



Cold Weather Shelter
Volunteer Manual

Ferris Hill Baptist Church

Cold Weather Shelter

PHILOSOPHY

The Ferris Hill Baptist Church Cold Weather Shelter (FHBC-CWS) exists to minister to the homeless in Santa Rosa County by providing them heated shelter, personal encouragement, and a warm meal. The FHBC-CWS uses the volunteer resources of Ferris Hill Baptist and partner churches within the Santa Rosa Baptist Association. Additional resources are provided by the Santa Rosa County Emergency Management Office. The FHBC-CWS is a part of Ferris Hill's I-58 benevolent ministry that provides food and clothing to needy individuals/families in Escambia and Santa Rosa County throughout the year.

⁶ "Is not this the kind of fasting I have chosen: to loose the chains of injustice and untie the cords of the yoke, to set the oppressed free and break every yoke? ⁷ Is it not to share your food with the hungry and to provide the poor wanderer with shelter— when you see the naked, to clothe him, and not to turn away from your own flesh and blood? ⁸ Then your light will break forth like the dawn, and your healing will quickly appear; then your righteousness will go before you, and the glory of the LORD will be your rear guard. ⁹ Then you will call, and the LORD will answer; you will cry for help, and he will say: Here am I.

– Isaiah 58:6-9

³⁷"Then the righteous will answer him, 'Lord, when did we see you hungry and feed you, or thirsty and give you something to drink? ³⁸When did we see you a stranger and invite you in, or needing clothes and clothe you? ³⁹When did we see you sick or in prison and go to visit you?' ⁴⁰"The King will reply, 'I tell you the truth, whatever you did for one of the least of these brothers of mine, you did for me.'

-Matthew 25:37-40

OVERVIEW

The FHBC-CWS is open from November 27 thru March 3 when temperatures are forecast to be below 40 degrees Fahrenheit. The FHBC-CWS opens from 6:30pm until 8:30pm each night, for the guests to check in and closes each morning by 7:00am.

When the weather forecasts temperatures to below 40 degrees; the FHBC-CWS Coordinator will contact the CWS team that is on call for that week and the Santa Rosa County Emergency Operations Center (EOC). The Santa Rosa County EOC will in turn notify the public.

The FHBC-CWS coordinator, kitchen volunteers, and early shift volunteers will arrive at FHBC no later than 6pm to pray for and prepare for the CWS guests to arrive and register beginning @ 6:30pm. The kitchen volunteers will follow the guidelines of the CWS Kitchen Ministry. The Early Shift Encourager follows the Early Shift Encourager Guidelines and will remain on the

duty until overnight shift team arrives at 10:00pm. The Overnight Shift Encourager will follow the Overnight Shift Encourager Guidelines and will remain on duty until the clean-up and check-out team arrives @ 6:30am.

CONTACT NUMBERS

Brian Nall

(686-6175)

Pastor, Ferris Hill Baptist Church

Rick Harris

(393-9782)

Logistics Chief, Santa Rosa County Emergency Operations Center

City of Milton Police

Emergency – 911

General – 983-5420

Ferris Hill Baptist Church

623-3500

**REACH COLD WEATHER SHELTER
FOR THE HOMELESS
SHELTER HOUSE RULES
(For volunteer & staff use only)**

BED LINENS

- Give each NEW guest one blanket. Each guest is allowed to keep this blanket and is not obligated to return this blanket to Ferris Hill Baptist Church.

COT ASSIGNMENTS

- Cots are positioned in the desired locations. If cots need to be moved place each cot as far from neighboring cots as possible, with head-to-foot, instead of head-to-head, arrangement of cots. **DO NOT BLOCK EMERGENCY EXITS OR DESIGNATED WALKWAYS.**
- Assign each guest a cot. This task is usually done by the check in volunteers.
- Cots are not reserved for the next night. The only exception is for someone working and arriving late that has already gotten late arrival permission from the Congregational Coordinator(s).

