



## 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 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



**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.

## ANGELS

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), the **Volunteer Agreement** (on the back of handbook), and the **Crime Search Authorization Form** for those volunteers who will come in contact with our clients. 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 Room Prep, Delivery Coordinators and Delivery Volunteers **sign the book** on the two-tiered metal table in 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 substitute volunteer lists available in the delivery room as well as the main office.

1. **Delivery Room Preparation Volunteers** work from **2:00-3:30 PM**. We try to keep at least 2 volunteers on this shift, but you may work with a larger team.
2. **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.)
3. **Delivery Volunteers** may pick up their meals any time between **4:15-5:15 PM**.



## Observing Confidentiality

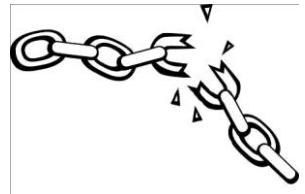
When you sign on as a Kitchen Angels volunteer, you sign an Oath of Confidentiality. By signing the Oath, you agree to keep all information, names, and conversations regarding all former, current, and new clients strictly confidential.

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.

## If You Can't Make Your Shift



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

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 volunteer for yourself !**

**Don't leave this task for the Volunteer Coordinator** to do- she is busy recruiting, training, and coordinating hundreds of volunteers. It is your responsibility. We're always happy to give suggestions, but you will be making the call or email.

## Finding Substitute Volunteers

1. **Substitute Lists** are located next to the sign in sheet in the delivery room. If you can't find one there, then ask the Volunteer Coordinator for a printed copy or electronic file. These lists change regularly, so please don't use old ones. Give yourself enough time to find a substitute- don't leave it up to the last minute if you know of your absence in advance.
2. **Either call or email Substitute Volunteers.** You can ask your "buddies" who volunteer in your same job or route on different days. Perhaps they are available to switch days with you. The volunteer coordinator can give you a "short list" of the people most likely to say YES to subbing for you. You can also invite a reliable friend, relative, or neighbor- we're happy to train them on your job.
3. **Notify the office** of the day(s) you'll be away and give us the name of your substitute(s). We like to remind substitutes so they don't forget to cover your route.
4. **If you have an emergency** and are unable to find a substitute, please call the office immediately. We need to ensure all meals go out at the end of the day, and will do whatever it takes to make that happen.



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 clients are depending on us to take their needs seriously. If we don't, who will?



# DELIVERY ROOM PREPARATION

1. **Arrive** on time and sign in
2. **Retrieve** client slips from office
3. **Chop** client slips
4. **Separate** slips into route stacks
5. **Prepare** checklists by counting entrée numbers
6. **Staple** client slips on paper bags
7. **Preload** paper bags with food items
8. **Tidy up** the delivery room



1. **Arrive** on time so you can ensure all of your tasks are completed by the end of the shift. The shift runs from **2:00 PM – 3:30 PM**. Please call if you have an emergency or think you will be showing up late. Don't forget to sign in!
2. **Retrieve** client slips and 2 "Master Lists" from the Volunteer Coordinator's office.
3. **Chop** the client papers in half with the paper cutter in the delivery room. Line up the edge at 5 ½ on the paper cutter ruler. You can cut approximately 5 sheets at a time.
4. **Separate** client slips into stacks according to route number. Check the number of slips per route against the Master List. Leave clients who have cancelled in the stack.
5. **Prepare** Meal Checklists from the stacks of client slips. Working in pairs, carefully count the number and type of entrée on each individual route using the client slips, and then mark that number next to the same dot color on the checklists. Make sure you keep an eye out for multiple or zeroed out meal counts. By working in pairs you'll be able to double check one another, cutting down on errors. This is very detailed work, so take your time!
6. **Staple** client slips to the short end of paper grocery bags. Please select bags that are clean and have two handles. Re-use the bags that have been returned first, then supplement with new ones if necessary. Check the number of bags on each route against the Master List before placing them on the shelves. Place slips of clients who are off for the day on the route shelf, but don't staple them.
7. **Preload** paper bags with food items that have been staged on a cart or table. You will typically load Shakes, Bread or Dessert, and Fruit. Referring to the client slips, load the correct number of each item into the bags.
8. **Tidy up** the delivery room. Place single-layer cardboard, paper, and old grocery bags in the blue recycling container. Break down corrugated cardboard boxes, flatten, and place in the large bin in the loading dock area. When bins are full, take out back and empty in the proper receptacle. Place leftover fruit in the walk-in refrigerator. Throw away any trash.

