



DELIVERY VOLUNTEER HANDBOOK

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Angel's Creed

T. D'Agostino 1991



I am here to be helpful.

I take care of myself so that I can help take care of others.

Although the tasks I do
may seem small or unimportant, I contribute light and
healing by the very fact that I show up and care.

I remember that the only correct way to do anything
is to do it with love.

I bless myself by helping others.

I am rich with the gifts of compassion, understanding,
joy and hope – that I freely give.

I believe that one person can make a difference.

KITCHEN



ANGELS

AN OPEN LETTER TO OUR VOLUNTEERS

Dear Volunteer:

Welcome to the flock! You've joined what I consider to be the most talented, motivated, efficient, and caring family of volunteers I've ever had the privilege of working with. Did you know...

- Kitchen Angels employs only four full-time and one part-time paid staffers: the Executive Director, Director of Food Services, Client Services Manager and Community Liaison. Everyone else is a volunteer, including our Board of Directors, our guest chefs, our prep cooks, our driver coordinators and our delivery team.
- Kitchen Angels maintains an active workforce of about 360 volunteers. Each weekday, a different team of 50 volunteers plans, prepares, packages, and delivers hot, nutritious, delicious meals to our life-challenged, homebound clients. Including committee and board members, holiday and visiting volunteers, we typically see over 550 volunteers come through our doors in an average year.
- Some of our volunteers have been with us since our founding in 1992. Our oldest volunteer is over 91; our youngest volunteer is just 10 years old.
- Our volunteers include women, men and young people of many different ages, ethnicities, economic circumstances, and educational backgrounds. We have corporate executives washing pots and pans, gallery managers delivering meals, educational diagnosticians picking up food donations, attorneys packing meal bags. One of our best delivery room workers is a high school sophomore. At Kitchen Angels we believe in matching volunteers to the tasks they think they might enjoy the most, so speak up if you see something you'd like to try!

Together we can fulfill the vision of our founders, Tony D'Agostino, Leise Sargent, and Anna Huserik: ending hunger among Northern New Mexico's life-challenged homebound ineligible for other food service charities. So whatever your task at Kitchen Angels, whether it's chopping lettuce in the morning shift, coordinating a weekday delivery team, finding a substitute to take a shift when you are unable to show up for a regular shift, or staffing a Kitchen Angels information table at a special event, know that you're an indispensable link in a chain of life-giving nurture. For without each of us doing our parts to the best of our abilities, our homebound, life-challenged clients would have nothing to eat today.

Welcome to Kitchen Angels. You're an angel in our book!

Gratefully,



Executive Director

KITCHEN



ANGELS

Kitchen Angels is dedicated to providing free, nutritious meals to our homebound neighbors facing life-challenging conditions. Our mission is accomplished through the talented efforts of over **360 active volunteers** who donate **32,249 hours of service** annually. We have 4 full-time, paid staff members.

Everyone involved in the direct provision of nutrition services to the critically ill and/or elderly knows that **appropriate nutrition is a key component in successfully managing any critical or chronic disease**. We also know that vulnerable populations who are well nourished are less prone to opportunistic infections and hospitalization.

We know that food and nutrition programs help to keep families together, keep communities stable and bring dignity, hope and independence to vulnerable and ill individuals. With the **cost of feeding one individual for an entire year being equal to the cost of one day in the hospital**, there is great economic sense in supporting nutrition programs. We know that food and nutrition programs prevent doctors, hospitals and social service agencies from being overwhelmed.

New Mexico has safety net programs for women and children and individuals over 65 years, but nothing designed to meet the needs of **the homebound who fall outside of these groups**.

In 2015, we were able to provide service for each individual who met our criteria. Kitchen Angels has never had a waiting list for service. In our twenty-three year history, we have prepared and delivered over **1,017,415 meals** to more than **5,000 homebound individuals**.

