks, roasts, chops) Rest for 3 minutes before testing	
	Fresh pork and ham Rest for 3 minutes before testing	
	Fish with fins 145°F or until the flesh is opaque and splits easily with a fork	
<b>135°F</b>	Fruits and vegetables cooked for hot holding (such as for buffets)	
<b>70-135°F</b>	<b>DANGER ZONE:</b> Bacteria grow most quickly between these temperatures.	
Eggs Cook until both the yolk and the white are firm	Shrimp, lobster, crab, and scallops Cook until flesh is pink/white and opaque	Clams, oysters, mussels Cook until the shells open

**HOW TO COOK RECIPIES**

Source: www.fda.gov | www.npr.com/food52

**Poultry (whole or ground)**

**165 degrees (15 seconds)**

**Ground meat, fish, shell eggs & stuffing with meat and stuffed pasta**

**155 degrees (15 seconds)**

**Whole meats**

**145 degrees (4 minutes)**

**Seafood**

**145 degrees (15 seconds)**

**Fruits, vegetables, grains, & legumes**

**135 degrees (no time limit)**

**Foods to be held hot for service**

**135 degrees (max 4 hours)**

**Foods to be held cold for service**

**41 degrees (max 6 hours)**



# Cooks Duties and Responsibilities

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# Kitchen Staff Guidelines (1)

- All kitchen staff must wear hairnets (provided) or ball caps (bring your own), beard nets (provided) in the kitchen. All hair should be tucked into the hairnets.
- Long hair must be tied back for all staff (for safety and to prevent contact and contamination with food )
- No artificial nails ( they can pop off during food prep and contaminate food)
- If nails are polished, must wear gloves when preparing any food.
- No Jewelry (earrings, rings *except plain wedding band*) for cooks
  - Rings with designs and stones have crevices that can capture bacteria that can get into the food during preparation.



# Kitchen Staff Guidelines (2)

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- Disposable food service gloves must be worn whenever handling food that is “ready to eat” (bread, cheese, cold salad, vegetables, desserts, potato chips, etc.) or plating meals.
- Wash your hands before putting gloves on and after removing gloves.
- Cover cuts or sores with a bandage before putting on gloves.
- Change gloves between tasks.(e.g. after making the salad and before you slice the bread or rolls)



# Kitchen Staff Guidelines (3)

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- Food served to guests can NOT be prepared in private homes or outside of an inspected, certified kitchen. Food must be prepared on site. If a caterer is used, ODB must have copies of the Business License, ServSafe Certification and Certificate of Insurance of the offsite catering company prior to the meal service.
- Food prepared off site must be transported per Food Safety guidelines

# Cooks Duties (1)

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- Arrival time:
  - Lunch: 10:00-10:30 am
  - Dinner: 2:30 pm
- Wash hands before beginning and frequently during food preparation.
- Before prep begins, clean kitchen prep tables using **wash** (Green Bucket - Detergent), **rinse** (White Bucket – Clean Water) and **sanitize** (Red Bucket – Bleach Solution).
- When turning on the ovens and/or stove top burners, turn on the hood light and exhaust fan.
- Begin to preheat the steam table about 45 minutes prior to scheduled meal service.
  - Add 1½ - 2 pitchers of water to the hot sections and 1 pitcher of ice to the cold sections.

# Cooks Duties (2)

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- Always use a clean cutting board & knife for different items to be cut. (i.e.: vegetables, bread, meat)
- Rinse all fresh fruit and vegetables under running water before using.
- Use clean utensils each time you taste for seasoning.
- Use a thermometer (provided) to check the internal temperature of meat, poultry, casseroles and other foods.
- Cook all food to the internal temperature noted on the ServSafe guidelines posted in the kitchen and Slide 23.



# Cooks Duties: Clean Up (3)

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At the end of the meal:

- Take all dirty dishes, utensils etc. to the dish room as soon as possible.
- Turn off the steam table.
- Empty the steam table (empty the hot water and/or ice into the prep-sink behind the steam table). Please use caution with the Steam Table water.
- Wipe, rinse and sanitize all kitchen surfaces, steam table, prep tables, food processor table, stove, handles on refrigerators, prep-sink and the pass-thru counter.
- If there is no separate clean-up crew, check with SSM about sweeping/mopping the floor.
- Check with SSM before leaving.



# Servers and Dining Room Manager Duties





# Servers and Dining Room Manager Duties (1)



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- Arrival time:
    - Lunch: 11:30 am
    - Dinner: 4:30 pm
  - Sign in on the Volunteer sheet located on the pass-thru between the dining room and the kitchen.
  - Caps or hair nets are not required in the dining room but long hair (long enough to fall over your shoulders ) must be tied back so as not to accidentally come in contact with food or beverages.
  - Wash hands before starting tasks.
  - Gloves are not required in the dining room but are available if you wish to use them.
  - If gloves are used, replace after touching your face, hair or if you perform a different task (i.e. clearing tables of dirty dishes) before resuming serving meals. Please wash your hands after the activities listed above.

