

Loaves & Fishes Coordinator's Manual

Loaves & Fishes mission statement

"To feed the hungry without question or qualifications. To promote good nutrition with sensitivity to cultural diversity and in partnership with other organizations."



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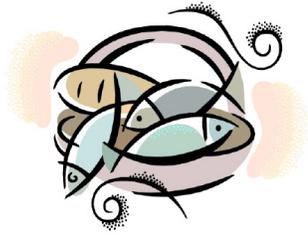
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This document provides information respective to the roles and responsibilities for Coordinators of the Loaves and Fishes community program. It outlines what to expect, provides checklists and other guidelines recommended for success. Board member contact information is also included



What to Expect

The Loaves & Fishes (L&F) program provides hot meals to approximately 150-250 local clients, twice a week. This number continues to increase and we continue to look for ways to create efficiencies for this program. Numbers are usually higher at the end of the month and during the summer.

For the previous week's trend, you can visit our website <http://loavesandfishesfdl.org/volunteer.html>.

This charitable event is unique because there are many ways members of your volunteer group can participate.

Here are some examples:

Set up

This includes preparing food and/or packaging dinners for carry-out, setting up the distribution table or setting up the dining room for sit-down clients.

Clean up

These behind-the-scenes activities are a vital part of the arrangement we have with the Church of Peace (Church). Keeping the facility clean is important to continue our harmonious relationship with the Church.

Make ready-to-serve meals

The success of this program depends on having enough food for dinners. It's normally some type of casserole or other easy to put together dinner that is simple with few ingredients. Dinner recipes chosen can be made weeks ahead of time and frozen. Disposable containers are convenient so volunteers don't have to use their own dishes.

Donations of canned foods

In addition to the dinners, industrial sized canned fruits or vegetables may be needed depending on your menu. Canned goods are available in the Church pantry designated for the L&F program and are for emergency purposes only.

Monetary donation

Designate someone in your group to do the shopping for supplies or any additional food needed for the event.



Contact Information

This manual is intended to provide you with information to guide you through a typical night serving for the L&F program. If you have any suggestions or questions, feel free to contact any of the board members.

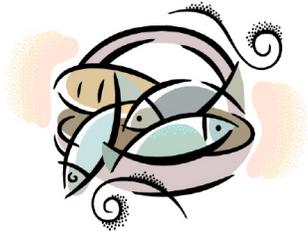
For a complete list of board members, contact information and their primary roles, please visit <http://loavesandfishesfdl.org/boardofdirectors.html>



What to Bring/Prep

Serving 150-250 dinners can seem quite overwhelming! Here is a general outline of arrangements that should be organized prior to your volunteer event date.

- Groups are encouraged to be creative in providing a nutritious meal. Casseroles can be made ahead of time to help your volunteer group be ready.
- To help forecast the number of meals that may need to be provided, check out the meals served list on the website: <http://loavesandfishesfdl.org/volunteer.html>.
- 10 - 12 industrial sized canned vegetables (24 servings per can).
- 10 – 12 industrial sized canned fruits (optional); Kwik Trip will also provide two (2) cases of bananas at a cost of approximately \$32.00 (total) – Call ahead!
- If you wish to provide bread with your meal, you can purchase it or check the donated bakery that day at the church.
 - Bread collected from the bakeries and stores can be used if there is an adequate supply for distribution. Dean Schulz at Country Hearth Bread at 920-921-2418 can be contacted for donations on the serving date.
 - All donated baked goods should be distributed to the clients or disposed of before leaving the Church. Please see page <9>for additional charities that accept leftover food.
- Dish cloths and towels are needed for clean-up activities. Don't forget to take them home!
- Individual containers of milk are provided for carry-out and sit-down meals. Milk needed for creating your meal is the volunteer group's responsibility.



Extra Food Available

There is generally food available in the Church pantry designated to the L&F program. Usually, there are canned meats and fruits, stews and vegetables available. This is only to be used in case of emergency. You will want to check the pantry the day before your event to see what you have for

back-up in case your volunteer group runs short. Determine how much time you may need to heat the unplanned meals in case of an emergency shortage.



