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CITY MISSION

REACHING HEARTS | CHANGING LIVES

Laura's Home Meal Provider Volunteer Handbook

Help

Providing safety and basic needs

Heart

Supporting healing and restoration

Home

Empowering stability and resiliency

Welcome!

We are thankful for the faithful dedication of our volunteers! We hope that this guide will be of use to you as you plan, prepare and serve women and children at The City Mission/Laura's Home.

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Before you get started:

Meal service at The City Mission/Laura's Home requires coordination between kitchen staff, program residents, and volunteers. Our organization could not exist without the support of volunteers, and we are always in need of groups who can make the generous commitment to sponsor meal service at The City Mission/Laura's Home.

Please note that children under the age of 16 are prohibited from doing any food production or using any heavy commercial equipment in the main kitchens. They are welcome to participate in any dining room set up, serving and clean up under the supervision of a group leader or responsible adult. **Children must be under adult supervision at all times.**

Every dinner meal requires a group of at least 6 volunteers to prepare, serve the meal, and clean-up/wash dishes after the meal is over.

Serving Time:

- Breakfast is served Monday - Friday at 7:30am, Saturday & Sunday at 8:00am.
- Lunch is served Monday - Friday at 11:30am, Saturday & Sunday at 12:00pm.
- Dinner is served daily at 5:00 pm.

If you are cooking, please plan to arrive 2 hours prior to serving time as you'll want to allow yourself enough time to prepare the meal.

Meal Planning:

You can easily reach the Laura's Home Kitchen by calling us at (216) 472-5500 ext. 316 or by email at (Carla Yaksich) cyaksich@thecitymission.org . We are prepared to help you with suggestions on menu planning and we will be available to give you an estimate of the quantities of items to purchase for your sponsorship of dinner for our residents.

Organizing Your Group:

Cooking for a large group can be overwhelming if you are not prepared. It will take organization, preparation, and communication to enable your service at Laura's Home to run smoothly and be a blessing to the staff and residents. Here are three helpful steps to put into play when training your volunteer group:

Step 1: Pick a Group Leader who will coordinate your serving dates with the Volunteer Coordinator at The City Mission/Laura's Home. Your Group Leader should coordinate

the menu items, ensuring that meals are well balanced. The Group Leader will schedule your volunteers into groups of cooking, serving and clean up teams during your volunteer time.

Step 2: Allow plenty of time to prepare the meal. Decide whether to prepare items at your facility or to use the Laura's Home kitchen completely.

Please Note: *If you choose to cook off site it is required by the Board of Health that one person from your group is certified in ServSafe OH Person in Charge and that food is stored/cooked in a facility that holds a Food Service Operating license. You will be required to present a copy of both certification and operating license before your date of service. If your group does not meet the requirements, you can store/cook your meal at The City Mission/Laura's Home Kitchen.*

If this is your first time preparing a meal at The City Mission/Laura's Home, consider adding an additional 30 minutes to the suggested preparation time so you don't feel rushed. You might even want to prepare part of your meal the night before.

Step 3: Remember to enjoy your service! Volunteering is a great way to act as the hands & feet of the Lord. We are very grateful for the meal and time you have decided to donate to us.

What to Cook:

We ask our volunteer groups to be conscientious about dietary needs by making meals that are healthy and well balanced. Following is a list of menu items you should consider for your first meal. You can also visit www.ellenskitchen.com for more advice on cooking for large groups.

Typically, we use the following as a starting point for numbers of persons we serve at The City Mission/Laura's Home. Please feel free to call ahead for an estimated count the day before you are scheduled to serve at 216-472-5500 ext. 316.

Laura's Home
100-120

Food Measuring Chart:

The following will serve 100 people. Please use this guideline to help you in your purchasing of food items. Of course, any questions you might have can be answered by the Kitchen team.