From our most recent Client Satisfaction Survey, we learned that

- 98% of our clients experience a high level of satisfaction with our service
- 77% reported their **diet had improved** since beginning our service
- 47% had experienced **improved health** as a result of consistent nutrition
- 83% stated Kitchen Angels service has improved their ability to afford medications
- 97% of our clients reported they **could not remain** in the comfort and familiarity of their homes without Kitchen Angels. Of this percentage
 - 87% **do not know where** they would go to live
 - 10% thought they would **become homeless**

As a support program, Kitchen Angels provides a continuum of service that helps to maintain the physical and emotional well-being of those we serve. Kitchen Angels meal program provides services to meet the **basic needs of individuals** who cannot provide adequate nutrition for themselves.

In a letter, one of our clients wrote: "The wonderful dishes you sent, and the dear Angels who delivered them, made a very real difference in my life every day. While the delicious food

allows those whom it helps to **retain their pride and dignity**, and the Kitchen Angels do that.”

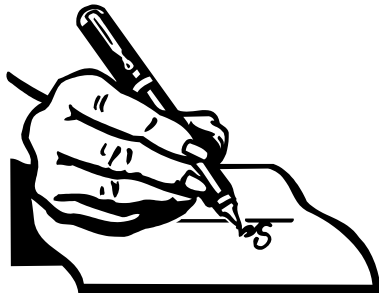
Kitchen Angels strives to provide well-balanced, healthful and appetizing meals to all individuals eligible for service. Our talented volunteers and caring supporters believe that no one in our community should go hungry.

Kitchen Angels Programs



Kitchen Angels offers several programs which serve our homebound clients in the Santa Fe area and beyond.

1. **Weekday Meal Program:** Meals are, under normal circumstances, freshly prepared the day they are delivered to the client. Meals generally consist of entrée, cooked vegetable, soup/salad, bread, and fruit or dessert. We offer three meal tracks to accommodate our clients’ different dietary needs: Regular, Vegetarian, or easy to digest Restricted.
2. **Frozen Meal Program:** This program provides frozen entrees to clients requiring weekend meal support. Weekend meals are delivered on Thursday or Friday with the client’s regular meal. We want to ensure that our clients aren’t hungry over the weekend when we aren’t delivering.
3. **Extended Family Program:** In our efforts to expand service to clients outside of our current delivery area, we have a program whereby a friend, neighbor, or caretaker can drop by Kitchen Angels to pick up a week’s worth of frozen meals for a qualifying client.
4. **Whole Fresh Fruit Program:** Each week we send a bag of whole fresh fruit so that our clients will have healthy nutritious snacks every day of the week.
5. **Nutritional Shake Program:** For clients requiring supplemental nutrition, meal replacement, or nutrition to take with medication, Kitchen Angels offers Ensure shakes.
6. **Pet Food Program:** Since 2008, Kitchen Angels has partnered with the Santa Fe Animal Shelter and Humane Society to deliver pet food to our homebound clients with pets. The shelter was seeing pets returned to them, so in an effort to keep pets at home and well fed, we deliver a week’s worth of re-packaged cat and dog kibble to those requesting it.



Signing Up

Before a volunteer can begin working for Kitchen Angels, he or she must fill out and sign several documents: the **Kitchen Angels Volunteer Application**, the **Volunteer Oath of Confidentiality** (on back of volunteer application), the **Volunteer Agreement** (on the back of handbook), and the **Crime Search Authorization Form**. Any information you put on these forms will be kept in strictest confidence.

1. **The Volunteer Application** records your basic contact and biographical information, lists the main volunteer opportunities at Kitchen Angels, and invites you to check off those opportunities that interest you. It's our policy, whenever possible, to match volunteers with those duties that interest them the most.
2. **The Volunteer Oath of Confidentiality** asks you to formally agree to abide by some basic standards of behavior while you're engaged in fulfilling your Kitchen Angels duties.
3. **The Volunteer Agreement** outlines some of the important duties you agree to as a Kitchen Angels volunteer. It is to be signed **after** reading the volunteer handbook. You can also help us improve on orientation by filling out the feedback form.
4. **The Background Check Authorization Form** gives Kitchen Angels authorization to run a background check on our drivers so that we can ensure they have not had previous felony convictions. This is to safeguard our clients. After running the report, we black out your social security number so as to keep your information confidential.

Chances are you've already filled out and signed these forms (currently printed back to back and available in the office), but if you haven't, **do so as soon as possible**.