Critical Food Safety Reminders

- Keep hot foods hot (>140 degrees F).
- Keep cold food cold (<41 degrees F).
- Cook foods thoroughly.
- Don't use food beyond the code date.
- Wash your hands frequently and thoroughly.
- Use gloves (located in the pantry) whenever you come into contact with food.
- Don't prepare food when you are ill.
- Separate different types of food – especially raw meat.
- Clean and sanitize frequently using the disinfectant in the pantry – definitely between different types of food.
- Do not use dented cans. You must throw them out.
- Do not store leftovers at the Church.
- Food should not be reheated more than three times.



Kitchen Set-Up

1. Roll out the mats in front of the sinks to prevent falls.
2. All prep work is to be completed in the kitchen. Tables can be moved to make work stations.
3. Church items (dishes, silverware, pots and pans) should not be used. L&F items can be found in pantry.
4. When using L&F pans, it is recommended that you spray the pan(s) with a no-stick cooking spray (i.e. PAM) for easy clean-up.
5. The aluminum tray rack is available to transport food to the carry out area or dining area.
6. Use only the refrigerator by the door marked "Loaves and Fishes".
7. Do not use the hand washing sink located by the microwave to wash dishes.
8. The dishwasher assembles according to the diagram. Turn the power on and close the lid. This will ensure it is heated up in time for you to use it.
9. The dishwasher and/or convection oven should only be used if you've received the appropriately training. Maintenance personnel are usually onsite to assist with this training.



General Set-Up

The earliest you are able to arrive at the Church is 3:30 pm. The only exception might be if there is a funeral meal. Groups will be notified by the church if there will be a change to the set up time. Tables and chairs are set up in the dining room. There is no need to rearrange the room.

1. Keys for the pantry are located in the cabinet over the microwave on a hook.
2. The doors to the lobby located between the church and hall (facing Military Road) will be open so food and supplies can be brought in.
3. Bathrooms are available in the hallway and in the dining area. The Church maintenance team is available to unlock the bathrooms, if necessary.
4. Place the check-in table (small table from dining area) facing the office doors.
5. You must have monitors for crowd control in the hallways. No one is to enter the sanctuary.
6. Ask the clients to properly dispose of trash (i.e. cigarette butts). Coordinators should do what they can to ensure there is no littering on the Church of Peace property.
7. Serve take-out meals utilizing the coat room. Set up a table in the entryway to prevent clients from entering the kitchen. Place additional tables in the coat room against the wall to bag the take-home dinners.
8. Set up another table next to the one blocking the coat room entry. This table will be used for the donated bakery items.
9. Dining area light switches are located by the library, first two (2) switches. Again, the tables and chairs are already set up.
10. Large garbage cans are available for use; do not use the small garbage cans, if possible.



Tips for Serving Carry-Out Clients (5 to 5:30)

1. Review the information on the refrigerator in the kitchen for a record of the previous days' carry outs. This will help you anticipate the number of carry-out dinners you might expect for your night's event.
2. Carry out containers are available in the L&F pantry.
3. The goal should be to have 100-125 meals made and packaged in the carry-out containers by 5:00.
4. One adult volunteer should register the clients. Another volunteer can distribute the tiles to help track the number of carry outs.
5. An alphabetized binder of previously registered guests and the number of meals they currently qualify for will be found in the pantry.
6. Refer to Registration section for additional information.
7. If there is a change to the number of meals per family, they are required to complete the "New Family Form", note "Update" on the top and show the new information. When adding a child, it is acceptable to note add "child #" after confirming the Social Security number and then document the *total* meals per family.
8. New guests are required to complete the "New Family Form" and provide the appropriate supporting documentation as indicated on the form.
9. As indicated in the General Set Up guidelines, tables should be set up to serve dinners to clients taking advantage of the carry out option and for donated bakery items, if available.
10. Use care in bagging the carry out dinners. Avoid overloading bags or placing containers where spillage may occur. To avoid spillage, it is recommended that the first carry out container be centered in the bag and place any additional containers directly on top, all facing the same direction.



