

Volunteer Handbook



Thank you for volunteering at the Guild of St. Margaret Soup Kitchen. This handbook should serve as your guide, but always feel free to ask questions! If you need to contact us, please use the contact information listed on the inside cover.

An Equal Opportunity Provider

THE GUILD OF ST. MARGARET SOUP KITCHEN

12 Depot Street Middletown, NY 10940

(845) 344-0569

STAFF

Executive Director: Phyllis Guardino email: soupkitchengrace@msn.com
Food Service Coordinator: Ricky King email: foodservice.soupkitchen@gmail.com
Weekend Supervisor: Lisa Batista
Service Room Staff: Brenda Bound, Estrella Moran, Shawn Nicholas
MSW Intern 2022-2023: Lorena Morales

ADVISORY BOARD

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Jessica Wood	sewell00@yahoo.com
Junior Advisory Board Member (Name and email unlisted)	

REQUIRED TRAINING

Thank you for taking the time to volunteer here at the Guild of St. Margaret Soup Kitchen and learning how to keep our program safe for all people! The generosity of our volunteers is the reason our soup kitchen has been able to serve our community since 1980 and will continue to do so as long as it is needed. Without people like you we could not do what we do! To keep our program and all of the people who use it and work in it safe we do require training for our volunteers. Some training is in person and other training is as simple as going online and reviewing our training documents and policies. A basic guide to training is outlined below.

Volunteer Orientation and Food Safety Workshop

All volunteers are required to attend a food safety workshop prior to beginning volunteer service at the Guild of St. Margaret Soup Kitchen. This training is designed to make our volunteers familiar with basics of safe food handling. In this course you will:

1. Learn why food safety is important to our program and the people we serve
2. Know how to prevent foodborne illness
3. Use this knowledge to prepare healthy, safe food for those who come to us for help in a consistent way every day

This workshop is held prior to our Advisory Board Meetings on the second Monday of every month except July and by appointment. Please contact our director to sign up for a workshop if you have not yet attended.

GSM Civil Rights Training

Civil Rights Training which is required for all volunteers who may interact with our guests is available on our website. Please review all of the pages of the training and email diane.soupkitchen@gmail.com with a statement that you have read and understand the material before your first scheduled shift. If you do not have access to a computer or email there are copies in the soup kitchen training manual which you may review and a sheet to sign after you have completed the training. Please feel free to stop by, call or email with any questions!

Safeguarding Online- Know Your Policies

The Episcopal Diocese of New York, Grace Episcopal Church and the Guild of St. Margaret Soup Kitchen outreach program are committed to keeping our churches and ministries safe. Sexual misconduct on the part of any clergy person, employee, or volunteer of any congregation, institution, organization, school or agency within the diocese violates the mission of the Church, is prohibited by law, and will not be tolerated. To ensure that our church and program is safe for all its people, guidelines have been established by our Diocese, Grace Church, and the Guild of St. Margaret. Volunteers are required to familiarize themselves with the Diocesan policy. These may be accessed online or in our Training Manual in the soup kitchen. Additional opportunities for voluntary online training are coming soon!

All training may be accessed at the soup kitchen or on our website www.stmargaretsoupkitchen.com

Guild of St. Margaret's Prayer

Holy One of Peace.....we ask you for strength that we may help the weak, for food that we may feed the hungry, for guidance that we may see the dignity of every human being, and for grace that we may find majesty not in what we have but in what we give. Give your blessing to the Guild of St. Margaret. Enable us to serve the sacredness of all life by the way we live. All this we ask in Your Holy Name. Amen. *Revised 09/2013*

Mission Statement

The Guild of St. Margaret serves the hungry 365 days a year without charge, qualification or condescension. The volunteers offer relief in food, hospitality, assistance and acceptance for the physical and spiritual nourishment of our guests.

Saint Margaret

St. Margaret of Scotland was born an English princess in 1045. She and her family fled from England to escape William the Conqueror but were shipwrecked off the coast of Scotland. They were befriended by Malcolm III, the King of Scotland, and in 1070 Margaret married Malcolm.

Margaret raised eight children, managed the household and advised her husband. She was also kind to the poor, but she did far more than donate money. She was a hands-on volunteer, visiting the sick and taking care of them herself. She worked to improve social conditions and was especially concerned with the plight of orphans.

King William Rufus of England made a surprise attack on the castle in 1093 and King Malcolm and a son were killed. Margaret, who was very ill at the time, died four days later. Margaret was granted sainthood in 1250. It was said that every word she said and every act she performed showed that she was thinking about the things of heaven.

