

# *Upper Room Dining Hall* Volunteer Handbook



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[upperroomdininghall.org](http://upperroomdininghall.org)

# Welcome!

We are so glad that you have decided to volunteer with Upper Room Dining Hall. On behalf of our Board of Directors and our dedicated team of volunteers, I want to formally welcome you. You are joining a team of volunteers that has been serving the poor, vulnerable and marginalized of our community for more than 20 years.

Volunteers are one of the greatest resources we have at the Upper Room Dining Hall. People like you, who give their time, energy, and talents to provide meals and inspire hope, are essential to our ability to deliver quality services. We are committed to creating opportunities for the community to be involved in our work and we would not be able to carry out our goals if volunteers were not involved.

Regardless of the area of service you will be volunteering for, it is certain that these hallmarks are at the core of its mission:

1. Commitment to excellence
2. Dignity for all people
3. Compassion for those in need

I trust you hold these same values in high regard and we are honored to welcome you to our dynamic team!

Sincerely,  
Karen Stinson,  
Operations Director

## **Our Mission Statement:**

Motivated By Love And Grace, Our Mission Is to Provide Meals and Services to Members Our Community Living Under The Strain Of Poverty; Treating All Guests With Dignity And Compassion

The Upper Room Dining Hall has been providing free meals to the hungry people of El Dorado County since 2002. We serve all persons regardless of race, religion, gender, income, or age-365 days a year. We are a non-profit and tax exempt (501c3) charity that partners with many different faith based and civic organizations in the local community.

Volunteers will provide a hot nutritious meal to each guest that has been prepared in compliance with current industry standards and state of California laws. Volunteers will be trained to promote the dignity and self-esteem of all those who are served by the Upper Room Dining Hall in a safe and pleasant environment.

**The minimum age for volunteering at the Upper Room Dining Hall is 13. Children between 13 and 15 years old must be accompanied by an adult guardian or parent guardian. Children 16 years old and above may volunteer without an adult parent or guardian present.**

## **VOLUNTEER POLICY**

The Upper Room Dining Hall accepts volunteers without regard to race, sex, or religion, provided the volunteer is committed to serving others in need and can follow the policies in this handbook and directions of Upper Room Dining Hall staff. The Upper Room Dining Hall does reserve the right, in its sole discretion, to determine whether a volunteer will be permitted to serve at our facility.

The Upper Room Dining Hall is also committed to the following principles:

- Volunteers should be treated with dignity and respect at all times.
- Volunteers should be valued as contributing members of the team.
- Volunteers will receive appropriate training, supervision, and ongoing direction in order to succeed in the tasks they perform. This includes clear instructions and answers to questions.
- Volunteers should feel free to offer suggestions, concerns, or grievances.
- Volunteers should be kept informed of activities and changes therein.

- Volunteers should receive recognition for their contributions to our efforts to serve the poor and hungry. They should also be included in celebrations, observances, and training opportunities pertinent to their assigned volunteer work.

## **VOLUNTEER RESPONSIBILITIES**

Volunteers are expected to conduct themselves in a positive manner to effectively promote the image of the Upper Room Dining Hall. Specifically, volunteers will be expected to:

- Support and implement the mission, goals, and objectives of the Upper Room Dining Hall.
  - Treat and work cooperatively with all Upper Room Dining Hall guests, fellow volunteers, staff, and board members in a respectful courteous manner.
  - Show grace, dignity and compassion to our guests.
  - Maintain a personal appearance consistent with volunteer duties and professional environment and to maintain a clean and orderly workplace or area. **No open toed shoes or sandals, tank tops, short shorts, or revealing or inappropriate clothing (as determined by the Upper Room, in its sole discretion) are to be worn.**
  - Comply with all Upper Room Dining Hall rules, policies and procedures as well as safety, health and security standards.
  - Perform assigned tasks efficiently and in accordance with established quality standards.
  - Arrive on time as scheduled and giving proper notice if unable to volunteer or report on time.
  - Protect the confidentiality of guests and donors
  - Sign in every day to document hours volunteered to organization.
  - Do not handle food if you're sick.
- Updated 8/22

- **No personal food/drink in food prep area. (This is a Health Dept Guideline).**
- No gum chewing in food prep area or while serving.
- Hand Washing: Wash hands at hand washing sink before you begin handling food and whenever you change jobs/tasks.
  - Gloves are available for all volunteers. Wash hands before putting gloves on.
  - Change gloves when you change jobs/tasks.
  - Repeat washing of hands: after bathroom use, smoking, after taking out trash, and after answering the telephone.
  - When cuts on hands are present, bandage cuts and wear gloves over bandage.