Tips for Serving Sit-down Clients (5:30 to 6:30)

Our guests deserve a safe and peaceful environment to enjoy their meals. If you observe inappropriate behavior from any of the clients, please address the situation by saying “That comment was unkind and is not appropriate here”. Although rare, if the situation escalates beyond your comfort or control, DO NOT attempt to handle it yourself. Contact the proper authorities by calling 911 and contact a member of the board listed on the website (See Contact Information).

1. Sit down clients must register.
2. Tables and chairs should not be rearranged.
3. Food trays and silverware can be left on the serving cart and placed at the beginning of the buffet table.
4. A table should be placed in front of the kitchen door to serve the clients, buffet style, by volunteers wearing gloves (located in the pantry).
5. Napkins are supplied and should be made available.
6. Water pitcher and cups are located in the pantry.
7. Individual servings of milk are also supplied; one serving per client.
8. One large trash can should be made available to dispose of any waste. Placing a bucket of soapy water is also recommended for the clients to place dirty silverware in. All silverware on the cart should be washed and placed back on the cart that is marked “LAF”.
9. Second helpings can be offered only after all clients have been served. Reusable containers are also available and located in the pantry if you wish to send leftovers home with the clients or donate to other organizations.
10. Outside doors will be locked at 6:00 pm on the north entrance. Clients can exit through the Military Road entrance (stairs). The Church maintenance team is responsible for ensuring the facility is locked at the end of the night.



Registration

Registration – Take Meals for Others

There are many requests to take meals for others who are registered – someone is sick, weather is difficult for them to travel... Loaves and Fishes' goal is to serve our community but has a policy to not allow meals to be picked up for others. However, this will be left to the discretion of the Group and Group Coordinator. In the rare occurrence when this is allowed, the following procedure should be followed:

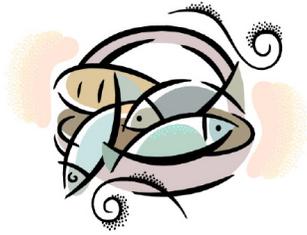
1. The person the meal is being taken to must be registered with Loaves and Fishes. No meals will be given for anyone who is not in the book.
2. Look up the name of the person for which meals are being taken -- if you are comfortable giving the meal to the requestor, the requestor should sign in the "pick up" column on the row of the person's meal being picked up. If there is a dispute, provide the meal(s), contact the board, and they will review the incident and take action, if necessary.

Incomplete Registrations

Many times when a person comes to receive meals for the first time, they do not have all of the information needed. Loaves and Fishes will still serve the meals, but they should be asked to be sure and bring the identification and address information next time. If the line on the registration sheet is shaded, they have an incomplete registration – please look for their form in the incomplete binder and ask again for the information needed. If the form has been completed, just put a quick note in the registration sheet so the next group is aware that the form has been completed.

Put completed registrations in Binder 2 "New Forms, Completed – Waiting Approval". These forms will be reviewed and names added to the sheets the next time an update is performed.

(continued on page 11)



Registration (continued)

Registration Notes - 2 Binders / Folders to assist with Registration:

Binder 1 – Registration / Check In Book

This is the binder to note who is attending each evening.

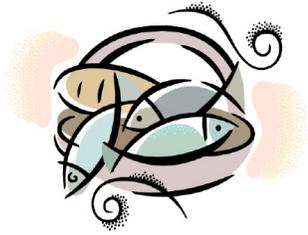
If a name is on a shaded line, please find the form for this person in the Incomplete Forms folder and ask for the additional information.

The logs have been updated to show only those who have attended in the past 3 – 4 months. Those who have attended previously and are 'registered' are noted on the Inactive List. If someone from this list comes for a meal, just write the name in the attendance log – they do not need to complete another form. We will add the name back to the active list during the next update.

Binder 2 – New Forms, Completed – Waiting Approval

This binder has forms for those attending for the first time. If all information is complete, add to the "Completed – waiting approval Clip". If incomplete, file alphabetically in the incomplete folder.

