



**VOLUNTEER HANDBOOK
2024-2025 SEASON**

WELCOME TO THE SOUP KITCHEN IN PROVINCETOWN!

For 32 years the Soup Kitchen In Provincetown (SKIP) has provided hot nourishing meals to our neighbors because people like you have been willing to volunteer to work hand in hand with the staff and board of SKIP. Your volunteer service makes an enormous difference to us as an organization and, more importantly, to those we serve.

So from the board of directors, staff, and especially our guests, thank you for your giving spirit and your willingness to share your time. We simply couldn't do it without you.

Our mission is three fold:

- To provide nutritious meals in a welcoming environment open to all
- To provide a sense of community to those experiencing isolation during the resort community's long off-season
- Where possible, provide formal and informal referrals for a range of social services, including but not limited to, housing and mental health

SKIP serves hot, multi-course meals to Provincetown and Outer Cape residents on weekdays from the first Monday in November through the last Friday in April. Meal service is from 12:30 to 1:30 PM. Last year SKIP averaged nearly 200 meals a day, 300 on Fridays when we provide an extra meal to take away for the weekend. This translates to approximately 4,400 meals a month, and 26,678 meals served during our six-month season. This was our highest number of meals ever.

We are here because hunger is a serious problem and it is our mission to address it. Our target population includes those who are homeless or those at risk of being homeless, unemployed or underemployed, elderly and others on fixed incomes, families with dependent children and anyone who cannot afford to feed themselves or gain access to cooked food on a daily basis. The meal we serve could be our guests' only meal of the day. Many must make the choice between eating or paying their rent and other expenses. The ongoing fear of being forced to relocate to another town as affordable housing continues to disappear on the Outer Cape is stressful, and this can lead to health problems or emotional distress.

There is no cost to any guest for any meal or for any referral to other agencies for help. Our services are not based on income. We will provide a take-away meal to anyone. All are welcome!

Our services are provided at the United Methodist Church, 20 Shank Painter Road in Provincetown. SKIP pays half of the church's expenses for the space for the six months we are open, and our food service has no religious or political affiliation. We spread the word about our services through public announcements on social media,

radio, and in newspaper articles; through social services groups in the area; and by word of mouth. The church also houses a food pantry and housing office, which has made client services even more efficient, but which are not part of SKIP.

In an effort to make everyone's time here at SKIP a productive and positive experience, we have put together this volunteer handbook. It includes volunteer information and some of our more important policies and procedures, and we hope it will be a valuable resource. If at any time you have questions regarding this handbook or any other aspects of our organization, please feel free to address your questions to any board member or the executive chef.

THE SKIP ORGANIZATION

SKIP is a not-for-profit organization, run by an unpaid, working board of ten directors. The board hires an executive chef, utility person, and an office coordinator to assist them in running the program.

Office Phone: 508-487-8331
General SKIP email: office@skipfood.org
SKIP email to report schedule change volunteer@skipfood.org

Board Officers:

Philip Franchini	Board Chair, Marketing Committee Chair
Mark Bjorstrom	Board Vice-Chair/Treasurer, Volunteer Committee
Mary Ashley	Board Secretary, Volunteer Committee Chair, Newsletter

Other Board Members:

Libby Cressey	Special Projects, Marketing Committee
Eric Cordes	Human Resources Chair, Operations
Martha Fagan Committee	Fundraising Committee Chair, HR Committee, Volunteer
Peter Maye	IT Committee, Fundraising Committee
Donna Reardon	IT Committee Chair, Fundraising Committee, Newsletter Chair
Roger Secours	Operations Committee Chair
Robert Sweetman	Liaison to community organizations

Staff:

Raul Garcia	Chef, chef@skipfood.org
John Strumwasser	Office Coordinator, 508-487-8331, office@skipfood.org
Didier Corallo	Utility Staff

HOURS OF OPERATION

There are two shifts each day, Monday-Friday:

- First 9:30AM to 11:45PM - assist in preparing and cooking food
- Second 11:45AM to 2:00PM - serve and cleanup

In addition, we deliver meals on Tuesdays and Thursdays. Helping Our Women provide volunteers for Tuesday delivery, SKIP provides volunteers for Thursday delivery. Volunteers must have a CORI background check before they can sign up for delivery shifts. The delivery shift lasts about 1 hour.

Please review the SKIP DAILY TASKS at the end of the manual for a more detailed description of each shift.

