



DINNER SERVICE HANDBOOK

Helping families, help themselves





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WHERE DO I FIND? **9**

Inn from the Cold

#110, 706 – 7 Avenue SW, Calgary, AB T2P 0Z1 Canada P. 403-263-8384 InnFromTheCold.org

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Volunteer Position Description

VOLUNTEER TITLE

Dinner Service Volunteer

ABOUT US

For over 25 years, Inn from the Cold has supported families in finding stability during times of crisis. We empower independence and foster resilience, guided by the belief that every child and family should have a safe and stable place to call home.

To achieve this, we provide three main programs: homelessness prevention and diversion, emergency family shelter, and supportive housing. Trauma-informed and housing-first principles guide our work and we strive to adapt our programs to meet the unique needs of each family we serve.

PURPOSE OF DINNER SERVICE POSITION

Support the families staying in our main shelter by providing compassionate service, nutritious meals, and a clean service and dining room area.

DESCRIPTION

Meal Service Volunteers will set up the dining room for a meal, serve the meal, and clean up the dining room.

DUTIES AND RESPONSIBILITIES

Meal Service Volunteers are responsible for:

- Setting up the dining room in accordance with the menu and meal being served
- Serving family members food
- Clearing dishes from the tables
- Loading and starting the dishwasher
- Cleaning up the dining room once meal service has completed

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TIME

5:00pm to 6:30pm

For regular shifts, please speak with the Coordinator, Volunteer Resources.

SKILLS AND QUALIFICATIONS

- Organized
- Able to take initiative
- Punctual and reliable
- Follows stringent precautions for cleanliness

ORIENTATION AND TRAINING

No training required. Orientation and support provided by Volunteer Resources and Kitchen team.

SUPERVISION

The Meal Service Volunteers will report to the Volunteer Resources department.

BEFORE YOU ARRIVE AT THE INN

- Please eat something prior to your arrival, all food has been donated for The Inn residents and we are not able to accommodate volunteer meals at this time.
- Wear comfortable, washable clothing. The kitchen can be warm, and spills do happen.
- Closed heel, and closed toed shoes are required when entering the kitchen.
- Long hair must be secured back, and the kitchen team will provide you with a hair net.

GETTING TO THE INN/ARRIVAL DETAILS

- We are located on the northwest corner of 7th Avenue and 6th Street SW. We are located directly on 7 Ave train station which services blue line and red line.
- If you arrive by car, look for on-street parking on 6th street. Please remember you must pay for parking until 6:00pm. (free parking downtown after this time)
- Buzz #1000 to be let in, please let reception know you are arriving for dinner service and they will direct you to the volunteer room to store your belongings. Lockers are available.

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- Sign in using your MyImpact account to start the timeclock for your shift, and wait for a kitchen staff member to meet you and take you to the kitchen

Dinner Service Volunteer Instructions

Please wash your hands before you begin

SETTING UP THE DINING ROOM FOR DINNER

- 1) Wipe down all dining tables with sanitizing spray and cloth
- 2) Place salt and pepper shakers on each table
- 3) Place five chairs around each table. Do not worry about high chairs, parents will place them if needed.
- 4) Place cups, trays, plates, children's bowls, and utensils on the side countertop:
 - Keep in mind all dishes/cutlery that are put out will need to be washed, so put dishes out in small stacks.
 - Bowls are placed behind the serving station for salad
- 5) Place any necessary condiments (hot sauce, ketchup, etc.) on the end corner of the counter, past the serving station:
 - Please top up the bottles if needed
 - Necessary condiments are found in the sliding door fridge and placed on the end corner of the counter
- 6) For Dinner, only milk and water is served.
- 7) Place a rolling cart beside the sink counter against the wall, this is the dirty dish cart:
 - Set a dish rack on top and middle shelf of cart
 - We recommend the dish rack with spikes
 - Fill plastic hanging bin with soapy water and hang on the side of the cart, for the cutlery

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SEATING TIME

Dinner seating - 5:15pm-6:15pm

SERVING DINNER

- 1) Place hairnet on, thoroughly wash your hands, and put gloves on to begin.
- 2) Prepare the serving station by:
 - Close the lever under the counter.
 - Add water.
 - Heat at Level 10 until steaming.
 - Turn down to approximately Level 6 when food goes in.
- 2) Kitchen Staff will place or direct you to place hot food items in the serving station with the extra placed in warmers to be ready for service.
- 3) Write out Today's Menu on the chalkboard.
- 4) Serve a portion to each family member as guided by the kitchen team on the best serving size.
 - Guests are always welcome to come back for seconds.
 - After all guests have been served, ask the kitchen team if there are any additional duties to start on.
- 5) Clean as you go! Make sure to clean spills and organize the service station.
- 6) Turn off the serving station approximately 15 minutes before the end of meal service.
- 7) Remove leftover food from the serving area, cover with metal lids and place it in walk-in cooler (NOT the green rolling transport container).

