

## Guide for Meal Providers

Revised 03/23/23

- Coordinate a date by emailing [volunteer@ourhouseshelter.org](mailto:volunteer@ourhouseshelter.org) or calling the Volunteer Manager at 501-374-7383, ext. 184. You can serve one time or you sign up to serve on a regular schedule – for example, you can serve on the same day of the week each month!

### Planning

- Your group should decide what you want to serve, but if you want ideas or suggestions please contact us.

We are happy to help! If you can let us know what you're planning we can add that information to the calendar so other groups can see what's being served and perhaps try to add some variety to meals. As far as how many we serve, you/your group should be prepared to serve\*:

- o **Breakfast: 90 people**
- o **Lunch: 60 people**
- o **Dinner: 90 people**

These numbers will change as we increase capacity at the shelter. The Volunteer Manager will keep you updated with regard to any changes the day before your scheduled to serve.

### Preparation

- One or two days before the meal, someone from your group should purchase all the food you'll need for your meal. In general a meal will cost \$3-\$4 per person. As a guide for what to bring, and to help our clients stay healthy and happy, we ask all meal providers to include the following for the lunch and dinner meals:
  - o Meat
  - o Vegetable
  - o Starch
  - o Drink (usually punch mix, soda, juice or tea)
  - o Dessert



### Arriving at Our House

- Ensure you plan to arrive early enough to prepare your entire meal and be ready to serve at the appropriate time.
  - o Breakfast: 6 a.m. on weekdays/8 a.m. on weekends
  - o Lunch: 12 noon
  - o Dinner: 6 p.m.
- When you get to the gate you will first check in at the guard shack. Tell them who you are with and that you are serving/dropping off a meal.
- You may then drive to the front door of the shelter to drop off food. If you are staying to prepare and serve your meal, after you have unloaded you may park in any available spot in the upper parking lot.

### Signing In

- Each member of your meal serving team will need to sign in to help us track how many volunteers are contributing to help us provide meals every month, as well as better communicate to our meal serving groups. The Housing Supervisor will have a clipboard with the volunteer paperwork for you.

### Cooking and Serving at the Shelter

- The Our House kitchen has equipment you are welcome to use if you want to cook your meal at the shelter. Groups who cook their meal at Our House can arrive as early as they like to prepare.
- **EVERYONE working in the kitchen must wear gloves, and hair nets, while preparing, cooking, and serving the meal. We provide the hair nets and gloves in the kitchen.**

### Cooking Off-site

- Your group may also make the meal off-site and bring it to the Our House campus to serve or be served. If preparing off-site you may drop the food off at the Our House shelter at your convenience

### Meal Times

- Residents will be ready to eat breakfast at 6:00 a.m. on weekdays, 8:00 a.m. on weekends; lunch is served between noon and 1 p.m.; dinner is served from 6 -7:00 p.m. After you serve the meal, you are welcome to stay and eat with the residents.

### Late Trays

- This only affects our dinner servers. Some of our residents work late and will not be able to make



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it to a meal on time. We ask that you make and set aside trays for these residents first, so they are assured plenty of food to eat when they return. The Housing Supervisor will be able to give you the number of residents who need late trays each night.

### **Cleaning**

- The residents will clean when the meal is over. It gives them the opportunity to positively contribute to their home environment, so there is no need for you to do dishes or stay to clean.

### **Donation Receipts**

- If your group would like a donation receipt please ask the Housing Supervisor; they will be glad to give you one.

### **Unable to Serve**

- If your group can't make it to serve on your scheduled day please call and let us know so that we can make alternate plans.
- On weekdays please call the Volunteer Manager at 501-374-7383, extension 159.
- On weekends (or after 5:00 p.m. on weekdays) please call the Housing Supervisor at 501-374-7383, extension 221.

### **Inclement Weather**

- Our House follows the LRSD closings when there is inclement weather. We ask that you use your best judgment during this time and don't put yourself in any harm, but please let us know if you won't be coming so that we can make alternate plans in the kitchen. On weekdays please call the Volunteer Manager at 501-374-7383, extension 159 or On weekends (or after 5:00 p.m. on weekdays) please call the Housing Supervisor at 501-374-7383, extension 221. let them know that you won't be able to come and serve.

### **Tips for New Servers**

- We have numerous spices for you to use on the island in the middle of the kitchen.
- There is a small amount of space for your personal items toward the back of the kitchen.
- Rolling carts are available to move the food from your vehicle into the shelter.
- The steam table used for serving needs to have water in the bottom of them while on. The Housing Supervisor will be happy to help you if you haven't used it before.
- If you use ice, please leave 2 inches in the bottom of the machine or it will stop making ice.



If you have any questions about where things are in the kitchen please ask the Housing Supervisor, they will be able to help you.

Thank you so much for your generous service to Our House; if you have any questions or need any help at all, we are here for you!

**Clayton Curole**

Volunteer Manager

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[volunteer@ourhouseshelter.org](mailto:volunteer@ourhouseshelter.org)

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