Arrival Times & Signing In

When you arrive at the Angel Depot for your shift, you must **sign in**. Delivery Coordinators and Delivery Volunteers **sign the book** to the right of the back door to the Delivery Room.



Signing in enables us to keep track of precisely how many volunteers have worked in a given week and how many hours they have worked. **This information is used to secure certain grant monies for Kitchen Angels.**

Please remember that when you agree to a certain shift on a certain day of the week, **we count on you**. Pick a day that allows you to complete your full shift and please don't schedule conflicting activities. If something should come up that interferes with your dedicated time to Kitchen Angels, **please find a substitute for your shift and call the office** as soon as possible. We have a substitute delivery volunteer list available in the delivery room as well as the main office.

1. **Delivery Coordinator Volunteers** work a shift from **3:30-5:30 PM**. (Once in a while, a driver will come in late or not show up at all, so there is a chance a delivery coordinator might have to stay as late as 6 PM or drive a route.)
2. **Delivery Volunteers** may pick up their meals any time between **4:15-5:15 PM**.
3. **Please stick to our official schedule.** We contract with each client for delivery between **4:30-6:30 p.m.** If you arrive early, someone could miss the vital nutrition everyone's effort focused on providing for that day.



Observing Confidentiality

When you sign on as a Kitchen Angels volunteer, you sign an Oath of Confidentiality. By signing the Oath, you agree to keep all information, names, and conversations regarding all former, current, and new clients strictly confidential.

The Oath is important not only for legal reasons, but also because:

1. Many of our clients, once proud and self-reliant, are uncomfortable having to rely on charity for their meals;
2. Fearing predation or discrimination, they may not want anyone knowing precisely how ill they are and what is making them sick.

Kitchen Angels is so protective of our clients' anonymity that we don't even put the Kitchen Angels name or logo on any of the bags or forms we take to our clients' doors.

Finding Substitutes

If you know ahead of time that you aren't going to be able to make your shift:

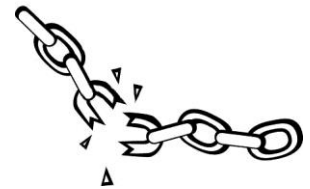
1. **Notify the office** immediately and **let us know who you've found** for a substitute. For your convenience, "buddy" lists, replacement driver and driver coordinator lists are located in the delivery room close to the sign-in book and in the main office.
2. **If you can't find someone on one of the lists, why not ask:** a friend, a relative, or an interested neighbor.



Remember: Each Kitchen Angels volunteer is a **vital link** in a **chain of nurture** that makes life and dignity possible for our homebound, life-challenged clients. Our homebound, life-challenged clients are depending on us to take their needs seriously. If we don't, who will?

If You Can't Make Your Shift

Don't be a missing link in the chain of nurture! As we've said previously in these pages, no-shows are no-nos at Kitchen Angels. If you know ahead of time that you won't be able to show up on a specific day...



Please find a replacement for yourself.

Another volunteer might like to switch days or shifts with you; or perhaps a friend who doesn't currently volunteer might enjoy doing so. The Volunteer Coordinator keeps a list of the names and phone numbers of all our active replacement drivers, as well as a "buddy" list of regular delivery volunteers that might switch days with you. This document is kept in the delivery area by the sign-in sheet.

Please **don't leave this task for the Volunteer Coordinator or the Office staff** to do. It's your responsibility. Of course, we'll always help in an emergency situation.



Job descriptions for both driver coordinator and delivery volunteer positions are included in this handbook. Please familiarize yourself with each of them to ensure a smooth and pleasant process for everyone!

