



**matt talbot**  
kitchen & outreach

**BOLD HOPE**

# **Hunger Relief Volunteer Reference Manual**

**Revised April 2021**



## **BOLD HOPE**

**Helping the homeless and near homeless find possibilities when things seem impossible since 1992.**

# Welcome to Your Volunteer Experience at Matt Talbot Kitchen & Outreach

On behalf of the staff, board of directors and guests of our programs, thank you for sharing your time, resources and heart to assist us in our mission to serve those in need. Volunteers are, without a doubt, the heart and soul of Matt Talbot Kitchen & Outreach (MTKO). It is a fact that we could not continue to meet the needs of the homeless, hungry and working poor of our MTKO community without your support. Matt Talbot Kitchen & Outreach is the site for what is one of Lincoln’s largest volunteer efforts with over 800 volunteers contributing their time and talents each month. You are **all** a blessing and a gift to MTKO and to those we serve. Thank you!

Volunteers help in a variety of ways in different aspects of our programs. The majority of our volunteers participate in our **Hunger Relief** efforts. Other areas for voluntarism include **Fundraising, Special Events, Outreach, Administrative and Clerical Assistance, and Environmental Upkeep**. Volunteers come from all walks of life, faith backgrounds, service groups, businesses, youth groups, and educational systems. Some are brought to our agency through the court system such as community corrections, diversion, drug court or probation. Whatever the case, all are welcomed and appreciated. We strive to provide everyone with an opportunity to contribute.

This document was produced to help educate and guide our dedicated hunger relief volunteers through their experience at MTKO. It is also intended to provide structure to our growing program.

A **Table of Contents** is provided to assist you in your learning experience. Please read over the manual and share this information with your hunger relief team. If you have any questions please contact Sydne Wirrick-Knox, Kitchen Manager at Matt Talbot Kitchen & Outreach by phone @ 402-817-0622 or E-mail [sydne.wirrick-knox@mtko.org](mailto:sydne.wirrick-knox@mtko.org). Again, thank you for your desire to serve Lincoln’s working poor and homeless, your interest in Matt Talbot Kitchen & Outreach, and for choosing our program for your volunteer experience.

## Table of Contents

<b>Introduction &amp; Welcome</b> .....	<b>1</b>
<b>Vision, Mission, Prayer, Core Values and Non-Discrimination Statement</b> .....	<b>2</b>
<b>The Matt Talbot Kitchen &amp; Outreach Story</b> .....	<b>2</b>
<b>Services Offered by Matt Talbot Kitchen &amp; Outreach</b> .....	<b>3</b>
<b>Issues Related to Homelessness</b> .....	<b>6</b>
<b>Policies on Conduct</b> .....	<b>7</b>
<b>MTKO Response to Violent &amp; Threatening Behavior</b> .....	<b>9</b>
<b>Emergency Procedures</b> .....	<b>11</b>
<b>Matt Talbot Incident Report</b> .....	<b>12</b>
<b>Emergency Action Plan</b> .....	<b>13</b>
<b>Injury Prevention Program</b> .....	<b>15</b>
<b>Food Donation Acceptance Policy</b> .....	<b>18</b>
<b>Volunteer Program</b> .....	<b>19</b>
<b>Hunger Relief</b> .....	<b>20</b>
<b>MTKO Team Q. &amp; A.</b> .....	<b>21</b>
<b>Check List for Serving at MTKO</b> .....	<b>23</b>
<b>Procedures for Completed the MTKO Daily Report</b> .....	<b>24</b>
<b>MTKO Daily Report Form</b> .....	<b>25</b>
<b>Kitchen Equipment Use and Maintenance</b> .....	<b>27</b>
<b>Notes</b> .....	<b>33</b>

## Who We Are

Matt Talbot Kitchen & Outreach was founded by Catholics and has become is a diverse community of servants, called by God to nourish and empower one another in a spirit of dignity and love.

## Vision

Defeat hunger and homelessness. RESTORE HOPE!

## Mission

The mission of Matt Talbot Kitchen & Outreach is to serve the physical, emotional and spiritual needs of Lincoln's working poor and homeless through outreach, advocacy, education and the provision of food and

## Core Values

- Compassionate love
- Dignity
- Empowerment
- Community
- Integrity

## Non-Discrimination Statement

"In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs).