Measure	Ingredient	Measure	Ingredient
2 gallons	Applesauce	40 lbs.	Ham or other Meat
3 gallons	Green Beans	30 lbs.	Meatballs
2 gallons	Baked Beans	32 lbs.	Hamburger
24 lbs.	Cooked Root Vegetables	35 lbs.	Pork Chops
10 lbs.	Coleslaw or Salad	6 lbs.	Cooked Macaroni
1 lb.	Coffee	4 gallons	Punch
2 quarts	Salad Dressing or Condiments	65 lbs.	Roast Turkey
75 lbs.	Fried Chicken	17 3.5 oz.	Jell-O or Pudding
30 lbs.	Fresh Carrots	35 lbs.	Raw Potatoes

Lunch Ideas:

- Pizza, Salad and Fruit
- Hot Dog, Chips and Fruit
- Chicken Salad Sandwich, Carrot Sticks with ranch, Fruit

Dinner Ideas:

- Lasagna, Garlic Toast, Salad and Dressings, Watermelon
- Ham, Baked Potatoes, Salad, Rolls, Pudding
- Chicken, Mashed Potatoes & Gravy, Green Beans, Rolls, Pie or Cobbler
- Mexican Casserole, Beans, Spanish Rice, Chips & Salsa, Salad
- Baked Turkey, Mashed Potatoes, Carrots, Rolls, Brownies
- Pot Roast, Potatoes, Corn, Salad and Dressings, Rolls, Sheet Cake
- Chicken Casserole, Green Beans, Rice Pilaf, Salad and Dressings

FOOD HANDLER HEALTH/HYGEINE

- Do not come to the kitchen if you are sick with a contagious illness such as influenza (sore throat with fever), diarrhea or vomiting in the past 72 hours.
- Please wear clean clothes when you come to serve in the kitchen.

- Please wear a hair net, scarf, cap, or hair-tie that will always keep hair neatly in place and out of the food.
- Always wash hands in the designated sink areas with soap and warm water for 20 seconds before beginning food preparation, after handling food, or changing from one task to another (e.g., cutting meat to cutting bread) and after using the bathroom.
- Wear gloves while working with ready to eat foods. Polished nails will require you to always wear gloves while working in the kitchen.
- Cover hands with a bandage and a clean glove if you have a cut or infection on your hands.
- Wear comfortable close-toed, non-skid shoes. For safety and sanitation reasons, sandals and other open-toed shoes may not be worn by kitchen workers.
- Wear comfortable slacks/jeans and shirt with sleeves. For safety and sanitation reasons shorts and tank tops are not permitted while working in the kitchen.

FOOD SAFETY in the KITCHEN

- Keep food and work areas clean. (Wash, Rinse and Sanitize.)
- Prevent cross-contamination and cross-contact while serving residents (always use a clean plate when serving seconds)
- Cook each food to temperature. Use a thermometer.
 - Reheated Foods must be heated to an internal temperature of 165 degrees held for 15 seconds.
 - Poultry (including whole or ground chicken, turkey or duck) 165 degrees for 15 seconds
 - Ground Meat (including beef, pork, and other meat) 155 degrees for 15 seconds
 - Pork, beef, veal and lamb
 - Steaks or Chops 145 degrees for 15 seconds
 - Roasts 145 degrees for 4 minutes
- **Food Temperature Sheets must be filled out by both the Volunteer Team Lead and Food Service Staff Team member.**
 - Label, date, chill, and store TCS foods safely. Cut lettuce, cut tomatoes, sliced melons, milk and dairy products, eggs, meat (beef, pig, and lamb), poultry, fish, shellfish, and crustaceans, baked potatoes, tofu or other soy protein, sprouts and sprout seeds, untreated garlic, are TCS Foods and must be kept at 41 degrees.
 - Cold foods must be kept below 41 degrees Fahrenheit and hot foods above 135 degrees Fahrenheit.

- To avoid a food borne illness, food must be properly cooled before storing. First cool food from 135 degrees Fahrenheit to 70 degrees Fahrenheit within 2 hours. Then cooled to 41 degrees Fahrenheit or lower within the next four hours.
- Do not use/leave scoop, pitcher, or cup in the ice machine. Only use the ice scoop that is in dock on top of ice machine. Use gloves when scooping.
- Always use a cutting board when using a knife.
- Guidelines for food safety are written and hanging throughout the kitchen.

