

Community Lifeline

PO Box 698 - 218 N. 3rd Street - Shelton, WA 98584

COMMUNITY MEALS PROGRAM

STANDARD OPERATING PROCEDURES

History and Mission:

Since 2006 the Community Meals Program has provided prepared meals and hospitality to Mason County community members. Our mission is to feed the hungry and provide hospitality to build community at Community Lifeline (CL). We strive to provide simple, nutritious meals with basic ingredients and staples. Food is donated by gleaning programs, food banks, and by private and corporate donations. Meals should be planned using ingredients available at CL or donated by your team. Ingredients come in 2-3 days per week and it is never known what will be available prior to delivery. Meats, milk, eggs, fresh vegetables and fruits, and bread are all donations brought to us. We have 4 freezers, a refrigerator, canned food pantry, and dried staples pantry available to assess for ingredients to plan a meal with. Meals are served from 5-6 PM each weeknight and 5:30-6:30 on weekends. Security staff is present each day and will introduce themselves to you when they arrive at 4:00 or 4:30PM. They are familiar with all building and behavior procedures. **It is their responsibility to deal with guest behaviors. Please report all behaviors immediately.**

PROCEDURE: TEAM LEAD

1. Each team will consist of a team lead and team members. The responsibility of the team lead is to have a food handler's card in the documentation notebook, and to manage their team and the environment of the kitchen and dining room during planning, preparation, service, and clean-up of the facilities at CL. It is their responsibility to ensure all Washington State Food Handling practices and Community Lifeline Policies are being observed by the team including Ethics, Distribution or Posting of Literature, Confidentiality, and Anti-Harassment of guests, staff, volunteers, or vendors.
2. The team lead will be responsible for documentation of meals and volunteer sign in for in kind purposes during each shift located in the documentation notebook on top of the microwave.
3. The team lead will ensure there will be an alternate member who could act as team lead in the absence of the lead to ensure compliance.
4. The team lead will provide information to their team about new procedures or equipment in the CL building and interface with CL staff to communicate needs and needed repairs
5. The team lead will be responsible to check out and monitor key use by the team. Only one key per team will be issued.

PROCEDURE: PLANNING A MEAL and PRE-MEAL DAY PREPARATION

1. Check calendar for scheduled dates. The calendar is done and posted monthly.
2. Come to the Community Lifeline building and assess ingredients to plan a meal around. If there is a meal you plan to serve and ingredients are unavailable, the team is responsible for providing ingredients. **Ingredients may not (especially meat) be taken off the premises**, but may be labeled clearly and stored properly at CL until the scheduled date of preparation. This may be done any time before 2PM or after 7PM a day or two before the meal serving day to avoid interrupting meal teams during meal preparation and service. Supplies delivered for your team may also be done **during this time only** to avoid interruption in meal preparation.
3. **If your team is unable to serve on your scheduled day you are responsible to contact others on the Team Contact List to get a replacement.**

PROCEDURE: MEAL PREPARATION, SERVICE, CLEAN-UP

1. ARRIVAL – Team members may park anywhere available around the CL building and enter through the alley access door or west door of the building facing Green Diamond Resources if accessibility needs are present. There is a handicapped designated parking spot next to the kitchen. Unlock kitchen doors. Turn on the lights in the kitchen. Switches are located behind the dishwasher and above the convection oven. The lights over the stove are inside the door of the laundry room to the left.
2. Turn on the dishwasher. (See Procedure instructions on the front of machine.)
3. Wash hands in handwashing designated sink located on the west side of the kitchen next to the microwave. Do not move soap located next to sink. Paper towels are to be used for handwashing only.
4. Fill 2-3 sanitation buckets (located next to the handwashing sink) with cool water and bleach (1 capful of bleach for each gallon of water) Do Not Use Hot Water. Bleach evaporates in hot water and will not sanitize.
5. Sanitize all surfaces with bleach water.
6. Prepare Food following Food Handling Practices. Thermometers, Tape, and marking pens are located in the drawers to the right of the stove. Please feel free to open cabinets and drawers to familiarize yourself with the kitchen. ***Please do not move or bring in additional items for kitchen use unless permission is given from the Executive Director.*** Items in the kitchen have been placed where they are for a reason in alignment with the Health Dept., Licensing, and Insurance Standards. It is each team's responsibility to help maintain the cleanliness and order of the kitchen and dining areas including garbage, recycling, sweeping and mopping the floor, checking the refrigerator for unlabeled left overs and throwing them out. **(Do not touch staff food in labeled baskets in the back of the refrigerator or designated cupboards for other programs in the building) Be mindful the Health Dept. can arrive unannounced to do a routine kitchen inspection at any time. If an inspector arrives follow their lead and allow them to do**

their inspection and give the paperwork to the security person to place in the office when completed.