## The Matt Talbot Kitchen & Outreach Story

Matt Talbot started in 1992 when Mary Costello saw an unmet need in Lincoln and reached out to people experiencing homelessness by serving a meal on Saturday nights. The need was great so Mary, Ruth McKinstry and a few others reached out to their churches and found that more people wanted to help. Soon meals were served every day through faith-based, inclusive and completely volunteer efforts. Since that first meal in 1992 over 2.4 million meals have been served to those who hunger for food and a better life.

In 1999, after assessing local needs and consulting with community leaders, the Board of Directors took a leap of faith and hired Susanne Blue to become the first Executive Director and expand services beyond meeting the basic need of nutrition. Ms. Blue has led the community kitchen and outreach center for the past 20 years and developed many programs designed to comprehensively address the needs of the homeless and near homeless.

Today Matt Talbot is a permanent fixture of Lincoln's safety net with volunteers providing two meals a day and professional staff offering a wide range of outreach services to prevent and alleviate homelessness. It is a mission of feeding in the broadest sense of the word in an environment that encourages empowerment, nonviolence and mutual respect.

Matt Talbot Kitchen & Outreach is named after an Irish Catholic man born in 1856. Matt starting working as a messenger for a wine merchant at age 12, began drinking heavily and was a confirmed alcoholic by the age of 13. He continued his alcoholic ways until, at 28, he vowed to quit drinking and devote his life to working and doing penance. He remained sober until he died in 1925. Matt supported his sobriety with prayer, spiritual reading, worship, and community support. In 1975 Pope Paul VI declared him to be Venerable Matt Talbot which is a step toward sainthood. For alcoholics of all faiths, his life provides a powerful example of conversion, recovery, and hope. Matt Talbot Kitchen & Outreach is one of many agencies throughout the country and world that bear his name.

# Services Offered At Matt Talbot Kitchen & Outreach

## **Hunger Relief**

- Over 800 volunteers make up the over 90 teams who purchase, prepare, and serve meals each month at MTKO.
- MTKO offers two meals a day, seven days a week, 365 days a year to anyone in need.
- Lunch is served between 11:30 a.m. and 12:30 p.m.
- Dinner is served between 5:30 p.m. and 6:30 p.m.
- Second helpings are offered to guests of Matt Talbot Kitchen & Outreach when available.
- Over 100,000 free nutritious meals are provided annually to the working poor, homeless and hungry in our community.

## **Volunteer Opportunities**

- Hunger relief
- Food drives
- Outreach support drives
- Fundraising
- Special Events
- Administrative & Clerical Support
- Environmental Upkeep
- Universities & Colleges Class Credit and High School Government & Politics Course Credit
- Diversion Services, Community Corrections, Probation, Workforce Development, Required Community Service Volunteers

## **Outreach & Advocacy**

- MTKO provides Outreach & Advocacy to any guest who is in need of assistance or referral.
- Outreach & Advocacy hours are Monday - Friday, 11:00 a.m. to 1:00 p.m., 5:00 p.m. to 6:30 p.m. or by appointment.

## **Information & Referral**

In addition to being a safe place of refuge, Matt Talbot works to connect people to resources that take care of the whole person – providing beyond basic needs to embolden people to have hope. Outreach staff provides information and referrals to guests who may benefit from services offered at agencies in the community. And because many of Lincoln's working poor and homeless come to Matt Talbot for meals, other human service agencies who serve the homeless and those living in poverty come to Matt Talbot to do outreach and serve guests in the dining room.

## **Homeless Identification Program (HIP)**

Under the homeless identification program, homeless individuals with an advocate or case manager who can verify employment goals may receive financial assistance. The program can help obtain vital documents to empower and facilitate employment and/or provide access to social services for example, SSI/SSDI and housing. Hundreds of individuals are provided identification through this program each year.

## **Rent Wise**

Rent Wise is a tenant education program that helps people know how to find and keep decent rental housing, and how to become more successful renters. Renters who complete this program of six modules earn a certificate of completion to show potential landlords and property managers that they want to be good tenants. Matt Talbot will offer the six Rent Wise modules quarterly over a two-day period.

## **Message, Phone and Mail Services**

Guests are able to use Matt Talbot Kitchen & Outreach as their mailing address and use the organization's courtesy phone and message board for appropriate means of communication.

## **Street Outreach**

MTKO's Street Outreach is designed to build trust and rapport with chronically homeless individuals in his/her natural environment. Outreach staff provide basic first aid supplies, non-perishable food items, personal care items, and bedrolls to persons living on the streets.