# DELIVERY COORDINATOR DUTIES

1. **Arrive** on time and sign in
2. **Confirm** entrée numbers on checklists
3. **Preload** entrees by route
4. **Consolidate** leftover meals
5. **Inventory** leftover meals & bring sheet to staff
6. **Greet** Drivers when they arrive
7. **Pack** Meals into thermal & paper bags
8. **Label** leftover meals & place in freezer
9. **Tidy up** the delivery room
10. **Drive** in Emergencies



1. **Arrive** on time so you can ensure all of your tasks are completed by the time the drivers arrive. The shift starts at 3:30 PM. Please call if you have an emergency or think you will be showing up late. Don't forget to sign in!
2. **Confirm** entrée counts on checklists by comparing them to the delivery slips. The previous shift will have made a count of the entrees per route. No matter how careful, errors do occur. This double-check ensures the drivers receive the correct number and kind of meals.
3. **Preload** entrees by route onto trays. There is a rack of numbered trays next to the large steel table. Using the route checklists, one coordinator calls and the other pulls meals from the Food Warming Equipment (FWE) and loads onto the appropriately numbered tray. Double check you have the correct number of meals before loading into the far right FWE.
4. **Consolidate** leftover meals on trays according to the 4 distinct color categories. Any meals that have blue dots on them (in any color combination) can be placed on a single tray.
5. **Fill out** a leftover checklist, which is found on a clipboard in the small cabinet to the right of the FWE. Place the correct color dots on the form and write the number of leftover meals to the right of the appropriate dot. Write in any dots that may be missing. Check the menu board in the kitchen and write down the complete meal that was served that day. Bring this form to Lauren or Jeanette in the office so they can make labels.
6. **Greet** drivers when they arrive. 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. You may begin loading meal bags at 4:15, but not earlier.

- 7. Pack meals** into bags. When a driver approaches the table, inquire what route number they're driving. Pull the correct route tray of hot meals and load them into a thermal bag. If they don't have one, use a green thermal tote bag. Load cold soups or salads into the paper bags, referring to the client slips for the correct dot color. Thursday & Friday Coordinators will also pack frozen meals into the paper bags, according to the client slips. Hand off the bags to the driver, and offer to help carry them to the car if it's a very large route.
  
- 8. Label** leftover meals when there is a driver lull. Please read the labels carefully so the correct food description goes on each meal. We have a total of 14 potential dot combinations- each of which is a distinctly different meal type. Once the meals are labelled, place them on a rack and roll them into the large freezer in the warehouse. Place the meals on the correct rack, loading from the bottom up.
  
- 9. Tidy up** the delivery room. Roll tray racks into the kitchen and place near the dishwashing area. Store any supplies in the small cabinet and place snacks or treats in the reach-in refrigerator. Throw away any trash and spray clean the large steel distribution table. When all of the meals are out of the FWE, turn off all three units.
  
- 10. Drive** in Emergencies. Occasionally a delivery driver doesn't show up. Get to know when your drivers typically arrive. If a driver hasn't shown by their regular time, or it's past 5:00, give them a call to confirm they are still coming. In the case of a "No-Show", ask remaining drivers if they can take out some extra bags. You may need to divide the route between yourself, the staff, and the other coordinator, and deliver the meals. 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.



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 tasks. 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

1. **Arrive** on time and sign in
2. **Check** the Master List against your client bags
3. **Read** Instructions on each client slip
4. **Bring** paper bags to distribution table to be loaded
5. **Load** bags into your vehicle
6. **Drive** route using Route Order Codes
7. **Transfer** correct entrée(s) into the grocery bag
8. **Deliver** client's meal bag
9. **Contact** office if a client isn't home
10. **Clean** thermal bag when it gets dirty
11. **Fill** your shift with a sub if you plan to be absent



1. **Arrive** on time with your clean thermal bag so you can ensure timely delivery to all of your clients. Bags are filled between **4:15 – 5:30 PM**. Please wait in the lobby until the delivery room doors are opened at 4:15. The delivery window is 4:30 – 6:30 PM. That's when our clients have agreed to be home for delivery. Don't forget to sign in!
2. **Check** the Master List next to the sign in book to see how many clients you have on your route. Count the bags on your route shelf to confirm you have the correct number. If there is a discrepancy, check with the Delivery Coordinators or the Volunteer Coordinator.
3. **Read** the special INSTRUCTIONS on each client slip **EVERY TIME**. The instructions change occasionally, according to our clients' situations.
4. **Bring** paper bags to the distribution table when it's your turn, and line them up with client slips facing the Delivery Coordinators (D/Cs). Place your thermal bag, open, on the right side of the table. The D/Cs will fill the paper bags with cold food items and place the warm meals in your thermal bag. If you forgot your thermal bag, we will loan you one. Just bring it back the next time you come.
5. **Load** the bags for your route into your vehicle once the D/Cs are finished loading them. Don't hesitate to ask for help if there are too many to carry. It's always a good idea to double-check you have the correct number of entrees in your thermal bag before leaving the parking lot. Many people place the first client bag they will deliver in the front seat with them so they have access to the driving directions on the slip.
6. **Drive** to your first client delivery, using the Route Order Code (ROC) in the top right corner of the delivery slips. The ROCs are alpha-numeric. Delivering in ascending order prevents you from having to backtrack through town. If there is a missing letter, just go on to the next one in order. Clients go on and off service frequently (thus the missing letters).

