



kitchen angels express

Hot, tasty news delivered fresh to you!

FALL 2020 ISSUE

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Those Fabulous Volunteers Edition

You'll find pictures of volunteers who are making significant contributions to Kitchen Angels throughout this edition.

THANK YOU TO EACH ONE!



Kitchen Angels Welcomes our First Student Intern

Ambrose Bickett is the first intern to join Kitchen Angels, coming to us through the Culinary Art Program at the Santa Fe Community College. Ambrose will be assisting Joe in the kitchen until December. He will be learning how we manage our kitchen, prepare the daily meals, print labels, and perform inventory, as well as assisting with our frozen meal program.

Born and raised in Santa Fe, Ambrose has worked at *World Central Kitchen*, *Coyote Cafe*, *Four Seasons Encantado*, and *Upper Crust Pizza*. He has a passion for food, so it seems that he found the right spot to land as an intern! Please welcome Ambrose to the kitchen and the Kitchen Angels family. ❤️



Ambrose Bickett

Bread & Butter Club Helps Feed Clients



Thank you to everyone who joined our monthly giving initiative, the Bread & Butter Club. By giving as little as \$10 each month you are helping to provide nutritious client meals year-round. Join our Bread & Butter club today and you'll receive special benefits, letters and updates throughout the year. Go to [Kitchenangels.org/donate](https://kitchenangels.org/donate). ❤️

KITCHEN ANGELS EXPRESS is the official newsletter of Kitchen Angels, a not-for-profit organization providing free hot meals to eligible homebound persons in Santa Fe.

All of our clients face life-challenging situations and are ineligible for other area food programs. Our clients are selected without regard to race, color, national origin, gender, sexual orientation, or religious affiliation. Most are under 60 years of age and live at or below the poverty level. Kitchen Angels Express is published for the friends and clients of Kitchen Angels. The name "Kitchen Angels" and the angel logo are registered trademarks.

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AllPrint Graphics Santa Fe

KITCHEN ANGELS was founded in 1992

by Tony D'Agostino,
Anna Huserik, Leise Sargent,
and the very first group
of volunteer Angels.

From the President

I am awestruck by the amazing job Tony, Dwayne, Lauren, Jeanette, Joe, and Tamara have done over the last seven months. The COVID-19 safety protocols and procedures they put in place were challenging at first, but their vigilance has made Kitchen Angels a remarkably safe place to be for staff as well as for our volunteers and we have all settled into a predictable and fairly comfortable routine.

Speaking of our wonderful volunteers, each of you has really "stepped up" to our new challenges. Adjusting to new rules and regulations is never easy and it's even more difficult during periods of extreme stress and anxiety. You have done this beautifully. Thank you for your flexibility.

I know some volunteers have taken a temporary break from their shifts. Please continue to keep Kitchen Angels in your hearts. We look forward to your return when it becomes possible. In the meantime, you each remain a valued member of our Kitchen Angels family and your continued support and loyalty are appreciated more than I can express.

Next year will bring us a new set of choices to make, to say the least. First and foremost, we are rethinking our methods of raising the essential funds that keep our program running. As you know, we couldn't hold our annual Angels Dine Out this year. This is the first time in 22 years we have not held this event. Angels were encouraged to order take-out from our usual participating restaurants to enjoy in the comfort of their own homes, but it wasn't the same. The missed revenues represent approximately ten percent of our annual budget.

Feasting with Friends was also severely limited due to COVID. Several people held virtual dinners or asked friends to donate. Thinking "outside the box" created some new ideas.

Closing Kitchenality for several months also caused a drop in our revenues and I am delighted that we were able to reopen and we are seeing donors and customers continuing to support the store.

Spirit of Giving as well as our annual Holiday Appeal will be starting soon. Although Spirit of Giving has changed and we are not accepting donated gifts or having our wrapping event this year, you can still support the effort by making a financial gift. Your gifts have never been more vital. Donating on the website is easy and safe. The joy and delight your support will bring to you and our clients remains priceless.

The pandemic has presented the Board with challenges none of us has ever faced. As we explore innovative and creative ways to support Kitchen Angels, we will continue to reach out to our donors and others for your ideas as we work to make sure Kitchen Angels remains strong for many years to come.

We can, and will, get through these challenges. I look forward to the day when we can gather with family and friends again and share each other's company. In the meantime, stay safe.

With deep admiration for all you are doing,

Linda Dressman





Facing Change with Confidence

If the experiences of 2020 have taught us anything, it's to not take *anything* for granted. Who could have imagined the magnitude of change we'd be living through this past year or the degree of loss and devastation so many people have experienced, and continue to experience, as a result of the pandemic?