DRIVER COORDINATOR DUTIES

Arrive at Kitchen Angels no later than 3:30 pm

Shift: 3:30 pm – 5:30 pm (and occasionally until 6 pm)

1. **Sort** Routing Slips
2. **Greet** Drivers
3. **Pack** Meals
4. **Distribute** Sample Meal
5. **Complete** Daily Duties
6. **Drive** in Emergencies



1. Sort Routing Slips

- a. Assess Master Routing Schedule
 - i. Familiarize yourself with all substitute drivers as noted on the master Delivery Route Sheet
 - ii. Note any regular drivers that may be taking additional routes
 - iii. Note any special instructions
- b. Cut & Staple Delivery Slips
 - i. Group slips into routes by number and cut in half
 - ii. Staple slips onto pleated end of delivery bags & place bags on shelves
 - iii. If a delivery slip is missing for a client that should be eating:
Notify staff immediately. If staff is unable to assist you:
 1. Locate master slips in master slip notebook.
 2. Remove appropriate slip.
 3. Let office know that a master delivery slip has been used.
- c. Locate menus (holidays only)
 - i. Staple to side of each bag
 - ii. Staple one menu to the "Sample Meal Evaluation Form" and attach it to the side of the sample meal bag.

2. Greet Driver

- a. You are the embodiment of Kitchen Angels for our drivers. Please promote the service we provide to our clients by your friendly manner, even temperament and helpful attitude.
- b. Ask them to sign in.
- c. Make them aware of where the bags for their route are located.
- d. If a substitute driver needs a thermal bag, ask the front desk. If possible, help carry delivery bags out to their vehicle.
- e. If a driver tells you they will be absent, remind them to pick up a substitute driver list and phone the office with the replacement's name.
- f. Know your drivers' habits. If John is usually waiting at 4:15 pm and has not shown up at 4:45 – give him a call. With a reminder, most volunteers can drive over by 5:15.



Hint: *If a driver has not shown up by 5:15pm, try giving him/her a call. If the driver has not shown up by 5:30 pm, unless he/she normally shows up at a very late time, you need to divide that driver's route with any remaining drivers; or simply deliver the meals yourself. Call the missing driver and find out what the problem was. It does happen that a driver will simply forget. BE NICE... Often the driver is horrified that they forgot and does not need to be scolded. If the driver misses on a more regular basis, the office may need to call and clarify the situation, as well as our expectation. Our goal is to KEEP our volunteers and we must have a strong commitment from all volunteers to honor their responsibility.*

3. Pack Meals

- a. Have the driver place bags in front of you—on the distribution table—with the routing slip facing the refrigerators.
- b. Check each routing slip for Special Courses.
 - i. Orange – Gluten-Free
 - ii. Yellow – Vegetarian
 - iii. Green – Allergy
 - iv. Blue – Altered Texture
 - v. Red - Restricted
 - vi. Thursday & Friday Frozen highlighted.
 - vii. Other – This rectangle has all “unusual” instructions regarding food issues
 1. Some clients receive a full meal plus multiple frozen entrees
 2. Be aware of ingredients when distributing frozen entrees
- c. It is a good practice to secure all **special meals** before going on to the regular clients.
 - i. Place all courses in front of the bags before packing
 - ii. **Pack the Soup & Entrees (hot or cold) in the Thermal Bags & the remainder of the courses in the grocery bags.**
- d. Near the end of your shift, if you know there are going to be “extra courses,” please distribute them in the remaining bags. Left over salads rarely hold for

another day. Ask the drivers; they always know which clients like to have additional food.

Hints: *Restricted meal errors are the most common ones made. Please get in the habit of checking for the highlighted courses **before** the regular meals and **double check** before anything is packaged! Any restricted meals remaining at day's end **must be delivered to the intended recipient.***

When there are drivers waiting, place the completed route on the end of the table (facing the door) and begin the next order.

4. Distribute Sample Meal with Questionnaire

- a. The kitchen prepares two additional meals for emergencies (sometimes the crew miscounts); use it for an additional course if it is needed.
- b. Near the end of your shift, do a quick inventory of courses and remaining bags. If courses are coming out evenly, offer the Sample Meal to one of the drivers. Have them evaluate the day's offering and **return** the Questionnaire as soon as possible. Questionnaires are kept in a folder in the delivery area.

5. Complete Daily Duties

- a. Consolidate meals on trays and place in the back refrigerator.
- b. Bring rolling racks & empty trays to dishwashing station in the kitchen.
- c. Turn off and unplug food warming equipment (FWE).
- d. Turn off light in refrigerator.
- e. Clean off food staging table.
- f. Lock back door behind you as you leave.