Efforts are made to reach out to this hard to serve and very vulnerable population through information, referral and general support. In addition, outreach workers visit downtown businesses to offer information and help to places frequented by the homeless.

### **Showers & Laundry Services**

Shower and laundry services for the homeless are available Monday – Friday. Personal care items are available to guests using the shower facilities.

### **Haircuts**

Free haircuts are given on the 3rd Wednesday of the month from 1:30 - 4 pm. Sign up starts on the 2nd Wednesday of the month.

### **Foot Care Clinic**

Our Foot Clinic is offered at Matt Talbot Kitchen & Outreach by visiting physician assistant and nursing students from Union College. They provide foot care education to adults while soaking participants feet and trimming their toenails. Individuals who participate receive free socks monthly, and a pair of free shoes every 6 months. Please see our calendar for the monthly dates of service.

### **Medical Nutrition Therapy**

Medical nutrition therapy helps individuals with nutrition-related health issues including cardiovascular disease, diabetes, hypertension, obesity, food allergies, eating disorders, and unintended weight loss from various causes. One-on-one therapy sessions are conducted by Matt Talbot's Nutrition Coordinator who is a registered dietitian and a licensed medical nutrition therapist.

### **Gasoline Vouchers**

Gasoline vouchers are available the first business day of every month at 8:30 a.m. on a first come, first serve basis. Vouchers are valued at \$20 and each licensed driver is eligible once every six months. Those requesting vouchers must have proof of insurance, a valid driver's license, and current registration.

### **Drug and Alcohol Evaluation, Education and Counseling**

Individual drug and alcohol counseling focused on relapse prevention and advocacy for individuals trying to get into treatment.

Alcohol & Drug Education classes are generally offered every 4<sup>th</sup> Saturday & Sunday of the month for individuals who have been cited for MIP, DUI or possession offenses. Both an 8 hour class and a 15 hour class are offered. The 8 hour class is held on Saturday from 9 a.m. to 4:30 p.m. The 15 hours class is held from 9:30 a.m. to 4:30 p.m. on both Saturday and Sunday

Open AA meetings every Tuesday at 5:00 p.m.

### **Pre-Treatment Groups**

Matt Talbot Kitchen & Outreach offers pre-treatment groups for adult men and women who have had a substance use evaluation and are awaiting admission to a treatment program. Homeless and near homeless individuals will be prioritized. Groups are facilitated by a licensed or provisionally licensed Alcohol & Drug Counselor from Matt Talbot. The group is open ended and will be held two times per week (Tuesdays at 12:30 pm and Thursdays at 10 am).

The goal of the group is to prepare individuals for treatment, keep them motivated to enter treatment, facilitate communication with treatment facilities and ultimately increase the number of individuals who start and complete treatment. Counselors at Matt Talbot will provide weekly updates to treatment facilities and provide substance use testing as needed. This is a free service.

### **Case Management**

Intensive case management services are provided to participants to address barriers to remaining housed, increase self-sufficiency and realize the goal of permanent housing. For the purpose of our program, case management is defined as the development, coordination, and monitoring of a supportive network of services and resources, both formal and informal, which are tailored to the unique needs of the individual or family. Working with the client wherever they are at, case management is a goal-oriented process based on comprehensive assessment, measurable objectives and active communication.

### **Transitional Housing**

The purpose of Matt Talbot Kitchen & Outreach Transitional Housing Program is to help transition individuals from homelessness and addition to a stable living environment. MTKO currently has two Transitional Houses – one for men and one for women. Intensive case management and substance abuse counseling focused on relapse prevention work in tandem to assist residents in maintaining sobriety, accessing services, securing employment, and becoming productive members of the community.

### **The Landlord Liaison Project (LLP)**

The project forms partnerships between landlords/property managers, consumers, and case managers to address the critical need of finding affordable housing for the homeless in Lincoln.

**First HOPE**

First HOPE (Housing Opportunities & Prevention Efforts) is a HUD-funded Housing First program which provides rental assistance and supportive services to 12 individuals and 3 families who are chronically homeless. The Housing First model is nationally known as a best practice for housing the chronically homeless.

**Homeless Diversion**

Homeless Diversion works to prevent individuals and families from becoming homeless through mediation and conflict resolution, assistance with housing search and placement, and information and referral services. Homeless Diversion assists those who are on the edge of becoming homeless but are not currently or chronically homeless as defined by federal rules.

