

HOSPITALITY MEALS PROGRAM

Policy

To provide our guests at Metropolitan United Church with a nutritious meal and the opportunity to socialize and break their isolation.

Background

The Hospitality Meals Program has been operating since 1997 at Metropolitan United Church. In 2012, volunteers for the Hospitality Meals Program prepared and served an average of 112 meals every Friday night in the Vineyard for a total of 5,800 disabled and low income individuals.

The Program is funded through individual and corporate donations such as London Life, as well as the surplus from other Metropolitan United Church programs such as Christmas Hampers, Time Out, and some gifts from other church groups. Remark and Unger Food Markets generously donate food to the Program. To mark the Hospitality Meals Program's 15 years of operation, the Program Coordinator delivered plaques – donated by Sterling Marking Products and coordinated by Walker Schofield – to Remark, Unger and London Life for their ongoing commitment through the years. Official thank-you letters on Metropolitan letterhead accompanied the plaques.

A total of 250 volunteers (100 regular on a 5-week rotation basis and 150 spare volunteers) help with one or more of the following tasks: food donations pick-up, meal planning and food coordination, meal preparation, greeting guests, serving food and clean-up. A growing portion of these volunteers (about one-third) are not members of Metropolitan. Some are students from high school or Western University and are eager to accumulate volunteer hours. Others are non-churchgoers who are keen on helping to cook or serve meals to those in need.

Food preparation is done on Friday afternoons (12:30 p.m./1:00 p.m. to 3:00 p.m.) while set-up, greeting and serving our guests take place on Friday evenings (4:30 p.m./5:00 p.m. to 7:00 p.m.).

In the fall of 2012, at the suggestion of one of the volunteers, we added to the Program an informal music component whereby guests are invited to play the piano – now standing in permanence in the Vineyard – or sing if they wish to do so before and during the meal. This initiative has proved beneficial in improving the social atmosphere of the meals and breaking the isolation of our guests.

Yearly Guidelines

1. The Hospitality Meals Program Coordinator meets with all four key food coordinators three times each year. At the first meeting of the new term each year (January), the Coordinator reviews the Hospitality Meals Program policy, the Risk Management policy and other relevant policies with the food coordinators and team leaders. If changes are made to the Hospitality Meals Program policy, it is sent to the Board of Elders for consideration and approval.
2. The Coordinator communicates with team leaders and other volunteers regularly by e-mail and by phone to inform them of new policies or of any changes to the Program.
3. For the congregation, the Coordinator reports annually as part of Metropolitan's package of committee reports to the annual congregational meeting.
4. While covering expenses for the current year (2013) is assured by the church, the program volunteers must raise funds required for the next year (2014).
5. Each year the Program Coordinator recognizes Remark and Unger by hand-delivering Christmas cards thanking them for their support. As well, the Program Coordinator (using her own cards and stamps) personally sends a thank-you card for each donation received by Metropolitan. London Life gets a

thank-you note on Metropolitan letterhead.

6. All food markets and companies that support the Program are given copies of the Program's updated brochure.

Program Procedures

Procedures are carried out according to specific guidelines documented in this policy in the following order:

1. Responsibilities of [food coordinator](#), food purchasing tips and suggestions as well as places to shop for food
2. [Food preparation](#) by Team 1 leaders and helpers
3. [Set-up, serve and clean-up](#) duties of Team 2 leaders and helpers
4. [Socializing and monitoring](#) duties of Team 3 leader
5. [Food handling](#) regulations and guidelines
6. Annual Hospitality Meals [barbecue](#)
7. Rules to follow if a [guest is threatening](#) or misbehaving
8. [Risk management](#) guidelines specific to Hospitality Meals Program
9. Hospitality Meals [Volunteer Information Form](#)

FOOD COORDINATOR RESPONSIBILITIES

Purpose

To coordinate supplies and food requirements to facilitate the work of the cooking team in order to provide nutritious meals at minimum cost.

Tasks

Unless otherwise mentioned, all the above mentioned tasks are to be completed by Friday at 11:00 a.m.