6. Drive in an Emergency OR a No Show situation

- a. There are times when you will simply have to deliver meals yourself. Drivers have emergencies, do not make us aware of their absence, or simply forget. Your job is to guarantee delivery of the day's meal by 6:30 pm.
 - i. Divide the route between yourself and the other coordinator and deliver the meals.
 - ii. No matter WHAT the situation, the bags must be delivered. Our clients' health and sense of well-being depend on our delivering food to them.

Hints: *Our goal is to make **your** experience at Kitchen Angels satisfying and fun too! Please make sure you have allocated enough time to accomplish your shift goals. Arrive on time so that you can get an overall sense of the day's rhythm and handle any potential problems—before they present themselves. Also, keep in mind that everything we accomplish is based on relationships. If a driver knows that you, personally, are counting on his/her performance, they are much less likely to let you (and ultimately, our clients) down.*

Delivery Procedures

BEFORE DELIVERY SHIFT

Call 471-7780 to reach the office and report you are running late or cannot drive due to an emergency. Our mission is to deliver a delicious, nutritious meal—ON TIME—each and every weekday.

AT KITCHEN

1. Arrive between **4:15 & 5:15 p.m.** Not earlier, not later. Please be prompt.
2. Sign in
3. Locate your route on the shelves and bring bags to Driver Coordinator table with client slips facing Driver Coordinator in the order you plan to deliver.
4. Familiarize yourself with the menu in case your clients ask.
5. Check your clients' delivery slips each day for **special instructions**. Information regarding frozen meals, client assistance, whether or not a client will be home, pet food, etc. will be noted in the **"Instructions"** and **"Other"** fields.
6. For clients receiving pet food services, place pet food and/or cat litter in a separate paper bag from the client's food bag.
7. **Compare contents of bag with delivery slips before leaving.** Our driver coordinators work very hard to insure the proper meal gets to the correct person but it doesn't hurt to work with the driver coordinator and double-check bag contents of the brown grocery bags and the thermal bags before leaving the Kitchen Angels parking lot.
8. Keep a supply of "Not at Home" slips in the pocket of your bag.

AT CLIENTS

1. Remove delivery slip before handing our client the meal.
2. If dogs are not confined, entrances are unlit or other obstructions bar easy access to a client's home do not put yourself in danger. Phone KA and let us know. We will call to remind the client of his/her responsibilities.
3. If you find that a client has passed out, fallen out of a wheelchair, or is in some other distress, please **call 911** and wait until help arrives. Please **do not** attempt to move someone without professional help as he/she or you might get hurt.
4. If a client is not home **and** if you call his/her number on the delivery slip **and** he does not answer **do not leave his meal; but, do leave a "Not at Home" slip and please call 471-7780.**
5. Visiting is encouraged, but not required
6. Do not wear strong fragrances.

7. If directions are confusing, please call 471-7780 with corrected information. Also if house numbers are not visible, please let the office know so that we can remedy the issue.
8. Keep your Thermal Bag **clean and sanitary**. Except for the removable metal frame, every piece of the bag can be cleaned in your washing machine at home. There is also a bucket of sanitizing water available in the kitchen for your convenience.
9. Please bring recycled bags from clients back to Kitchen Angels the next time you are driving.

⇒ Each thermal bag costs our program \$125. Please take good care of the one entrusted to you. Keep it **clean**, in **good repair** and **ready** for your next delivery of vital nutrition. Thank you!

Confidentiality

A number of clients express concern about their privacy, and we should take precaution to ensure complete discretion.

- Avoid wearing anything that says "Kitchen Angels".
- Do not display anything in your car that advertises "Kitchen Angels".
- If asked, say you are "delivering food".
- Do not take delivery slips into our clients home, destroy them when your route is finished.

**WE ARE ALWAYS IN NEED OF NEW AND ENTHUSIASTIC DRIVERS.
ENCOURAGE A FRIEND TO VOLUNTEER WITH US HERE AT KITCHEN ANGELS.
THERE ARE BROCHURES ON THE SIGN-IN TABLE. PLEASE SHARE OUR MISSION
WITH OTHERS!**

Your visit to our clients mean more to them than most of us will ever realize.



