



KITCHEN 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 647 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

A Note from the Director of Food Services

So that volunteering in the kitchen here at Kitchen Angels will be fun, rewarding & safe, there are guidelines, rules and regulations that our local health department requires us to follow. Please read this handbook carefully and I hope you will understand the reasoning for the rules and regulations that must be followed. Our clients are the reason we are here! Most have immune system issues and everything we do or don't do is to ensure that no one will ever get sick because staff or a volunteer took a shortcut or didn't follow the proper procedure.

Thank you for volunteering to be an ANGEL; it's an honor to work with each of you.

Joe Cates

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 **362 active volunteers & 285+ visiting volunteers** who donate **35,525 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-five year history, we have prepared and delivered over **1.2 million 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 nourished my body, the kindly Angels nurtured my spirit. It's a very rare helping hand that

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. **Nutritional Shake Program:** For clients requiring supplemental nutrition, meal replacement, or nutrition to take with medication, Kitchen Angels offers Ensure shakes.
5. **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), and the **Volunteer Agreement** (on the back of handbook). 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.

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**. Kitchen volunteers **sign the book** in the delivery room on the podium.



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 call the office or email the volunteer coordinator** as soon as possible.

1. **Morning Kitchen Shift** starts at **10:00 am and goes until 12:00 pm.**
2. **Afternoon Kitchen Shift** starts at **1:00 pm and goes until 3:00 pm.**



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.

On-The-Job Behavior in the Kitchen Angels

As a volunteer, Kitchen Angels expects you to take your shift as seriously as you'd take a for-pay job. Our clients deserve no less. That means:

1. **Arrive for your shift on time**
2. **Dress appropriately** for your shift (no bare legs, sleeveless tops, open-toed shoes, or uncovered hair in the kitchen)
3. **Sign in**
4. **Let the Kitchen Manager** know you've arrived
5. **Look for ways to be helpful** when you run out of assigned tasks
6. **Remain fragrance free while in the kitchen**
7. **Obey Health Department regulations** prohibiting eating and drinking in the kitchen area during food preparation
8. **Refrain from abusive remarks and behavior** while on shift
9. **Not be under the influence** of alcohol or any illegal substance while on shift

Responsibility & Courtesy

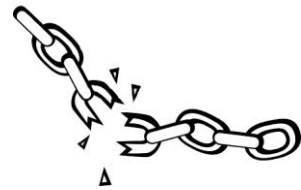
Under the guidance of the Executive Director, the Director of Food Services is the person responsible for running the Kitchen Angels kitchen. Currently, the Director of Food Services is Joe Cates. It is his job to stock and staff the kitchen, set up work schedules and assignments, and guide the day-to-day business of meal preparation. In case Joe is absent, please check the food menu board in the kitchen for who is "in charge" of the different parts of the meal for the day. If your name isn't up there, find a buddy and plug in where you can!

Kitchen Angels volunteers are a good-natured bunch, all in all, and many friendships have been forged among the members of our kitchen crews. However, we're all works in progress. If you're used to running your own kitchen, it can sometimes be difficult to take orders from another cook, particular if she seems to be in a poor mood or she's doing things differently from the way you'd do them. If you have a consistent problem with another kitchen volunteer, if you have a suggestion as to how the kitchen could be run more efficiently, or if you have a great recipe you think would be perfect for our clients, talk to the Director of Food Services, or any other staff member. We want you feel at home with us.



If You Can't Make Your Shift

Don't be the missing **link** in a **chain of nurture!**



No-shows are a no-no at Kitchen Angels. If you know ahead of time that you won't be able to show up on a specific day, *please call or email the volunteer coordinator*. Lauren can be reached at lavail@kitchenangels.org. In case of genuine last-second emergencies – and they do happen on occasion – call the office ASAP: the Office number is 471-7780 X 2.

Sanitation Rules

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. 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.
- 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.
- Please keep wounds covered with bandages. If the wound is on your hand, keep it covered with a bandage and gloves at all times.

Standard Precautions

Standard Precautions refer to the usual and ordinary steps all persons need to take in order to reduce their risk of infection from blood borne pathogens. These steps need to be taken *in all cases*, not only when a known infection exists.

The use of gloves:

- You will ALWAYS need to wear gloves if you have any skin breaks on your hands or wrists, are wearing any type of bandage, are assisting someone with first aid or cleaning up a blood spill.
- Never wear sharp or pointy rings under gloves.
- If you need to touch your face, nose, mouth, or other potentially contaminated surface (phones, door handles, etc.), un-glove, then wash your hands again before putting on a new pair of gloves.



If you cut yourself:



- Stop what you are doing IMMEDIATELY and alert the Kitchen Manager who will assist you.
- Do not touch ANYTHING! Have someone help you acquire first aid dressings, which are kept in the first aid kit, located across from the Maintenance Room on the wall.
- Clean and bandage your cut in the **restroom**—NEVER in the sinks in the kitchen. Use warm, running water and soap and apply rubbing alcohol and/or an antibiotic cream to the cut and bandage.
- If you aren't bleeding profusely, you may return to work, wearing gloves at all times.