If a name is on a shaded line in the Registration / Meal Attendance Log, please find the form in the folder and ask for the additional information.



End of Event Checklist

- Tables and/or chairs should be moved aside and/or stacked so the janitor can wash the floor.
- Trays, glasses, silverware and utensils (L&F storage area*).
- Pots and pans (L&F storage area, turned over).
- Non-L&F items and supplies (dishes, containers, dish clothes and towels) should not be left behind.
- *Put items back in the L&F storage area according to their labels.

Recyclables:

- Tins must be rinsed and placed in the recycling bin located *inside* the church at the back fire door.
- Boxes and cardboard must be broken down and place *outside* the back fire door.
- Empty milk crates should be placed *inside* the church at the back fire door.

Trash:

- Empty all indoor trash cans and replace with new trash bags.
- Trash should be taken to the outside dumpster.

Dishwasher:

- Follow instructions on the machine on how to clean the strainer and screens.
- Spray out the washer after the water is drained.
- Leave the dishwasher door up.

Clean and roll up mats.

Sweep floors:

- Kitchen
- Entry way
- Coat room
- Dining area

Leftovers including bakery must be taken home or donated (See next page for organizations).

Make certain all burners, ovens and exhaust fans are turned off.

Check bathrooms and clean, if needed.

Fill out "Meals Served" sheet found on the L&F refrigerator.

Lock pantry door and put keys back on the hook.

Church personnel will be available to lock up.



Leftovers

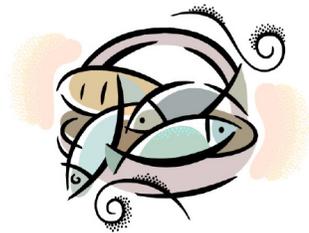
Leftovers including bakery need to be taken home or donated. No food should be left in the pantry, on the counters or in the refrigerators. For your convenience, here is a list of other charitable organizations you might consider for donation of leftover items:

Solutions Center (formerly Bethany/FAVR)
75 West Division Street
(920) 923-2880

Blandine
25 North Park Avenue
(920) 922-9487

Beacon House
166 South Park Avenue
(920) 923-3999

Boys and Girls Club
90 W 2nd Street
(920) 924-0530



Schedule Process

The scheduling process for the next calendar year begins late 3rd quarter or early 4th quarter of the current year.

A member of the board communicates via email that the scheduling process is beginning and sends a schedule of the next year's event dates. Scheduling provisions are also requested at this time.

A draft schedule is sent no later than the end of October for coordinator review and approval. A lack of response is considered as an approval by default.

The final schedule is distributed by mid-November. Once the final schedule is released, it becomes the responsibility of the volunteer group coordinator to

make arrangements with other group's coordinators to cover or switch dates when conflicts arise. Any changes to the schedule should be communicated to the appropriate board member as identified on the Loaves & Fishes website.

Coordinator contact information is distributed to all coordinators at no pre-determined frequency but is also available upon request. Coordinator contact information is also indicated on the Loaves & Fishes website by event date: http://loavesandfishesfdl.org/month_cal.php?cal=1. You must click on the link on the event date to retrieve the contact information.



Inclement Weather

Cancellations due to inclement weather will be determined by the coordinator in charge of serving or by the Church, no later than 1:00 pm.

The coordinator or the Church will contact any member of the board. For a complete list of board members and contact information, please visit:

<http://loavesandfishesfdl.org/boardofdirectors.html>

The board member will subsequently contact the appropriate coordinator or the Church to inform of the cancellation.

Clients should tune to KFIZ (am 1450) or go to the KFIZ website at http://kfiz.businesscatalyst.com/kfiz_community_closings_cancellations_delays.htm for a complete listing of area closings and cancellations.



Miscellaneous

In the event of an accident, inside or outside the church building, injured parties are required to fill out an incident report. This should be completed regardless of the severity of the accident. Forms can be found in the pantry by the fire extinguisher and in the registration folder.

Once the form is completed, please put it in the sleeve by the fire extinguisher and contact a member of the board. This will ensure appropriate attention is given to the matter in a timely manner.