It is fitting that the Guild of St. Margaret was selected as the name for a special group of hands-on volunteers who operate our Soup Kitchen 365 days a year.

History of the Soup Kitchen

The Soup Kitchen first opened its doors at Grace Episcopal Church in the summer of 1980. Both laypersons and clergy prepared peanut butter & jelly sandwiches for the few guests who came seeking help. At first the lobby of the Parish House was sufficient space, but the need quickly increased and before long the Soup Kitchen moved to its present location in the parish kitchen and auditorium upstairs. It is now staffed by a Director, who is responsible for the administrative duties, a Food Service Coordinator, who is responsible for the inventory, supervising the preparation of food and clean-up, a Weekend Supervisor who is responsible for supervising the preparation of food and clean up, and a dishwasher, who is responsible for washing plates, cups and silverware from the dining room. There are presently over one hundred and forty regularly scheduled dedicated volunteers and additional groups of more than three hundred one time or short term volunteers who help out at the soup kitchen annually.

Who Are Our Guests?

The guests that we serve today are challenged in ways that most of us will never experience. Mostly, they are

victims: of unemployment, broken homes, prejudice, and a hundred other tragedies. Many of them will find work and can't wait to be productive again and to care for their families. Others will never be able to care for themselves, become productive, or find a true home. But to allow even one person to hunger, without hope, is to deny him or her the things that make us all human: love and concern.

It is the policy of the Guild of St. Margaret to serve all persons who come to our meal without qualification or condescension. We ask no questions, make no judgments, and the only time we turn anyone away is when they have been clearly inappropriate, and even then we often give second and third chances. It is important that we remember the fragility of all human beings, and that we are respectful at all times. The Golden Rule is our rule.

General Guidelines

- All volunteers are required to read this handbook and complete a volunteer training workshop and complete a volunteer information form. Additional training is to be completed on our website prior to your first working shift. Please see the next section for signup information.
- Monday through Saturday the main meal is served from 11:00 am – 12:00 pm. Please arrive at 8:00 am to allow sufficient time to set up and prepare meals. Sunday serving hours are from 3:00 pm to 4:00 pm. Please arrive at 1:00 pm to allow sufficient time to set up and prepare meals.
- ONLY SCHEDULED VOLUNTEERS ARE PERMITTED IN THE KITCHEN.
- *If you are unavailable on your assigned day, please notify the Food Service Coordinator or Director as soon as you know you will be absent by texting our Volunteer Hotline (845)-284-1554.*
- Smoking is prohibited in all areas of Grace Episcopal Church, including within 100 feet of entry doors.
 - If a problem with a guest cannot be resolved calmly and peacefully please inform the supervisor of the problem, or in case of emergency, call: **911 for emergencies or call 343-3151 for the Middletown Police**
- Giving or lending money to guests is not permitted. Special assistance is available from the Soup Kitchen office.
- The bathroom on the second floor is available during serving hours for guests.
- The downstairs bathrooms are available for the volunteers. Bathrooms should be locked at all times including when you are inside.
- The telephone may be used by guests for assistance (i.e.. Social services, housing, unemployment, court, medical, dental, etc.), on weekdays only. Calls may be deferred while serving, at the discretion of the Food Service Coordinator.
- Travel assistance within Orange County is available from the Director weekdays only.
- Personal hygiene items are available for distribution to guests. Please ask the Food Service Coordinator or the Weekend Supervisor for help with these items.
- Volunteers should hang coats and other garments on the wall hooks between the second and third floor. Valuables should be left at home, but may be stored in the kitchen area at your own risk.
- In accordance with insurance, the NY State Department of Health, and the US and NY State Labor Departments and to guarantee the safety of all volunteers:
 - No youth under the age of 12 may work at the Guild of St. Margaret Soup Kitchen.
 - No youth under the age of 16 may work with a commercial stove, oven, or appliance.
 - In addition to any other jobsite requirements, no youth under the age of 13 may work with or around commercial kitchen knives or heated food preparation or serving surfaces.

