



# Volunteer Manual

Hope Kitchen is a Christ-inspired, community effort to FREE the hungry.

219 E. Main St.  
Neosho, MO 64850  
417.658.9208

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## **Before You Arrive**

- If your team needs volunteers, please call the Hope Kitchen Director at 417-658-9208 as soon as possible. There are many who love to help!
  - For your safety wear non-slippery, comfortable shoes. No open-toe shoes. Wear comfortable clothing. Hair covering is mandatory if you will be in DIRECT contact with food. Hair nets are available or you may wear a ball cap, visor or bandana.
  - Please DO NOT bring valuables into Hope Kitchen. We are not liable for any lost or stolen items. Lockers are provided.
  - Confirm with all team members in advance to insure you have adequate personnel.
  - Confirm your menu with Director (at end of month before month you are serving) and ensure all food items have been purchased. Let the Director know if you need a food scholarship to assist in paying for your meal ingredients.
  - Each team MUST have a Team Leader.
- Director, Desiree Bridges may be reached at 417-658-9208

## **When You Arrive**

- Unlock front door & lock again once all volunteers arrive, back door may also be unlocked and accessed for volunteers. *We request that ALL volunteers park behind building in city lots and enter through alley door.*
- All lights (except for very back room, bathroom & pantry) may be turned on by one switch at the front of the building next to the glass windows on the west wall.
- Temperature is set and regulated by Hope Kitchen personnel and is scheduled to adjust when the kitchen is open for dinner. Feel free to adjust if needed.
- Call or text Hope Kitchen Director at (417) 658-9208 to notify that you have arrived for your scheduled day.
- Check that all tables are clean and stocked for guests: salt & pepper, napkins, sugar, creamer, etc.
- Ensure silverware has been rolled. Extra napkins are in the pantry or back room storage area.
- Check that all tables have the correct amount of chairs.
- Make drinks (coffee, tea, water)
- Put menu board on sidewalk no later than 5:30. Markers are located on or in the bookshelf.
- Optional: there is a blue tooth speaker in the kitchen that you may play Christian music only from while you are preparing/cooking/serving the meal. It will get loud enough for those eating in the dining room to enjoy. This is optional.
- Check bulletin board for any new updates about HK.

## Meal Preparation

- All volunteers who handle food MUST wear a hairnet or ball cap to prevent hair from falling into the food. Beard nets are also available but not required.
- All volunteers who handle food MUST wear the provided disposable gloves.
- All volunteers MUST thoroughly wash hands before beginning shift. A hand-wash only sink is in the kitchen. Use paper towels to dry, not a cloth towel/rag.
- Gloves are for single use only to prevent cross-contamination between foods. (example: using gloves to make hamburger patties, then using the same gloves to slice tomatoes for burgers, this would be cross contamination of raw meat to a vegetable and can cause sickness)
- Remember to “clean as you go” in order to make the end of the shift that much easier.
- In order to make the kitchen tasks operate smoothly, we suggest every volunteer has a specific task (cook, dishwasher, server, bus-boy, etc.). This will make for a very functional team if everyone has a defined role. Adults should be teamed with a younger volunteer to mentor & also insure they stay on task.
- Aprons are provided for those handling food & rubber aprons for dishwashing.
- A large can opener is provided on the prep table near both stove units. Please clean after use, it will disassemble for easy cleaning.
- Drinks for volunteers must have a lid per Health Department regulations (cup with lid). Cups are available in the pantry w/lids and straws. THESE ARE FOR VOLUNTEERS ONLY and may only be used for guests if needed to send home soup as a take home meal. WE DO NOT PROVIDE DRINKS TO-GO.
- To assist in counting those who eat, we recommend counting plates/bowls ahead of time. For example, counting stacks of 10 ahead of time helps to keep track of how many eat. Be careful that volunteer plates do not come out of the same stacks you have previously counted for those who come to eat. Disposable plates/silverware/napkins have been provided for volunteers in the three-drawer caddy for volunteers to minimize clean-up. Also-count Styrofoam to-go boxes to keep a count of voucher meals.
- If you are using roasters for preparing food, please BE VERY CAREFUL not to overload the outlets near the steam table. The outlets south of the refrigerator are wired to handle the roasting pans. (Look for signs.)
- Food items that may be prepared outside of Hope Kitchen include items that may be room temperature for a few days (ex: cornbread, rolls, cake, non-meringue and non-cream pies, cookies, etc.). All other food items must be prepared in Hope Kitchen. Browning of meat, chopping lettuce, etc., must be done in Hope Kitchen’s USDA inspected kitchen.
- A hand-truck/dolly is available in back room for unloading.
- Only USDA food items are acceptable (items purchased from USDA inspected facility-Wal-Mart, Sam’s, Save-a-Lot, etc.). We are not allowed to accept farm fresh food like eggs, produce, etc. This is a MO USDA Regulation.