1. Thursday, receive from the person (see Plan for name and phone # of this person who will call you or best, that you will meet at the church) picking up at Unger Farm Market and Remark the list of donations.
2. Check supplies and leftovers – especially milk and salad dressing – in refrigerator. Supplies and leftovers in pantry and freezers from previous weeks can be checked after church on Sunday.
3. Read comments written by cooks or servers from previous weeks. They may mention missing ingredients or supplies.
4. Make a shopping list of missing ingredients, taking into account estimated number of guests and menu for that day. See Weekly Plan and recipes in kitchen binder. Make sure there are enough onions in pantry as we use them for each main dish except during the summer.
5. Buy or order missing ingredients using tips and suggestions below.
6. Store supplies in pantry, refrigerator or freezers. Keep the freezer log up to date.
7. Depending on the amount of donations, process and freeze any extras, clearly labeled. If this is too big a task, ask the program coordinator to find some help and delegate.
8. If meat must be thawed, please arrange to have this done in a timely fashion so that it is ready for the Cooking Team at 12:00 p.m. on Friday. This does not apply during summer months.
9. Clear out counters of items left by other church groups and keep pantry tidy.
10. Refill two bottom drawers in kitchen with containers and lids in pantry for leftovers.
11. Make juice ...number of cans depending on estimated number of guests, using pure frozen orange juice ... by filling the large containers and adding extra water to stretch quantities.

12. If necessary, make salad dressing in large jar for this purpose, following recipe in binder, and place in refrigerator.
13. Fill three plastic – not metal – pitchers with water and place in refrigerator.
14. On one stainless cart, place the following supplies: placemats and napkins, tray of salt and pepper shakers, tray of Grace holders, sugar and sweetener for coffee (pantry) and stir sticks.
15. If serving a hot meal ... depending on numbers ... put 2 or 3 large deep cooking pans out, with round corners for ease of cleaning plus the liners.
16. Put out one large coffee pot (50, 75 or 100 cups depending on estimated numbers) and coffee (pre-measured in bags of 50, 75 cups or 100 cups).
17. Put out two teapots and 4 to 6 tea bags.
18. On other stainless cart, place all dry ingredients required for recipe, including spices, plastic wrap and foil.
19. Write in binder for the Cooking Team and the Serving Team the details of the meal for the day and any special instructions. Include estimated number of guests to be served. Check earlier notes for models.
20. Leave about 10 name tag labels for volunteers in opened binder.
21. Before leaving, clean all counter tops with water and a little bleach and indicate in the binder that counters have been sanitized.
22. Submit all your bills to the church office for prompt reimbursement and reflection of true costs.

Good communication among volunteers is key to the success of this program.

You may want to call the team leaders as sometimes they may forget to read your notes. You may also find that different ways of doing things work better for you. This is perfectly fine.

The above list of tasks and the following purchasing tips and suggestions are based on past experience of planning for very healthy meals at the lowest possible cost. And remember, we are all volunteers just doing our best!

Purchasing Tips and Suggestions

Beef	Buy lean ground beef wherever it is on special.
Bleach	Provided by church.
Bread	Stored in freezer. Put required number of loaves on the counter.
Coffee	Buy large tins when on special and bag the coffee in Ziplocs clearly labeled for the coffee urn to serve 75 or 100 (one cup coffee for 25 cups).
Condiments	Buy at Costco or on special; see list below.
Desserts	About 15 % of guests don't wait for dessert, so you can plan for less. Typically, depending on donations, dessert will consist of fruit salad, and cookies. In summer, you can buy watermelons. Check freezer for banana loaves or other special desserts before buying more.
Eggs	Come from Unger, cooked and peeled, 6 plastic bags of 24 for a total of 144 per box.
Gloves	Buy four boxes at a time at Costco.
Ham	Look for specials on boneless hams for the jambalaya. As for sandwiches in the summer, we get the Kirkland packages at Costco.
Juice	Cheapest deal is frozen pure orange juice at No Frills or large cans at Costco.
Margarine	4 kilos non-hydrogenated tubs can be purchased at No Frills. This used to be ordered at Summit and stored in the freezer.

