

# **Emergency Shelter of the Fox Valley**

**KITCHEN OPERATION MANUAL  
August 4, 2010**

**Our mission is to provide temporary shelter to homeless individuals and families in a safe environment, while providing guidance to those both homeless and at-risk that promotes independence.**

**Emergency Shelter of the Fox Valley  
thanks the many volunteers  
who help us fulfill our mission ...**

# **Thank You!**

## Volunteer Ethics

Maintain respectful boundaries with the residents. If you know a resident from outside of the shelter allow them to acknowledge you first. Please recognize that this is a potentially embarrassing situation for them.

Please do not offer or accept assistance such as transportation, money, gifts, etc. If you are interested in helping an individual, family or the shelter as a whole, please contact the Executive Director.

Do not give out your phone number or address. This includes any personal or identifying information.

Enjoy yourself! Feel free to interact with the residents. Cheery smiles and warm wishes are valued. Know that you are fulfilling a very valuable service to people who appreciate your generosity very much!

## Group Leader

All dinner and breakfast groups are assigned a leader (an exception to some groups allows for two leaders). The leader will be the person that the shelter recognizes as a main contact for their team. If your group leader (s) would like more training or a review of the kitchen procedures, please notify the Volunteer Coordinator. Additionally, the leader is responsible for the following:

- The leader comes to the ESFV on each of the team's scheduled dates.
- Arranges a team of volunteers to serve the meal.
- Ensures all volunteers in their team know how to operate the appliances, serve meals and follow kitchen protocol.
- Oversees the team while at the ESFV and ensures all volunteers know their duties.
- Keeps in contact with the shelter Volunteer Coordinator if questions/comments should arise. Notifies the Volunteer Coordinator if the team leader should change or if additional team leaders are added.
- Making sure enough desserts are brought into the shelter for the date their team is scheduled to come for dinners.

## Timeline and Checklist

- **Please park vehicles in the street and sign in at the front desk** with the receptionist and put on a name tag. It is important to know who is in the building in case of an emergency. **FEEL FREE TO ASK QUESTIONS OF THE RECEPTIONIST OR STAFF, THEY WILL ASSIST YOU TO THE BEST OF THEIR ABILITY.**
- **Dinner groups arrive as early as 4:00pm.**  
**Breakfast groups arrive as early as 7:00am** to be ready to work by the schedule agreed on with the Volunteer Coordinator.  
**Snack servers arrive as early as 7:00pm** to be ready to serve snack at 8:00pm.
- **Wash hands before handling food.** Hand washing is considered the single most important procedure for prevention of infection. **Guidelines state that you should wash your hands for a minimum of 20 seconds (scrub hands, wrists, fingernails and between fingers).**
- **Gloves MUST be worn** during food preparation and food serving. Anyone with cuts or open sores should not be directly involved in food preparation or serving.
- **Please keep hair off your face** or tied back at all times.
- **Aprons** are available for your use.
- **If anyone in your group is feeling ill**, has a cough, sneezes or sniffles, they should not volunteer that day. The ESFV appreciates your dedication to serving our residents; however, prefers that you take the time to heal yourself.
- **Wipe counters and dining room tables with #2 spray bottle solution both before and after use.** Solution is located by the back sink or in the dining room. For sanitation purposes, please use paper toweling.
- **Prepare foods so they are ready for serving time. (Dinner begins at 5:30pm; Breakfast begins at time designated by leader; Snack begins at 8:00pm.** Check the menu that was prepared by the kitchen staff as it will have all food items and instructions that are necessary for the evening meal. Please do not serve any items other than those stated in the menu (as pulling miscellaneous items and serving may alter the cook's next night's food planning). The staff carefully prepares the menu for dinner. Please make sure to prepare all the food that is set out, any food that is left over will be served later at snack time. If you have any questions or feel there is not enough food, please immediately contact the staff.
- **Remove any masking tape labels from steam table pan lids** prior to putting in the ovens.