SMOKING

- Smoke breaks are a 10-minute period around 8:15 P.M., 9:15P.M., and 6:00 A.M. in the designated area; the 2 parking spaces on the north side.
- If a Shelter guest is up for the day before 6 AM and “chooses” to leave the Shelter to smoke, they have exited the Shelter for the day and may return that evening—**NO EXCEPTIONS.**
- If a Shelter guest leaves the premises during the evening smoke breaks they have exited the shelter and may not return that night.
- No smoking is permitted anywhere else on Ferris Hill Baptist Church’s Property.

SOCIALIZING

- Male guests are not allowed in the women’s sleeping area. Female guests are not allowed in the men’s sleeping area. (Men and women are not allowed to sit on cots to visit.)
- Volunteers must regularly circulate. Volunteers & staff are **NOT** to congregate and visit in the front desk or security desk area.
- Guests are not permitted to have outside visitors inside the Shelter unless the person is identified as their social worker, other community resource person, parole officer, etc.
- No romantic interactions are allowed in the Shelter.

FOOD

- Guests should consume food in the dining area only. Food brought by guests cannot be cooked or stored.

TELEPHONE

- The Ferris Hill Baptist Church phone number is 850-623-3500.
- **The phone is for local calls only and is limited to three minutes. NO EXCEPTIONS.**
- If a call for a guest is received, do not disclose if the guest is staying at the Shelter due to confidentiality. A message may be taken and given to the guest.

RESTRICTED AREAS

- Guests are limited to the Fellowship Hall, Foyer, and Clothes Closet only. No exceptions.
- During day time hours, guests are restricted from all FHBC shelter areas. Guests will not be allowed in the sleeping areas during the day.

PERSONAL BELONGINGS

- The FHBC Shelter is not responsible for the safety and security of any personal belongings left in the Shelter.
- Personal belongings can be inspected at any time for drugs, alcohol, or weapons.
- Personal belongings can ONLY be stored under a guest cot. No belongings can be left out on a cot, or any other area of Shelter property. **PLEASE DO NOT MAKE EXCEPTIONS.** Blankets cannot be used to cover belongings.
- Shelter guests must make cots up neatly each morning.

SAFEKEEPING FOR SMALL ITEMS

- **NO MEDICATIONS ARE TO BE KEPT FOR GUESTS. NO EXCEPTIONS.**
- Other small items such as a pocket knife:
 - Get a brown envelope and write on the outside of the envelope the guest's name, date, and what is going in the envelope. **HAVE THE GUEST SIGN IT.**
 - If a guest needs something locked up, unseal the envelope and have the guest take out what is needed. If the contents of the envelope change, change the listing on the envelope and have the guest resign before resealing it---use a new envelope if necessary---it must be sealed.
 - Because this is a drug free shelter, we will not keep any liquor found. **All alcoholic beverages must be dumped down a sink drain.**

FIRST AID, TYLENOL, AND COUGH DROPS

- First aid supplies including bandages, Tylenol, tampons/pads, foot powder/soak, and cough drops can be found in the check-in area cabinet.
- Only individually wrapped/self-dispensing Tylenol & cough drops can be given to guests & volunteers. Tylenol should be dispensed according to the written dosage directions only. Please note in their file when they receive first aid supplies.
- If a guest has a cut, they should administer to the wound themselves using the first aid supplies given out by a volunteer or staff. If the cut is severe, they should be sent to the Emergency Room for assistance.

DAILY SCHEDULE

- 2011-2012 FHBC Cold Weather Shelter will open at 6:30 PM on Sunday, November 27, 2011 and remain open (if host congregations are available) through 7 AM on Saturday, March 3, 2012. The Shelter is open, when the temperature is forecast to be below 40 degrees Fahrenheit, from 6:30PM to 7:00 AM daily. Occasionally due to severe weather may attempt to have extended hours.
- The evening meal is usually served from 7 to 8:30 PM with kitchen cleanup between 8:30 and 9 PM.
- A movie may be shown at the discretion of the Volunteer Coordinator from 8 to 10 PM.
- Night lights are turned on at 9:30PM. At 10 PM all lights are turned off in the sleeping areas.
- TV\ radios and other electronic devices must also be turned off by 10 PM.
- Guests are not permitted to enter the Shelter after 8:30 PM unless they have received late arrival permission from the Congregational Coordinator due to employment or church related activity, brought in by the police, or have been referred by the hospital via a phone call.
- Guests may request a wake up call from a Shelter Volunteer if they need to rise before 6 AM.
- All lights are turned on at 6 AM and guests are expected to rise and prepare for their departure no later than 7 AM. No guests are permitted to stay in the Shelter past 7 AM.