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Mayonnaise	Buy 1½-litre jars at No Frills or Costco. Much easier to handle than huge containers and priced the same.
Milk	Buy 2% in 4-litre bags. No Frills has the best price.
Napkins	Buy from Costco or look for cheapest deal elsewhere.
Pan Savers	The 34 X18 inches pan liners come in a box of 50. Keith Lazenby buys two boxes at a time at Russell Food Equipment Ltd, 517 Bathurst St, tel: 519-432-6311.
Paper towels	Provided by the church.
Salad	Depending on donations, buy missing leaf or romaine lettuces at No Frills (one large head will feed 10 persons). If no lettuce or spinach donated, cheap substitute is to buy ingredients for coleslaw. See 14-days coleslaw recipe in binder. Other advantage is that it will keep. Ask cook to mark date on it.
Soap	Provided by the church.
Tomatoes	Buy regular cans of diced tomatoes when on special.
Tuna	Order 1.88 kilos Deep Cove Chunk light tins from Summit.
TVP ground	Purchased at the Bulk Barn (north east corner of Dundas and Clarke Road). 15% discount on Wednesday for Seniors.
Veggies	Before buying look for some in the freezer.

Places to Shop

1. No Frills,
2. Food Basics,
3. Price Choppers, and
4. Summit Food Service Distributors Inc. which is the place to order tuna, chicken gravy, diced cooked chicken, kidney beans, tomato soup, cream of celery soup, and placemats.
Phone: 1-800-265-9267
Fax: 519-453-4945
Address: 580 Industrial Rd
GST exempt Customer: # 42110

Summit will only deliver for large orders. Otherwise, you need to pick up order. Delivery day is Thursdays, so place your order a day or more ahead. Items the Hospitality Program Coordinator used to order from them include:

<u>Item #</u>	
536613	Chunk light tuna, Deep Cove, 1.88 kg/6 per box
484759	Chicken Gravy, 8 x 637 grams (Trio)
306222	Diced cooked chicken, Tip Top, 4.54 kg
522686	Kidney Beans (Primo), 6 x 2.84 litre
457889	Tomato Soup, Campbell, 12 x 1.36 litre
445406	Cream of celery soup, Campbell, 12 x 1.36 litre
714489	Placemats - white, 1000 (7000 donated, no need to order)

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Check supply for the following ingredients other than vegetables (onions, potatoes, peppers, celery, etc.):

Basil	Garlic powder	Salt
Cheese (to grate)	Flour	Sugar
Chili powder	Oregano	Vegetable oil
Dry mustard	Powdered Milk	Vinegar
Flour	Rice	Tea

Pasta (make a note on container to ask to keep in bags and tell the equivalent of 900grams in cups)

Pepper (make sure to fill pepper shakers less than half full)

FOOD PREPARATION: TEAM 1 LEADERS

Duties of Team 1 Leaders

1. Most importantly, phone your team before the day of your shift. If anyone cannot come, arrange for a substitute.
2. If you need a substitute, call the Hospitality Meals Program Coordinator.
3. Read carefully the instructions written by the food coordinator in the binder left on the counter:
 - a. to know details about the menu and estimated quantities required;
 - b. for any special instructions. Although we strive to keep the menus as simple and standard as possible, please be flexible if extra donated food needs preparation or immediate use on any particular day; and
 - c. regarding recipes in the binder. If they are removed, please return.
4. Wash all counters and sinks (unless a note was left that the food coordinator did it). Sanitizing counters: Do not mix soap and chlorine as they cancel each other. First clean with soap and warm water. Then spray with chlorine solution stored under the sink, and let air dry the surface. A chlorine solution is made of $\frac{1}{4}$ teaspoon of bleach to 2 cups of water. Test strips must be used to check the strength of chlorine solution. They should be stored under the sink next to the bleach.
5. Make sure everyone washes their hands and wears a hair restrainer.
6. Organize your team:
 - a. Give each team member a specific duty.
 - b. If vegetables need chopping, use the food processor in the pantry.
 - c. Make sure desserts are placed in trays and covered with wrap. If fruit salad is served, the servers will put it in small dishes and place them in trays.
7. All preparations should be completely done before leaving, including starting the coffee, except putting dressing on the green salad.
8. Please return all supplies to storage cupboard after use.
9. Leave the book open with the detailed menu and with any instructions clearly written for the serving team.
10. Please write down problems, suggestions or concerns in the book for the food coordinators.