## Time To Serve

- Hope Kitchen opens promptly at 6:00 and closes at 7:30.
- It takes 15-20 people to serve from start to finish. Consider making a work chart for your volunteers with the following positions available: 6 dishwashers (2 teams of 3 that alternate), 3 platers, 1 runner for the plating and drink station, 2 at the drink station, 4 minimum table servers, 1 door greeter, extra volunteers may walk around with pitchers and refill drinks, others may be rolling silverware if necessary, and a minimum of 2 table bussers. Be sure that every volunteer has a specific task.
- Determine how servers will be divided among the tables (for example: three tables per server, or divide room per servers, etc.) There are 16 tables.
- To save time, pre-plate any food like salad, dessert, etc. Salad may be pre-plated, then covered with plastic wrap and placed in the refrigerator until serving time. Cups may also be filled with ice approximately 15 minutes before opening the doors. Silverware may be laid on tables ahead of time as well.
- Unlock the front door and smile. Your smile might be the only one our guests see today. Greet our guests with a “welcome” or “good evening” or “thank you for coming”. We desire to treat every guest with utmost dignity and honor. Please make every effort to serve and wait on them. Introduce yourself, ask their name, etc.
- Guests will check-in at the Welcome Center and have ID card scanned prior to sitting.
- Welcome guests to find a seat. If needed, guests waiting may join other guests who may not completely fill a table. Please ask first.
- Serve immediately. Have your designated servers get right to work to fill orders quickly. Kid portions are a great idea to eliminate wasting food. Servers may introduce themselves: “Hi! Welcome to Hope Kitchen. My name is...” \*\*\*WE DO NOT OFFER SECONDS ON FOOD\*\*\* Drink refills are fine.
- If you choose, place silverware in front of guest, take drink orders first, then food. Our desire is to serve our guests whenever possible.
- Have bussers or those who clean tables be quick to clear dirty dishes from table and take to dishwashing station. Please assure that they ask our guests if they are done with the item before taking it. Make sure those who are clearing off dirty dishes are NOT HANDLING FOOD.
- Tables MUST be sprayed with sanitizer between guests. Sanitizer is located in “cleaning closet”. Sanitizer bottles are squirt bottles with pink liquid & have a label on them (1/2 oz. per bottle, dilute w/water).

## **Time To Serve-continued**

- Thank those who leave after they finish a meal and greet new guests.
- As the time draws near to close at 7:30, survey how much food is left and begin to offer “take-home” boxes. This is optional for all teams. We realize some teams may want to take home food themselves. We encourage giving food to our guests, Teen Challenge or the local homeless shelter.
  - Teen Challenge, 18527 E. Hwy 86, Neosho-417-451-2980
  - Restoration Life Center Emergency Shelter, 415 N. High St, Neosho-417-455-9393, Karen, Director’s number is on the refrigerator
- Take-home boxes are NOT available UNTIL 7:25 if there is enough food.
- Those who have been approved and have a food voucher may receive a take-home box before 7:30 (ONLY IF THEY SHOW A VOUCHER, 1 voucher=1 take-home box)
  - What is a voucher? A voucher is for someone who cannot come to HK to eat: disabled, homebound, shut-in, etc.
  - HK Staff have visited w/those who request vouchers to verify their status (vouchers are requested by filling out a Voucher Request Form located on bookshelf)
- We understand the desire to clean up early, but please ensure that food is available until 7:30 p.m. for our guests. Cleaning tables is okay before 7:30 but please be careful not to put chairs on tables before the last guest leaves. Feel free to politely excuse guests who are done eating but staying beyond our closing time.
- We strongly encourage volunteers to personally meet with our guests and let them know they are loved. Hope Kitchen is a Christian ministry, feel free to engage them spiritually as well. This is not required but encouraged.
- Age guidelines
  - No children under 5 in kitchen (for safety reasons)
  - 6-12 must be accompanied by a guardian
  - 12-17 must be accompanied by adequate chaperones
  - No running or horseplay in dining area OR kitchen