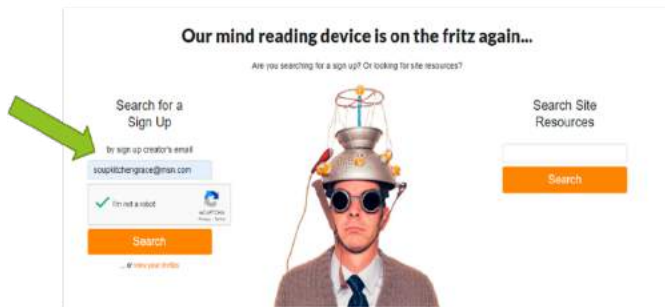
Signing Up to Volunteer

Please sign up to volunteer on our sign up genius website or by making a schedule with the Food Service Coordinator. If you would like to brush up on food safety, you may also sign up for the Volunteer Food Safety

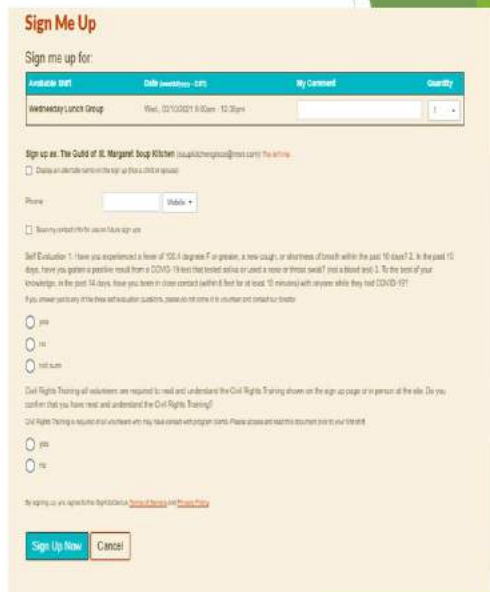
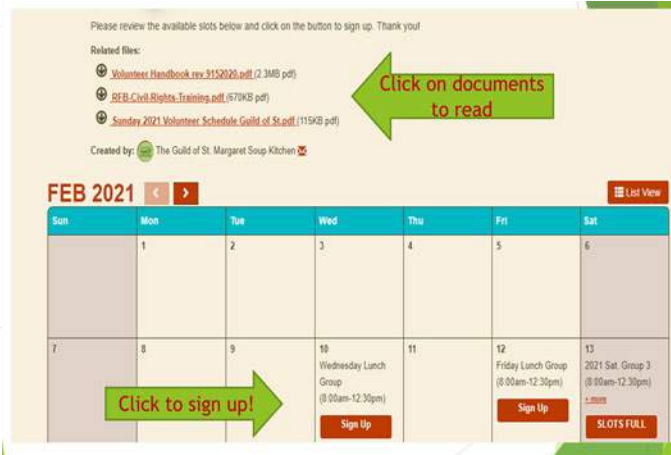
Training Workshop online.

To sign up:

YOU ARE READY TO GO!



- Search google for signpugenius and click on find a signup
- Enter our email: soupkitchen@msn.com
- Click I'm not a robot



Additional Assistance Available

The following agencies offer assistance in the Middletown area. *(Some operate on specific days or by appointment only)*

The Salvation Army 343-0821
80 West Main Street
Middletown, NY 10940

Or

280 Rte. 211 /East-Ste. 1
Middletown, NY 10940 (Clothing)
Emergency relief on a case by case basis,

St. Paul's United Methodist Church
58 West Main St.
Middletown New York
Interfaith Food Pantry 343-4425

Middletown Warming Station
Greater Middletown Interfaith Council
8 - 10 Mulberry Street
Middletown, NY 10940
PO Box 759 • Middletown, NY 10940
Open nightly during winter months 9pm – 7 am
No admission after 9:30 pm

R.E.C.A.P. 343-4191
157 Linden Ave.
Middletown, NY 10940
Emergency food packages
Addiction recovery, weatherization
Employment training, Head Start
Parole re-entry

HONOR ehg (Emergency Housing Group)
38 Seward Avenue
Middletown, NY 10940
845-343-7115
Residential services, youth services, recovery
services, Support services, care management



POLICIES RELATING TO USE OF FOOD BANK PRODUCTS

Please ensure that staff and volunteers are aware of and adhere to these policies.

The Regional Food Bank reserves the right to withhold membership from an agency if there is cause for concern about the program's eligibility or operation.

Failure to abide by these policies may result in the suspension or termination of a program's Food Bank membership.