- **A meat thermometer must be used.** Please refer to the posted guidelines.
- **THE TWO EXHAUST FANS MUST BE TURNED ON AT THE BEGINNING OF YOUR SHIFT.** The exhaust fan switches are on the east wall by the refrigerator and the west wall by the dishwasher. Instructions for any appliance usage are located in this manual.
- **Turn on the Steam Table about 45 minutes prior to serving the meal** so the water is hot enough when you are ready to serve.
  - 1) Open the valves for the steam tables you want to fill. Be sure that the main steam table drain is closed.
  - 2) Open the water supply valve to fill the steam tables. Fill tables with 2 inches of water. Water should not touch the bottom of the pans.
  - 3) To drain the steam tables, open the main steam valve.
- Close off drain (nozzle located under the steam tables); fill bins with 2 inches of water (water should not touch bottom of pans) with buckets. The heating knob can be turned to High for about 15/20 minutes, and then turn down to Medium. Put covers on pans to retain heat.
- **Fill napkins, silverware, cups and glasses** stored along the serving line in the dining room. If you should need bowls or other items look in the cabinets by the microwave in the dining room. Let staff know if any items are low or missing.
- **Make coffee about 20 minutes before dinner or snack is served.** Coffee and filters are near the coffee maker.
- **Put out condiments 15 minutes prior to serving the meal.** Please only serve items specified in menu. Margarine, ketchup, mustard, sauces, salad dressing, etc. can be placed on the microwave counter. When putting out condiments, please only set out a small bowl of each item with a serving utensil and refill as needed. All exposed condiments or self-serve foods (anything not in a squirt bottle) must be discarded at the end of the meal.
- **Please do not snack on food items** while preparing or serving the residents. Volunteers are more than welcome to eat after all residents are finished.
- **Residents will help themselves to the utensils, napkins and beverages.**
- **Residents can have any serving size they wish** and may have second helpings. Please serve all seconds on a clean tray. *Please give children smaller portions so that we can eliminate unnecessary waste.*

- **Dishwasher**
  - Kitchen volunteers are responsible to wash the dishes throughout the meal serving period, to ensure there are enough clean trays/cups/silverware for the residents.
  - Please be sure to turn on the dishwasher exhaust fan, located on west wall.
  - For further operation instructions, please refer to the last section of this manual.
  
- **Drain steam tables**
  - Turn dial(s) off.
  - Open drain nozzle and drain water from beneath basins.
  - Wipe dry inside and clean top surfaces.
  - WATER WILL BE HOT. PLEASE BE CAUTIOUS.
  
- **Clean up**
  - "Left overs" should be covered and placed into containers. **Please do not leave in metal serving trays.** All food needs to be put away, dated, labeled or discarded.
  - Please discard any condiments that were served in open containers or any condiments or foods that residents were allowed to serve to themselves.
  - We do not allow residents to take food outside of the dining room area, if someone should ask, please refer them to a staff member.
  - Please do not take ESFV's food home with you. The ESFV food is purchased or donated for the residents and should not be utilized for other purposes. (This includes left overs, bread, meat, deserts, etc.)
  - Countertops, flat surfaces and sink need to be sprayed down with the #2 spray bottle.
  - Clear off the range, oven and grill. **Make sure the ovens, grills, etc. are turned off and empty.** Empty the grease trays under the range burners and grill. Please refer to the last section of this manual for cleaning instructions of the grill.
  - Check to ensure all dishes, utensils, pots/pans/trays are clean, dry and put away.
  - Please leave all of the kitchen and dining room lights **ON**.
  - Please make sure all beverages are put away and the desserts that are brought into the kitchen are covered and refrigerated, if necessary.
  - Feel free to leave comments on the menu for our menu-planning staff person (comments, problems, suggestions, questions regarding the kitchen, supplies, meals, etc.). Otherwise, the group leader can always contact the Volunteer Coordinator or House Supervisor on duty.
  
- **SNACK FOOD** – Dinner volunteers may see a snack menu and snack foods next to the microwave in the kitchen. This is there because we provide a snack to the residents nightly after dinner. Please do not remove any of the foods from the snack area to be part of the meal you are serving.
  
- **FIRST AID** – Note there is a first aid kit located above the sinks in the kitchen on the north wall.

## DINNER GROUPS:

The meal is served in two shifts: 5:30-6:00pm for Women and Families 6:00-6:30pm for Men

- When the meal is ready, please call the receptionist or staff to notify them. The staff will also be checking in with you prior to notifying the residents.
- One person is needed to serve each of the following items:

Main course	Vegetable	Fruit	Side Item	Dessert
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- One person will be stationed as a dish washer, removing and empty full dish tubs throughout and after the meal, as needed. (As residents complete their meal, it is the resident's responsibility to bring their food tray to the garbage/dirty dish area. The resident will scrape the plates and stack them on the cart. The resident will be responsible for placing the silverware in the appropriate containers, stacking their trays & cups in the dirty dish tubs.
- Please count the number of adults and children eating and record on the space provided on the menu. This helps us to track total number of meals served for our statistics.
- Feel free to write any comments about the recipe, kitchen supplies, etc. on the menu.
- **Dinner foods will generally be pulled out of the refrigerator** by staff ahead of time. This helps to ensure the right foods are being prepared. The staff also checks to make sure enough food is set out for that day's count of residents.
- **Dinner groups make lunches.** Contents for bag lunches are posted in the lunch cabinets. Bagged lunches include 2 sandwiches for adults, chips/snack, fruit and dessert if available. Children's lunches include one sandwich, a fruit, and another small snack item. Please ask staff if you feel there are not enough of the above items to make a complete lunch. The lunch sign up list is located at the front desk. Please be sure to label each bag with the resident's first name, first two letters of their last name (Example: John Sm) and the date in which the lunch is for (date on the lunch list). Sandwich meat and cheese can be found in the large stainless steel (double door) refrigerator. Chips and snack items are located in the kitchen cabinets. Place the bagged lunch into the refrigerator in the dining room. (Please do not throw out lunches that you may find in the refrigerator – these will be picked up by 3<sup>rd</sup> shift workers working that day.) Place lunch sign up list on the clipboard with the menu.
- **Dinner Desserts** All dinner groups are responsible to bring desserts as part of their contribution to the ESFV. Your group members can drop off desserts throughout the day or bring in desserts as each member arrives. Please do not serve desserts immediately – do so after most people have had the first serving (otherwise children will often eat dessert as their evening meal.) Please do not set out the desserts on the cereal counter. Cut/prepare the dessert as necessary (can be left in serving containers) and then offer from the serving line or carry around the dining room and offer to the residents. (This prevents the spread of germs.) Please fill out a donation receipt at the front desk so that we can record and acknowledge any food donations.

