



Lunch Box Volunteer Guidelines At A Glance

Mission Statement

Dutchess Outreach acts as a catalyst for community revitalization and exists in Dutchess County as an advocate and provider of hunger and relief services in order to ensure that everyone, regardless of income, has access to fresh, healthy food and the support they need.

Safety Guidelines

Our kitchen has commercial ovens and chef's knives available for use. Therefore, you must possess basic knife skills in order to chop produce, cut bread, make sandwiches, etc. Knives are to be used appropriately. See Lunch Box staff if you have any questions.

Hygiene and COVID Safety

- Dress code
- Hairnets and hats
- Washing hands and wearing gloves
- Face masks
- Social distancing

Kitchen and Food Safety

- [Knife Safety](#)
- [Food Safety](#)
- FIFO (First In, First Out)
- Sorting: when we receive donations, we don't always have control over the quality/freshness of the food. Please see a staff member if you spot food that is moldy/discolored/etc.

Accidents: If an accident occurs, you must report it to Lunch Box staff so that we can assess, care for and document the injury.

Dress Code: Volunteers must wear masks and gloves*. Long hair must be tied back. Hair nets will be provided, however baseball caps are acceptable. Volunteers must wear closed toe shoes. Please DO NOT wear heavy perfumes, colognes, body sprays or hair sprays.

*will be provided

Guidelines for Working at the Lunch Box

Sign-in procedures and Getting Started

QR Code sign in/out

Dishroom Procedures

- Do not wash your own dishes. Rich is our dishwasher and he comes in at 11:30 AM.
- Place dirty dishes on the rack on the right side of the dishroom. Clean items are placed on the rack on the left side of the dishroom.
 - Stack similar items on top of one another. If you do not see that item on the rack start a new pile. (ex. Place cutting boards on top of one another, start a new pile for sheet trays, hotel pans, etc.)
 - All utensils, knives, forks, etc go in the green bin on the rack
 - Utensils/knives/serving spoons of all kinds go in the green bin--do not put anything in the sanitation bucket
- Large pots and bulky items can be placed to the left of the dirty rack next to the dishwasher sink.
- If a disposable aluminum pan was used, ask Rich or a staff member whether to put in the dishroom or throw away.
- If you are unsure of where to put something, ask Rich or another staff member

Kitchen Layout and Organization

- Walkin cooler
 - Trays of food must be well wrapped/covered and labeled with the contents and the date.
 - Items containing meat should be placed on the lower racks.
 - Condiments, butter, dressings, sour cream, etc. are stored on the top two shelves on the first rack on the right.
 - Sandwich meat and cheese are stored on the bottom shelf on the first rack on the right.
- Freezer - Do not go in unless asked.
- Dry storage room
- Utility Room
- Dish room
- Seasonings, oil, cooking spray, flour, sugar, etc,
- Desserts and bread storage
- Sandwich bread
- Pans, baking trays, pots and pans, bowls, colander

If you don't know how to complete a particular task that you've been assigned, please tell a staff member. If you are given a task that you've completed many times before, please know that we trust you! You have permission to get it wrong.

Donation: Please review our Donation Policy on our Dutchess Outreach website: <https://dutchessoutreach.org/how-you-can-help/donate-items/>

Volunteer Conduct

In order to maintain a safe and respectful environment, please refrain from discussing anything related to drug or alcohol use, sexual activity or political/religious views. Please treat our clients, volunteers and Staff with respect.

The Lunch Box does not tolerate discriminatory language, jokes or gestures directed toward members of any race, religion, ethnicity, gender identity or sexual orientation. Please note that this space is meant to be safe for all. Do not discuss divisive subjects. Harassment or discrimination of any kind is prohibited.

If you are part of a religious organization, you will not be permitted to distribute religious materials of any kind to volunteers, clients or staff. Please limit your group's religious demonstrations while in the Lunch Box. A brief prayer said amongst your group members is acceptable but should not extend beyond that. Staff is not obligated to participate in any religious demonstrations.

Volunteers are asked to arrive no earlier than five (5) minutes before their scheduled start time.

Daily Food Preparation Procedures

When you arrive for your shift, there will be tasks written on a whiteboard for you to review. A staff member will be available to answer questions throughout the shift. Please understand that volunteer tasks are finite. Therefore, if you finish all the tasks on the list, you may be asked to leave for the day so that staff may carry out other tasks that do not involve volunteers. Thank you very much for your understanding and cooperation.

Common Tasks

- Making sandwiches and lunches for PODS
- Washing and chopping vegetables
- Preparing silverware/napkin rolls
- Serving clients the lunch or dinner meal
- Receiving donations
- Packaging desserts or snacks

General Etiquette

- Common mistakes
 - Not labeling trays of food, produce, etc when placing in the walkin cooler
 - Not leaving enough time to clean up work station before shift is over
 - Using a new cutting board/colander/etc. for every task
 - Not maintaining an organized system in the dishroom
 - Not changing gloves often enough, especially after touching phone, face, etc.
- “If you see something, say something” - Feedback is welcomed
- If you have any questions, ask a staff member

Meal Packing, Handout and Rules

- Weekday lunch service is from 11:15 AM-1 PM and dinner service is from 5:00 - 6:00 PM
- Sunday we serve lunch 12:00-1:00 PM
- Meals are packed in to-go containers. Wait (or ask) for a staff member to show you a sample meal container so that you know the correct portion size. 10-15 minutes before meal service begins, 16 meals are packed into insulated bags and brought up to the front of the building to start.
- In addition, we give out forks and serve a beverage (either water or milk) and a dessert (at lunch only) with the meals.
- 1-2 volunteers are asked to handout meals and 1-2 volunteers are asked to be runners between the kitchen and the front, packing more meals to handout.
- Every client is allowed 1 meal. If they would like additional meals, they must show ID for the individuals for whom they are picking up food. (such as a ss card, snap benefits, drivers license)

- Seconds are served at 12:45 PM for lunch and 5:45 for dinner.

General Volunteering Guidelines (Program specific)

Discuss when applicable, Children's Clothes Closet ~ Farm/Mobile Market ~ Farm Stand

Food Pantry ~ Office Support

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