- 1) Food Bank products may be used only for the benefit of a program's clients as described in the application form. In the case of on-site programs, staff may share in meals only while on duty.
 - a) Food Bank product may not be utilized for personal use by program employees or volunteers.
 - b) Employees or volunteers who qualify for program services are eligible to receive product according to the same distribution guidelines set for all clients served by the agency. No preferential treatment for employees or volunteers is permitted.
- 2) Food Bank products must not be sold, traded, or bartered, nor used for business meetings, staff meetings, board meetings, fundraisers, or any activities not related to the program's services. Financial donations may not be solicited in connection with receipt of Food Bank products.
- 3) Programs must provide food without regard to race, color, citizenship, religion, sex, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity, unfavorable discharge from the military or status as a protected veteran.
- 4) Regional Food Bank product must not be utilized for sectarian purposes, i.e., programs cannot engage in the promotion of a particular religion or political party as part of their feeding programs nor require clients to attend religious or political services or instruction in order to receive food.
- 5) Programs are required to practice safe and proper food handling and must conform to all local, state and federal guidelines related to the safe and sanitary handling of food.
- 6) Programs must notify the Food Bank if they receive a Food Bank product that is unusable for any reason. The Food Bank will advise sites on the proper disposition of the item.
- 7) Programs must not transfer Food Bank products to any non-member agencies.
- 8) Programs may not transfer Food Bank products to any other members without prior approval from the Food Bank. Should the program receive product it cannot utilize or too much of a product, it may be shared with another program within the same agency that is also a member of the Food Bank.
- 9) Programs must not stockpile Food Bank product. The Food Bank may limit the amount of product a program receives.

- 10) Programs must follow guidelines below for picking up orders. Repeated failure to follow these guidelines may result in a service fee or program suspension.
- a) Arrive on time or even five minutes early
 - b) Bring a vehicle large enough to hold the order
 - c) Bring adequate help to load the vehicle within the designated time slot
 - d) Sign work ticket after the order has been checked indicating the order has been received in full
- 11) The Regional Food Bank reserves the right to make changes to the "Shared Maintenance" contribution system.
- 12) All member programs will be visited at least once every two years. During this visit, Food Bank staff will review policies, update program files, inspect storage areas, discuss program's participation in the Food Bank, and make sure sites have the information needed to make the best use of the Food Bank. Refusal to permit Food Bank monitor visits at the program site will result in suspension and termination of the program.
- The Regional Food Bank may conduct unannounced site visits and/or utilize secret shoppers to verify a program is adhering to Food Bank policies.
- 13) Food Bank receipts must be kept on agency property for at least two years. Food Bank staff may ask to see these receipts during visits.
- 14) Programs are required to notify the Regional Food Bank of any contact changes, including the name of the primary contact person or Executive Director, changes in days and hours of service, relocation of the program or the closing of the program. A new Agreement Release must be signed in the case of a new Executive Director.
- 15) Member agencies operating more than one feeding program must receive separate approval for each program. If a member agency would like to begin receiving food for a new program, it must inform the Food Bank and fill out a separate application. A new program must be in operation for at least three months to be eligible for Food Bank membership.
- 16) Programs are expected to pay their bills monthly, but within a minimum of 60 days. Programs with balances due for 61 days or more will be placed on hold and will not be able to place orders. The Food Bank reserves the right to place agencies on hold that have accumulated high credit balances within the 60 day term should there be concern about the program's ability to pay.
- 17) Programs that fail to order for two consecutive years will have their membership terminated unless a balance is due, in which case their membership will close after payment is received.
- 18) The Regional Food Bank reserves the right to suspend or terminate a program's membership if there is cause for concern about the program's eligibility or operation.

Please contact the Food Bank's Agency Relations Department with any questions regarding the policies outlined above.

Regional Food Bank of Northeastern New York
 965 Albany-Shaker Rd.
 Latham, NY 12110
 518-786-3691
www.regionalfoodbank.net

Food Bank of the Hudson Valley
 195 Hudson Street
 Cornwall-on-Hudson, NY 12520
 845-534-5344
www.foodbankofhudsonvalley.org

3 STEPS TO START!

1. PUT ON YOUR HAIR RESTRAINT

◇ A HAT OR HAIRNET IS REQUIRED AT ALL TIMES WHEN WORKING NEAR FOOD

Hairnets are available here or you may bring a clean hat.

2. WASH HANDS & GLOVE UP

◇ The main reason for not touching ready-to-eat foods with bare hands is to prevent viruses and bacteria which are present in your body from contaminating the food. Viruses and bacteria are invisible to the naked eye, but may be present on your hands if you do not wash them thoroughly, particularly after using the bathroom. The law prohibits bare hand contact with ready-to-eat foods and requires good hand washing by food service workers.

How Wash hands the right way—
for 20 seconds with soap and
running water. Washing your hands the right
way can stop the spread of illness-causing bacteria.