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FOOD PREPARATION: TEAM 1 HELPERS

Duties of Team 1 Helpers

From 12:30 p.m. (or later depending on the team) to completion of food preparation, helpers:

1. Check with the team leader to receive your instructions.
2. Wash your hands, wear a hair restrainer, put on your apron, and prepare food as instructed.
3. Leave the kitchen clean and tidy for team 2.
4. Inform your team leader of any problems, suggestions or concerns, so they may be noted in the log book.
5. Set up coffee urn as per number of cups requested and start coffee before leaving.
6. Have fun.

SET-UP, SERVE AND CLEAN-UP: TEAM 2 LEADERS

Duties of Team 2 Leaders

1. Most importantly, phone your team before the day of your shift. If anyone cannot come, arrange for a substitute.
2. If you need a substitute, call the Hospitality Meals Program Coordinator.
3. Read the log book for menu for the day, special instructions or suggestions.
4. Organize your team for set up and final dinner preparations.
5. Have basket ready in gym to collect meal tickets.
6. Invite guests to have second helpings ONLY AFTER 6 P.M., if there is enough food.
7. At the start, retain five or six helpings of food until 6:20 p.m. in case of late comers. If you still run out of food, use bread in the refrigerator (or freezer in hallway near the Women's washroom) to make cheese or peanut butter sandwiches or open and warm up a can of soup or stew from the pantry.
8. Check refrigerator to make sure all perishable food is served.
9. Oversee the distribution of any perishable leftovers to the guests, using plastic containers stored in two bottom kitchen drawers for this purpose.
10. Empty sugar containers and wash containers in dishwasher. Leave containers open after to allow proper drying.
11. Collect tea towels on racks (check cupboard rack) and arrange for someone to wash and return them to church by the following Sunday preferably.
12. Please write feedback (positive is always welcome) and note any problems, suggestions, or concerns in the log book at the end of your shift as well as number of people served (by checking with greeter upstairs). Please sign your name so that the Food Coordinator may follow up if needed.

SET-UP, SERVE, AND CLEAN-UP: TEAM 2 HELPERS

Duties of Team 2 Helpers

At 4:30 p.m. helpers check with the Team 2 Leader to see whether they are needed for set-up duties or for kitchen duties. Helpers carry out their duties between 4:30 p.m. and approximately 7:00 p.m.

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Set-Up

1. Wash hands thoroughly.
2. Put out placemats.
3. Put Grace stands on tables.
4. Wrap cutlery (fork, and teaspoon) in paper serviettes and place on serving table (optional). Guests can pick up a set of cutlery as they receive their meals. If any cutlery is unused, it can be left ready for the following week's meal, instead of having to be washed and throwing away napkins.
5. Do not put juice glasses or coffee cups on the tables. These will be on the serving tables as well.

Kitchen Duty

1. Finish food preparation as required: put out cold water, juice, milk, sugar, coffee sticks; mix salad, and put fruit salad in small glass dishes placed on serving trays.
2. Make sure coffee has been plugged in when you arrive.
3. Make two tea pots of tea.
4. Serve food from 5:30 p.m. to 6:30 p.m. Offer second helpings, if any, only after 6:00 p.m.
5. Start serving desserts early if large numbers are expected. You can place the cookie in the fruit salad just before serving, if short of help to serve desserts.
6. Clean up kitchen, remove dishes, cutlery, napkins, and placemats from tables. Guests may help with this task.
7. Distribute any perishable leftovers to the guests. You may use containers stored in bottom drawers for this purpose and plastic bags in the pantry.
8. Any storable leftovers, clearly dated and labelled, should be frozen for use on another week.
9. Wash tables with soapy water and bleach in a bucket and dry carefully to prevent mildew.
10. Put away the tables and chairs with the help of our guests. Do not hesitate to solicit their help with this task.