ROLE OF CONGREGATIONAL COORDINATOR

- The volunteer “Supervisor” for the night is the Congregation’s Volunteer Coordinator. *This person or their designated substitute will be on duty each evening from 6 to 9 PM and will return from 6 to 7 AM the next morning, or until cleaning is complete.*
- All questions concerning a security decision or action, should be directed to Pastor Brian Nall (850-686-6175 –cell).

THE SHELTER IS FOR PEOPLE WHO ARE HOMELESS, CAN CARE FOR THEMSELVES, AND ARE NOT AT RISK TO THEMSELVES OR OTHERS. ALL PERSONS WHO ARE THUS IMPAIRED ARE TO BE SENT VIA POLICE OR AMBULANCE TO THE EMERGENCY ROOM OF SANTA ROSA COUNTY HOSPITAL.

NO PERSON WILL BE ADMITTED TO THE SHELTER WHO IS UNDER THE INFLUENCE OF DRUGS OR ALCOHOL TO THE POINT THAT S/HE IS UNAWARE OF HIS/HER SURROUNDINGS OR IS UNABLE TO WALK UNAIDED.

Ferris Hill Baptist Church Cold Weather Shelter

GUEST SHELTER RULES 2011-2012



Welcome to the Ferris Hill Baptist Church Cold Weather Shelter! We trust your stay here will be SAFE and COMFORTABLE. The Shelter is for people who are homeless, can care for themselves, and are not at risk to themselves or others. *We reserve the right at anytime to search your belongings.*

1. Physical attacks in any form against other guests, shelter staff, & volunteers are not allowed.
2. Verbal attacks such as yelling at other people, using obscene language, or making mean comments to other people are not allowed.
3. Weapons are not allowed in the Shelter or on FHBC property. All knives are considered weapons and must be given to Shelter staff for safe keeping for the night. Any gun will be given to the Police.
4. Alcohol or illegal drugs cannot be brought to the Shelter or on Shelter property. If found they will be taken and not returned. The Police will be called if illegal drugs are suspected. A random dog search for drugs may be done at any time during the Cold Weather Shelter season.
5. Respect and follow the instructions of all staff and volunteers. If a guest is asked to leave the Shelter for violating Shelter rules and refuses, the police will be called.
6. NO SMOKING in the Shelter. Smoking breaks are allowed outside the Shelter with a designated volunteer. Smoking is only permitted in the two parking spaces located on the north side of the campus *around* 7:15, 8:15, 9:15 PM, and 6 AM only. Guests may not leave the smoking area during the 10 minute smoke break. If a guest leaves the FHBC campus during the smoke break, they will not be permitted back into the Shelter. Cigarette butts are to be placed in the sand bucket only. GUESTS MAY NOT SMOKE OUTSIDE THE ENTRANCE WHILE WAITING FOR THE SHELTER TO OPEN OR ANY OTHER TIME. NO EXCEPTIONS. If you are up before 6 AM and "choose" to leave the Shelter to smoke, you will not be permitted back in until 6:30PM that evening.
7. No pets or visitors. Respect the needs of other guests for quiet & privacy. Lights are out in the sleeping area at 10 PM and on at 6 AM.

IF RULES 1-7 ARE BROKEN, YOU WILL BE BARRED FROM SHELTER PROPERTY UNTIL THE FHBC PASTOR AND STAFF MEET ON SUNDAYS.

8. You must be in by 8:30 each night and leave by 7:00 in the morning. NO LEAVING AND COMING BACK.
9. No belongings can be left out on a cot or on FHBC property. FHBC is not responsible for anything left at the Shelter. Take all your belongings with you.
10. Any shelter guest who parks their vehicle in the FHBC parking lot must register the vehicle with the shelter.
11. No person will be admitted to the Shelter who is under the influence of drugs or alcohol to the point that s/he is unaware of his/her surroundings or is unable to walk unaided.