- Wet your hands with running water and apply soap.
- Rub your hands together to make a lather and scrub them well. Be sure to scrub the backs of your hands, between your fingers, and under your nails. Bacteria can hide out here too!
- Continue rubbing hands for at least 20 seconds. Need a timer? Hum "Happy Birthday" from beginning to end twice.
- Rinse your hands well under running water.
- Dry your hands using a clean towel or air dry.

When Wearing gloves does not
eliminate the need for wash-
ing hands! You must wash hands:

- before starting work;
- before putting on single service gloves;
- after touching raw, fresh or frozen beef, poultry, fish or meat;
- after mopping, sweeping, removing garbage or using the telephone;
- after using the bathroom;
- after smoking, eating, sneezing or drinking;
- after touching anything that might result in contamination of hands.

GLOVES MUST BE WORN WHENEVER HANDLING READY TO EAT FOODS AND CHANGED WHENEVER CHANGING TASKS OR IF THEY BECOME DIRTY OR TORN.

3. PUT ON A CLEAN APRON

Aprons should be taken off and hung up whenever you:

- ◇ Take out the garbage
- ◇ Go outside
- ◇ USE THE RESTROOM

To Soup Kitchen Staff and Volunteers

The purpose of this booklet is to help you prepare and serve safe and wholesome food to our guests. It's not hard to do if you:

- practice good personal hygiene, observe good work habits, take care when receiving and storing foods, use safe food preparation techniques, keep foods at proper temperatures during thawing, hot-and cold-holding, and reheating, keep equipment and utensils clean and sanitary, serve food properly on clean, sanitized dishes, and follow a regular cleaning schedule.

Personal Hygiene and Work Habits

Bathe every day and keep your hair clean and neat. Keep your hands and fingernails clean. Do not wear nail polish. Wear clean, outer garments and keep your shoes clean. Wear a suitable hair restraint, such as a baseball cap or hair net. Hair must be pulled back off of face. Wash your hands and exposed parts of your arms thoroughly:

- Before starting work
- After using the toilet
- After eating, smoking, or otherwise touching your mouth or anything that has been in your mouth
- After touching your hair, scalp, nose, ears, neck, or other parts of your body
- After working with trash, garbage, or dirty or nonfood equipment
- After sneezing or coughing onto your hand
- After switching from handling raw food to cooked or other ready-to-eat foods
- After any absence from the work area or after a change in work duties.

How to Wash Hands

Wet hands with clean, warm water and soap. Rub hands together for at least 20 seconds (sing Happy Birthday 2 times while you wash your hands.) Clean under the nails and between the fingers. Rinse under clean running water. Take a disposable towel and use it to dry your hands and turn off the faucet.

Adopt Good Work Habits When You Prepare Food

Take off jewelry or earrings that could trap soil and bacteria or fall into food. Only smooth wedding bands are acceptable when you work with food. Do not carry items in shirt pockets, such as cigarettes, lighters, and uncapped pens without clips. Wear clean gloves or use appropriate utensils to prepare food. Eat, drink, smoke, or chew gum only in authorized break area, ***NOT IN THE KITCHEN OR PREP AREA.***

Store street clothing, personal belongings or personally owned foods and beverages away from food preparation, serving, or storage areas.

Be Sure You Are Healthy When You Work With Food

If you fell ill, have a sore throat, diarrhea, stomach cramps, vomiting, fever, infected cuts, abrasions, boils, or any condition that causes flaking of the skin, **DO NOT WORK WITH FOOD.** Working with a wound is okay if it is freshly and properly bandaged and covered with clean gloves or clothing which will prevent contact with food or food-contact surfaces.

Controlled Temperature Storage

Store frozen items at 0 degrees F or below. Store refrigerated items at 45 degrees F or below. Check freezer and refrigerator temperatures frequently, ideally at least twice daily.

Food Preparation and Serving **Keep Food-Contact Surfaces Clean**

Always wash, rinse, and sanitize all food-contact surfaces when switching from one food to another, or use another utensil or piece of equipment that is clean and sanitized. Specifically, you must wash, rinse, and sanitize a surface or an item:

- when switching from one kind of raw meat species to another, such as from pork to lamb, or beef to poultry
- or when switching from raw to ready to eat foods
- Before the first use and after the final use each workday.

Keep cloths used to wipe food spills from food-contact surfaces, dining tables, and serving counters stored in a sanitizer solution when not in use. Keep the food preparation area free of clutter. Wash, rinse, sanitize, and put away equipment not being used. Immediately wash, rinse, and sanitize utensils and other food-contact items that fall to the floor.