7. Prepare Coffee and Tea Water in large coffee makers and place on buffet in dining room. Coffee and tea can be located on top of the warming oven and in the first set of cupboards inside the kitchen door from the dining room on the right by the microwave. Cups are located in the dining room above the coffee set-up space. (Coffee and tea are not necessary at each meal as long as milk, water, or other drinks are available)
8. Dining Room Set Up – Sanitize all tables, straighten chairs. Plates are located in the buffet. Place stacks on end of the serving table for use. Silverware, napkins, salt and pepper, and sugar can be located in the kitchen in cupboards by the microwave and in the covered container on the counter. Do not move this container and ensure the cover is placed over it tightly at the end of the evening.
9. The doors will be unlocked by security a half an hour prior to meal service. Guests may come to the dining room and enjoy a cup of coffee and have conversation during this time. Your role is to focus on meal preparation.
10. **At 4:55 (or 5:25 on weekends)**, all food should be taken out to the serving table at the same time to insure temperature control and cleanliness. Desserts may not be placed out prior to the meal unless monitored by someone serving and following Food Handling Practices.
11. Gloves are worn to prevent bare hands from touching food. **Do not wear gloves when using a spoon, tongs, etc. to serve.** Only wear gloves to touch foods like cookies, bread, etc. If gloved hands touch anything besides food, the gloves must be removed and a clean pair applied. (For example, gloved hands are contaminated when they touch the refrigerator door handle, the outside of a bag of buns, etc. because those areas are “dirty.”)
12. When it is time to serve, get the attention of the guests by ringing a bell or calling everyone to attention. **Do not use kitchen spoons or equipment to hammer on poles in the dining room! We are modeling civility. Welcome guests. Remind people of the rules posted in the back of the room and next to the serving table. Personal Agendas, political views, or solicitation are not allowed by any Team. People from other agencies are not allowed at meals trolling for clients. We feel guests have the right to seek out services in private. If you see suspicious activity, inform the security person immediately. Ask the guests if anyone would care to say the blessing. *Guests have the priority!* If no one offers, say a blessing or grace before the meal is served.**
13. All meals must be served in the dining room. Food cannot be taken away for “grandma at home,” or “to eat later.” Refer that person to security. This eliminates neighborhood litter and waste of food. We strive to be good neighbors everyday. If someone trespassed (restricted from entering CL). Security is informed of who is trespassed daily and may serve these meals, depending on the circumstances. “TO GO” containers are not allowed. Pre-wrapped sandwiches are the only foods TO GO. **We no longer take plastic containers or TO GO packaging.** People have access to breakfast, sandwiches, and dinner every day of the week with current community services. Left-overs should be wrapped, labeled, and placed in the refrigerator. Often times these get heated and served during the week.

14. Dinner must be served until 6 or 6:30. At that time, security will lock the doors. Please do not rush people if they are sitting and finishing their meal. Clean up can happen around them.
15. While dinner is being served, kitchen clean up can begin and continue. Dirty dishes will be placed in bus tubs outside of the kitchen door and taken into the kitchen when full. Please do not move these. Guests are used to a system and we often see negative behaviors arise when the routine has been changed or items changed in the dining room.
16. Dishes should be scraped of food, rinsed and placed in dish racks. Please fill racks completely before placing in dishwasher. Follow instructions on the front of the dishwasher. When the load is complete, slowly open the dishwasher door and pull tray out. Place on the counter to air dry. Do not dry dishes with paper towels or cloth towels. When dry, put dishes away in designated areas.
17. Dining Room Clean Up – Bring all food into kitchen. Wrap, label all leftovers and place in refrigerator or discard. Do not leave food, including bread, out on the cupboards. This attracts pests. Clear all tables. Wipe all tables and surfaces down with bleach water. Pick up food off floor. Push chairs in. Gather up trash bags and take out to dumpster. If they are too heavy, security will assist.
18. Buttoning up the Kitchen – Turn dishwasher off following directions. Turn sink off and clean out drains. Mop water around sink. Wipe countertops, stove, refrigerator, and island down with bleach water. Gather up any additional garbage. Sweep and mop floor. Mop sink is located in the backroom next to the washer and drier. Do not place anything else in the backroom. When finished, clean out mop. Empty bucket in mop sink and place mop bucket on back porch.
19. Turn out lights. Close interior kitchen door. Exit through the back kitchen door. Lock door.