## **SAFETY**

### ***THE SAFETY OF THE UPPER ROOM DINING HALL VOLUNTEERS AND GUESTS IS OUR FIRST PRIORITY.***

- We strongly discourage volunteers offering money, gifts, or other material items to our guests. If you feel strongly that you would like to personally help, please speak to the Operations Director or the Executive Director about the appropriate way to assist the guests.
- For your safety, transporting any guest before, during, or after your volunteer assignment is not permitted.
- Do not disclose personal information about where you live, your phone number or other identifying information to the guests.
- If a physical altercation occurs, immediately call 911. **DO NOT TRY TO INTERVENE!**
- We do not allow loud or disruptive behavior on the premises. Any guests behaving inappropriately, disrespectfully, or argumentatively should be given one warning and if behavior continues, they should be asked to leave the dining hall.

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- A lead may ask a guest to leave the dining hall for the day and not return until they have discussed their behavior with the Operations Director.
- Only the Operations Director has the authority to permanently ban a guest from the Upper Room Dining Hall.
- If you feel a guest may be suffering from mental health issues and/or appears to be unable to take care of themselves OR appears to be a danger to themselves or others call 911.
- While volunteering for the Upper Room Dining Hall you are required to report to a supervisor:
  - Any known or suspected child abuse, neglect, or any other behavior that in your opinion may indicate that the health and welfare of a child is in jeopardy.
  - Any known or suspected adult abuse, neglect, or exploitation.
  - Volunteers should immediately consult with a supervisor when presented with a situation that may warrant a child or adult protective report.
- Volunteers are never to be left alone or work alone at the Upper Room Dining Hall. This is for your safety! There must be at least two volunteers present at all times.
- The Upper Room Dining Hall is not responsible for the loss, theft or damage to your personal property while on company premises and while away from the premises on business. We suggest that you take precautionary measures to safeguard any personal valuables that you bring to work. Such items should not be left unattended or in plain view.

It is our policy to allow Dogs in the dining room if they are leashed, quiet, well behaved, and not left unattended or allowed to run loose. This privilege can be revoked at any time and for any reason at the discretion of the Lead based upon attitude/behavior of both guest and dog. Dogs should not be fed in the dining room.

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**All volunteers are required to follow the policies of the Upper Room Dining Hall, including those set forth in this handbook, as well as the instructions, either verbally or in writing, from a staff member or volunteer leader.**

The Upper Room Dining Hall reserves the discretion to determine responsive action if a volunteer fails to follow policies or the instructions of Upper Room Dining Hall staff.

## **ANTI-HARASSMENT POLICY**

It is the policy of the Upper Room Dining Hall that no volunteer should ever have to experience harassment based on race, age, disability, or religion, and sexual harassment is a particular concern. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by a staff member or another volunteer. Any volunteer who witnesses or is subjected to harassment of any kind is expected to report it, verbally or in writing, to their own or any other Supervisor, Director, or any Board Member as soon as possible

Upon receipt of a report of harassment, the Upper Room Dining Hall will take appropriate responsive action. If it determines that a violation of this policy has occurred, the Upper Room will take effective remedial action commensurate with the circumstances. Appropriate action will also be taken to deter any future harassment.

## **Requirements for Volunteering**

All volunteers must complete the online application prior to volunteering.

Any regular volunteer serving 10 or more hours in a year will also need to get a Livescan through DOJ and complete a Safe Environment course. This information can be found on our website, [Upperroomdininghall.org](http://Upperroomdininghall.org), with specific instructions.

Safe Environment Certification is an online presentation outlining a safe environment for children. When completed you will be able to download and/or print your Certification of Completion.

Safe Environment **must be renewed every three years**. The link for the training is <https://sacramento-charities-camps.cmgconnect.org>

**When individuals create an account through the above link, please select "Upper Room" as your affiliation.**

Live Scans must be completed for the Upper Room/Diocese, even if you have completed it for another entity.

Upon completion of the Live Scan, the DOJ will automatically notify the diocesan Safe Environment Coordinator of the results. Any criminal background information obtained via Live Scan, is kept strictly confidential.

Gold Country Live Scans  
6101 Enterprise Dr. Diamond Springs, CA  
Phone: 530-622-6564  
Cost \$0 – fee billed to Upper Room

Placerville Police Dept  
730 Main St Placerville, Ca  
Phone: 530-642-5210  
Cost \$20 (Upper Room will reimburse you)

Any certified Live Scan location can be used, the Upper Room will reimburse the cost.

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## **ServSafe Food Handler Certification**

**Both Cook and Serve Leads are required to have a ServSafe Food Handler Certificate.** This is a California State food safety certification. The ServSafe Food Handler Certificate verifies basic food safety knowledge and is for individuals in food handling positions. Certification is accredited by the American National Standards Institute (ANSI) under the Conference for Food Protection Standards. There is a \$15 fee which is reimbursable upon completion of the course.

Link: <https://www.servsafe.com/ServSafe-Food-Handler>

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