Avoid Bare Hand Contact With Food

Handle ready-to-eat foods with utensils, or gloves, not with bare hands. Wash your hands, then put on new gloves. Put on new, clean gloves:

- Before starting work
- After using the toilet
- After eating, smoking, or otherwise touching your mouth or anything that has been in your mouth
- After touching your hair or other body parts
- After working with trash, garbage, or dirty non-food equipment
- After sneezing or coughing onto your hands
- After switching from raw foods to cooked or other ready-to-eat foods
- After any absence from the work area or change in work duties.

Safe Food Temperatures **How to use Thermometers**

Thermometers must be washed, rinsed, sanitized, and air dried before and after each use, just like other food equipment. Disposable alcohol wipes can be used to sanitize a thermometer. Check temperatures often.

During cooking, hot-holding, serving, and cooling of foods. Be sure thermometer is fully immersed in the center or thickest part of the food.

Temperature Danger Zone

Keep foods out of the danger zone, between 41 degrees F and 140 degrees F. Keep hot foods hot (above 140 degrees F) and cold foods cold (below 41 degrees F). When cooling foods, the food temperature must decrease from 140 degrees F to 70 degrees F within 2 hours and from 70 degrees F to 41 degrees F within another 4 hours. This prevents the growth of harmful bacteria that might have gotten into the food. Label and date all cooled foods so that others know when the food was prepared and cooled. Store leftovers in clean, sanitized, covered, and dated containers. Discard leftovers within 3 to 4 days.

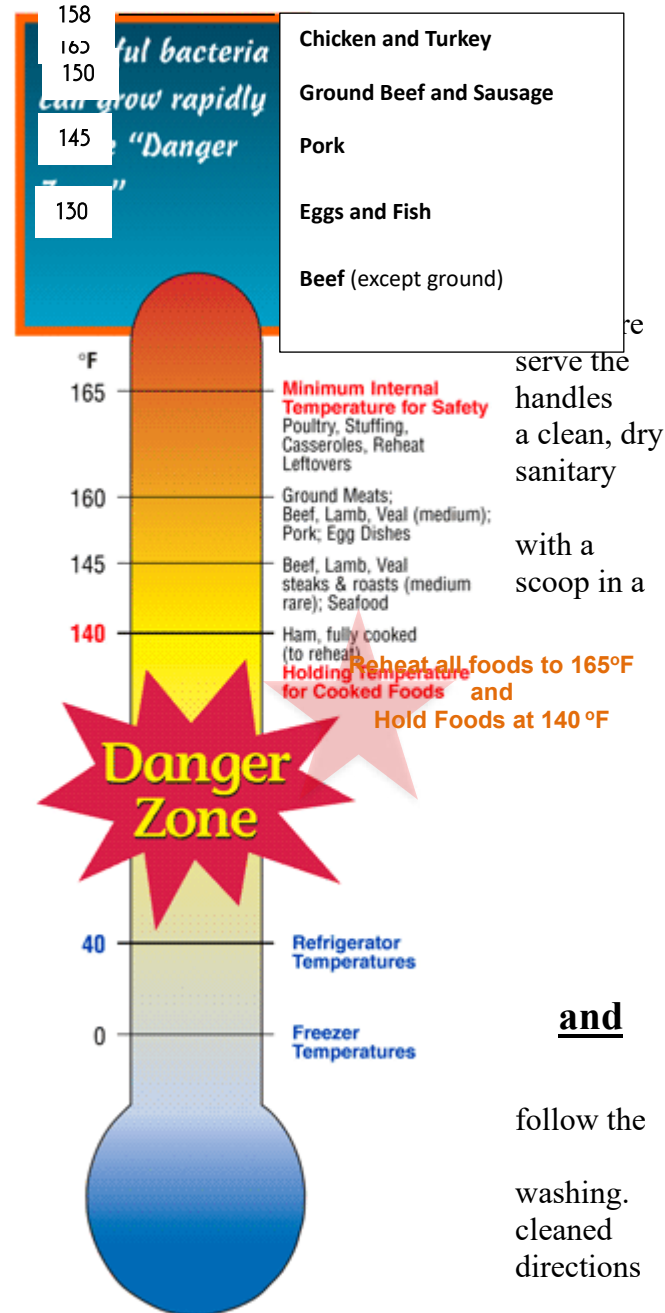
Reheating Food

Leftover foods that have been cooked, cooled, and can be served **ONLY ONCE**. Discard any reheated food leftover.