## Clean-Up

- After the last guest leaves, lock the front door, bring in the menu board and begin final clean-up.
- Dining Room:
  - ALL tables must be wiped clean, all sides and check under table for food wiped on under-side
  - Wipe down chairs-seat, back cushion, and legs
  - Wipe down dispensers on tables
  - If necessary, wipe wall near table if any food is on the wall
  - Sweep BEFORE YOU MOP
  - Mop
  - Reconfigure tables and chairs if necessary (4 chairs per table)
  - Empty trash (clean INSIDE of trash can w/Clorox wipes)
  - Wipe windows, glass door, check for fingerprints, clean metal parts of door, etc.
  - Roll all silverware (three pieces in each napkin)
  - Wipe walls behind coffee pot, tea buckets, etc.
- Bathroom (with appropriate cleaners-there is a silver cleaning caddy labeled "bathroom")
  - Clean toilet
  - Clean urinal
  - Clean sink & faucet
  - Clean mirrors
  - Sweep BEFORE YOU MOP
  - Mop
  - Wipe down light switch and door knob, and toilet handle
  - Empty trash (clean trash can w/Clorox wipes)
  - Check dispensers & if necessary refill toilet paper/paper towels/soap
  - \*\*\*Keys for ALL dispensers are in cleaning closet in small cubby\*\*\*
  - \*\*\*Key for bathroom door is in cleaning closet in small cubby\*\*\*

- Kitchen
  - All ovens and griddles must be wiped clean and any grease MUST be disposed of in trash can once it has been cooled. For cleaning of griddle see posted instructions.
  - Check refrigerator for any items that may have leaked/spilled during storage.
  - All surfaces must be cleaned with sanitizer. Long, white cutting boards on steam table & mini-fridge may be cleaned with bleach.
  - All cookware-pots, pans, measuring spoons, mixing bowls, etc. must be put away based on label system.
  - Put away all staple items: spices, sugars, drink mixes, etc. Please make sure lids are on securely. Wipe down if needed.
  - There are storage bags, plastic wrap, and aluminum foil to assist in clean-up of leftover food. Take-home boxes have also been provided.
  - All plates, bowls, mugs, cups, silverware used must be washed then sterilized in dishwasher and put away.
  - Please scrape food waste in trash can to prevent plumbing back-up. Food in the disposal slows the flow of the drain.
  - Dishes must be air-dried. **Do not towel dry.**
  - Make sure all dirty rags/cloths are placed in dirty laundry container provided.
  - All cleaning supplies put away.
  - Clean-out sink of any food debris that could cause an odor. Drain dishwasher.
  - Use cleaner to sanitize all three sink bays.
  - Wipe walls behind sink and near/around trash can at dishwashing station where food or water may have splashed-out.
  - Wipe walls around prep area.
  - Sweep BEFORE YOU MOP.
  - Mop. Empty mop buckets in alley. Hang mop heads over sink to dry. Please use DIFFERENT mop head for BATHROOM.
  - PLEASE start a load of all dirty towels/aprons (do not mix mop heads & towels)
  - Check dispensers & if necessary refill toilet paper/paper towels/soap (key for dispensers is in the cleaning closet)
  - Empty trash and take to dumpster located behind building.
  - Please clean trash cans (inside and outside of can, handles too) w/Clorox wipes.



- Refill sanitizer bottles with pink sanitizer solution, 1 ounce per squirt bottle.
  
- Please text HK Director with how many people were served and how many voucher boxes were given out. This information may also be left on dry erase board in the back room.
- Please feel free to leave notes on the message board near the office. Notes are to make aware if something isn't working, gets broken or supplies are used up like spices, take-home boxes, coffee, coffee filters, tea, etc.
- Turn-off all lights (cleaning closet light always stays on automatically)
- Lock front door & back door.
- **\*\*\*SAFETY ALERT\*\*\***No woman or young lady is to walk to vehicle from alley door alone. Please provide a male escort for safety. Remember-there is safety in numbers.
- **THANK YOU! THANK YOU! THANK YOU!**

## **Instructions for Kitchen Equipment**

### Dishwasher:

1. From right to left, use each bay of the sink as wash, rinse then load into tray and place in dishwasher.
2. Pull handle down.
3. Push black button to fill exterior cylinder ½ way.
4. Push and hold red button approximately three seconds to begin wash cycle.
5. When cycle completes, slide out tray and set on rack for items to dry or lay items on rack to dry.
6. \*\*\*When electricity is not an option, a bleach-water dip procedure must be followed. One cap full of bleach per gallon in the sink, dip item and let drip dry. This may be done for large items (ex: cookie sheets) that did not have direct food contact (ex: salad in bowl on cookie sheet in refrigerator).