SOCIALIZING AND MONITORING: TEAM 3 LEADER

1. Your shift at the church begins at 5:00 p.m. to set up: A table and 2 chairs should be by the parking lot door. Fetch the grey guest register (to be found in the kitchen pantry) with basket of tickets and pen. Pre-count 100 tickets in bundles of 10 for ease of keeping track of numbers.
2. Allow guests to come in at exactly 5:10 p.m. to get a ticket and go to the gym.
3. Appoint 1 or 2 persons as door monitor(s) to greet guests and hand out meal tickets. Make sure total number of guests is recorded in grey binder as we use these numbers for reporting and planning purposes.
4. If someone appears drunk, get closer to that person to assess if this is the case. If you smell alcohol, gently tell the person that he or she can unfortunately not come in but will be welcome back when sober. (This is probably the toughest thing to do, that is, to be firm and kind at the same time, but such person can be very difficult to handle once downstairs and can disturb the meal for all the others.)
5. Keep an eye on what is going on and be ready to help with any problems. The gray binder includes information on how to handle problem cases. Please take the time to read it and remind your helpers to do so as well.
6. You may find that guests will help with any potential problems. Let them! They may do a better, more effective job of problem solving than we can.
7. Please note any problems, suggestions, or concerns in the log book at the end of your shift or call the Hospitality Meals Program Coordinator.
8. Return the black binder and remaining tickets in the locked pantry in the kitchen.

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9. When all the guests have left, let security know that you are leaving. There should be someone at the front table at all times until the last guest has left.

FOOD HANDLING REGULATIONS AND GUIDELINES APPLYING TO METROPOLITAN HOSPITALITY MEALS

Extracted from the [Food Handler Certification Program](#), Middlesex London Health Unit

1. Wearing Hair Restraints is required during food preparation. The MLHU does not specify which kind of restraint must be used. Hair nets are said to be the most effective. Scarf or caps can also be used or just tying your hair in the back if you have long hair will suffice, providing that all your hair is confined.
2. The « 2 hour rule »: Food should be discarded if it has been out of the refrigerator, freezer or oven at temperatures between 4°C to 60°C for more than 2 hours. Although bread is not very hazardous, once buttered, we should not leave it on the counter too early.
3. Allergies: If a guest reports an allergy and you are not sure of the ingredients, tell the guest that you are not sure.
4. Reporting a Food borne Illness: If someone reports a foodborne illness, record details of meal eaten symptoms and time of onset. Also advise guest to contact the Health Unit.
5. Hand Washing is the most effective way to stop the spread of illness. Instructions: Using the sink in the kitchen for hand washing only:
 - a. Wet your hands with warm running water,
 - b. Apply soap in a pump style,
 - c. Rub hands together for at least 20 seconds,
 - d. Rinse hands thoroughly under running water,
 - e. Dry hands with a paper towel, and
 - f. Turn tap off with paper towel.
6. Gloves do not replace hand washing. Always wash hands before putting on gloves and when putting on a fresh pair. They can be dangerous if not used properly. The problem is that you don't feel when they are dirty. You wear them to cover a cut or to perform single task duties.
7. Hand Sanitizers do not replace hand washing. Use in addition to hand washing but remember that it is not effective on a hand with fatty or protein substances, including cream moisturizer.
8. Never handle food for others if you are feeling sick. You should be free of symptoms for at least 24 hours.
9. Sanitizing counters: Do not mix soap and chlorine as they cancel each other. First clean with soap and warm water. Then spray with chlorine solution stored under the sink, and let air dry the surface. A chlorine solution is made of ¼ teaspoon of bleach to 2 cups of water. Test strips must be used to check the strength of chlorine solution. They should be stored under the sink next to the bleach.
10. Storage of raw meat: Raw meat should be stored separately and placed on bottom shelf of the refrigerator below cooked/ready to eat foods.
11. The Thaw Law: Never thaw food at room temperature. Thawing in the refrigerator is best. Thawing under cold running water, in the microwave or as part of the cooking process is also safe.