Serving Food Safely

Servers need to handle clean dishes or utensils so that the tableware which come in contact with the guests' food or never touched. When guests return for second helpings, food on a clean plate. Store serving utensils in food with extended out of the food when not in use. Store utensils on surface, such as a plate or paper towel, or in a clean holder.

Hold plates by the edge or the bottom. Dispense ice once proper scoop, not with hands or a glass or mug; store the clean, sanitary holder outside the ice bin.



How to Wash, Rinse, and Sanitize Dishes and Equipment

If your soup kitchen facility has an automatic dishwasher, manufacturer's directions and your manager's guidelines for tableware preparation and If tableware and food preparation equipment has to be manually in a three-compartment sink, follow the below.

Dishes, Utensils, Pans, and Small Equipment

Wash all dishes and all utensils, such as knives, forks, spoons, tongs, and pans, used in food preparation and serving in the three-compartment sink. Wash all pieces of small equipment that can be taken apart, either completely or partially, in the three-compartment sink, as well. Such items include the slicer, parts of the cold and hot food cases, and the mixer.

Prewashing

Scrape food and soil from dishes, utensils, and pans into the garbage can. Pre-rinse the scraped equipment promptly with warm water before the food dries. Presoak pans with dried-on food. Prewashing makes it easier to wash the items by loosening food that may have dried on dishes, equipment, or utensils. Prewashing keeps the wash water free of large food particles that lower the cleaning power of the detergent and clog the drain. Wash, rinse, and sanitize the sink before use.

Washing (Sink #1)

Prepare the sink by removing food particles from it and by washing it with cleanser. Rinse well with clean water and then sanitize the sink. Fill the sink with clean, hot water, 110 degrees to 120 degrees F. Check the temperature with an accurately calibrated thermometer. Hold the pointed end of the thermometer under the water and read the temperature when the needle on the dial stops moving. Mix the detergent into the hot water. Submerge dishes, pans, and utensils in the soapy water and soak them at least 5 minutes. Thoroughly wash both sides of each dish, pan, or utensil. Use a flexible scrub pad for utensils and knives, and a stiff brush or an approved abrasive pad for pans. Scrub hard to remove, cooked on food. Always change the wash water and detergent as soon as it becomes dirty or when it is no longer hot. Soaking items makes washing easier. Washing dishes, utensils, and pans gets them clean by removing dirt and grease, but it does not sanitize or disinfect them.

Rinsing (Sink #2)

Prepare the sink by washing it with cleanser. Rinse well with clean water and then sanitize the sink. Fill the second sink with clean, hot water (110 degrees to 120 degrees F). Lift the dishes, utensils, or pans from the first sink and let the soapy water on them drain back into the sink. Completely submerge the dishes, utensils, and pans in the hot water in the rinse sink to remove the detergent. Change the rinse water frequently. Do not rinse items in cold, dirty, or soapy water. Food particles and or detergent residues from poorly washed and rinsed dishes can break down the sanitizing solution in the third sink. Weak sanitizer does not kill microorganisms on equipment and utensils.

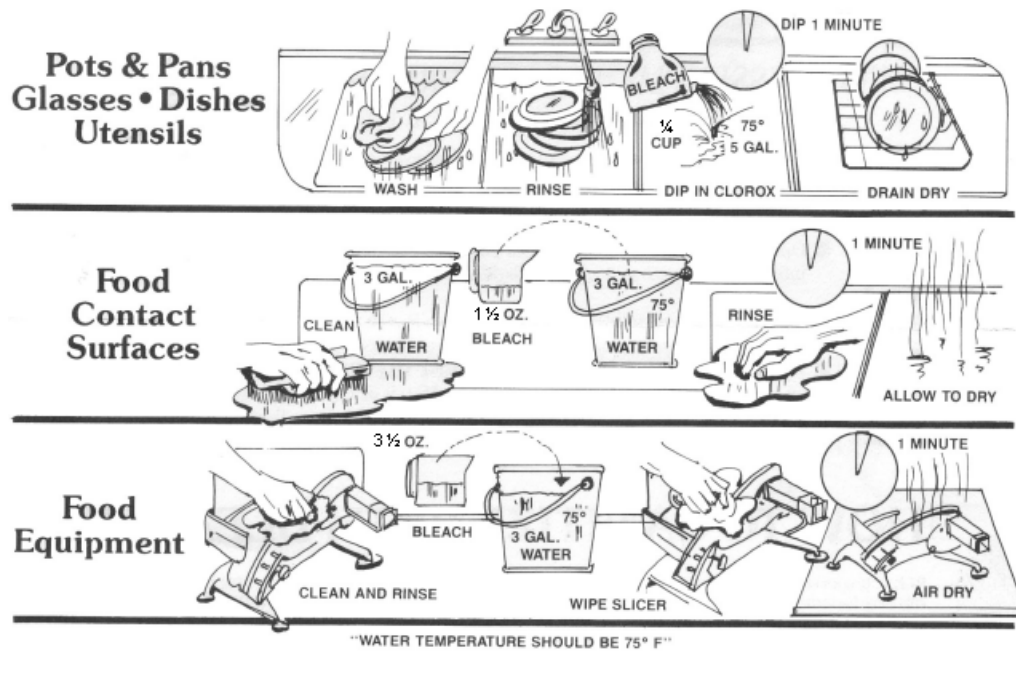
Sanitizing (Sink #3)