Most volunteers sign up for a specific shift(s), but some volunteers prefer to be “on call” instead of having regular hours/days assigned. If you are “on call,” you should be ready to come into SKIP on short notice.

The Chef is in charge of all functions for the kitchen. In conjunction with volunteer@skipfood.org, the on-line scheduling group, the Chef is also responsible for volunteer shifts and coordination.

- The chef has full control over the kitchen. You must always follow the instructions of the chef. Don't question, just do what you are told. Failure to do so may jeopardize your volunteering at SKIP
- If you know you will be late or cannot make a scheduled shift **on a future date**, or if you want to volunteer for additional shifts, please use the online self scheduling function and remove yourself from the shift or email volunteer@skipfood.org.
- If you find you are unable to make your shift **on the day you are scheduled**, please notify volunteer@skipfood.org and chef@skipfood.org.

SKIP will be closed any day that the Provincetown schools are closed for bad weather. Volunteers should listen to MA television and radio stations in addition to social media to determine school closing status. SKIP will be open on Thanksgiving Day, Christmas Eve, Christmas Day, New Years Eve and New Years Day, as well as other holidays like MLK Day, President's Day, etc.

SKIP SCHEDULING PROCESS FOR 2024/2025 SEASON

SIGNING UP TO VOLUNTEER

1. Fill in and submit the Volunteer Signup Form on our website.
2. Fill in and submit the Volunteer Acknowledgement that you have read this manual. **** and please actually READ this manual. It's important****
3. Once submitted someone will be in touch to provide instructions on how to access the Volgistics scheduling system and sign up for specific shifts.

All forms can be found at <http://www.skipfood.org/volunteer>.

Setting the schedule at the beginning of the season

- All NEW volunteers must complete the Volunteer Profile Form online (<http://skipfood.org/volunteer>).
- If you volunteered last year, SKIP has saved your data and you will NOT need to complete a new Volunteer Profile form.
- **You WILL need to read the handbook, as it has updates for the 2024-25 season**
- Volunteer Information is added to our scheduling system.
- The master schedule is developed, giving volunteers their preferred shifts wherever possible
- After the master schedule has been developed volunteers may log into the scheduling system to update their profiles and schedules. You may add yourselves to shifts that still have openings and remove yourselves from a shift if you have a conflict or an appointment.

Maintaining the schedule throughout the season

- Volunteers with schedule adjustments should update their schedules directly in the system.
- **The system will NOT let you remove yourself from a shift that is less than 24 hours away. In these instances please email volunteer@skipfood.org and chef@skipfood.org.**
- When there are openings, please do not go into the schedule and take ALL the open slots. Many volunteers would like to work extra shifts as well. Please limit yourself to 1 extra shift per week, unless I send out a request for more help.

When SKIP needs additional volunteer help on a given day:

- A message will be emailed to all volunteers on the "on call" volunteer list
- If you CAN help that day, please log into the scheduling system and add yourself to the shift if it is still unfilled.

IMPORTANT HEALTH AND SAFETY INFORMATION

- Volunteers are **strongly urged** to get the latest COVID-19 booster this fall.
- **If you feel sick or have a cold DO NOT REPORT TO WORK!** Send a note to volunteer@skipfood.org and we will find a replacement for you.
- If you test positive for COVID please stay away from SKIP for 10 days. The CDC recommends a 5 day quarantine followed by 5 days of wearing a mask while in public. SKIP requires you stay away for the entire 10 days.
- Practice social distancing. When possible keep your distance from others.
- SKIP will follow any local, state or federal COVID regulations should any be implemented during the season.

MASKS

- The wearing of masks is optional at SKIP.
- Two types of disposable masks will be provided by SKIP, non-surgical and KN95.
- This policy may change over the course of the season depending on the situation.

GLOVES

- GLOVES MUST ALWAYS BE WORN if you are handling food.
- If you leave the serving line or the kitchen, or do a different task (e.g., write something with a pen), you must DISCARD your gloves and get a new pair when you return.
- Wash hands frequently at the hand washing sink in the kitchen.

HAND WASHING

- Hands must be washed at the beginning of each shift
- Hands should be washed frequently, regardless if you are wearing gloves.

