

## Kitchen Do's and Don'ts

- Do not use harsh abrasives/cleaners on appliances.
- Conserve energy by keeping windows and doors closed as much as possible.
- Use fan over stove for cooling. The fan should be in operation as soon as burners are turned on.
- Turn the light off in the freezer in the basement.
- Leave kitchen and appliances clean before leaving.
- Each group is asked to do extra cleaning as necessary if they have time and sufficient volunteers.

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## Welcome to service at the Soupateria!



### Penticton Community Soupateria Society

150 Orchard Avenue  
Penticton, B.C. V2A 1X8

[www.soupateria.com](http://www.soupateria.com)

## PENTICTON COMMUNITY SOUPATERIA VOLUNTEER ORIENTATION GUIDE



“The Society’s purpose is to serve a hot, nourishing meal each day of the week to those in need.”

**Thank you for volunteering to work in the Soupateria kitchen.**

## General Information for Volunteers

### *Please:*

- Wear casual, washable comfortable clothes and closed toe shoes.
- Put coats in the staff washroom off the kitchen.
- Do not bring valuable articles or large sums of money to the Soupateria. A lockable cupboard is provided for handbags and purses in the kitchen, however, the Soupateria will not be responsible for lost or stolen articles.
- Be aware that long or loose hair should be contained.
- Wash hands and keep washing hands.
- Sanitize all work surfaces before food preparation. If you need cleaning supplies, you will find them stored in the metal cupboard in the basement.
- Contact your coordinator as soon as you know that you are not able to volunteer on a day your scheduled to work.
- Refrain from bringing children under the age of 16 to the Soupateria during your shift.
- Treat fellow workers with consideration and respect.
- Treat clients with respect, courtesy, warmth and a smile. Any confrontations should be referred to the kitchen leader.
- Remember that what occurs in the Soupateria is confidential out of respect for clients and other volunteers.
- Please do not volunteer to bring any clients home or anywhere else they may request.

## Staff

- Each shift consists of the following:
  - 1 soupmaker
  - 3 – 4 helpers who peel, chop vegetables for the soup, prepare sandwiches, sort and bag donated food, sort and place donuts and desserts on trays, and wash dishes.

## Food Safe

- Do not work in the kitchen if you have a cold, flue or any other communicable disease or infected lesions on your body.
- Wash hands after using lavatories and before returning to the food prep area.
- Do not handle clean dishes with soiled hands or gloves.

## Donations

- Food donations are accepted in the kitchen during the hours of operation.
- Please give donor a thank you note immediately and inform the kitchen leader.
- Receive all food donations in good faith, sorting appropriately what can be used or placed on the take home shelves. Discard if there is any doubt about whether it is edible.
- Used clothing donations are not to be accepted; refer donors to the Salvation Army and other organizations which provide a clothing service.
- Monetary donations should be referred to the kitchen leader.
- Donated food stuffs are meant for the clients.

## Recycling

- City by-laws require that the Soupateria recycles.
- Flattened cardboard and all blue-bin recycling is placed in the green dumpster.

## Daily Routine

- The group consists of a leader who assigns tasks for the day.
- Arrival time of volunteers is 8:30am. Meal service begins at 11:30am, therefore, sufficient time is needed to complete the kitchen tasks.
- Each morning a different group will prepare soup and sandwiches.
- All work and table surfaces should be wiped with disinfectant before beginning food preparation and afterwards.
- Open the door for service at 11:30am and close at 12:30pm.
- Everyone in the morning group helps with clean-up when the food service is finished.
- Garbage: take out. Put new bags in the bins.