### Griddle:

1. The griddle is a gas griddle and knobs must be pushed in and then turned to the left in order to light. If necessary, look through small holes near knob to confirm griddle is lit. If having trouble, there are extra-long matches in the pantry which can be placed through the hole near the knob to light the griddle if necessary.
2. Turn off griddle by turning knob the opposite way that you turned it when you turned it on.

### Non-convection ovens

1. These are also gas. Choose heat setting and preheat before use.

### Blodgett Convection Oven:

1. Turn the oven on by selecting either LOW or HIGH fan speed with selector switch.
2. Turn on the gas switch at the bottom of the control panel. Put the red mode switch in the COOK position and close the oven doors.
3. Choose desired temperature.
4. Use cool down mode before completely shutting oven off.

## **Instructions for Kitchen Equipment**

### Electric Dry Hot Food Table-DRY OPERATION WITH COVERS

1. With openings covered, set dial on highest position for 45 minutes to preheat unit. Place precooked food (minimum 160°) in food pans, place in openings, and cover food pans with lids. (Note: indicator light is the set point for the control knob.)
2. Adjust to desired setting for proper food temperature. This will vary with the type of food, size of pans and individual serving temperatures.
3. To increase temperature turn knob toward highest setting, to decrease turn toward lowest setting.
4. Food pans should be covered to maintain temperature when food is not being served and to prevent food from drying out.

### Electric Hot Food Table-WET OPERATION W/COVERS—SPILLAGE PANS REQUIRED (DO NOT PUT WATER IN HEATING WELL OR ON ELEMENT.)

1. With openings covered, set dial at highest setting for 45 minutes, install spillage pans and fill spillage pans to bottom of food pans with (minimum 185°F) hot water.
2. Put precooked food (minimum 160°F) in food pans, place spillage pans and cover food pans with lids.
3. Adjust to desired setting for proper food temperature.

## **Instructions for Kitchen Equipment**

### 20 Quart Planetary Mixer:

1. Make sure unit is plugged in.
2. While turned off, insert mixing bowl into the holder in the down position and align on the pins. Make sure notch on back of bowl is in the hole on the mixer. Once bowl is aligned on pins, lock into place with side clips.
3. Insert the desired agitator (beater) onto the mixing axle and turn to lock into place.
4. Once all items are locked in place (bowl and attachment), add ingredients to the bowl and raise the bowl by pulling the bowl lift handle toward you until it hits its full raised position.
5. Adjust your speed setting for the correct application. Always STOP THE MACHINE before changing speeds☺.
6. Set the timer for desired mixing time. The timer has two settings: turn the dial to the left for manual run OR you can turn the dial to the right to a desired set time for mixing. Once the timer goes off the machine will shut down. The timer must be set to one of these settings or the machine will NOT operate.
7. With bowl in the fully raised position, the agitator locked into place and the correct speed setting selected, close the wire guard over the bowl, set the timer and press the green power button to start mixing. The wire guard must be closed FULLY for machine to operate.
8. Once mixing is completed, press the RED stop button to stop the agitator.
9. Open the wire guard and lower the bowl to its lowest setting. If more mixing is needed, repeat step 7.

**NOTE: Always stop the machine before changing speeds.**

**STANDARD ACCESSORIES** - This mixer comes with one of each of the following accessories:



Flat Beater



Dough Hook



Wire Whip



Mixing Bowl

When mixing always use the correct agitator for the job. To install agitator raise into the mixing axle and rotate clockwise on the shaft until it locks into place. To remove an agitator, raise it on the shaft until it clears the lock and rotate counterclockwise and lower. All of the accessories are fitted to the mixing bowl for precise use.

**Flat Beater** - Used for mixing dry ingredients and can work on all speeds. Do not run for more than 15 minutes.

**Dough Hook** - Used for mixing dough and can work in low and medium speeds only. Do not use on high speed. Do not run for more than 20 minutes.