USING THE BATHROOM

- Please remove your apron before using the bathroom
- Hands must be washed after using the bathroom

BOARD OF HEALTH REQUIREMENTS

- Volunteers should not wear jewelry, perfume or cologne.
- Long hair must be tied back.
- Gloves should be worn at all times, changing them with each task as necessary
- Before tasting a dish, move the food item to another dish.
- Food cannot be served into containers brought in by guests.

SIGNING INTO WORK

There is a tablet on the counter in the kitchen near the microwave. Volunteers will sign in by entering the last 4 digits of their phone number. If the phone number begins with

one or more zeros, strip them off and enter the 2 or 3 digit number instead. Follow the prompts to complete sign in.

If you work a **double shift** you will need to sign out and sign back in for the second shift. You do not need to sign out if you only work a single shift in a day.

Please remember to sign in for each shift you work as it will aid us in determining the number of hours worked, which helps us in obtaining grants for SKIP.

SKIP DAILY TASKS

- Arrive on time (9:30 or 11:45, depending on your shift) via the side (kitchen) door
- Hang your coat by the back door on the wall hooks.
- Tie back long hair
- Put on a clean apron
- Sign in on the tablet and make/find your name tag (Later, please file alphabetically)
- **Wash and dry your hands in the handwashing sink**
 - **Regardless of how clean you think your hands are before beginning your shift you are required to wash your hands.**
 - **The hand sink is the only sink in the kitchen that is to be used to wash hands**
- **Put on gloves**
- Ask the executive chef or service supervisor what she/he needs you to do
- Help yourself to coffee. (In the morning, it's in the kitchen. Mugs are on the shelf over the pass-through, and cream is in the refrigerator in the pantry. By noontime, coffee is in the dining room.)
- Keep the kitchen and storage areas clean and organized
- No eating until all guests have eaten or until instructed by the chef
- Do not put food aside to take home prior to the end of serving guests
- No cell phone use during your shift
- Volunteers are expected to stay until all work is completed for your shift (check with the kitchen director or service supervisor before leaving)
- Follow the executive chef's instruction and requests; she/he is the authority in the preparation and delivery of food to our guests
- Relax, be friendly, and enjoy your time at SKIP!

Morning Shift – 9:30 AM to 11:45 PM

- Prepare food as instructed by the Chef
- Be careful around hot pans, and knives, as they are kept very sharp
- **ALWAYS put on a clean pair of gloves when working with food**
 - **Hands should be washed and gloves should be changed if you move to another type of food**
 - **Example - working with gluten and moving to gluten free**
 - **Example - working with meat or poultry and moving to vegetables**

- **If you scratch your face, wipe your nose, touch your hair or eat food you must change your gloves before continuing to work.**
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- **Keep the kitchen tidy (trash in the large waste bin, recycling outside by driveway)**
- **If you take out the trash you must wash your hands afterward and you must put on new gloves before preparing any food.**
- When food is done, transfer it into serving containers for the buffet line
- Clean all tables before guests arrive
 - A clean rag with soapy water should be used on all tables
 - Tables should then be rinsed with a clean wet towel
 - The tables should be sprayed with sanitizer, let it sit for 5 minutes, then wipe dry.
- Set up the serving line
- Set up serving tables and clean them
 - A clean rag with soap water should be used on all tables
 - The tables should then be rinsed with a clean wet towel
 - The tables then should be sprayed with sanitizer, let it sit for 5 minutes, then wipe dry.
 - Put out plates bowls, utensil packs, and trays
- Set up coffee station
 - Clean table as described above

Afternoon Shift -- 11:45 AM to 2:00 PM

- Roll eating utensils in paper napkins (for sanitation) ** see instructions below**
- Write that day's menu on the white board (refer to menu in the blue binder above the microwave in the kitchen)
- If you are the volunteer assigned to chips, be sure to put a meal chip in the jar for all guests and volunteers before going through buffet line
- Guests will be allowed one meal per person, with exceptions made for those who deliver meals to others. Those people must be approved & put on a pick up list
- Guests may take seconds after 1:15pm.
- Serve guests with portions as per the executive chef's instructions.
- Assist dishwasher/utility staff in washing and drying pots, pans, dishes, and utensils
- Be careful around hot water and steam from the sanitizer
- Put all pots, pans, and kitchen utensils away
- Clean and sanitize all surfaces in kitchen, pantry, and storeroom
- Clean all tables after service
 - A clean rag with soapy water should be used on all tables
 - Tables should then be rinsed with a clean wet towel
 - The tables should then be dried with a clean cloth
 - Chairs are to be folded up and placed on the tables.