**WEARING GLOVES IS NOT A SUBSTITUTE FOR WASHING HANDS**

# Servers and Dining Room Manager Duties (2)

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- Put the “Meal Served By” cards in the frame on the tables. SSM will obtain the cards and place them on the pass-thru.
- The SSM will provide dining room volunteers with name tags. They will be located on the pass-thru along with the “Meal Served By” cards and the sign in sheet.
- Check with the Kitchen staff for the menu for the meal and write it on the white board in the dining room. The SSM will tell you what is being served for dessert for that meal.
- There is a tally sheet on the pass-thru counter. Record the number of guests coming in for the meal. Also record the number of second servings that you serve. This information is needed by the SSM for their final report for the meal service.
- Ensure that the front 6 tables are set for service. (4 per table)
  - Placemat, packaged utensils and napkin
  - Additional supplies are located on the beverage table. If additional supplies are needed, check with the SSMgr.

# Servers and Dining Room Manager Duties



## Prepare the beverage table:

- Fill the Ice Bucket half full of ice from the ice machine in the kitchen. Use the provided blue scoop. Do not use a pitcher or glass to scope ice. The scoop for the ice bucket should be in the bucket on the top of the ice machine. If needed check with the SSMgr.
- Put a scoop or two of ice into a pitcher and fill with water from the sink in the kitchen.
- Get the pre-made, iced tea and lemonade from the shelf in the pantry.
- Turn on the coffee machine, check the water reservoir and fill if needed.
- Fill the “hot pot” with water and turn on.
- Check the supplies of sugar, sweeteners, creamers, coffee pods, tea, cocoa, and various condiments. Replenish supplies from the pantry as needed.

# Server/Dining Room Manager Duties (4)

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## Meal Service:

*It is best of the DRM and Server split the tasks. The server should serve the meals and the DRM can clear dirty dishes.*

- Greet guests as they arrive and once the guest is seated take their beverage order (Water, Iced tea, lemonade or Arnold Palmer, hot coffee, tea, cocoa). There are mugs for the hot drinks and glasses for the cold drinks above the. Serve the beverages. Do not handle the mugs or the glasses by the rim. Use a clean glass/mug for refills on drinks.
- Notify the kitchen of the number of meals needed. The kitchen staff will plate the meal and hand it to you or place it on one of the trays on the pass-thru.
- Serve the meal. Do not set the tray on the table. Hold the tray in your hand or use a cart if one is available. Place the plate on the table being careful to handle the plate by the rim.
- There are single serve packets of condiments and salad dressings available, but if you are using a large bottle, you must dispense the contents. Do not hand the bottle to the guest and do not place the bottle on the table for the guest to serve themselves.

# Server and Dining Room Manager Duties(5)

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## Meal Service (Cont):

- Serve dessert if the guest wants the dessert. Check with SSM. Desserts may be plated up on the table in the dry pantry. Gloves must be worn when plating the desserts as they are “ready to eat” items.
- Clear dirty dishes from the tables when the guest is finished.
- If there are at least 2 volunteers in the dining room, designate one to do the clearing of the dirty dishes. If you handle dirty dishes, you must wash your hands before handling clean dishes again. ***Do not serve a meal or dessert after handling dirty dishes without first washing your hands!***
- There are trays on the pass-thru counter between the dining room and the dish room that can be used for “bussing “ the dirty dishes.

# Server/Dining Room Manager Duties (6)

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- Clean Up at the end of the meal service.
- Clear the tables of all the dirty dishes and pass them to the dish room crew. Scrape excess food left of the plate and dispose of the used napkins and placemats into the trash can located below the pass-thru to the dish room
- Clean and sanitize the tables that were used for the meal. Using the sanitary wipes provided.
- Sanitize the chairs by wiping with a disinfectant wipe. There should be a container on the pass-thru counter to the dish room. If needed ask the SSM for wipes.
- If a specific Clean Up Crew is not scheduled, the dining room staff will need to sweep the dining room and damp mop the floor if needed. Check with the SSM if this will need to be done.

# Runners Duties

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# Runners



Arrival Time: 4:00pm (Dinner only)

- Sign in on the Volunteer log and then wash your hands before beginning any task.
- Check in with SSM. Some runners will be assigned predominantly to the outside, running meals to cars, while others will be inside running meals from the kitchen to the front door.