**Wire Whip** - Used for mixing liquids and soft ingredients and can work in all speeds. Do not run for more than 15 minutes.

**NOTE:** Always stop the machine first before changing speeds in order to avoid damage to the unit's gears. Always ensure that the bowl is fully lifted and the wire guard is closed when in use.

- Slow speed is the middle setting (Dough hook setting with the knob facing forward)
- Medium speed is the bottom setting (Flat beater setting with the knob facing down)
- High speed is the top setting (Wire Whip setting with the knob facing up)

## MIXER CAPACITY CHART

Product	Agitator	Speed	Max Bowl Capacity (20 qt)
Bread and roll dough - 60% AR	Dough hook	1st only	25 lbs
Heavy bread dough - 55% AR	Dough hook	1st only	15 lbs
Pizza dough, thin - 40% AR	Dough hook	1st only	9 lbs
Pizza dough, medium - 50% AR	Dough hook	1st only	10 lbs
Pizza dough, thick - 60% AR	Dough hook	1st only	20 lbs
Raised donut dough - 65% AR	Dough hook	1st and 2nd	20 lbs
Mashed potatoes	Flat beater	2nd	15 lbs
Waffle or pancake batter	Flat beater	2nd	8 qt
Egg whites	Wire whip	3rd	1 qt
Whipped cream	Wire whip	3rd	4 qt
Cake batter	Flat beater	2nd	20 lbs

Helpful measurements for calculating the correct size mixer for your application

8.3 lbs = 1 gallon of water - 2.08 lbs = 1 Quart

When mixing dough (Pizza, bread or bagels), remember to check your "AR" absorption ratio. Absorption ratio is water weight divided by flour weight. The above capacities are based on 12% flour moisture at 70°F water temperature. If a high gluten flour is used, reduce above dough batch size by 10%.

Example: if a recipe calls for 5 lbs of water and 10 lbs of flour then  $5 \text{ divided by } 10 = 0.50 \times 100 = 50\% \text{ AR}$ .

### NOTES:

- 2nd speed should never be used on mixtures with less than 50% AR
- Do not use attachments on the #12 hub while mixing

## **Instructions for Kitchen Equipment**

### Warming Cabinet:

1. Push the "ON"/OFF" switch to the "ON" position. Red indicator light will illuminate.
2. Push the "PROOF/HOLD" switch to the "HOLD" position. This will activate the two air/heat elements (500W & 1000 W) inside the heat unit.
3. Set the thermostat control (marked Temperature) to 7 or 8 in the beginning to heat cabinet quickly. Then adjust to your desired temperature based on digital thermometer reading.
4. Temperature is read on the digital thermometer located on the front panel of heat unit.
5. Place the "ON/OFF" switch in the "OFF" position when heat unit is not in use.

***NOTE: When unit is in "HOLD" mode the element in the water pan does not activate.***

### For Bread Making (Proofing Mode):

1. Fill the 4.3 quart reservoir with DISTILLED WATER (located in pantry). Element should be totally submerged at all times. Tap water may contain various minerals that will leave a residue on the heat element that reduces the heating capability.
2. Push the "ON/OFF" switch to the "ON" position. Red indicator light will illuminate.
3. Pre-heat the cabinet. Push the "PROOF/HOLD" switch to the "HOLD" position. This will activate the two air/heat elements (500 W & 1000 W) inside the heat unit.
4. Set the thermostat control (marked Temperature) to 7 or 8 to quickly heat the cabinet.
5. Upon the temperature reaching 90° F-100° F push the "PROOF/HOLD" switch to the "PROOF" position.
6. Turn the temperature dial down and the humidity dial to 7 or 8. The 1000 watt element in the water pan is now activated in the "PROOF" mode.
7. Once an internal temperature in your desired range is met and the humidity begins to condense on the inside of the cabinet, maximum humidity has been reached. Setting the humidity any higher will only cause more water to condense and run down the interior of the cabinet and drain from the cabinet. Turn both the temperatures and humidity dials to the appropriate levels for your particular use.
8. Place the "ON/OFF" switch in the "OFF" position when heat unit is not in use.