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12. Serving advices:
 - a. Serving utensils such as tongs should always be used. Do not serve food with gloved hands only.
 - b. Never touch the food contact areas of glasses, cups, plates and silverware.
 - c. Wash hands before handling clean utensils.
13. Serving seconds: Although it would be best to use fresh plates or paper plates, use two spoons when you serve seconds so as to never touch the plate. Should you touch the plate by accident, use new clean serving spoons.
14. Monitoring Temperatures: The only way to know food is at a safe internal temperature is to use a food thermometer. We will have one and it should be wash, rinse and sanitize before use. You are to measure in the thickest part of the product. For all our casseroles, the temperature should be at least 74°C or 165°F.
15. Reheating: Food can be reheated only once.
16. Leftovers of a casserole that have been on the buffet table cannot be frozen. Therefore make sure you give away all the leftovers from such casserole in clean containers with lids on. You can only freeze an extra casserole that has remained in the kitchen.
17. Although not part of the Food Handling Regulations, please remember that running out of seconds does not mean running out of food. Always keep a few portions for latecomers before giving all the leftovers away.
18. Middlesex-London Health Unit is at 50 King Street. Tel: 519-663-5317.

ANNUAL HOSPITALITY MEALS BARBECUE

In August, a barbecue is held at Metropolitan for approximately 100 guests. Organizers include:

- one Team 2 leader
- six Team 2 helpers
- one Team 3 leader
- and one Team 3 helper.

A barbecue is provided by the Church by contacting the Office Administrator to arrange availability.

1. Custodial help sets up for the barbecue as follows:
 - a. A total of 15 tables are required.
 - b. Weather permitting, three old wooden tables are brought outdoors for serving food in front of the barbecue and placed in the shade under the tree in the parking lot. One table is placed at a distance for condiments, so as not to slow down the serving of the food; Another table is placed in the center for ice cream distribution; The third table is positioned for the volunteer who gives out the tickets.*
 - c. Eight or nine other tables are brought outside as well as approximately 60 chairs to allow people to sit down at the barbecue.
2. One or two volunteers are required to accompany the guests to the downstairs washroom if needed. In case of rain, the food is served downstairs as usual.

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3. The menu consists of:
 - a. 84 large Costco all beef sausages** and bread for 84 hotdogs with various condiments such as sliced onions, ketchup, mustard and relish. If seconds are served, hotdogs may be cut in two.
 - b. Green salad
 - c. Ice cream bars brought up from the freezer for dessert
 - d. Pops, juice and water only
 - e. Fruit, if donated, should not be made into a fruit salad, to avoid extra dishes, but could be melon cut up in large chunks.
4. Use the big wooden trolley found in the entrance to bring all the stuff up from downstairs.
5. Use only disposable plates and forks.
6. Bring out two large garbage containers.
7. In addition, two coolers should be available to keep the ice cream. One or two large plastic storage tubs should be filled with two bags of ice to keep the pop cold.

* In giving the ticket to the guest, the greeter cuts it in two and tells the guest that one is for the meal, the other for the ice cream. This way the Hospitality Meals Program can keep very good track of numbers. It has worked really well in past years.

** Sausages are to be pre-boiled and kept in the oven at a very low temperature. They only need to be browned for color.

RULES TO FOLLOW IF A GUEST IS THREATENING OR MISBEHAVING

Developed with the help of a psychiatrist volunteer

A misbehaving guest is probably ill and off medication. We need to be firm, clear and consistent for the person's sake, as well as for the well-being and safety of other guests and ourselves.