Extraordinary change has been just about the only constant in everyone's world, at least since March. Now, as we begin to prepare for the holidays, it's clear that our celebrations will be very different than they've been in years past. Everything about the holidays - from shopping, to cooking, to entertaining, to traveling - will be affected by COVID-19.

Many of our clients already know the true inconvenience of life in a permanent "lockdown" where every choice involves weighing risk against the need to accomplish some task. Most can't venture out of their own homes, at least not without help. Some have been immune compromised for many years and live each day with the fear of an infection they won't be able to survive. They understand, probably better than most, what it means to have their lives interrupted by circumstances beyond their control as well as the importance of caring for each other. As one client wrote shortly after the pandemic began, *"We live with these kinds of restrictions every day. For us, nothing has changed."*

Fear of change is something many of us struggle with. But operating from fear doesn't allow us to tap into our full problem-solving abilities, according to Margie Warrell, a respected leadership expert. She counsels that fear is the single greatest barrier we must overcome to thrive. While it can alert us to real dangers, in this case infection with the novel coronavirus, *"Fear can make us panic, or do things which make matters worse."*

The staff, Board and volunteers at Kitchen Angels had to overcome their initial fear this past spring in order to identify the changes we needed to make to keep the agency running and keep everyone safe. The list was extensive. Many of our older volunteers could no longer help because they fell into one of the "high-risk" categories for complications from the virus. Others suspended their volunteering because they were caring for someone who was in one of the high-risk categories. Fortunately, we've been able to attract enough individuals who can safely volunteer that we've had no interruption in service. Volunteer duties and assignments also had to be changed. We have fewer volunteers in the kitchen at any given time in an effort to ensure appropriate physical distancing. Delivery preparation has been completely restructured, requiring no more than three volunteers for a longer shift, and delivery drivers no longer come into the facility to pick up their clients' meals. Those meals are brought to drivers who drive to the loading dock on the west side of the building each evening.

We closed off public access to the building and now only staff, scheduled volunteers and individuals with an appointment are permitted inside. We added new staff who move through the building all day long sanitizing all "high touch" surfaces. Face masks are mandatory while in the building and rubber gloves must be worn by anyone coming into contact with anything going to a client's home.

Finally, volunteers are reminded regularly that staying safe isn't just about practicing physical distancing and wearing face masks and gloves while working a shift at Kitchen Angels. They are expected to follow appropriate safety protocols between shifts. To that end, each volunteer completes a "self-assessment" before they come to Kitchen Angels, confirming their adherence to proper infection control practices during the week.

(continued on page 6)



Mike Warren & Kay Condiss

Reflections from the Executive Director

I wrote in an annual appeal some years ago “good fortune can be fickle.” At the time, I was writing about the circumstances and challenges our clients face. I never thought I’d be reflecting on those words during a global pandemic. Yet here we are.

Every day, it seems, we’ve had to navigate a barrage of confusing information and frequently changing rules ... who’s most at risk of infection, what those risks include, how to avoid unnecessary risks. Everything seems to change with dizzying speed.

While many people in our community as well as around the world are struggling with the medical and financial hardships caused by the coronavirus, the Kitchen Angels family has been remarkably fortunate. Aside from the safety protocols imposed on all of us and the associated anxiety we’re all feeling, most of our volunteers and donors are doing well. To my knowledge, none have lost their home due to a loss of income, none have become seriously ill with COVID-19, and none are struggling to feed themselves or their families. Our clients are also doing well, and they frequently tell me how much they appreciate Kitchen Angels’ efforts to keep them safe.

In addition, Santa Fe and the rest of the state have managed to avoid some of the more dire consequences of un-controlled infection rates that we’ve seen occurring elsewhere around the country. We also live in a place where outdoor gatherings are possible throughout much of the year. Even as the weather gets colder and the days grow shorter, we can still enjoy outdoor activities well into the winter months.

As a business, Kitchen Angels has been fortunate. In many cities across the country, when all businesses were shut down, here in New Mexico meal delivery to vulnerable people was deemed an “essential service” by the Governor. We were able to continue our work, even as many of our sister agencies were forced to fight to stay open. Access to appropriate nutrition for the medically fragile and homebound has never been more critical than it is right now.

Kitchen Angels volunteers and staff have become role models for our community. By adhering to protocols such as wearing face masks, maintaining physical distancing and avoiding large gatherings, we’re showing others that we care about them as much as we care about ourselves and our families. It takes a community to beat a pandemic.

The pandemic won’t last forever. Eventually we’ll each be able to return to something resembling a “normal” life. I’m hopeful, though, that some of its lessons - that good fortune can be fickle and that we can take *nothing* for granted - will continue long after its end.