Early Shift Encourager Duties

(Required 2 per shift)

- ❖ Arrive at FHBC by 6pm to prepare for guests to arrive and remain on duty until approximately 10pm until overnight shift arrives.
- ❖ Sign in Volunteer Log & Read Pass Along Log
- ❖ Sign-in/ register guests
- ❖ Make a guest file for each new guest.
 - Complete an assessment form on each new guest, read rules to guest, and have guest sign client consent form.
- ❖ Clean, organize, and restock the volunteer's work area Prior to leaving the shelter please make any notes, concerns, joys etc. in the pass-along log for the volunteers that follow
- ❖ Seek to prevent violence, excessive noise and other infractions of rules.
- ❖ Be stationed at the door of the Shelter, when not patrolling, in order to control access.
- ❖ Regularly patrol the sleeping areas and rest rooms.
- ❖ Monitor the 10-minute smoking breaks.
- ❖ Make sure all door areas are closed securely.
- ❖ Sign in nightly and write "incident reports" and pertinent comments on the log sheets.
- ❖ After guests are checked in, spend time encouraging guests (personally, spiritually, etc.)

Overnight Shift Encouragers

(Minimum 2 per night: 1 male/ 1 female)

- ❖ Arrive at FHBC by 10pm and remain on duty until approximately 6:30 am until check out and clean up volunteers arrive.
- ❖ Sign in Volunteer Log & Read Pass-Along Log
- ❖ Clean, organize, and restock the volunteer's work area Prior to leaving the shelter please make any notes, concerns, joys etc. in the pass-along log for the volunteers that follow
- ❖ Seek to prevent violence, excessive noise and other infractions of rules. (Suggestions included in this packet)
- ❖ Regularly patrol the sleeping areas and rest rooms.
- ❖ Monitor the morning 10-minute smoking break.
- ❖ Make sure all door areas are closed securely.
- ❖ Sign in nightly and write "incident reports" and pertinent comments on the log sheets.
- ❖ After guests are checked in, spend time encouraging guests (personally, spiritually, etc.)
- ❖ During overnight hours, complete assigned tasks such as data entry and organization
- ❖ Volunteers may sleep (with the exception of an emergency) between 11 PM and 5:30 AM.



Kitchen Coordinator & Volunteers

(2 minimum)

Coordinator

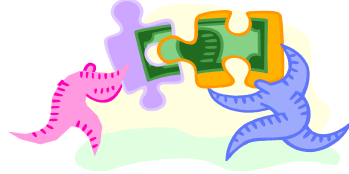
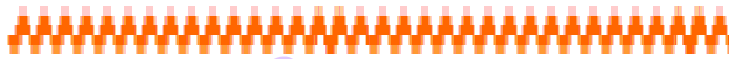
- ❖ Purchase food needed for evening meal and morning breakfast
- ❖ Ensure that 2 Kitchen Volunteers are present each night

Volunteers

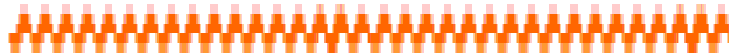
- ❖ Arrive to FHBC no later than 6pm to prepare meal or if meal is already prepared 6:45 pm.
- ❖ Prepare a hot meal to be eaten by shelter guests between 7:00pm – 8:30pm
- ❖ Prepare bags for lunches to be handed out as guests leave the next morning.
- ❖ Prepare the breakfast items to be handed out the next morning.
- ❖ Clean Kitchen and Serving Areas

Check-Out and Clean Up Volunteers **(Required 2 per day)**

- ❖ Arrive to FHBC by 6:15pm to assist overnight encouragers with guests
- ❖ Make coffee/juice and place prepared breakfast on serving table for guests
- ❖ Distribute prepared lunch bags to guests as they are checked out at 7am
- ❖ Upon guest checkout:
 - Return items checked in by guests to them.
 - Note time of guest check out in log book and make any notes relevant to guest in log book.
- ❖ After all guests have checked out.
 - Fold and stack all cots in designated area
 - Sweep Fellowship Hall floor
 - Wash any dishes used during morning breakfast
 - Check/Clean Bathrooms as needed



Ferris Hill Cold Weather Shelter
Will open in November for the
2011-2012 Season



Donations of the following items are needed.