CLEANING THE DINING ROOM/KITCHEN

- 1) Return condiments to their appropriate location.
- 2) Once the families have left, go into the dining room and wipe down tables, chairs, highchairs.
- 3) Wipe down oven, warming units and serving station with sanitizing spray.
- 4) Wash all unused dishes.
- 5) Check sink for gathered food particles and throw into garbage bin.
- 6) Stack chairs and leave the stack at each table.

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- 7) Take compost tray to the kitchen and empty contents into the compost bin.
- 8) Return any remaining milk to walk-in fridge.
- 9) Sweep and mop the dining room and kitchen
- 10) Collect the garbage and place the bags beside the freight elevator behind the kitchen:
 - Put clean garbage bags in the bin
 - Include the garbage under the counters in the dining room

NUMBERS TO CALL FOR ONSITE SUPPORT

Kitchen Staff Cell: 403 479 3831
3rd Floor Cell: 403 389 4083
Main Shelter Phone: 403 263 8384

REPORTING INCIDENTS AT INN FROM THE COLD

If any incident happens to you or one of your fellow volunteers, please ask the staff on duty to complete an incident report with you. If you are ever uncomfortable approaching a kitchen staff member for this, please go to the 3rd floor Family Support Worker Office (glass windows right at the staircase) to have a support worker fill this out with you. Incident reports must be filled in-person before you leave your shift.

Cuts, scrapes, and burns are all examples of when an incident report should be completed. When in doubt, fill one out! This will make sure we are able to support you and make sure The Inn is a safe place for staff, families, and volunteers.

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Dishwashing Instructions

Please operate caution surrounding the dishwasher – Dishes will be very hot so please handle with care. This task should be completed by volunteers who are 15 and older

- 1) Turn ON the dishwasher by using the **red** switch:
 - Close the drain using the lever at the bottom of the dishwasher
 - The dishwasher will begin filling itself with water for approximately 1 minute (once you hear the water stop filling the dishwasher is ready to use)
- 2) Walk the full dish rack from the dirty dish cart to the kitchen and replace the dish rack with an empty one
- 3) Rinse all dishes using the spray hose by the deep sinks prior:
 - Large food inserts, plastic bowls and pots will need to be hand washed and scrubbed before placing through the dishwasher
 - Use the set of metal bars that sit across the sink for comfort when rinsing
- 4) Load the dish racks fully
 - Ensure that there is a fair bit of weight in each dish rack so that the dishwasher can automatically feed the rack through
 - Place cutlery in the cutlery basket on a flat dish rack
- 5) Press the **green start button** to start continuous feed of dish racks on the right-hand side of the washer until you are done
- 6) Clear the dish racks on the left-hand side of the washer once they've been put through.
- 7) Dry and put away dishes:
 - Air dry dishes and utensils
 - Dry food inserts, pots, pans and bowls with a towel
 - Replace all dishes in their designated areas of storage
- 8) Once the dishes are done, clean out any leftover food caught in the filters and rinse the filters. To access the filters, lift up the dishwasher door and let the door rest on the hangers above
- 9) Open the drain using the lever at the bottom of the dishwasher to empty the water.
- 10) Close the drain once the water is emptied from the dishwasher.
- 11) Turn OFF the dishwasher by using the **red** switch.

** If you have any questions regarding the dishwasher please ask a kitchen staff member for support**

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Where do I find?

Aprons

Right side cabinet behind the serving area

Brooms

At the back of the kitchen (around the corner, by the ramp) OR in the dining room beside the dish cart

Cleaning Cloths

Right side cabinet behind the serving area OR by the dining room sink

Cleaning spray

By the dining room sink OR at the back of the kitchen

Date stamp & markers

Top drawer of the white cabinet under the clock

Dish Soap

Underneath the large sink, in one of the crates

Garbage bags

On top of the paper towel dispenser

Gloves

Wooden shelf behind serving area OR on top of white cabinet (under clock) in kitchen

Hair nets

On the wooden shelf behind serving area

Knives

Oven bottom drawer

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Milk, Mayo, Salad Dressing, etc.

In the walk-in cooler.

Mop

Janitor's closet on family floor (key fob access required). Upon entering the family floor, the janitor's closet is the first door on the right.

Sandwich bags and brown lunch bags

Bottom of the metal shelving unit (underneath the bread slicer)

Serving Utensils

Middle drawer of the white cabinet (below the clock in the kitchen)



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