In gratitude for your continued support,

Tony
Tony McCarty



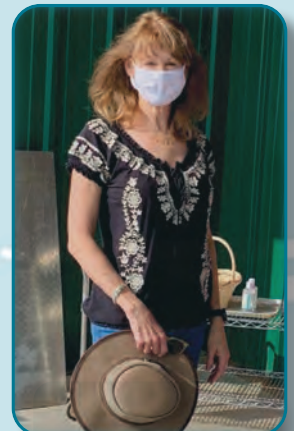
Joni Neutra



Dan Koffman



Bob Horwitz



Ann Maxwell

Thank you, Santa Fe Botanical Garden

Many thanks to our friends at the Santa Fe Botanical Garden for delivering fresh vegetables to Kitchen Angels this past summer. Their demonstration gardens are producing an abundance of fresh, locally grown vegetables that make nutritious additions to our client meals.

We are exceedingly grateful to all the local farmers and gardeners who have provided Kitchen Angels with produce every year. Your contributions and commitment to our program are a wonderful testament to the power of community. Thank you! ♥



SFBG Tomatoes



Dallas Rhodes



Marsha Berridge



MaryAnn Hart



John Lippe



Holiday Changes at Kitchen Angels

The pandemic means that Kitchen Angels has had to make some significant changes to our usual holiday activities. While we will, of course, send our clients a traditional feast of turkey and dressing with all of the trimmings for Thanksgiving, we can't accommodate our usual influx of forty (plus) one-time volunteers into our facility. Thanksgiving week is typically a raucous wonderful time in the kitchen, filled with noise and laughter. This year, things will be a bit quieter. We will, however, need delivery volunteers. If you have an hour or so midday on Thanksgiving Day, November 26, please consider helping out by delivering a few meals. We follow physically distanced protocols for all deliveries to keep you and our clients safe. Although there won't be an opportunity for a friendly visit with each client, you'll know you've brightened someone's day just by showing up. One client told us, "I should have put a little note with my donation that I was inspired to donate, not just by the healthy food but also because my Wednesday delivery volunteer waits at the bottom of the sidewalk to my door, until I have opened my door... then he waves to me. It's just such a heart-warming thing to do. It cuts through the isolation, and I'm so grateful."

Likewise, our Spirit of Giving work day and celebration can't happen in the same way as years past. Because of the importance of keeping volunteers, staff and clients safe as well as public health limits on the size of groups, we are not collecting gifts from the community nor are we meeting at Kitchen Angels to wrap gifts and share a holiday lunch. Instead, we're buying preassembled gift boxes from a local merchant who will deliver the gifts ready to give to clients. You can still help, though, by sponsoring one or more gift boxes. Sponsorships are \$50 per client and any amount will be accepted. Choose **Spirit of Giving** on our website payment page. Together we will brighten 2020 and the holiday season for our clients. Last year's gifts prompted this note from a client, "... And the Christmas presents! What a wonderful surprise! The quality, the thoughtfulness, they're overwhelming! My favorite is the book! I'm an avid library book reader, and I haven't been able to drive to the library either! So, it was perfect!! I'm going to need a few more meals before I'm up and about, so THANKYOU in advance for those!! And God bless all of you." ♥

(CONTINUED) Facing Change with Confidence

We closed Kitchenality when the pandemic first arrived in New Mexico and re-opened last July, after the Governor's public health order permitted the reopening of non-essential businesses. The procedures we've put in place - limiting the number of customers in the store to no more than four and requiring that face masks and gloves be worn at all times while in the store - have been well received by customers. One, who is also a First Responder, commented "Coming to Kitchenality is my Friday celebration." Another, who is also undergoing chemotherapy, told us, "This is the only place I feel safe coming to outside of my home."

We believe our new procedures are necessary and appropriate. While a few volunteers have struggled with some of them, we've had no reported incidents of COVID-19 among our volunteers, staff, or clients.

Public health experts continue to advise us that the pandemic won't be over anytime soon and that we'll need to remain vigilant well into 2021. New Mexico has done a good job of slowing the spread of the virus. But, as the weather cools and many of the activities we've come to do outdoors such as exercising or dining together have to be curtailed or moved indoors, we may see an increase in statewide infection rates which may require that we make additional changes to our safety practices.

Change is the only constant. As Margie Warrell reminds us, "Right now, people are dealing with immense uncertainty. But the truth is, we've never really had certainty. We just thought we did. That was an illusion." One thing that is certain is that Kitchen Angels' focus will remain on the critical service we provide to our clients and we will do everything we can to keep our Kitchen Angels extended family as safe and as well informed as possible. ❤️



Gregory Huffaker



Kathy Farris



Jay Bush



Patrick Carlos

Help for Hospitality Workers

Folks working in the hospitality industry, especially those working in restaurants, have been hard hit by the pandemic. If they're still working, they probably have reduced hours meaning reduced pay checks. In addition, they're frequently at greater risk of infection than others because of their exposure to customers who aren't wearing face masks. Since most have no paid time off, getting sick means losing income.