1. If the guest is threatening:

Simply call the police and try giving the person lots of physical space until the police arrive. Do not argue or try getting the guest to leave. The police will probably take the person to hospital where he or she will hopefully receive medical attention.
2. If the guest is agitated, drunk or using abusive language, but not threatening:
 - a. Give this person lots of physical space, tell him or her firmly but calmly and politely that this behavior is not acceptable and ask him or her to leave, please. We should not get too close or let other people get close either. If the person decides to leave on his or her own, we should not touch nor escort him or her to the door ourselves, but follow from a good distance to make sure that the person has left the building.
 - b. If the person has not left after a few minutes, we should repeat our request with the same tone but add that if he or she does not leave within 3 minutes, we will call the police.
 - c. If the person does not comply, we should call the police and have the police escort this person.
 - d. We can also tell this guest that he or she is welcome back when behaving properly.
 - e. We should try to explain to other guests, volunteers and the custodian who may be upset that this guest is ill and needs help.

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3. Although unpleasant, we should not hesitate to call the police if a guest is threatening or refuses to leave when asked.
4. These rules are included in the red binder in the kitchen and grey binder by the door.

RISK MANAGEMENT

General Guidelines for Hospitality Meals Program Volunteers

1. Be familiar with the location of all exits, emergency lighting, first aid kit in cupboard left of stove in kitchen, accessible phones, fire extinguishers and their operation. Maps and exit routes are posted beside all exit signs.
2. Groups or individuals present in the church building outside of normal church hours are asked to check in with the building attendant upon arrival. It is critical that the building attendant knows who is in the building and advantageous for all groups or individuals to know what other activities are occurring at the same time.
3. No one other than the building attendant is to be left alone in the building for the purpose of turning off lights and locking up. For the Hospitality Meals program, the last volunteer to leave must inform the building attendant that all guests and volunteers have left.
4. In the event of an accident or other incident involving a participant in a meeting, program or activity, immediate and appropriate action is to be taken to deal with the situation. A standard Incident Reporting Form or Personal Injury Reporting Form is to be filed as soon as possible by the team leader with the church office. The building attendant will have the forms and you can leave the completed form with the attendant if there is no one in the office.
5. As a congregation, many of our programs are open to parents, visitors and invited guests. It may be necessary to clear attendance ahead of time with the leader. In the case for Hospitality Meals program, if some volunteer happens to bring a friend or a family member not listed on the team leader Volunteer Schedule or arranged ahead of time as a spare, a Volunteer Information form, including emergency contact, will need to be completed. All new volunteers should also fill in that form. The blank forms are in a separate black binder in the kitchen and, once filled, must go back in the binder.
6. Participants in our programs and activities are encouraged to provide feedback to the group team leader and to me as program coordinator or church staff concerning their sense of personal safety, the leadership provided and the content of our programs and activities.
7. A complete copy of the Risk Management policy is available at the church office. Please note that it is a work in progress. It is my sincere hope that these guidelines will be received in a positive manner and will not cause any frustration or undue red tape.

Thank you for your cooperation.

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HOSPITALITY MEALS PROGRAM
VOLUNTEER INFORMATION FORM

The information provided on this form will be treated confidentially. The form should be completed by any new volunteer, including children, and filed in the black binder.

Interested in helping with: T1 (meal preparation) ___; T2 (serving)___: T3 (greeting)___

Surname: _____

Given Name(s): _____

Address: _____

E-mail Address: _____

Telephone: _____

Emergency Contact :

Name : _____

Telephone: _____

Are you over the age of 18: Y ___ N___ If not, how old are you? _____

Children under the age of 14 should be accompanied by an adult responsible for supervising them at all times.

Who referred you to our Hospitality Meals Program?

(If you are a high school student, please include the name of your school.)

Name: _____

Telephone: _____

Date of Completion: _____

Signature of Volunteer: _____

(or person responsible for children under 14)

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Related Metropolitan Policies

- Risk Management
- Outreach Program

Related Documents/External Resources

[Food Handler Certification Program](#), Middlesex London Health Unit

HOSPITALITY MEALS PROGRAM	
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