## **Before the Meal Service:**

- Assist with labeling take-out boxes. Stamp the top of the boxes with the current date and standard warning message. 120-150 boxes should be stamped for each meal. Confirm with the SSMgr the number needed for that meal. Write the box # on the tally sheet located on the kitchen pass-thru counter. (this tally sheet is also used by the dining room staff to record the number of guests and meals in the dining room.)
- Assist with opening plastic bags used for packaging take-out meals.





## Runners (2)

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- Assist with the preparation of the side bags (snack bags) that are given out with the take-out meals. 120-150 bags are prepared each day.
- Set up the parking lot for take-out meal service. Put out the round , white table for Give Away items. Put out the small black table (used for dinner bags). Roll the first cart of side bags out to the stoop.

### **During the Meal Service:**

- Asst the kitchen crew with packaging the take-out meals. Kitchen staff (cooks) will fill the boxes with the meal. The Runners will close the box and place 1,2 or 3 filled boxes in a plastic bag depending on the take-out orders from the Outside Runners. Most bags will have 2 meals.
- Transport the bagged meals from the kitchen to the parking lot and transmit the meal orders from the parking lot to the kitchen. Assist the Kitchen Assistant with the bagging of the meal boxes as needed .
- Outside volunteer(s) take the orders from the drive-up and walk-up customers.
- On Fridays, handout the Grocery bags. On Mondays hand out the milk.

# Runners (3)

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## **After the Meal Service:**

- Return the remaining side bags and cart to the prep room (conference room). Count the remaining side bags and place a card with the count on the cart for the SSM for the next days meal.
- Take down the white table and return to the prep room and return the small black table to the hallway next to the racks.
- Check with the SSM for disposition of any remaining Give Away items. Some may go to the Community Refrigerator; some may be returned to the racks in the hallway of the dining room.
- At the end of the meal service, the Runners will assist the Kitchen staff in the clean up of the kitchen.
- Restock the Community Refrigerator(CF). Check with SSM for items for the CF.
- If there is no Clean Up Crew for the meal, assist with clean up:
  - Retrieve the sign from the street curb
  - Take trash out to the trash cans and empty the recycle container in the kitchen into the recycle cans. Take the trash cans (Tuesday) and the recycle cans (Wednesday) to the curb.

# Dishroom Duties



# Dish Room Duties (1)

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- Arrival Time:
  - Lunch: 11:30am (2 people)
  - Dinner: 4:30pm (2 people)
- Please let the SSM start the commercial dishwasher
- All equipment and dishes that can go into the dishwasher should be run through the machine. The following are exceptions:
  - Hand wash wooden utensils, lightweight plastic bowls and containers
  - Full size sheet pans are too large for the machine.
- Hairnets and caps are not required in the dishroom.
- Plastic aprons are available and recommended to be used. The sprayers used to remove food particles from the dishes before putting them into the dishwasher are powerful and you are very likely to get wet without the plastic apron.

# Dishroom Duties (2)

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- Set up the 3 Compartment sink:
  - Put the strainer over the drain in the Wash Sink (to keep food solids from going down the drain)
  - Leave the Rinse Sink empty
  - Fill the Sanitize Sink about 1/3 full of hot water and add approximately 2 capfuls of bleach to the water. Use a test strip to check the strength of the solution (proper sanitizer concentration is 50-100ppm)
- Place an orange towel on the bottom shelf of each drying rack to prevent water from dripping on the floor or the items stored on the bottom rack.
- **DO NOT** place towels on each shelf.
- All items are to be AIR DRIED.



# Dish Room Duties (3)

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- Divide the duties into “Dirty Side” duties and “Clean Side” duties.
- Dirty Side duties:
  - Scrape and/or wipe with a paper towel all food from the dishes into the trash can (try to limit the amount of food that gets rinsed off into the sink).
  - The dishwasher does not “scrub” dishes so you will need to use soap and brush or sponge to clean the inside of some pots and pans (pasta pots, frying pans etc.)
  - Place items into the dishwasher racks and rinse with a sprayer.
  - There are 3 racks for small items like dishes, cups, glasses etc , 2 racks for large pots and pans and a utensil rack.
  - Move the rack into the dishwasher.
  - Close the dishwasher door to begin the wash cycle.
  - Hand wash items that can not go into the dishwasher. Use dish soap on a brush, sponge, cloth or scrub pad as needed in the Wash sink
  - Move items to the Rinse sink. Spray items to ensure that all food particles, grease and detergent are rinsed off. Rewash as necessary
  - Place item into the sanitizing solution in the 3<sup>rd</sup> sink for 7 seconds or more.