**Health Outreach**

MTKO serves as a site for monthly health screenings in collaboration with *Clinic with a Heart*. The Lincoln Lancaster Health Department nurses provide immunizations during the winter months.

**Nutrition Counseling and Cooking Classes**

Part of MTKO's mission is to nourish body, mind and spirit of the people who make their way to our door. In addition to our amazing hunger relief volunteers who feed between 100 to 200 guests during lunch and supper 365 days a year, MTKO also has a Nutrition Coordinator on staff who is a registered dietitian. Through our Nutrition Counseling, MTKO provides:

**Medical Nutrition Therapy**

**Group Nutrition Presentations**

**Hope Garden**

# Issues Related to Homelessness

## **Who does Matt Talbot Kitchen & Outreach Serve?**

Matt Talbot Kitchen & Outreach serves men, women and children of all ages, races and ethnicities. There are no eligibility requirements for our feeding program. All are welcome, provided that they are sober and convey respect for our staff, volunteers, each other and the facility. The people we encounter at Matt Talbot Kitchen & Outreach are either among the homeless population or the working poor. Whatever the case, we accept them as our guests. It is a ministry of compassion and service.

## **HUD's Definition of Homelessness**

An individual or family who lacks a fixed, regular, and adequate nighttime residence. Meaning:

- 1) Has a primary nighttime residence that is a public or private place not meant for human habitation, or,
- 2) Is living in publicly or privately operated shelter

## **Characteristics of Lincoln's Homeless**

Sub-Population:

- Chronic Substance Abuser
- Seriously Mentally Ill
- Dually Diagnosed (includes both substance abuse and mental illness)
- Veterans
- Person with HIV/AIDS
- Victims of Domestic Violence
- Youth
- General (those experiencing extreme poverty)

Homelessness, substance abuse and mental illness are often inextricably intertwined. Substance abuse eats away at material resources and strains supportive social relationships that would otherwise allow people to weather a financial or personal crisis. At the same time, the experience of homelessness itself may trigger heavy drinking and drug use by individuals who may not have had problems in the past or may cause an individual to relapse.

For families, domestic violence is, by far, the greatest presenting factor in homelessness. Here again, however, substance abuse and mental health (dual diagnosis) are also present to a significant degree and often a decisive component in the abuse cycle or in the inability of women to break free from the cycle of abuse.

Homeless and runaway youth are typically escaping abusive environments or are experiencing difficulty due to alcohol, drugs, or mental illness. Once on their own, runaway youth become acquainted with other street youth. Deviant behavior ensues in order to meet basic subsistence needs. Data suggests a cycle of associations with deviant peers, deviant behaviors on the part of runaways, and serious victimization. This pattern of exploitation and victimization within the family and on the streets has serious and cumulative developmental consequences. It becomes a game of survival. **Living on the streets for anyone can lead to precarious safety and health concerns.**

## **More Issues related to Homelessness**

- Lack of Affordable Housing
- The Declining Value and Availability of Public Assistance
- Declining Wages
- Extreme Poverty
- Lack of Affordable Health Care
- Lack of Basic Life Skills
- Lack of Basic Social Skills

## **Psychological Factors Related to Homelessness**

Homelessness leads to isolation. Isolation leads to despair. Most people who are homeless live in a state of poverty, anxiety, apathy, and hopelessness. Judgments about the homeless often describe them as being deviant—lazy, mentally ill, alcoholic, drug addicted—descriptions that would receive more positive, compassionate judgments if they were in another setting. The strong negative stereotypes that encompass the state of homelessness lead many to retreat having little hope or motivation.

Prevention and early intervention efforts need to be increased if we are going to break the cycle of homelessness. Until then, organizations like **Matt Talbot Kitchen & Outreach** will continue to work with other agencies to raise awareness, meet needs and build skills that encourage self-worth and self-sufficiency for Lincoln's less fortunate citizens.

## **Continuum of Care**

Matt Talbot serves as a subsidy for families struggling to pay monthly bills, a place out of the elements for the homeless, a site for health screenings, educational opportunities, advocacy, information, and referral. It is a proactive and compassionate response to people struggling to get back on their feet.