Cleaning a blood spill:

- The area where the blood spill occurred must be cleaned and sterilized as soon as possible—including everything touched by the blood.
- Any food and gloves that have been exposed to blood should be disposed of in a double-bagged, securely tied plastic bag that will be taken to the dumpster in the back of the building immediately.

If exposed to blood in the kitchen:

- Wash your hands and other exposed skin with soap and hot water immediately after contact in the restroom
- If any of your mucous membranes (nose, mouth) come in contact with blood, flush the area with water for 15 minutes.

For further information regarding Standard Precautions in the kitchen: <http://bit.ly/2kLU5Au>

Coughing and Sneezing

There is only one proper way to cough or sneeze in the kitchen, LEAVE THE ROOM. If you must sneeze right way, back away from the food, turn away, and cough or sneeze in the sleeve of your shirt or jacket. Immediately wash your hands. Do not use a tissue in the kitchen.



Eating or Smoking:

- No eating or drinking in the kitchen. You can leave your food and drink items in the delivery room.
- The Coll~Green Angel Depot is a smoke free facility. Please refrain from smoking while volunteering.



What to Wear During Your Shift

- Wear clean and appropriate clothes for your shift.
- No bare legs, sleeveless tops, open-toed shoes, or uncovered hair in the kitchen.
- You can leave coats and keys in the lockers in the delivery room. Please lock valuables in your vehicle, or bring your own padlock to use.
- Wear slip-resistant, closed-toe leather shoes.
- Wear a clean Apron. Change your apron if it gets dirty.
- Wear a hair restraint.
- No jewelry.
- Use a clean side towel. The towel should be tied to your apron string. Don't keep your towel in your back pocket, over your shoulder, or on work surfaces.

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 work with food.
- When changing from one food to another.
- 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.
- When entering the kitchen to work.

The proper procedure:

- 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!

Kitchen Clean Up

Few people enjoy doing heavy housecleaning, however necessary it is to the healthful operation of a program like ours. Nonetheless, our volunteers do a terrific job, and we're grateful. If you're not sure what to do to help keep the kitchen clean, please ask the Director of Food Services.

The best way to keep the kitchen clean is to not let it get dirty!!! Your food isn't safe if your kitchen isn't clean.

Commercial kitchens are designed to be easy to clean.

Storage areas are part of your kitchen. **Janitorial closets** are part of your kitchen. **The dishwashing area** is a part of your kitchen. **The pantry** is part of your kitchen.

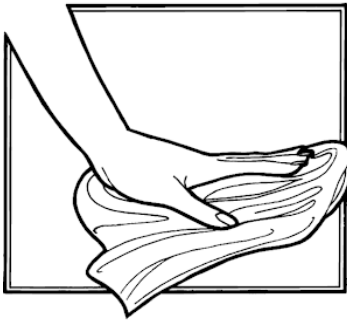


Part of your job responsibility as kitchen volunteer is to help keep these areas clean, and to make it easy to clean.

Be sure that the food preparation area and all surfaces and utensils that will touch food are clean and sanitized.

Cleaning and Sanitizing

- To **Clean**—Wash with hot, soapy water until the surface is free of visible dirt or particles.
- To **Sanitize**—Wash with sanitizer and warm water. The three most common sanitizing agents are chlorine bleach, iodine, and quaternary ammonium.



- The area where food is to be handled, sorted, served and/or distributed must be a sanitary, healthy environment. Regular cleaning practices need to be understood and maintained by food handling staff.
- If you are not sure that a surface has been sanitized, then clean and sanitize it before you use it.

Cross-contamination

Cross-contamination occurs when bacteria are spread from one source to another. To avoid this you must remember always to:

- Avoid touching your face or hair when working with foods.
- Avoid using the same knife, spoon, tongs on different foods.
- Avoid using dirty can openers, mixers, or other equipment.
- Be sure to clean and sanitize cutting boards and counter space between tasks when working with different foods.
- Don't reuse disposable containers. The aluminum pans food is delivered in should not be used again. Recycle it instead.
- Don't store washed and unwashed food together.
- Don't wipe your hands on your apron or a cloth towel.
- Store dissimilar food separately. Raw foods stored below prepared, ready-to-eat foods.
- Check "use by" dates on packaged food items.
- Remember the food must be HOT before putting food in the warming oven. The warming oven should NOT be used to reheat foods.

Remember this rule of thumb when dealing with all foods...

WHEN IN DOUBT, THROW IT OUT!

Food Handling:



- **Don't touch food or kitchen implements with your bare hands.** The kitchen provides disposable plastic gloves for you to wear throughout your shift. When your gloves get dirty or torn, throw them out and put on clean ones. Don't reuse gloves you've taken off.
- **Wash your hands regularly.** This means between food prep tasks, whenever you pick something up off the floor, and any time you visit the lavatory or leave the kitchen.
- **Don't eat or drink in the kitchen.**

Food Thawing

DO NOT THAW FOODS AT ROOM TEMPERATURE!!!

