



# Washington City Church of the Brethren

Continuing the work of Jesus. Peacefully. Simply. Together.

## **Dear Volunteer:**

We thank you for the gift of your time to the Brethren Nutrition Program. With your generous service, we are able to offer hot nutritious lunches and a comfortable place to gather for needy men and women on Capitol Hill. We've put together a brief orientation in order to help volunteers understand food safety principles and to also have an introduction to our clientele. Please read the following two pages and sign the accompanying form, confirming for us that you understand and agree what you have read.

## **Part One: Food Safety**

Whether you are a new volunteer or one with much experience, it is essential to follow food safety procedures when handling and serving food. In order to keep our clients safe, we ask that you read and follow the following guidelines when working in our facility:

### **A) Hand Washing**

- 1) Wash hands with soap and warm water for at least 20 seconds:
  - a) Before starting work,
  - b) After using the restroom,
  - c) After coughing, smoking, eating, drinking, handling raw food, handling dirty dishes or garbage,
  - d) Only in approved hand washing sinks.

### **B) Gloves**

- 1) After washing hands, put on disposable gloves:
  - a) Change gloves a minimum of every four hours while working.
  - b) Change gloves if they become soiled or torn.
  - c) Change gloves after handling raw meat or when beginning a new task.

### **C) Personal Hygiene**

- 1) Before beginning work at the facility:
  - a) Bathe or shower,
  - b) Put on clean clothing, appropriate shoes, and a clean hair restraint or hat,
  - c) Remove jewelry from hands and arms (except wedding band),
  - d) Put on clean apron (and remove when using the bathroom),
- 2) During food preparation or serving:
  - a) Avoid touching hair or picking nose,
  - b) Cover any wound with a clean dressing and any wound on hands with a dressing and glove,
  - c) Avoid eating, drinking, smoking, or gum chewing in food preparation area.

### **D) When to stay home:**

- 1) If you have vomiting or diarrhea,
- 2) If you have a sore throat with fever,

3) If you have an illness with the symptom of jaundice.

### **E) Serving**

- 1) Serve food only into clean trays, plates or bowls (no other containers).
- 2) Serve food only with clean, sanitized utensils or gloves,
- 3) Protect food from service from being contaminated by covering with lids.
- 4) Do not allow guests to serve themselves from food service area.

## **Part Two: Social Interactions with Guests**

Our guests come from a variety of backgrounds: homeless and housed, no income or very low income, female and male, white and black, Washingtonians and Californians and people from abroad.

Some of our guests face many challenges each day: lack of affordable housing or regular employment, mental health problems, substance abuse issues, and more. We ask that you do not make any assumptions about our guests' backgrounds, as everyone is coming from different places. It is wonderful to talk to them and engage them as regular people. We ask that you refrain from asking questions about their lives and circumstances—they may offer details about their circumstances as they get to know you or have conversation with them.

### **Conflict Resolution**

At times, interactions between guests or between guests and staff/volunteers may require some conflict mediation. If you find yourself in a situation where things are getting heated or a guest is particularly frustrated, please consider the following:

- Ask the person in question to please hold on a moment and call over the kitchen supervisor
- Be gently firm with the rules as you understand them
- Respond with calm, low voices
- Be kind and courteous, even though the person may not be.
- Focus on the actual problem, need, or want, rather than the other person's or your own emotions. What are they asking? Why are they asking this? Is there a larger underlying issue here that is manifesting itself in a different way?
- Imagine your bad days and add the stress of the street, mental health issues, and other problems compounding those bad feelings. This is not to make excuses for others' inappropriate actions but to help foster empathy.