# MTKO Policies on Conduct



## Policies on Conduct Effective October 23, 2019

*Matt Talbot Kitchen & Outreach (MTKO) is a private, non-profit, faith-based organization dedicated to the nourishment and empowerment of Lincoln's working poor, homeless, and hungry. All people are welcome at our facility and have access to available services provided they adhere to the policies outlined below.*

*Individuals coming to MTKO for a meal(s) or other services are considered guests and will be treated as such. As your host, we request that you adhere to the following policies to maintain a safe, clean, friendly and welcoming environment for all guests, staff and volunteers.*

### Policies

#### Meals:

- Meals will be served on a first-come, first-serve basis.
- Matt Talbot would prefer that food prepared for meals remain in the facility.
- Matt Talbot is not liable for any food taken from the facility and consumed outside of the building.
- Seconds will be served when and if food is available and if the team serving chooses to give seconds.
- Seconds will be served on a first-come first-serve basis.
- If and when available, seconds will be served at 12:00p.m and 6:00p.m.
- Third helpings are not allowed.
- Saving places for others or cutting in line is also not allowed.
- Clarity Cards are requested for meals.
- All plates, trays, high chairs, glasses, cups, coffee mugs and utensils are to remain in the MTKO building at all times.
- Please pick up after yourself and take all empty trays, high chairs, mugs, cups and utensils to the dishwasher area after finishing your meal. Use the broom and mop provided to clean up excess food or additional messes made by yourself or any children with you.

#### Physical and/or Verbal Aggression/Violence:

- No violence of any kind (Verbal, Physical, and Emotional) will be tolerated at MTKO.
- No weapons or items which may be considered dangerous or may be used in a threatening manner (dangerousness or threat may be determined by MTKO staff) are allowed on the premises.
- No verbal abuse (cursing, use of inappropriate language) is allowed on the premises.
- Sexually inappropriate statements or degrading comments are not allowed.
- Physical gestures toward another person (staff, volunteers or guests) are prohibited. This can include but is not limited to the following: raising a hand or fist toward another, flipping someone off, etc.
- Any act of violence that results in physical injury of a guest, staff member or volunteer will result in a report to Lincoln Police Department and a permanent ban from MTKO.

#### Possession/Use of Alcohol or other Mind- Altering Substances:

- There is no tolerance for substance use of any kind in the facility or on Matt Talbot property.
- No alcohol or mood-altering substances of any kind are permitted anywhere in the facility or on any part of the property. This includes on your person, in your person or in your personal belongings.
- **If you are suspected of being under the influence of any mood-altering drug (including alcohol) while on MTKO property you may be asked to submit to a preliminary breath test (PBT) and/or a urinalysis (UA).**
- If you have a negative breathalyzer result, you may be asked to provide a urine specimen for a urinalysis test (UA) if staff believes you are under the influence of another substance.
- You will be asked to leave the property if it is suspected you are under the influence of any substance.
- A verbal warning will be issued to anyone who arrives at MTKO under the influence of a substance. Substance use help will be offered by a member of the Outreach or CARE team at this time and you will be asked to leave for the remainder of the day. You may be given up to three (3) verbal warnings prior to your first written warning.
- A suspension will be issued for a minimum of 30 days with the first written warning. Any additional written warning will increase the amount of time you are suspended.
- If you are suspended for 90 days or more for a substance use related incident you must also agree to follow all recommendations for evaluation, treatment, etc., made by staff prior to being allowed to return to MTKO.

#### Disruptive Behavior and General Issues:



- Excessive displays of public affection are not permitted. This can include but is not limited to, excessive embracing, inappropriate touching, kissing, groping.
- Children must be supervised by a parent/guardian at all times. **Running** is not allowed in the facility.
- Please play the piano softly. Be considerate of others in the dining room.
- Modest clothing is expected (shirts, shoes and pants/shorts are required). No swim suits are allowed.
- Parking in the MTKO parking lot before and after business hours is not allowed unless authorized by staff. Business hours are: 8:30a.m to 6:30p.m Monday thru Friday and 11:30a.m to 12:30p.m and 5:30p.m. to 6:30p.m. Saturday, Sunday & Holidays. Parking outside of those hours may result in your vehicle being towed.
- Any form of Panhandling, Soliciting or selling of items to volunteers, staff and guests is prohibited (not allowed).
- Unnecessary Accessing of Emergency Services is not allowed.
- MTKO Staff may request that a guest stop or change disruptive behavior(s) at any time. If the guest does not comply with the request, a written warning may be issued at the staff member's discretion.