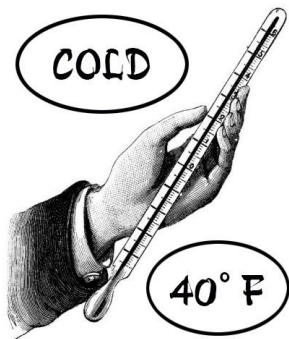
Thawing can be done in four ways:

- In a refrigerator at 40 degrees Fahrenheit. Plan ahead to thaw foods this way naturally. It is the safest. Be sure to thaw food with a pan under it to catch drips.
- Under running cold water. Food should be tightly wrapped in a plastic bag.
- In a microwave oven, if it is a small quantity, and only if you finish cooking **immediately** after thawing.
- As part of the cooking process. It will take longer to cook from the frozen state. Be sure to stir during the cooking process.



KEEP COLD FOODS COLD AND HOT FOODS HOT

Examples of Cold Food Handling



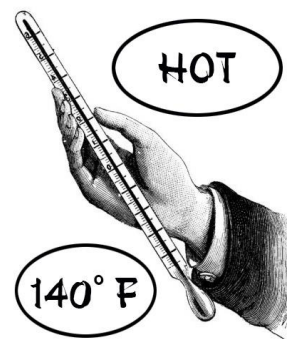
Foods that are to be eaten cold, for example, tossed salad, milk, cottage cheese, lunchmeat, chicken and tuna salads, must stay at BELOW 40 degrees Fahrenheit at ALL times. When you are working on these foods perhaps you will need to put a pan of ice below the product, to keep it BELOW 40 degrees Fahrenheit.

If a refrigerated food is allowed to sit at room temperature for any length of time, it will enter the FOOD DANGER ZONE. The food danger zone is from 40 to 140 degrees. Many bacteria will grow at these temperatures, and they can make you ill.

Examples of Hot Food Handling

All prepared food must be heated to 165 degrees as quickly as possible. Prepared foods need proper reheating. Soups and stews should be reheated quickly to boiling for 2-3 minutes. For this you will need to use your probe thermometer.

After heating the food it must be kept at a proper holding temperature – ABOVE 140 DEGREES FAHRENHEIT until it is served to our clients – to keep it out of the FOOD DANGER ZONE.



Food Storage

Please use only containers that are specifically for food storage to store food. Please do not use the sanitizing agent containers as they are strictly for the sanitizing agent and are labeled.

Please remember to **label & date** all storage containers.



Safety

Kitchen Angels has enjoyed 25 peaceful years in operation. We have a very safe work environment, but we also like to be prepared in case a dangerous situation presents itself.

ACTIVE SHOOTER

For an active shooter situation, volunteers are encouraged to first run and leave the facility quickly. Exit routes are posted throughout the building. If this is not possible, individuals may hide in place in the Volunteer Room and any other suitable place with minimal glass and no interior windows. Fighting back should be the last resort. For further information on active shooter protocols: <http://bit.ly/1ZRmiBD>

EXTREME WEATHER

During high wind or extreme weather situations, volunteers should not shelter in areas with windows. Employees and volunteers should keep their cell phones with them at all times and take any available water, food, or warm clothing (if appropriate) with them to the location where they will shelter in place.



MEDICAL EMERGENCY

In the case of a medical emergency, alert any staff member to assist. All staff are first aid certified and have training in how to properly respond to various situations.

Other Volunteer Opportunities

Delivery Room Preparation involves organizing the client slips, counting the types of meals people are having, setting up paper bags, stapling on slips, and then filling the bags with food. This short shift goes from 2:00 pm to 3:30. You'll work with 2-5 other volunteers.

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. 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 4:15 and 5:30 p.m. The delivery window is between 4:30 – 6:30 pm. Deliver between 5-10 meal bags using your own vehicle. You get to meet the people whom we serve meals to, and it can be very rewarding.

Substitute Drivers fill in when we are short on drivers. You sign up when according to your availability. This is a good job for people who need flexibility in their schedule.

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 Tu-F from 10-5 and Saturday from 10-2. Please contact the office if you're interested in helping in a retail capacity.

Special Events & Projects

Fundraisers

Angels Night Out

Mid-April

Adventures à la Carte

July through October

Collectible Box Auction

October

Regular Projects

Kitchen Angels Express

Our bi-annual newsletter

Halo Headlines

Our monthly volunteer e-newsletter

Special Projects

Spirit of Giving Project

First Saturday after Thanksgiving Weekend

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.

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 entry hallway.

Thanks for choosing to share your time & talents with Kitchen Angels!

KITCHEN 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
- 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 write my name on the calendar for the day I will be absent.

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.
- When in the kitchen, I will wear appropriate attire: closed-toe shoes, socks, apron, hairnet, no bare legs and no sleeveless tops.
- 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.
- I will eat and drink in designated areas only.

Procedures

- I will adhere to all rules and procedures detailed in the kitchen handbook regarding cleaning, sanitizing, hand washing, and food thawing, handling and storage.

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.