- Wipe down all refrigerators and freezers, especially the handles
- Assist dishwasher/utility staff in sweeping and washing all floors, as needed
- On Fridays fold the serving tables and store them in the dry storage pantry.

Take away meals:

Guests may request take away meals. The hot portions of these meals will be served into take out containers as they go through the service line. Soups and desserts will be prepackaged for take out. Guests will then proceed to the table after the serving line to put their meal, soup & dessert into a bag.

We have added 2 additional volunteers to the serving shift on Fridays to handle weekend take-out meals.

Tables:

We currently use 10 tables and seat 8 people on each for a total of 80 guests.

Locations:

Back room – off the kitchen, where the back door to the kitchen is located

Pantry – small storeroom located at the back of the dining area

SKIP refrigerators are located in the back room and the pantry (the smaller refrigerator in the kitchen is for the church use only)

SKIP freezers are in the hallway, outside the kitchen

Administrative office – to the left of the front door, as you enter the church

Where things are kept (in kitchen unless noted):

Clean aprons and towels – in back room, by door to kitchen

Sign-in sheet and name tags – on counter in kitchen, to right of the open pass-through

Plastic gloves* – on the counter, near the coffee pots. (sizes are small, medium, large)

Cutting boards – under the island opposite the passthru counter.

Knives – in buckets to under the windows

Mixing bowls – under the island counter, opposite sink

Ladles – hanging on the shelving, to left of stove

Serving spoons, etc. – in drawer under kitchen island, opposite the knives

Hotel pans– under kitchen island, opposite stove

Food warmers and hotel pan lids – in back room, opposite the refrigerator

Pots – on shelves to right of stove

Plastic tubs for dirty silverware and dishes – in kitchen on top of dish racks

Plastic dishwasher racks – in kitchen

Cart for utensils and plates – in pantry

HOW TO WRAP SILVERWARE (FOR SANITARY PURPOSES):

YOU MUST WASH YOUR HANDS AND THEN PUT ON GLOVES PRIOR TO WRAPPING SILVERWARE!!!

- Unfold a paper napkin and lay it on the table horizontally.
- Take one knife, one fork, and one soup spoon, and lay them along the bottom edge of the napkin, centered.
- Fold the two ends in over the silverware, and then roll everything up from the bottom, like a burrito, with no part of the utensils exposed.
- [Place this bundle in a plastic silverware tub.](#)

Serving on the buffet line:

You **must** wear gloves (if you leave the line, put on new gloves before you return)

There is generally a soup, a salad, an entrée and sides, and dessert

Ask the service supervisor what the serving size should be, based on the quantity available and in communication with the executive chef

Greet guests, and ask if they would like some of what you are serving

It's generally OK to give them a little more if they ask, unless we are low on

quantity. Take their plate, serve the food, and hand the plate to the next person serving side dishes

Beverages are self-service at the end of the buffet line

Clearing dishes and trays:

Volunteers should remove plates and trays from dining tables after guests are finished eating. A cart is located near the kitchen; scrape food scraps into the trash,

and stack plates, bowls, and glasses in plastic tubs. Utensils go into a separate tub.

When a tub is fairly full, take it to the kitchen, to the counter to the right of the sink

Loading the dish sanitizer and drying dishes (if our Utility Staff is not present):

After dishes are scraped & rinsed, load into the heavy, open plastic trays

Open the sanitizer door

Place the tray in the sanitizer and close the door.

Press the red button. The green light will go on.

When the cycle is completed, the green light will go off.

Open the door carefully, and using towels to protect your hands, lift the tray up and out, and onto the towels put out on the kitchen island. Beware of steam!

Silverware trays can be dumped onto towels and blotted dry, then sorted onto silverware holders.

Dishes and bowls should be quickly dried using towels and stacked and put away onto carts.

CODE OF CONDUCT

We expect all individuals to treat each other with dignity and respect. We are committed to maintaining an environment in which staff members, volunteers and guests are not subjected to discriminatory treatment in any form, including age, disability, sex, race, ethnic origin, veteran status, religion, color, or sexual orientation. SKIP will not accept or tolerate any discrimination from staff, volunteers, guests, suppliers, or visitors.

Please limit cell phone usage while working your shift at SKIP.