Cleaning Up:

- All pots, pans, plates, and utensils must be scraped and free of food debris before washing.
- Wash, rinse, sanitize all pots, pans, plates, cups, and utensils.
- Food cannot be placed in the three-compartment sink in the dish room. These sinks are to be used for washing pots and pans only. Dishes are cleaned in the dish washing machine.
- Put clean items away in the labeled cabinets or drawers or return them to their proper storage area.
- Counters are to be washed, rinsed, sanitized and left to air dry. Cloths used to sanitize surfaces are to be left in their buckets unless they are being used.
- Clean up any spills or debris on the floor.
- Please clean the coolers, pitchers, and coffee dispensers.
- If a hand towel dispenser or soap dispenser is empty, or light bulbs are not working, please notify the Kitchen staff.
- Mop buckets and mop heads must be stored neatly in their proper place. Mop heads must be washed out after each use and mop buckets emptied and cleaned.

Kitchen Guidelines 101:

Equivalents for Measuring

3 teaspoons	equals	1 Tablespoon
4 tablespoons	equals	¼ cup
5 1/3 tablespoons	equals	1/3 cup
16 tablespoons	equals	1 cup
2 cups	equals	1 pint
4 cups	equals	1 quart
2 quarts	equals	½ gallon

Equipment Usage:

Food Warmer

1. Food warmer should be turned on prior to using, set temperature at 180 degrees.
2. Temperature should be 160 degrees before placing food inside the warmer.
3. Do not use warmer to heat food.
4. All items placed in warmer should be hot and covered.
5. Wipe all spills as they occur.
6. Turn off once all food has been served.

Steam Table

1. Pull handle located at right bottom toward you to lock.
2. Fill wells with a quarter of an inch of water.
3. Turn knobs slightly to the right until you see the red light turn on.
4. When finished using, turn knobs slightly to the left until the red light turns off.

Tilt Skillet

1. Turn Power on. Power button is on the left.
2. Turn dial to 350 degrees or desired temperature.
3. Open tilt skillet lid. Spray bottom of tilt skillet with pan spray to avoid food from sticking.
4. Place a bucket or large pan under the middle drain on tilt skillet. Drain grease by turning the crank on your right.
5. When finished using, turn the power button and temperature dial to off.
6. Clean tilt skillet by using soapy water and white long handled brush then drain. Rinse with clean water.

Stove

1. Make sure the overhead hood exhaust fan and supply switch are turned on.
2. Ensure pilots are lit prior to turning on the gas. If they are not, contact a Kitchen Staff member immediately.
3. Operate at medium heat or as required by product.
4. Do not leave pots on stove unattended.
5. Wipe all spills as they occur.
6. Turn gas valves to the off position once cooking is complete.

Oven

1. Turn power on.
2. Make sure oven doors are closed.
3. Turn knob to proper temperature.

4. When finished cooking turn all switches to the off position. Remove all items from compartments. Wipe out ALL spills once oven is cool.

If you experience that an appliance is not working properly, please contact a kitchen staff member immediately.

We praise God for your heart to serve the women and children at The City Mission/Laura's Home and look forward to having you work with our kitchen team!

Call us anytime with questions at 216-472-5500 ext. 316. We stand ready to assist you in any way possible.



Laura's Home Food Service Team

Carla Yaksich

Food Service Supervisor/Head Chef

Kerri Bruno, Dawn Defreeze-Carter

Food Service Assistants

*****Please remember to log in and out at the Volunteer iPad located at the front desk when you come to serve. It's very important for us to track our volunteer hours, so thank you for your participation. If you don't remember your volunteer number, please ask the front desk staff for the volunteer binder (if you're a new group, you may not be in the binder yet). You can look up your number there, or email the Volunteer Department, getinvolved@thecitymission.org. Thank you so much!***