- ground coffee
- instant coffee
- instant hot chocolate
- creamer shakers
- dry cereal
- sandwich bags
- paper towels
- personal hygiene items (deodorant, foot powder, shaving cream, toothpaste, etc)
- Multi-Purpose Cleaner
- Kleenex
- Pillows
- Liquid dish soap
- Liquid hand soap
- Large drum liners (55 gallon)
- Toilet bowl cleaner
- Aluminum foil
- Powdered drink mix
- Condiment packets
- Sugar shakers
- Disposable salt/pepper shakers
- Instant cup of noodles
- paper napkins
- toilet paper
- brillo pads/sponges
- stainless steel cleaner
- plastic wrap
- Comet or Clorox Spray
- Powdered Milk
- Monetary donations
- socks
- thermal underwear

For more information call 850-623-3500 or office@ferrishill.org



Effective Listening Do's & Don'ts

Do

Make Eye Contact

Keep Hands Open in View

Be aware of Non-Verbals

Use Silence

Remember Diversity

Don't

Ignore

Give Advice

Fake Attention

Be Threatening

Stand with Arms Closed

Tips for Crisis Intervention

- Be aware of signs that person is becoming anxious.
- Remain calm, talk in a non-judgmental voice.
- Maintain personal space.
- Separate individual from others.
- Use the buddy system.
- Do not touch someone who appears aggressive.
- Partialization: breaking down a seemingly insolvable problem into smaller, more manageable components
- If the situation cannot be diffused, please contact the City Police for assistance – 850-983-5420

Personal Hygiene Check-List



PROTECT YOURSELF AND HELP PREVENT THE
SPREAD OF GERMS BY DOING THE FOLLOWING:

Wash Your Hands

- Before and after contact
- At the beginning and the end of your work period
- Before and after using gloves
- After using the toilet
- After sneezing or wiping your nose
- After touching contaminated surfaces
- After eating, smoking or handling medical equipment

Cover Your Nose and Mouth When You Sneeze

- Discard tissue in a lined container
- Don't eat and drink after others
- Don't expose others to your cold if you are coughing or sneezing
- Get necessary immunizations for: Flu, Tetanus, Hepatitis
- Report any exposure to illness
- Maintain good health through proper diet, exercise and adequate rest.

FHBC-CWS

Medicine and First Aid Policies

- Tylenol and Cough Drops will be kept in the supply cupboard near the front reception desk with basic first aid supplies such as peroxide and Band-aids.
- Guests must sign the medicine log (found in the pass-along notebook) when Tylenol or cough drops are received. These supplies can be given out by volunteers, and FHBC Staff. Please check past entries for any “trends”. Tylenol should be given out according to the written dosage only.
- If a guest has a cut and needs first aid supplies, they should administer to the wound themselves. If the cut is severe enough, they should be sent to the emergency room for assistance.

Universal Precautions is a standardized approach to prevent transmission of potentially infectious agents between individuals. ALL persons may have potentially infectious agents (bacteria, viruses, fungi) in their blood or body substances (sputum, wound, drainage, urine, and feces).

From the Boy Scouts of America...

Treat all blood (and body substances) as if it is contaminated with blood borne viruses (such as the Human Immunodeficiency Virus (HIV) & the Hepatitis B Virus (HBV)). Always include in your first aid kit – Latex gloves, to be used when stopping bleeding or dressing wounds-Mouth-barrier device for rendering rescue breathing-Plastic goggles or other eye protection to prevent a victim’s blood from getting into the rescuer’s eyes in the event of serious arterial bleeding-Antiseptic for sterilizing or cleaning exposed skin area. ALL THESE ITEMS CAN BE FOUND IN THE FHBC FIRST AID BIN.

**HIV & HBV ARE NOT SPREAD BY CASUAL CONTACT SUCH AS:
BREATHING OR COUGHING, SHAKING HANDS, TOUCHING OR
HUGGING, USING TELEPHONES, OR USING TOILETS. HIV AND HBV
ARE SPREAD BY: HAVING SEX WITH AN INFECTED PERSON, SHARING
CONTAMINATED NEEDLES & SYRINGES TO INJECT DRUGS.**

TB Disease

From the Francis J. Curry National Tuberculosis Center...