SAFETY

SKIP is committed to maintaining a safe workplace for all of our employees, volunteers and guests. The time to be conscious about safety is before an accident happens. Safety is everyone's responsibility and is a regular, ongoing part of everyone's job.

Here are some basic guidelines and safety rules to always keep in mind:

- Wipe up spills immediately.
- Never rush.
- Always walk carefully. Even when it's busy, take small steps and pay attention.
- Wear shoes with non-slip soles.
- Never try to catch a falling knife. Knives are easier to replace than fingers.
- Let people know when you're carrying anything hot. Don't be shy. Yell out something like, "Hot food coming through."
- When carrying sharp objects such as knives, call out, "Sharps coming through."
- And when rounding corners with your hands full, call out, "Corner."
- Use proper lifting techniques. Never lift too much. If it's uncomfortable, make two trips or get some help.
- Remember to always bend at the knees. Lift with your legs, not your back.
- Everyone should be aware of the location of the Soup Kitchen's first aid kit (on the wall next to the microwave) and fire extinguishers.

EMERGENCIES AND FIRST AID

The safety and welfare of all staff, volunteers, and guests is of primary importance. SKIP assumes that all personnel will conduct themselves in a manner that will ensure the well-being of colleagues. All potential hazards should be reported immediately to the Executive Chef. If any staff, guest, or volunteer is taken to the hospital, or in the event of any other emergency, an officer of the board must be informed as soon as possible.

Every day during our season, SKIP has many volunteers and guests on the property. If you witness a medical or other emergency situation, be active and respond quickly. Please call 911 immediately. Calmly explain the situation and give your location and follow directions as instructed. Do not attempt to do more than you are capable and comfortable doing. In all cases an incident report must be filled out (see following section).

If you have a medical situation that is not an emergency situation, it should be reported to the executive chef.

INCIDENT REPORTS

If you are involved in any accident where an injury occurs or may have occurred, or the occurrence of an altercation or other unseemly event, an incident report must be filed immediately. The forms are kept in the administrative office and the executive chef or office administrator facilitates this process.

ALCOHOL/DRUG POLICY

Volunteers who are found to be drinking or under the influence of drugs during their work hours or exhibit drunken behavior will not be tolerated and such behavior will be grounds for immediate dismissal from SKIP. The use or possession of illegal drugs is also grounds for immediate dismissal. Please note the possession of syringes obtained by any means other than prescription use is considered by the Commonwealth of Massachusetts to also be illegal.

SOCIAL MEDIA POLICY

All official SKIP social media is to be posted by (or approved by) the chair of the marketing committee or the chair of the board. SKIP volunteers, staff, and guests are free to make posts on social media about SKIP as individuals, and we hope that all such posts will be respectful and supportive to avoid defamatory, offensive, or derogatory content. Never publish confidential information. Never identify a guest by name. Volunteers or staff who make inappropriate posts will be immediately dismissed. No guests are to be photographed. Volunteers can be photographed if they have given their permission.

ANTI-HARASSMENT POLICY

Harassment in the workplace is unlawful and unacceptable. Harassment includes verbal or physical conduct that may or does offend, denigrate or belittle any individual due to any of the following characteristics: age, disability, sex, race, ethnic origin, veteran status, religion, color, or sexual orientation. Such conduct includes slurs, pictures, jokes, comments, innuendoes, or any other behavior that creates an offensive or hostile work environment.

Sexual harassment may be defined as unwelcome sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature. The legal definition of sexual harassment is broad. In addition to the above examples, other sexually oriented conduct, (intended or not) that is unwelcomed and has the effect of creating a workplace environment that is hostile, offensive, intimidating, or humiliating to male, female or transgendered workers may also constitute sexual harassment.

All volunteers should take special note that retaliation against an individual who has made a good-faith complaint about sexual harassment, will not be tolerated. Retaliation against individuals for cooperating with an investigation of a sexual harassment complaint will also not be tolerated.

If any SKIP volunteer believes that he or she has been subjected to harassment, they may file a complaint with SKIP through the board chair, the human resources committee chair, or the executive chef in writing. SKIP will promptly investigate the allegation as confidentially as possible with a private interview with the person filing the complaint, and with any witnesses. SKIP will also interview the person alleged to have committed harassment. When the investigation is complete, SKIP will, to the extent appropriate, inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation. Inappropriate behavior may result in required counseling or termination from the SKIP program.

Revised October 28, 2024