If MTKO staff or a volunteer witnesses any violation of general policies, or if a policy violation is reported to MTKO staff by another guest, you will be approached and asked to discontinue the witnessed or reported behavior(s). If you are compliant, the incident may end there. If you choose to contest the issue, continue the behavior, or become argumentative, you will be asked to leave the premises.

#### **Guest Access**

- Guest access in the facility is limited to the dining room and guest restrooms unless otherwise directed by a staff member.
  - The only exception will be for guests who are in a Matt Talbot program (i.e. Transitions Program.)
- Guests are not allowed in the Outreach Center unless they are invited or supervised by staff.
- All guests must enter and exit the MTKO facility from the main entrance (front door).

#### **Cigarette Smoking**

- Smoking, Vaping or the use of e-cigarettes in the facility is not allowed.
- All guests must use the designated smoking area (north side of the building).

#### **Storage of Personal items**

- Guests are responsible for the safety of their personal items.
- MTKO is not responsible for the loss or theft of any guest items.
- Staff will not store guest items in their offices, or in other areas of the facility.
- Guest items left anywhere in the facility are subject to being picked up at the end of the day & placed on the give-away table.

#### **Mail**

- Mail can be picked up during scheduled Outreach times- Monday through Friday from 11:00a.m. To 1:00p.m., and 5:00p.m. to 6:30p.m.
- You may pick up your mail at an alternate time but it would need to be scheduled with staff prior to that occurring.
- Mail will **NOT** be distributed at any time on any weekend or on any holidays for any reason.
- Mail cannot be picked up without presenting a photo ID unless alternate arrangements have been made with an Outreach Worker and the worker is there to verify this or there have been arrangements made by the outreach worker.
- Mail can be picked up by the adult recipient only. Parents/guardians can pick up mail for their children with verification of guardianship.

#### **Sleeping/loitering on the Premises:**

- Sleeping in the facility, on the property or near the property (including the Lincoln Water System) is strongly discouraged. Repeated requests by staff to get up or wake up can result in a suspension from MTKO property.
- Loitering (hanging out) on MTKO property or **Lincoln Water System property** before and after business hours is not allowed.

The violation of any of the above policies will result in a written warning or suspension from MTKO for a period of time. If you are asked to leave due to your policy violation and you refuse to leave when asked, LPD will be called and you will be charged with trespassing. At that time you will be issued a written warning and you will be suspended from the property for a minimum of 30 days if it is the first violation. Any additional written warnings will increase the amount of time you are suspended from MTKO. The property boundaries are the building, grounds, and everything between the side walk and the bridge.

Any attempt by the suspended or banned individual to re-enter the facility or be on the property will be trespassing and you will be asked to leave. If you do not comply, the Police will be contacted and trespassing charges will be filed. At this time another written warning will be issued and depending on your total number of violations it will determine the length of your suspension or be added to your permanent ban documentation.

A permanent ban may be warranted, if after a six months suspension, another written warning is issued. This information will be provided to the Lincoln Police Department, staff and volunteers of MTKO.

If you have been suspended or banned a **Process for Appeal** might include, for example, a written letter from the suspended person requesting re-entry to MTKO, attendance at weekly AA meetings, verifiable substance abuse treatment or the completion of Domestic Violence or anger management classes. Please direct questions to appropriate staff.

Please help us make Matt Talbot Kitchen & Outreach a safe, clean, supportive and welcoming place for all who gather here.

Thank You from The Staff of MTKO

***"This institution is an equal opportunity provider."***

# MTKO Response to Violence and Threatening Behavior

## *Policy:*

Matt Talbot Kitchen and Outreach (MTKO) is committed to ensuring that all employees, volunteers, and clients can utilize the facility, located at 2121 North 27<sup>th</sup> Street, Lincoln, Nebraska, without threat to personal safety. This Policy outlines how MTKO responds to emergency and non-emergency situations caused by threats to personal safety, and to violence directed at any employee, volunteer, or guest.

## **Jurisdiction:**

This Policy applies to violent and/or threatening conduct that is directed at or committed by an employee, volunteer, or client of MTKO, and occurs on/or in the immediate vicinity of 2121 North 27<sup>th</sup> Street, Lincoln, Nebraska.

