

Meal Provider Agreement

Thank you for signing up to provide a meal for our clients! Please make sure to read over the below information and pass along to all members of your group. About 5-7 days before your meal, one of our staff will contact you via call/text/email to confirm.

Current Covid Rules

Any changes to this policy will be communicated to group leaders via phone call.

- Maximum 6 people per group
- Masks required the whole time
- Volunteers stay in the kitchen and cannot go into the dining room
- Some groups are opting to drop off their meal instead of staying to serve. We completely understand, just let us know when you confirm.

Arrival and Mealtimes

Food must arrive by 30 minutes before start of service. If you are running late, please call the main line at (704) 289-5300, ext 0.

- Breakfast: Arrive by 7:30am, serve 8-9am
- Lunch: Arrive by 11:30am, serve 12-1pm
- Supper: Arrive by 5:30pm, serve 6-7pm

Your group can arrive early if preparing on site, please schedule that when you confirm. The kitchen opens at 7am.

Planning

- The kitchen is fully equipped; please contact us if you need to confirm specific equipment.
- Remember to bring all ingredients for your menu. Groups provide all food (including dessert, not required) and drinks for the meal.
- We feed 50-100 people on average at each meal. When you confirm, we will update you at that time with current numbers.

Safety and Sanitation Rules

Food safety and sanitation is very important to us all, these guidelines help to ensure that our clients are served safe and delicious food!

- The minimum age to serve in the kitchen is 10 and children 10-17 years old require adult supervision.
- If a group member is sick, please have them stay home.
- Long hair must be pulled back and closed toe shoes must be worn in kitchen, preferably tennis shoes due to how slippery our floors are when wet.
- Thorough hand washing is important. Wash hands after changing tasks including cell usage, going to the bathroom, etc.
- Ready to eat food (food that will not be cooked further-cold sandwiches, deviled eggs, potato salad, green salad, etc.) must be handled with disposable gloves (provided) or serving utensils.
- Change gloves after touching anything other than the food you are preparing.
- You must clean food preparation surfaces with provided sanitizer before use, between preparation of different foods, and during clean up.

- Raw meats must be kept separate from other items to prevent cross contamination. After raw meat is open on any surface, the surface must be thoroughly sanitized.
- Food at room temperature for three hours or more must be discarded.
- Anything washed in the sink or the dishwasher/sanitizer must be completely air dried before being put away.
- Eating is not allowed in the kitchen.

Responsibilities

- Food service staff will be with you in the kitchen during your time, please follow their guidance on all policies and procedures. Here are a few important policies to know beforehand:
 - Clients have a limited amount of time to eat, help us get them through the line as quickly as possible. We are not able to serve outside of meal times.
 - Clients only come through the line once, we do not serve seconds.
 - We are not able to pack to go meals for clients eating in the soup kitchen.
- Groups are responsible for cleaning the kitchen including the following items:
 - Wash dishes, clean the kitchen up after service including sweeping and mopping, taking out the trash. Staff will check you out at the end.
 - All dishes from the dining room, including trays/utensils/cups/etc, will need to be washed by the group. As of July 1, 2022, we have transitioned back to re-usable plates/bowls/trays, cups, and utensils.
- If the group leader will not be present for the meal, we ask that a contact who will be responsible for the meal be identified along with their contact number for any day of communication.

Contacts/Questions/Feedback

- Volunteer@unionshelter.org
- (704) 261-3491
- Victoria Robinson-Onsite Operations Director, Victoria.Robinson@unionshelter.org, (704) 261-3696
- For anonymous feedback, you can do so via one of the two below options (We are not able to respond to anonymous feedback)
 - A locked suggestion box by the volunteer door
 - <https://form.jotform.com/92166982093163>

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| Group Name | |
| Group Leader | |
| Phone | |
| Email | |
| Preferred Method of Contact | Phone Call / Text Messages / Emails (Circle which you prefer) |
| Address | |
| Requested Meal and Date | |