Thank you & drive safely.

If you arrive before 4:15

Although our kitchen often feels like a family affair, in fact we are classified as a commercial establishment under the laws of the State of New Mexico, and we must follow the State's commercial food prep sanitation guidelines to the letter.

EVERY TASK AT KITCHEN ANGELS IS TIMED ACCORDING TO FOOD SAFETY REGULATIONS AS WELL AS TO GIVE EACH STEP ALONG THE WAY SUFFICIENT TIME FOR COMPLETION.

This means that the kitchen crew may still be preparing a delicious, nutritious meal as late as 4:00. When the meals are completed and packaged, they are placed in our food-warming oven or refrigerator to maintain a safe temperature.

WHEN YOU ARRIVE EARLY, NO MATTER HOW GOOD YOUR INTENTIONS, MISTAKES ARE OFTEN MADE AND OUR CLIENTS DO NOT RECEIVE THE PROPER MEALS.

The kitchen and your driver coordinator work very hard to insure the proper meal gets to the correct person. Please give them sufficient time to complete their jobs. If the kitchen volunteers feel rushed, meals may lack important elements that certain clients might need. Bear in mind also that most of our life-challenged clients have compromised immune systems. Food improperly prepared could make them sicker.

PLEASE DO NOT INTERFERE WITH THE KITCHEN CREW AS THEY WORK. THE MEAL IS NOT SCHEDULED TO BE COMPLETED UNTIL 4:30 PM.

When you are rushed and **MUST** deliver early...

PLEASE:

1. Phone the office (471-7780) and let us know. We'll alert your Driver Coordinator and do our best to accommodate your emergency schedule.
2. **Phone each client on your route from Kitchen Angels and make certain they will be home before 4:30**
3. You may need to double back and deliver if a client isn't home yet.



Our day is programmed for deliveries to begin from Kitchen Angels **NO SOONER THAN 4:30 PM.** Your cooperation helps to ensure a safe and certain delivery for each of our clients.

Troubleshooting & Emergencies

Here are some common problems delivery volunteers face at one time or another in the course of their service with Kitchen Angels.

“What if I am delivering food and there is no one home?”

When clients sign on with Kitchen Angels, they accept responsibility for being at home to receive their meals between **4:30 and 6:30 P.M.** each day that they are scheduled for delivery. They also agree to inform the Kitchen Angels office 24 hours in advance if they know they are going to be absent. However, sometimes clients forget to let us know; or fall asleep during the delivery period; or are unexpectedly late to return from a doctor's appointment; or simply blow off their responsibility. But sometimes a no-show client has taken a sudden turn for the worse and either has been rushed to the hospital or is lying at home too ill to answer their door. On one occasion, a Kitchen Angels delivery volunteer saved the life of one of our clients who had fallen in her bathtub and been unable to climb out of it. She lay for several days over a weekend in the tub, subsisting on water-drips from the tub faucet, until our volunteer got suspicious at her uncharacteristic no-show and called the police. The client was rescued.

In any case, **if your client doesn't answer their door:**

1. **Check delivery slip instructions.** If no special instructions (on slip or from office), do *not* leave food. Leave a **“You Were Not At Home”** slip on their door.
2. From your car (if you have a cell phone) or from home after you finish your delivery route, **phone the client** to make sure he/she is OK. If the client does not answer her phone (let it ring a good long time to allow dozing clients to wake up or clients with impaired mobility to reach their phone), **phone the emergency number** on your client's delivery slip and explain the situation to the client's emergency contact person. Ask them to investigate and to **call Kitchen Angels** to let us know what happened.
3. **Phone Kitchen Angels** at 471-7780 to report your no-show client.

"What if I arrive at my destination and there is an angry dog in my path?"

1. **Never** put yourself in danger. Upon intake our clients agree to restrain animals at all times.
2. **Do not** get out of your car.
3. **Phone KA** and let us know. We will call to remind the client of his/her responsibility.



"Directions are not correct & I can't locate the client's home."

1. If before 5:30, **phone KA** for clarification;
2. Make **corrections** on slip & give to office ASAP;
3. Phone KA voice mail with the **correct directions**.