***NOTE: Different types of dough will require different conditions to proof. The above directions are only guidelines on starting the heat unit and are not designed as a standard for proofing products. There will be some experimental trials before you reach the heat and humidity levels appropriate for your products. NEVER place frozen dough in the proof cabinet.***

## Work Chart for Hope Kitchen

<b>Greeter</b>	<b>1.</b>
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<b>Server</b>	<b>1.</b>
<b>Server</b>	<b>2.</b>
<b>Server</b>	<b>3.</b>
<b>Server</b>	<b>4.</b>
<b>Server</b>	<b>5.</b>

<b>Drink Station</b>	<b>1.</b>
<b>Drink Station</b>	<b>2.</b>

<b>Plater</b>	<b>1.</b>
<b>Plater</b>	<b>2.</b>
<b>Plater</b>	<b>3.</b>

<b>Runner for Platers &amp; Drink Station</b>	<b>1.</b>
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<b>Dishwasher</b>	<b>1.</b>
<b>Dishwasher</b>	<b>2.</b>
<b>Dishwasher</b>	<b>3.</b>

<b>Busser</b>	<b>1.</b>
<b>Busser</b>	<b>2.</b>
<b>Busser</b>	<b>3.</b>



# Food Temperature Guide °F

CATEGORY	FOOD	TEMP (F°)	REST TIME
<b>Ground Meat &amp; Meat Mixtures</b> 	beef, pork, veal, lamb	160°	none
	turkey, chicken	165°	none
<b>Fresh Beef, Veal, Lamb</b> 	steaks, roasts, chops	145°	3 min
<b>Poultry</b> 	chicken & turkey, whole poultry breasts, roasts, poultry thighs, legs, wings, duck, & goose stuffing (cooked alone or in bird)	165°	none
<b>Pork &amp; Ham</b> 	fresh pork & fresh ham (raw)	145°	3 min
	precooked ham (to reheat)	140°	none
<b>Eggs &amp; Egg Dishes</b> 	eggs	cook until yolk and white are firm	none
	egg dishes	160°	none
<b>Leftovers &amp; Casseroles</b> 	leftovers & casseroles	165°	none
<b>Seafood</b> 	fin fish	145° or cook until flesh is opaque and separates easily with a fork	none
	shrimp, lobster, & crabs	cook until flesh is pearly and opaque	none
	clams, oysters, & mussels	cook until shells open during cooking	none
	scallops	cook until flesh is milky white or opaque and firm	none

## **One More Thing...**

*We thought we'd make a list of the tasks that are often overlooked by our teams.*

- Empty water out of warming cabinet
- Turn off water at sink (gooseneck faucet)
- Roll silverware (until you run out of fork/spoon combination)
- Wash windows
- Vacuum entry way carpet & rug (vacuum in cleaning closet)
- Wipe trash cans inside & outside with disinfectant wipes
- Check condiments on tables (sugars, creamer, napkins)

## **Menu Ideas**

- Meatloaf, mashed potatoes, green beans, roll, cookie/cake/brownie
- Spaghetti, green beans, salad, garlic bread, dessert
- Pulled pork sandwich, baked beans, coleslaw, chips, dessert
- Breakfast-biscuits & gravy, scrambled eggs, pancakes, fruit, bacon
- Baked pasta casserole, green beans, bread, dessert
- Chicken Enchilada Casserole, corn bread, chips/salsa, salad, dessert
- Taco Salad, dessert
- Ham slice, scalloped potatoes, vegetable, salad, dessert
- Grilled Chicken, corn on the cob, mashed potatoes, salad, dessert

## **What Does Hope Kitchen Provide?**

- Tea & coffee provided for making drinks, ice maker as well
- Dry pantry items such as: flour, brown sugar, white sugar, large variety of spices (minced onions, garlic powder, chili powder, etc.), corn starch, cocoa
- Napkins for rolling silverware
- Glassware for eating: plates, bowls, dessert dishes, coffee mugs, etc.
- Stainless steel silverware: fork, spoon, knife
- Plastic, reusable red/clear cups (red-tea, clear-water)
- Condiments for tables (sugar, creamer, napkins)
- Cookware (pots, pans, slotted spoons, etc.)
- 2 Commercial Refrigerators, 2 Commercial Freezers, 1 chest freezer, 1 convection oven, griddle, 3 lower, regular ovens, 6 gas burners
- 4 Roasters
- Bunn Coffee Maker
- Cleaning supplies
- Styrofoam take-out boxes
- Disposable plates/cups/silverware for volunteers

