

Meal Provider Agreement

Please read the below information and forward to all group members.

Responsibilities

- **CONFIRMATION-** About a week before your meal, we will contact you to confirm and provide current meal numbers including the average range and highest number in the past week. If the group leader will not be present the day of, a day of lead will need to be identified along with their cell number.
- **GROUP SIZE/AGES-**A minimum of 2 volunteers will be needed to complete all Meal Provider Responsibilities. We recommend a maximum of 18 volunteers due to space. The minimum age to serve in the kitchen is 10 and children 10-17 years old require adult supervision.
- **DISHES/CLEANING-**Groups are responsible for cleaning the kitchen including the following items: Wash all dishes for both kitchen and dining room, clean the kitchen up after service including sweeping and mopping, taking out the trash. Staff will check you out at the end.
- **FOOD SERVICES STAFF-**Staff will be assigned to supervise your group. They are there to ensure compliance with FDA Food Code/shelter policies and are ServSafe certified. When your group leader arrives, staff will check in on menu, remaining meal prep, and review meal service and dish washing procedures.

Group Arrival and Mealtimes

Food must arrive 30 minutes before start of service. If you are running late, call the main line at (704) 289-5300, ext 0. Your group can arrive early if preparing on site, schedule that when you confirm. Cleanup usually takes 30 minutes after meals.

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

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Planning

- Our kitchen is fully equipped; contact us to confirm specific equipment.
- Groups provide all food including dessert/drinks (not required) so remember to bring all needed ingredients. Food supplies in the kitchen are designated for meals with no meal provider and are not available for meal providers.
- We feed 50-100 people on average at each meal. We recommend groups cook enough for the highest number in the past week to ensure no one goes hungry. Groups can take leftovers home or leave for a future meal that isn't provided by a group.

Sanitation and Safety Rules

Food safety and sanitation is very important to us all, these guidelines help us to serve our clients safe and delicious food.

- If a group member is sick, have them stay home.
- We recommend closed toe shoes and hair be pulled back/covered. We provide hair nets, volunteers are welcome to wear hats/bandanas.
- Hand washing is important. Wash hands frequently and after changing tasks.
- Eating is not allowed in the kitchen.

Contacts/Questions/Feedback

- Volunteer@unionshelter.org
- (704) 261-3491
- 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>