## **Definitions:**

**"Violence"** means any act or attempted act of physical force that either causes or is intended to cause physical injury to any person, or damage, destruction or loss of property.

**"Threatening Behavior"** includes any statement or conduct that may cause a reasonable person to believe that his/her personal safety is at risk or that property is at risk of damage, destruction or loss.

## **PROCEDURES**

### **A. EMERGENCY SITUATIONS**

- In an emergency situation involving violence and/or threatening behavior, **the first priority is the safety of individuals who are at risk.** Personal safety takes precedence over property. Whenever possible, individuals at risk should get to a safe location, warning others who are in the vicinity.
- **Call**  
**911 (Police and Emergency Services)**  
**402-441-6000 (Non-emergency dispatch)**  
402-441-7204 (Lincoln Police Department)  
**Request assistance, giving the location and as many other details of the situation as possible**
- **Reports**  
The Executive Director of MTKO or a staff member will be responsible for maintaining a record of violence or threatening behavior occurring on or about the jurisdiction of MTKO.  
**Should an act of violence or threatening behavior occur when the Executive Director or any staff member is not present, a prompt report should be made of the incident.** The Executive Director or a staff member will make blank reports available (located in the drawer of the small table outside the "Volunteer Coat Room").  
**On all incidents, the Lincoln Police Department maintains a case number. Anyone reporting an incident should ask the police officer for the assigned case number and record that number on the incident report.**
- **Once the report is submitted, the Executive Director of MTKO or a staff member shall**
  - **review the incident report and make follow-up recommendations, if necessary**
  - **make relevant information available to the Board of Directors of MTKO should it be requested**
  - **take appropriate action to prohibit the offender from returning to the jurisdiction of MTKO**

### **B. NON-EMERGENCY SITUATIONS**

Employees, volunteers, and clients of MTKO who receive threats by mail, telephone, fax or e-mail, or who come into contact with an individual whose behavior has the potential to culminate in violence or threats but which does not currently constitute an emergency situation should contact the Executive Director of MTKO or staff member, or the Lincoln Police Department at the earliest opportunity.

### **C. MTKO STAFF REQUIREMENTS**

- **Risk Assessment**  
The staff employed by MTKO must conduct a risk assessment to evaluate the risk of injury to workers/volunteers from violence arising out of their presence at MTKO.  
When conducting the risk assessments the staff of MTKO should consider:
  - The nature of interactions between workers/volunteers and MTKO guests
  - The nature of the work environment
  - The attributes of the workers, volunteers, and guests
  - Past history of incidents of violence in the workplace and in similar operationsThis could include but is not limited to:
  - A work site walk-about with affected workers/volunteers

- A workplace security survey
- A review of crime or incident reports
- Communication with similar operations
- **Instruction of Workers/Volunteers**

The MTKO staff should inform workers/volunteers of the nature and extent of the risk of violence that they may be exposed to. MTKO staff should provide appropriate training to enable workers/volunteers to recognize the risk, to take preventative measures and to report incidents. This information will be communicated during volunteer training seminars.
- **Other duties**

The Executive Director of MTKO will insure that:

  - Procedures for reporting and responding to personal security incidents are developed
  - Staff members are instructed and trained in identifying and dealing with situations where the risk of violence is possible
  - Potential risks related to personal security and violence at MTKO are identified

# MTKO Emergency Procedures

Matt Talbot Kitchen & Outreach is open Monday through Friday, 8:30 a.m. to 6:30 p.m. with the exception of Thursday when we are closed from 1:00 P.M. to 5:00 p.m. for Street Outreach or Team Meetings. Throughout this time MTKO Staff is present. Any incident, non-emergency, or emergency which occurs during this time should be immediately reported to a MTKO Staff member. MTKO Staff will take ALL necessary action.

## **Evening & Weekend Teams**

Evening & Weekend teams are present at MTKO beyond the hours of 8:30 a.m. to 6:30 p.m. Monday through Friday, and are allowed to lock the front door any time other than meal serving times of 11:30 a.m. to 12:30 p.m. and 5:30 p.m. to 6:30 p.m.