The homeless are more likely than the general population to have TB because risk factors for TB, including the following, are more common: contact with other homeless people who have TB, poor nutrition, poor access to health care, substance abuse, especially injection drug and alcohol, and limited access to education & prevention measures. For homeless people, food, shelter, and personal safety are often higher priorities than TB and HIV prevention.

TB is caused by a bacterium (type of germ) called *Mycobacterium tuberculosis*. A person who has TB disease in his or her lungs or larynx (throat) can release tiny particles containing the germ into the air by coughing, sneezing, singing, shouting, talking, or breathing. They can be airborne in room air, until they are removed by natural or mechanical ventilation.

ALL REACH SHELTER SITE S UTILIZE THE FOLLOWING VENTILATION TO REDUCE THE RISKS:

- Natural Ventilation relies on open doors and windows to bring in air from the outside.
- Mechanical ventilation through heating and air conditioning systems.

Any guest of the Shelter who has a cough lasting 3 or more weeks and one or more other symptoms such as fever, sweating at night, loss of appetite, weight loss, or fatigue should be referred to the Community Free Clinic or other medical facility.

Anyone can be screened for TB for \$7 at the Santa Rosa County Health Department. For more information and to make an appointment, please call 850-983-5200

Ferris Hill CWS

Kitchen Procedures & Guidelines

The FHBC Cold Weather Shelter serves nutritious meals, without charge, to homeless persons who stay at the FHBC Cold Weather Shelter between the last Sunday in November through the 1st Saturday in March. The meals are served on a regular basis (dinner from 7 to 8:30 PM and breakfast from 6 to 6:45 AM) in a clean, secure environment as a part of our organization's services. The FHBC organization has a 501 (c) (3) tax-exempt status. The physical facility will be kept safe and appropriate for storing and distributing donated food. Food will be wholesome and free from spoilage, filth, or other contamination, and shall be safe for human consumption. Food will be obtained from sources that comply with all laws relating to food and food labeling.

General Food Handling and Meal Preparation

- All food handlers must wash hands and exposed arm areas thoroughly with soap and warm water before starting kitchen duties, and will wash their hands during the duration of their kitchen service as often as required to remove soil and contamination, particularly after using toilet facilities. Please use appropriate hand sinks for hand washing. One is located in the kitchen and there are hand sinks in each FHBC bathroom. The three compartment sink may not be used for hand washing.
- Clothes should also be reasonably clean.
- No smoking is allowed in food preparation area
- Shirt pockets must be emptied.
- Jewelry or hats that could fall into the food must not be worn.
- The area must be free of any type of insect or other foreign matter that could contaminate the food.
- The ice scoop must NOT be placed inside the ice machine.
- When using a cutting board, use it only for meat OR vegetables (there are two cutting boards). After each use, please wash in our dishwasher and allow the board to air dry.
- Volunteers and staff serving and preparing food must not be affected with disease in a communicable form, or while a carrier of a disease, or while afflicted with boils, infected wounds, or an acute respiratory infection.
- Guests of the shelter are not permitted in the food storage cabinets or kitchen area.
- Cleaning supplies will be kept in the laundry/supply room and/or janitorial closet. Please ask a Shelter for assistance if needed.

