

Guidelines for Serving Dinners at the Alternate Sleeping Location (ASL) 20652 Laguna Canyon Road

**Located between the Dog Park &
the Marine Mammal Center**

SUPPLIES & FOOD:

- Gloves, paper goods, forks, spoons, and drinks are provided
- Suggested meals: casseroles, soups, salads, vegetables, bread, fruit
- Bite-sized meat pieces are helpful due to dental problems
- We are feeding between 30 and 40 people, including the Friendship Shelter Staff; prepare for 40 people, just to be sure—it's better to have too much than to run out!

SERVING:

- Enter the ASL at about 6:15 p.m., with food hot and ready to serve, **including your own serving utensils.**
- Although we can use the oven for keeping food warm, **do NOT cook on-site!**
- Adding butter, or assembling foods on-site slows down the serving line, but it's your choice. Better to use pats of butter that those being served can apply themselves.
- **Service begins promptly at 6:30 p.m., no earlier.**
- **Routine is important**, and if service begins any earlier than 6:30 p.m., guests not in line think they have missed dinner, and the evening will be affected adversely.
- Four or five servers are suggested, depending upon what is being served that evening. One server should act "behind the scenes," retrieving items from the kitchen, refilling the fork dispenser, etc.
- Ask the staff at Friendship Shelter if you need anything, including having the trash emptied.
- Staff members can be identified by IDs they wear on lanyards.
- **Eye contact** helps our guests! Enjoy greeting, listening to, and serving them!
- At the outset, before service begins, make up six extra plates for any latecomers and for the Friendship Shelter staff, cover the plates with foil, and put them in the oven at 180°F keep warm.
- After the extra plates are prepared, at 6:30 p.m., tell the guests that service will now begin.

CLEAN-UP:

- **Left-overs:** Consult with Staff or fill a few more plates with left-overs and leave on the end of the serving table, near the wall. Try not to leave extra clean-up for the Staff!

- The kitchen and kitchen sink is available for simple clean-up; the garbage disposal works well.
- Refrigerators mainly hold breakfast and lunch supplies.
- **Note to the Chef Chairman:** Please record your estimates on the Volunteer Clipboard in the paper-plate cabinet; each line has space for the following information:

<u>Date</u>	<u>Group Name</u>	<u>Number of Volunteers</u> (Chefs & contributors)	<u>Total Service Hours</u> (Include 1 hour for Service, PLUS prep. time for all chefs)
2 Feb 17	UUFLB/Tapestry	7	24 hours

- Thank you for your attention to completing the Volunteer Clipboard every time your group serves. Your generous volunteer involvement impresses city government and helps procure funding.

REMINDERS:

- **Friendship Shelter Staff Members** are in charge of discipline, never UUFLB/Tapestry volunteers. If a problem should arise, discreetly contact an ASL staff member.
- Mental illness, manipulation, and extreme preferences are common among the Shelter's guests. **Allow guests their space.**
- Touching mentally challenged folks and/or their belongings can cause an uncomfortable reaction—**don't do it!**
- Dress appropriately; avoid wearing tight clothing, which, in this environment, can be a distraction. **Sweatshirts work much better!**
- **Older children (15 years old +)**, with an adult leader and with their parents' permission, are welcome to help serve dinner, together with adult volunteers.

10 September 2017