- 7.** **Transfer** the client's entrée(s) from the thermal bag into their paper grocery bag. Once you arrive at a client's home, check their delivery slip, noting the colored dots (or absence of dots) next to the word "ENTRÉE". The same combination of dots will be on their entrée. Please pay mind to the amount of entrees the client receives as well as they type. If you don't have the correct number or type of meal, please call the office. You may need to return to Kitchen Angels to pick up the correct meals.
- 8.** **Deliver** the client's meal bag to their door. Follow the instruction on the client's slip (if there are any) on how to deliver. Do not announce you are from Kitchen Angels- some clients prefer to keep the fact that they receive meals confidential. Once the client opens the door, tear off the client slip and dispose of it. No recycling of the slips- they contain confidential information.
- 9.** **Contact** the office if a client isn't home. First, try to call the client, then the emergency contact if the client doesn't answer. Red tag the door with a "Not at Home" slip if you can't make the delivery. We're not allowed to leave a meal bag outside the door if a client isn't at home. Try to give the absent client's food to another client on your route (provided they have compatible dots). You can also give it to any other person you think might want it, including yourself! Always let the office know which client wasn't home for delivery. We like to check up on them to make sure they're alright.
- 10.** **Clean** your thermal bag when it gets dirty. Occasionally the seal on our entrees isn't tight and the meals might leak. It is your responsibility to keep your thermal bag clean. The kitchen produces delicious and sanitary meals that need to be transported in clean bags. By keeping your thermal bag clean, it will prolong the life of these pricy bags. Don't forget to restock your bag with some "Not at Home" slips when you're done cleaning.
- 11.** **Fill** your shift with a substitute if you plan to be absent. Substitute lists are available near the sign in sheet. Call on a "Buddy" who drives your route on a different day to see if they can switch days with you. Call anyone on our extensive Sub List, or recruit a friend or neighbor to help out. Always let the office know whom you've found as a substitute volunteer. This is your responsibility!



## *Some final notes about delivery . . .*

- 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. Clients have made certain agreements with us and we're happy to remind them of these requirements. Please phone KA and let us know right away.
- 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. As always, call Kitchen Angels to let us know about any 911 situation.
- Visiting is encouraged, but not required. Our clients are homebound, therefore very isolated due to their challenges. You might be the only person they see all day. It's nice to take a few minutes to check in on them, ask how they're doing, and say a few kind words. A little kindness goes a long way!
- If directions are confusing or incorrect, please call 471-7780 X 1 with corrected information. If you're having trouble with directions while on delivery, and it's before 5:30, call the office and we can help clarify. The client service manager continually tunes up the directions so they are clear and concise for all who deliver meals.
- If you are ever rushed and MUST deliver early, please phone the office first and let us know. You must phone every client on your route before delivery to make certain they will be home. You may need to double back and deliver if a client isn't home yet.
- Please help us collect recycled bags from your clients and bring them back to Kitchen Angels. By re-using bags, we save on money. Just ask your client if they have any old bags you can take off their hands.



***Thank you & drive safely!***

## 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 a staff member 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.

## On-The-Job Behavior at 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. **Refrain from abusive remarks and behavior** while on shift. As a Kitchen Angels volunteer, you represent our organization to the community at large. Please treat everyone with respect and kindness.
2. **Remain fragrance free** on volunteer day. We have clients who are chemically sensitive.
3. **Obey Health Department regulations** prohibiting eating and drinking in the kitchen area.
4. **Not be under the influence** of alcohol or any illegal substance while on shift.



## 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.



# Standard Precautions

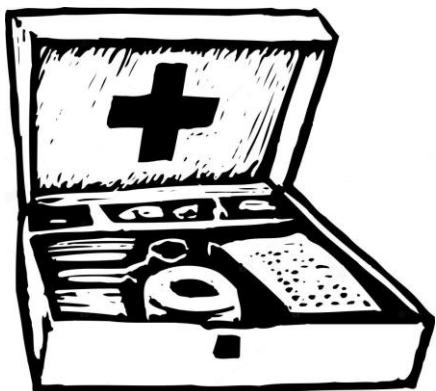
**Standard Precautions** refer to the usual and ordinary steps all persons need to take in order to reduce their risk of infection from blood borne pathogens. These steps need to be taken *in all cases*, not only when a known infection exists.

## 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>

# 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.

## 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

**Kitchen Volunteers** help prepare the delicious meals our clients eat. We have an AM shift (10-12) and a PM shift (1-3). No kitchen experience necessary.

**Emergency Volunteers** 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        | Last Thursday in 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 |
|--------------------------|---|

## Orientation Feedback Form

1. What aspect of the orientation was most informative?

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

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

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

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5. Do have any suggestions for improving this orientation?

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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!***