# Appliance Usage Instructions

## Dishwasher

- Turn the Dishwasher Exhaust Fan switch ON located on west wall of kitchen.
- Soap will automatically be dispensed by the machine.
- Do not put any dish detergent directly into the dishwasher (Dawn, Ivory, Palmolive, etc.) If you need to pre-wash/scrub a dish/pot/pan/etc. prior to putting in the dishwasher, please do so in the sinks on the north side of the kitchen. Rinse thoroughly so that the dish soap is NOT transferred into the dishwasher. If dish soap gets in the dishwasher, the cycle will overload with soap suds and will result in an overflow of suds onto the floor.
- DO NOT turn off the machine on the control panel.
- Any item that can fit in the dishwasher easily should be washed in the dishwasher. If an item does not easily fit, please wash in the sinks on the north side of the kitchen.
- All recyclable items should be rinsed and labels removed before discarding. Please remember to recycle correctly, see labels on containers for details.
- Any excess food should be scraped from the dishes before being placed in the dishwasher.
- Run trays, dishes, silverware, etc. through dishwasher (silverware has a special red rack so that it doesn't slip through the holes of the dish rack into the dishwasher).
  - ❖ Rinse dishes before putting in washer
  - ❖ Load racks with dishes
  - ❖ Slide rack of dishes into machine
  - ❖ Place a rack on top of dishes so they don't move around during the cycle.
  - ❖ Push doors down – the machine will engage
  - ❖ When the cycle stops completely, open doors & slide rack out (CAREFUL-HOT!!!!)
  - ❖ Dishes must be air dried

**\*The water & steam are very hot and dangerous. Do not open doors during wash/rinse cycles.\***

## Convection Oven

- Before using the oven, the exhaust fan MUST be on. The fan switch is on the east wall.
- Lower the temperature 25 degrees from basic recipe, as the oven is more powerful than a conventional oven.
- Turn on the blue blower button (doors should be closed).
- Turn the heat dial to needed temperature (use inside ring temps).
- Cool down button should remain on automatic.
- Blower will turn off when doors are opened.
- Timer will work only if power is on.
- When turning off, turn off blower first, and then turn off temperature. Turn dial back to 0

## Grill (Gas)

- White dials heat the grill top. Preheat for 5 minutes before using.
- Use pan and grill oil only.
- When cooking, far back corners of the grill are cooler.
- The top of grill is warm even when turned OFF.
- Remember to empty grease (once completely cooled) from traps under burners and grill after use into the garbage.
- **To Clean** - Use grill scraper to clean the surface of the grill and use the grill cleaner liquid. Empty and clean grease trap pans under burners and grill.

## Stove Top (Gas)

- Right dial controls front burner
- Left dial controls back burner
- Only if pilot light is out, relight by pushing red button on the bottom/middle of the unit if this does not work please use lighter found in the drawers under the center tables.

## Fire Safety

- A fire extinguisher is located next to the kitchen door
- The kitchen is also equipped with an Ansul dry chemical system. If there should be a grease fire on the range or grill, the Ansul system will activate automatically. If needed, you can manually activate the Ansul system by pulling silver switch located to the left of the entrance door to the kitchen. Once activated, the chemicals will be released from the nozzles above the stove and the fire department will be notified.
- A fire escape route can be located by turning right or left when exiting the kitchen and following the hallway to the stairwell.

## Proper Attire

Please dress appropriately when coming to volunteer at the ESFV. We ask that you do not wear any revealing tops or skirts and that your midriff is not exposed. It is recommended that pants and closed toe shoes be worn for your own safety. Offensive language/graphics are not permitted.

## Questions

Please feel free to ask any questions or express any comments, suggestions, or concerns to the staff on duty or the Volunteer Coordinator. They will be more than happy to assist you in any way they can!

## Telephone Use

- **To place an outgoing call:**
  - Press line Call 1 or Call 2. Dial 9 and the telephone number
- **To contact Staff:**
  - Lift receiver. **Dial 100 for the Front Desk or 101 for the House Supervisor.**