

## Staff

- Each shift consists of the following:  
One or two soupmakers who are the kitchen leaders.  
Five or six helpers who peel, chop vegetables for the soup, prepare sandwiches, sort and bag donated food, sort and place doughnuts and desserts on trays, make and serve coffee, monitor dining area, wash dishes and clear and wipe tables.
- See “Job Descriptions” insert.

## Food Safe

- Do not work in the kitchen if you have a cold, flu or any other communicable disease or infected lesions on your body.
- Handling any diner’s food or dishes requires wearing gloves.
- Wash hands after using lavatories and before returning to the food prep area.
- Throw out left over dippers.
- Do not handle clean dishes with soiled hands or gloves.
- Do not eat or drink any leftovers from the dining area. Likewise do not re-serve leftovers found in the dining area.

## 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 so that it can be registered in the log book
- Receive all food donations in good faith, storing 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 foodstuffs are meant for the diners.

## Recycling:

- City by-laws require that the Soupateria recycles.
- Place all cans and milk jugs only in the blue recycling bin
- Flattened cardboard is placed in the green dumpster which is labeled “cardboard only.”

## Daily Routine

- The group consists of a leader who assigns tasks for the day.
- Arrival time of volunteers depends on the requirement of the leader. Meal service begins at 11:30 a.m., therefore sufficient time is need to complete the kitchen tasks.
- Each morning a different group will prepare soup; it is suggested that one will be meat based and one vegetable based.
- Shelves for take home items should be washed daily. This should be done before morning deliveries.
- All work and table surfaces should be wiped with disinfectant before beginning food preparation and following the meal.
- Make coffee, based on previous day’s diner numbers.
- Mix the cold drink and place in the cooler until 11:20.
- Unlock the patio door and open the blinds to make the area brighter.
- Remove chairs from atop the tables (and at the end of the day put them back up).
- Put bucket with strainer beside the dirty dish collection station.
- Fill the utensil tray with spoons.
- Fill grocery bag dispensers with clean grocery bags only.
- Open the door for service at 11:30 a.m. and close at 12:30 p.m.
- Everyone in the morning group helps with clean-up when the food service is finished.

### *Must do list:*

Dining room tables, tops and sides: wash and wipe.

Chairs: wipe.

Dirty dish trolley: wash. Wipe down walls in this area.

Counter area between the serving area and the coffee area: wipe.

Bucket: empty.

Garbage: take out. Put new bags in the bins.

Kitchen mats: pick up and place on the dish sink.



## Kitchen Do's and Don'ts

- Use small trays for diners.
- 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.
- Do not attempt to do plumbing repairs; refer problem to kitchen leader.
- If you suspect an electrical receptacle isn't working, check the breaker panel in the basement. Note that the stove's breakers are on the front of the stove. Refer the electrical issue to your kitchen leader.
- Leave kitchen and appliances clean and lock the tea and coffee cupboard before leaving.
- Each group is asked to do extra cleaning as necessary if they have time and sufficient volunteers.



## 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

### *Please:*

- Take time to read all posted notices, including minutes of the Board meetings, and the fire alarm and security information.
- Wear casual, washable comfortable clothes and shoes.
- Put coats in the staff washroom off of 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 diners 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 and should remain confidential out of respect for diners and other volunteers.
- Please do not volunteer to bring any diners home or anywhere else they may request.