Prepare the sink by washing it with cleanser. Rinse it well with clean water. Prepare the sanitizing solution. Measure the concentrated sanitizer carefully with a measuring cup marked for that purpose and add it to the correct amount of water at the correct temperature. Stir the solution with a clean utensil. DO NOT use more sanitizer than called for. Submerge dishes, utensils, and pans in the sanitizing solution for the time recommended. Long handled wire baskets can be used to lift items in and out of the sanitizing solution. Chlorine bleach sanitizers are commonly used in soup kitchens. Recommended strength for chlorine sanitizer solution is 100 to 200 parts per million (ppm), with a minimum of 50 ppm. *¼ cup of 5.25% chlorine bleach in 5 gallons of water at no more than 75°F*

Chlorine Sanitizer Solution

Parts per million (mg/L)	Teaspoons 5.25% Chlorine Bleach per Gallon of Water
100	1-1/2

(*3 teaspoons = 1 Tablespoon)



Drying

Lift the dishes, utensils, and equipment out of the sanitizing solution and drain them for a few seconds over the sink. Set the dishes and equipment in the clean dish draining area. Inspect the items to see that all of them are clean. Rewash, rinse, and sanitize all unclear items. Make sure all items are turned upside down so that the sanitizing solution can run out. Let the items air dry. Do not use cloth towels to dry them. If an item must be dried immediately, use clean, disposable paper towels. Drying dishes, equipment and utensils with dish towels can contaminate them.

If You Don't Have a Three-Compartment Sink

You can add sanitizer to the rinse water. However, the rinse water/sanitizer solution must be changed more frequently than plain rinse water.

Items that Won't Fit Into a Sink

Counters, food-contact surfaces, cutting boards, food handling equipment, and pieces of equipment too large to fit into a sink or parts contacting electrical components must be washed, rinsed, and sanitized in place. Use individually labeled buckets for detergent solution, rinse water, and sanitizer solutions. Sanitizer can be put in a spray bottle, too. Wipe up any food spills and discard pieces of food. Wash surfaces thoroughly with a clean, soapy cloth or a disposable wipe. Rinse each surface thoroughly with a clean, damp cloth and wipe or spray it lightly with sanitizer. Prepare a new sanitizer solution every 4 hours.

General Guidelines

Regularly remove dirt, dust, debris, insect webbing, and mold from floors, walls, cracks, fixtures, and equipment. Use and store cleaning and maintenance materials so that they cannot contaminate food, utensils, packaging supplies, and food-contact items. Hold & dispose of trash and garbage so that they will not contaminate foods, attract pests, or contribute to unsanitary conditions. Specifically: Keep trash and garbage in covered, appropriate containers. Keep garbage and trash containers clean and in good repair. Empty containers regularly to prevent overflow. Do not allow garbage and trash to accumulate at work stations or at other places inside the soup kitchen. Do not allow outside garbage and trash storage to attract people, pets, or wild animals. Keep dumpsters tightly covered and locked, if necessary. Restrooms must be cleaned at least once daily and must always be kept supplied with soap, hot and cold running water, and covered waste containers that are emptied frequently.

Conclusion

You play a vital role in making sure that the food you prepare and serve in the soup kitchen facility is safe for your guests when you: practice good personal hygiene, observe good work habits, take care when receiving and storing foods, use safe food handling techniques, keep foods at proper temperatures during thawing, hot-and cold-holding, and reheating, keep equipment and utensils clean and sanitary, serve food properly on clean, sanitized dishes, and follow a regular cleaning schedule.