The Hospitality Industry Education Fund has established a fund to help. The **Serving New Mexico Fund** can offer dedicated hospitality workers small grants to help them get by until the pandemic ends. Go to nmrestaurants.org to learn more, make a donation, or apply for a grant. ❤️



Feasting with Friends Gets Creative

We'd like to thank everyone who hosted a Feasting with Friends meal for making this year a fun, successful and safe event! Due to the pandemic, this year's Feasting with Friends was limited to very small patio dining groups and the hosts became quite creative. In an effort to accommodate a large group of friends, one host had multiple patio dinners of four people each. Instead of hosting any dinners at all, some hosts simply asked their friends to make donations on our website in honor of Feasting with Friends. One of our Board members emailed an appeal and personally delivered a bottle of wine to her friends replacing what would have been an in-person wine toast with a virtual toast. Thank you all for your Feasting with Friends safety, support and inventiveness.

A very special thanks goes to **United Health Care** as well as our other Corporate Sponsors **Century Bank, First Citizen's Bank, Guadalupe Credit Union, Kaune's Market, Santa Fe Spirits, and US Bank.** Your continued support makes Feasting with Friends a great success. We couldn't do it without you! ♥



A New Initiative - Caring Callers ♥

For nearly thirty years, Kitchen Angels has delivered nutritious hot meals to people who, due to their life-challenging conditions, often experience extreme isolation. With that isolation often comes feelings of loneliness. Many of these individuals are "invisible" to the world because they usually can't leave their homes without assistance. Although food and the important, albeit brief, encounters our homebound clients have with their delivery volunteers help to alleviate their loneliness, we knew there was more that we could do. Now we are.

Caring Callers is a new initiative of Kitchen Angels. It's designed to decrease loneliness for our clients by building connection with a volunteer who calls and checks in with the client. Patterned after a **Coming Home Connection** program, volunteer callers can also identify potential concerns that often arise for clients before those concerns become serious issues, offering resources when possible. Not surprisingly, some of our delivery volunteers who are on hiatus had already taken to calling their former clients on their own before we started the initiative, just to see how they're doing.

Through Caring Callers, clients who have said they would like to receive a regular "check in" phone call are matched with trained volunteers who then call and connect on a scheduled basis. By building relationships, the goal is to break down some of the isolation that many of our clients experience and reduce their feelings of loneliness.

The first five volunteers began making calls and developing rapport with their clients in September and they seem to get as much out of the conversations as do clients. As one volunteer recently observed, "We never seem to run out of things to talk about. Since she has lived in Santa Fe for over 40 years, I benefit from always learning something new about the city. We really enjoy sharing our past and our daily lives together."

Our heartfelt thanks go out to **Celia Owens** for guiding us through the details of implementation and providing the initial training for our staff. We'll be expanding the initiative over the next few months in order to reach more folks. If you are interested in becoming a Caring Caller, please call Kitchen Angels at **(505) 471-7780** and ask to speak with Tamara. You can also e-mail Tamara at projects@kitchenangels.org. ♥



Tamara Prochorchik

BEFORE THE
VACCINE
MASKS &
DISTANCE



Kitchen Angels
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Our Fabulous Volunteers

THEY MAKE OUR WORK POSSIBLE AND THEY ARE
CELEBRATING MILESTONE ANNIVERSARIES

25 YEARS Diane Forsdale • Laura Holt • Jill Markstein • Karen Sonn

20 YEARS Jay Bush • Linda Dressman • Mary Dale Gordon

Katharine Kagel • John Vavruska **15 YEARS** Facundo Garcia

Robert Horwitz • Gregory Huffaker • Dan Koffman • Sarah Roybal

10 YEARS Ben Alaimo-Monson • Patrick Carlos

Kathy Farris • Norman Flax • MaryAnn Hart

Susan Kilkenny • Tim Kilkenny • Carleen Miller

5 YEARS Marcia Berridge • Bob Catherwood

Sue Catherwood • Magdalena Colton

Kay Condiss • Stan Cooper • Lino Flores

Jeanette Iskat • Ann Maxwell • Peter Mizrahi

Kathy Mizrahi • Joni Neutra • Judy Nix

Ruth Omlin • Freddie Reppond • Jim Steed

Mike Warren • Karl Zuercher

*You'll find pictures of volunteers who are making significant
contributions to Kitchen Angels throughout this edition.*

Thank You for Cooking Up Care • 28 Years and Counting!