

### **Meal Group Information**

- \* You will have a staff member with you in the kitchen during your time, please follow their guidance on all policies and procedures. They are here to make this a smooth and enjoyable experience for both you and our clients. If you have a concern about a certain policy, I would love to discuss that with you, my contact information is at the end of this document.
- \* We log volunteer hours and have a binder right as you walk in the “Meal Group Entrance” door specifically for groups. Please have your group leader sign in and anyone who is interested in being added to our monthly newsletter can add their email address there also.
- \* Please wear closed toe shoes, preferably tennis shoes. Our floor can be slippery when it gets wet.
- \* Meal groups are asked to provide the meal & drinks. (Water is totally acceptable to use as your drink of choice.)
- \* Meal groups are welcome to use any/all of the shelter’s kitchen equipment and kitchenware.
- \* Meal groups are welcome to use all salad dressings/condiments that are stored in the kitchen double door cooler. Please note; there is no guarantee of the what specific dressings/condiments will be there.
- \* Food in the walk in cooler and freezer is reserved for other meals, please do not use from these supplies.
- \* Meal groups need to be at the shelter at least 30 minutes prior to meal service. (7:30am, 11:30am, or 5:30pm) Meal groups may come as early as they’d like to cook/prep their meals. The kitchen opens at 6:45am, please call ahead if your breakfast group needs to be there earlier so that a staff member will have the building unlocked.
- \* Meal service times:
  - Breakfast 8-8:30am
  - Lunch 12-12:30pm
  - Dinner 6-6:30pm
- \* Before each meal our clients are checked in by a staff member, line up in the service line, and do not save tables. We ask that groups do not have clients sit at the tables and then have everything brought to them, we have had several issues resulting from this. If you have a large group/want to have a more involved service line, what works great is to have the client go through the line to pick what they want on their tray, have one of your group walk the client to their table to help them with either their tray/drink, then come back up to help the next person in line.

- \* If there are any leftovers, the shelter policy is that second helpings are not offered the meal is officially over (8:30am, 12:30pm & 6:30pm). This allows us to make sure everyone who comes in during meal times gets at least one serving.
- \* Groups are asked to work alongside our kitchen staff member with kitchen clean up. This includes dishes, wiping down kitchen prep tables, sweeping, all trash put in the wheelbarrow outside the kitchen door, helping with general clean up, leaving the kitchen in the condition it was in before the meal.
- \* There is a new locked comments/suggestion box, located near the volunteer entrance to the kitchen. Please feel free to leave me feedback on your experience in it.
- \* Thank you so much for your willingness to come and serve at the shelter. Your kindness and generosity do not go unnoticed. We appreciate you and the affection you share with us for the shelter.

The shelter is working hard at being consistent with our clients. It makes the dining experience much more enjoyable for everyone. If you have any questions or concerns, please contact me at (704) 261-3491 or [Tara.bryant@unionshelter.org](mailto:Tara.bryant@unionshelter.org).

Group Name: \_\_\_\_\_

Group Leader-Print and Sign: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email: \_\_\_\_\_

Schedule for 2020: \_\_\_\_\_