## **HOPE KITCHEN VOLUNTEER POLICY**

### Statement of Purpose

Hope Kitchen is a ministry of the Canopy church, a non-denominational church. Although the primary role of Hope Kitchen is to create a Christ inspired, community effort to feed the hungry, it is The Canopy's desire that all its facilities be used for the advancement of the Body of Christ and always to God's glory. The Canopy facilities were provided through God's blessing and by the sacrificial generosity of church members and others in the community. Although Canopy facilities are not generally open to the public, we do allow and encourage approved non-member persons and groups to volunteer at Hope Kitchen as a witness to our faith, in a spirit of Christian charity, and as a means of demonstrating the Gospel of Jesus Christ in practice.

Persons or groups holding, advancing, or advocating beliefs, or advancing, advocating, or engaging in practices that conflict with the church's faith or moral teachings, which are summarized in, among other places, the Canopy's Statement of Faith, will not be permitted to volunteer at the kitchen. The pastor, or his official designee, is the final decision-maker on whether a person or group is allowed to volunteer. The Canopy reserves the right to accept or deny any applicants who seek to volunteer at Hope Kitchen. Permission granted to individuals, groups, or organizations to volunteer at Hope Kitchen shall not be transferred or passed to any alternative individual, group, or organization without the permission of the Canopy.

The Canopy understands there are variations in the practice and understanding of Scripture in some areas of doctrine, Christian living, and witness. However, while volunteering at Hope Kitchen, persons or groups must refrain from promoting, discussing, or practicing any doctrine, teaching, or gift, or engaging in any conduct that is deemed by the Canopy's Board of Elders, pastor, or any designated representative as contrary to the beliefs, standards, and practices of the Canopy church, as set forth in its Statement of Faith and other documents.

This volunteer policy is necessary for two important reasons. First, the church may not in good conscience materially cooperate in activities or beliefs that are contrary to its faith. Allowing its facilities to be used for purposes that contradict the church's beliefs would be material cooperation with that activity, would be a grave violation of the church's faith and religious practice, and would degrade the church's religious integrity (See 2 Corinthians 6:3, 14; 1 Thessalonians 5:22).

Second, it is very important to the church that it presents a consistent message to the community, which the church staff and members conscientiously maintain as part of their witness to the Gospel of Jesus Christ. To allow facilities to be used by groups or persons who express beliefs or engage in practices contrary to the church's faith during their time volunteering would have a severe negative impact on the message that the church strives to promote. It could also be a source of confusion and scandal to church members and the community because they may reasonably perceive that by

allowing use of our facilities, the church is in agreement with the beliefs or practices of the persons or groups using church facilities.

### Approved Volunteers

The pastor or official designee must approve all persons or groups who wish to volunteer. Priority shall generally be given to members of the church, their immediate families, and organized groups that are part of the ministry, organization, or sponsored activities of the church. Non-members or outside groups may volunteer at Hope Kitchen if they meet the following qualifications:

1. Groups or persons requesting to volunteer must affirm that their beliefs and practices are in harmony with the church's faith and practice, or affirm that they will refrain from promoting, discussing, or practicing any doctrine, teaching, or gift that is contrary to the beliefs, standards, and practices of the Canopy church, as set forth in its Statement of Faith and other documents.
2. The group or person seeking to volunteer must submit a signed "Volunteer Form."
3. The group or person seeking to volunteer must agree to abide by the church's rules of conduct for volunteers, as stated below and as described in any additional instructions by church staff.

### Volunteer Rules of Conduct

Each individual, group, or organization volunteering at Hope Kitchen is required to abide by all church guidelines, rules of conduct, and instructions from church staff at all times.

1. Alcohol Policy: No alcohol may be served or consumed in Hope Kitchen.
2. Smoking Policy: Smoking anywhere on the Hope Kitchen premises is prohibited.
3. Abusive language, foul language and/or violent behavior, is/are strictly prohibited at Hope Kitchen. Any person exhibiting such behavior will be required to leave the premises.
4. Use of any controlled substances, including alcohol, tobacco products, and marijuana, is strictly prohibited anywhere on Hope Kitchen premises.
5. Each volunteer must refrain from promoting, discussing, or practicing any doctrine, teaching, or gift that is contrary to the beliefs, standards, and practices of the Canopy Church, as set forth in its Statement of Faith and other documents.