Always check your delivery slip for:

1. **Name of client** (you occasionally get a new client);
2. **Current address** (people sometimes move);
3. **Special instructions** (some clients need help).

Sanitation Rules

Kitchen Angels is classified as a commercial establishment under the laws of the State of New Mexico, and we must follow the State's commercial food prep sanitation guidelines to the letter. If any volunteer fails to observe all guidelines, Kitchen Angels can be closed down by the Health Department, and our clients will be left without meal support. Bear in mind also that most of our life-challenged clients have compromised immune systems. Food improperly handled could make them sicker.

If you observe another volunteer breaking a sanitation guideline, alert them to their lapse or tell the Director of Food Services immediately. *We urge you to take these rules seriously.*

Personal Health:



- Never work when you are ill. Cold and flu germs can get in the food or on the meal packages.
- Your illness can be passed on to the other workers and the people who eat the food you touch.
- Germs from cuts, boils, burns and rashes can make people ill.
- Blood from a cut can carry disease.
- Always keep cuts and burns covered. If you have a bandage on your hand, you must cover it with a glove or finger protector if you work with food.

Eating or Smoking:

- Eat and drink in designated areas only.
- The Coll~Green Angel Depot is a smoke free facility.
- Please refrain from smoking while volunteering.



Hand Washing

One of the most important things that you can do to prevent food borne illness is to keep your hands washed:



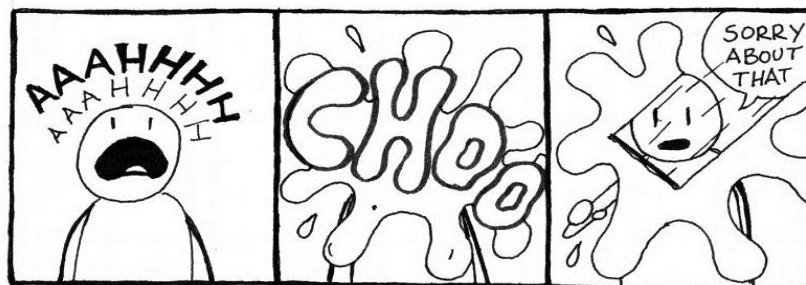
- Before beginning to prepare or deliver food.
- After touching your hair or your face.
- When you touch anything other than the food you are working on, such as the telephone, garbage can, dirty dishes.
- After using the restroom.

Proper Hand Washing

- Wet hands and arms with warm water.
- Use antibacterial soap, and lather hands and arms up to the elbow.
- Wash thoroughly, using a nailbrush.
- Wash for 20 seconds.
- Rinse thoroughly under running water.
- Dry hands with disposable paper toweling, or hot air dryer.
- You must dry your hands!

Coughing and Sneezing

If you must sneeze, back away from food, turn away, and cough or sneeze in the sleeve of your shirt or jacket. Immediately wash your hands.



HIV/AIDS Health Precautions

According to the **Center for Disease Control**, the human immunodeficiency virus, or HIV, is present in blood, semen or vaginal fluids of infected persons, and is usually transmitted by:

1. Having unprotected sex with a person infected with HIV.
2. Using, sharing or sticking yourself with a needle or syringe that has previously been used by or for a person infected with HIV.
3. Contact with infected bodily fluids.

If you follow these easy guidelines during your deliveries, they can result in a much more positive experience for you and the client;

1. First and foremost, any driver with an infection himself should avoid contact with clients with AIDS. Remember, their immune systems are greatly diminished, and they are at risk from these infections. So if you are feeling ill yourself, please avoid delivering until you are better.
2. Avoid direct contact with blood or body fluids. All hospitals have adopted what are called *Universal Precautions*, which mean that all persons are treated the same: we handle all body fluids of all persons as if they are carrying a disease. Gloves should be worn for any contact with mucous membranes, non-intact skin, or body substances (such as blood, feces, urine, wound drainage, and oral secretions).
3. If you do come into contact with any of the above, wash your hands immediately. A good 15-second hand wash using a vigorous friction is adequate. In addition, wash your hands after removing gloves.