- Dirty dish towels, cleaning towels, and tablecloths should be placed in the dirty towel basket for laundering. When purchasing food:
 - Canned food should be free of dents, rust, or bulging lids.
 - Check that refrigerated foods feel cold and frozen foods are solid with no signs of thawing. The packaging should be free of holes or tears.
 - Read the sell by and use by dates of perishable foods. If the sell by date has passed, don't purchase the product. The use by date applies to its use. Do not use after that date.
 - Purchase perishable foods such as meat, poultry, and seafood last. Use a plastic bag to enclose packages of raw meat and poultry so juices won't accidentally spill on other groceries.
 - Meats contain Safe Handling Instructions. The label shows and tells how to: safely store and thaw meat and poultry; prevent bacteria from spreading; cook thoroughly; and store leftovers. Many food items have references such as these. PLEASE USE THEM.
 - Take groceries straight to their destination to be refrigerated and store them immediately.
- Cook to the following temperatures:
 - Poultry and stuffed meats—165 degrees F for at least 15 seconds
 - Ground meats and fish, pork, shell eggs, and foods containing shell eggs that are not served immediately—155 degrees F for at least 15 seconds
 - All other foods including shell eggs or foods containing shell eggs that are served immediately—145 degrees F for at least 15 seconds.
- Reheat all hot foods to 165 degrees F or above.
- Hot hold all hot foods at 140 degrees F or above.
- Pre chill all ingredients to 45 degrees F or below when combining ready-to-serve cold foods, such as tuna salad.
- Frozen food may be thawed under cold, continuously running water, in the refrigerator, or in a microwave oven.
- When cooling hot foods, the temperature of the food item must pass through the 120 to 70 degrees F range in two hours or less, and the 70 to 45 degrees F range in four hours or less. This can be accomplished by using one or more of the following methods:
 - Place the hot food item immediately into the refrigerator.
 - Store the hot food item in shallow pans under refrigeration.
 - Maintain a food depth of three inches or less.
 - Ice water bath along with constant stirring.
 - Store in an uncovered container while cooling.
 - Reconstitute the hot food item with cold water, ice, or other cold ingredients.
 - Break down large roasts into approximately three-inch thick slices.
- Cold hold all cold food at 45 degrees F or below.
- Store raw food items separately from, and below, cooked foods.

- Store refrigerated foods at 45 degrees F or below, and frozen foods at 0 degree F or below.

Storage

- ABSOLUTELY NO FOOD (even if packaged) can be stored on the floor.
- Leftover food must be stored in the refrigerator in new or properly sanitized reusable food storage containers (plastic bags may not be reused) and labeled and dated using tape & permanent marker. Containers in the refrigerator should be left uncovered until the product reaches 45 degrees F. Then the container should be covered.
- Only food, paper goods, and kitchen equipment will be stored on the kitchen shelving.

Cleaning of Kitchen Equipment and Small wares

- All kitchen equipment surfaces (tables, sinks, etc.) are to be cleaned after every evening of operation. Wash surfaces with a detergent solution and rinse with water. Then sanitize with a water-bleach solution (2 tablespoons of bleach per gallon of water). Paper towels or clean white kitchen towels may be used. Any spills in the refrigerator, freezer, microwave oven, or other equipment should be cleaned using the same procedure.
- All small wares such as spoons, knives, forks, cups, glasses, bowls, trays and plates are to be handled in such a manner so as to be protected from contamination. Cleaned spoons, knives, and forks are to be picked up and handled only by their handles. Clean cups, glasses, and bowls are to be handled so that fingers and thumbs do not contact inside surfaces or lip-contact surfaces. All items are to be washed only in the facilities dishwasher and then air dried.
- The insides of equipment such as the refrigerator, freezer, and dishwasher are to be cleaned as needed but no less than weekly.
- Stove tops and ovens should be cleaned each evening of operation with detergent and water.
- All trash will be kept in appropriate receptacles and will be emptied as needed but at least one time each evening. All trash bags will be taken immediately to our trash dumpster in our parking lot. After being emptied, each container will be thoroughly cleaned on the inside and outside with bleach/water solution in the mop or utility sink in the laundry/supply room.

Cleaning of Kitchen Floor

- Please report any cracks or loose tiles to the congregational volunteer coordinator or REACH staff for immediate repair.

Choke, CPR, and Hand Washing Posters

- Posters are on display behind the Check in Table.

Toilet Facilities

- All bathrooms will be equipped with toilet tissue and paper towels for hand drying.
- All hand sinks will have hand soap available for use.
- All bathrooms will have a trash receptacle that will be emptied daily. The volunteer/staff bathroom and the women's bathroom will be equipped with a covered receptacle next to each toilet for disposal of feminine products. These receptacles will also be emptied daily.
- All hand sinks will have a hand washing flyer posted nearby.
- All bathrooms will be cleaned twice daily during the shelter season and once daily (and as needed) during non-shelter season.