# Dish Room Duties (4)

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- Clean Side duties:

- Wash hands
- When the dishwasher cycle is complete, open the door and remove the rack
- Allow the dishes to cool a few seconds
- Place cleaned dishes on the drying racks
- Take clean, dry dishes to the kitchen and put away. If they are wet leave them to be put away by the next shift. Do not towel dry. If you are not sure where the dishes go, ask the SSM.
- Take hand washed items from the sanitizing sink and place on the drying racks upside down. Hand washed items will require longer drying times. Most will remain on the drying racks until the next day.

If you are working alone in the dishroom, please make sure you wash your hands before handling clean dishes.

# Dish Room Duties (5)

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- Clean Up:

- Check in with the SSM before the machine is shut down.
- Shut down the Dishwasher per instructions on the wall (Turn off the “power” switch on the machine, pull up the curved, drain lever to allow water to drain out of the machine )
- When drained, pull out the 2 internal particle screens and rinse to remove any food particles. Then remove the external screen and rinse . Replace all 3 cleaned screens.
- Drain 3 compartment sinks. (***please drain slowly, one at a time, to avoid the drain overflowing***)
- Clean the sink (next to the dishwasher) of any food particles.
- Empty and clean the strainer in the Wash sink and wash the Wash and Rinse sinks with hot water and soap if needed to remove any food particles and grease.





# Dish Room Duties (6)

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- Wipe down all the surfaces, 3-compartment sinks, dishwasher soiled and clean counters with the sanitizing solution.
- Turn off the exhaust fan and the floor fan (if used).
- Take dirty towels and washcloths to the laundry room
- Hang up the plastic aprons
- If there is no Clean Up Crew for the meal, the Dish room staff is asked to clean the floor. See Clean Up section for details.

# Clean Up Duties



# Clean Up Duties (1)

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- Arrival Time:
  - Lunch: 11:30am (combined with dishroom duties)
  - Dinner: 5:45pm
- Collect all of the trash. Kitchen, Dining Room, Bathrooms, Dish Room, Pantry, and Bag Prep Room.
- Check the bathrooms: replace paper towels and toilet paper if needed
- Empty the recycle bin in the kitchen. Recycle cans are located at the Side of the building.
- Take the trash bags to the trash cans on the side of the building.



# Clean Up Duties (2)

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- Sweep the floors in the dining room, kitchen, dishroom and pantry as needed. Check with the SSMgr.
- Spot mop the floors (kitchen, dining room, dish room) as needed. There is a Swiffer in the maintenance closet.
- Ideally, in the kitchen and dishroom, pick up the floor mats and mop under the mats.
- Take the filled trash cans to the street on Tuesday
- Take the recycle cans to the street on Wednesday
- Bring the Sign back from the street. Bring it up the ramp and leave it in the dining room.

# Donations and Food Rescue

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## **Food Rescue Pick Ups and Packaging:**

ODB has a small food rescue program. A team of volunteers pick up surplus food at local stores and package them for distribution to our guests. Volunteers also help pack collected items on Mondays and Thursday mornings at 8:30am

- When packing a pickup please adhere to all the food handling safety precautions laid out earlier in this document (e.g. handwashing, gloves, hairnets, table prep, etc.).
- Label any items you pack with a “Use By” date no more than 3 days from the pickup date if they are going in the refrigerator. If going in the freezer put the pickup date on the container.
- Make sure food picked up is placed in the refrigerator or freezer as quickly as possible.
- Please drop an email to the ODB email address with a brief summary of the pickup date, from who, and what was picked up.
- Make sure the lights are turned off and the doors locked when you leave.

# Donations and Food Rescue

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## **Donations:**

Every Tuesday from 9:15-11:30 a team of volunteers receive in-kind donations from the community.

- Please shelve all donations upon receipt if possible.
- Review the expiration date on the can or box and write the date on the package in marker.
- When shelving the item please place items with similar items on the shelves and place items expiring sooner to the front of the shelf so they are used first.
- Please complete the donation form on the clipboard on the Dining Room. Please write clearly and secure all the requested information. Provide a brief description of donation contents. If someone wishes to remain anonymous do not pressure them for the information.
- We generally accept only food and hygiene products (packages must be sealed). If a donor is offering other items (clothing, books, etc.) check with the manager before accepting them.



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**Thank You for Completing the ODB Volunteer  
Training Requirement!!**

**Please Take a Moment to Acknowledge that You  
Have Completed the Training**

**Click the Link Below, Complete the  
Acknowledgement Form and Click Submit:**

**[//weblink.donorperfect.com/TrainingAcknowledgementform](https://weblink.donorperfect.com/TrainingAcknowledgementform)**

***If the link does not work another link is available  
in Training Section on the ODB Website***

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<http://weblink.donorperfect.com/TrainingAcknowledgementform>