Call 471-7780 if you have any questions or concerns regarding contact with clients.

Remember: **You cannot get AIDS from close contact with a person with HIV.** So it's okay to shake hands or even give a hug. Delivering has been a rewarding experience for many of us. So follow these easy steps and *happy delivering!*



Other Volunteer Opportunities

Delivery Coordinators work between 3:30 and 5:30 p.m. Delivery Coordinators greet our drivers, custom pack the client meal bags and ensure that our clients get the correct meal. Driver Coordinators stay very busy. If you like people & are detail-oriented, this very important position is for you. This volunteer opportunity involves setting up bags, and filling them up when the drivers come in! Some days you'll need to fill in for a no-show driver to make sure each of our clients receives a meal, on time, as we promise.

Delivery Volunteers may pick up their meals any time between 4:30 and 5:15 p.m. The delivery window is between 4:30 – 6:30 pm. Deliver between 5-10 meal bags using your own vehicle.

Emergency Drivers help us out by being on call certain days of the week...you pick the days.

Special Events shifts vary with the event; contact the office at 471-7780 to learn more about when and where events will take place.

Kitchenality is our kitchen item re-sale store. It is currently open M-F from 10-5 and Saturday from 10-2. Please contact the office if you're interested in helping in a retail capacity.

Job Reference Requests

Occasionally present and former volunteers ask us to provide them with references to show prospective employers. We are happy to consider such requests provided a volunteer has demonstrated reliability and teamwork and has no history with us of standards violation. Address reference requests to the Community Liaison at 505-471-7780.

Special Events & Projects

Fundraisers

Angels Night Out

Adventures à la Carte

Collectible Box Auction

Mid-April

July through October

October

Regular Projects

Kitchen Angels Express

Halo Headlines

Our bi-annual newsletter

Our monthly volunteer e-newsletter

Special Projects

Spirit of Giving Project

First Saturday after Thanksgiving Weekend

Orientation Feedback Form

1. What aspect of the orientation was most informative?

2. What aspect of the handbook did you find most useful?

3. Do you feel prepared for your first day of volunteering?

4. Do you feel there was too much information for one session?

5. Do have any suggestions for improving this orientation?

Please take a few moments to give staff a bit of feedback. When you have completed this form, drop it by the office or leave it in the suggestion box located in the delivery area.

Thank you for choosing to share your time and talents with
Kitchen Angels!

DRIVER / DRIVER-COORDINATOR VOLUNTEER AGREEMENT

I remember that the only correct way to do anything is to do it with love.

I, the undersigned, have read the Kitchen Angel Handbook in its entirety. I understand the rules and procedures contained therein, and agree to adhere to them to the best of my abilities. I accept the responsibility to do my best work in order to ensure that homebound individuals will be fed.

Please read and initial the following items.

Attendance

- I will arrive when scheduled for my volunteer shift because I know the clients are counting on me for their evening meal between certain hours. **Coordinator shift: 3:30-5:30**
Delivery shift: 4:30-6:30
- Should I be unable to attend my scheduled shift, I will contact the volunteer coordinator no later than 24 hours in advance or as soon as possible.
- When I have a planned absence, I will call or email a person on the substitute list who agrees to fill in for me. I will then contact the volunteer coordinator to let her know of the changes.

Behavior

- I will not be under the influence of alcohol or any illegal substance at the time that I will be volunteering for Kitchen Angels.
- I will not wear fragrances, perfumes, or cologne during my volunteer shift.
- I will refrain from abusive remarks and behavior while on shift.
- I will never work when I am ill or when a person in my household is communicably ill.

Procedures

- I will adhere to all rules and procedure detailed in the delivery handbook regarding arrival & delivery times, confidentiality, finding substitutes, delivering meals, thermal bag care, and in the case of clients who are not home.

Continuity

- If I choose to stop volunteering with Kitchen Angels, I will contact the office to let them know for the sake of accurate record-keeping.

SIGNATURE: _____ DATE: _____

If the individual named above is less than 18 years of age, or if the physical or mental condition of the individual named above will not permit him/her to sign, the signature of caregiver, parent, or guardian is required.

I believe that one person can make a difference!