- Evening & Weekend team captains are responsible for checking that all kitchen appliances and lights are turned off and that all volunteers have left the premises. The MTKO staff or the off duty LPD officers will make sure all exterior doors are locked and that all guests have left the premises.
- Off duty LPD officers are present during the weekend meal times. They are responsible for action taken regarding any incident, non-emergency, or emergency which may occur during the meal time.
- Evening & Weekend team captains are responsible for action taken regarding any incident, non-emergency, or emergency which may occur when an off-duty LPD officer or a Staff member is not present. If information regarding any incident is necessary before taking action, contact the Weekend Staff member who is on call. The Weekend Pager number is 402-473-0447. It is best not to rely on an MTKO guest to make decisions regarding action taken in any incident, non-emergency or emergency.

## **Weekend Emergency Contact On-Call Staff**

Each weekend a member of MTKO Staff will be on call. The pager number is posted on the phone next to the "Volunteer Coat Room" in the kitchen. Please do not share this information with anyone other than a fellow MTKO volunteer. To call the pager, dial number 402-473-0447. Enter the best number where you can be reached. Hang up the phone. The on call Staff member will call you back using the number you enter into the pager system as soon as possible. It is a good idea to write the pager # down & keep it in your purse or wallet in case it should happen that your team is for whatever reason unable to gain access into MTKO.

## **An On-Call Staff member should be called in the case of:**

- Any emergency or incident.
- Loss of a key, or inability to lock the kitchen between meals.
- Kitchen maintenance/repair (anything which could hinder the next team in providing meal service, or would cause damage to the building).
- Very large, unexpected food donations (which would go to waste if not immediately used).

## **Lincoln Police Department-Non-Emergency number is 402-441-6000**

- This number should be used in a non-emergency situation, for example, this number would be used in the case of escorting a suspended or mildly disruptive guest from the premises.
- If you question whether a guest has been suspended from MTKO, please ask an MTKO staff member or the off duty LPD officer for assistance.
- **The Lincoln Police Department is very prompt in their response time to MTKO. Whenever possible, wait for LPD to arrive and confront the situation for you.**

## **Emergency number is 911**

- This number should be called only in emergency situations which may result in immediate harm to an individual, guest, or volunteer of MTKO.

## **MTKO Incident Report Form**

Any time an incident occurs at MTKO, it is the responsibility of the team captain to complete an "Incident Report Form". This form is located in the drawer in the small table next to the "Volunteer Coat Room", and should be placed with the "Completed Daily Reports". Here is a sample of the report:



# MTKO Emergency Action Plan

## **FIRE**

### **Fire Extinguishers**

The location of the 7 fire extinguishers are:

- 1 in the Kitchen (east wall by double prep sinks)
- 2 in the Dining Room (1 on north wall by the dish room and 1 on south wall by the large stairway)
- 1 in the Staff Kitchen
- 1 in the Library Basement (Kitchen area)
- 1 in the 2<sup>nd</sup> Level (to the west of the large stairway, near the lift)
- 1 in the Lower Level (outside the door to the conference room)

In case of a fire, hold the extinguisher upright and pull out the metal pin on top.

- Stand 8 feet away from fire
- Free black hose
- Aim at the base of the fire
- Press trigger
- Continue to discharge contents for approximately 13-15 seconds.
- **\*Note: When extinguishing agent comes in contact with the fire, the fire will flare and appear to grow larger. This condition is a normal temporary reaction before the agent suppresses the fire.**

**There is also a fire extinguisher above the cook line in the kitchen. To operate this extinguisher, pull the metal ring on the "In Case Of Fire" device on the east wall of the kitchen beside the double prep sink. This will drop fire retardant onto the braising pan and gas range.**

### **Fire Exits**

In a fire, or other emergency, you may need to evacuate the building on a moment's notice. You should be ready to get out **fast**.

#### **The Exits are located:**

**Exit #1**– Volunteers and Staff in the kitchen, pantry, and dishwashing room should exit out the kitchen service entrance on the east side of the kitchen.

**Exit #2** – Guests, Volunteers and Staff in the east side of the dining room and the east side of the outreach area should exit out the east door (Emergency Exit) in the dining room.

**Exit #3** – Guests, Volunteers and Staff in the west side of the dining room, the west side of the outreach area, the CARE area, and the lower level should exit out the main entrance on the west side of the dining room.

**Exit #4** – Guests, Volunteers and Staff in the library should exit out the front door of the library.

**Exit #5** – Guests, Volunteers and Staff in the basement of the library should exit out the library basement door in the northwest corner of the basement.

**Once occupants are out of the building everyone needs to meet in the parking lot to the north of the building. This is to account for everyone that was in the building at the time of the emergency.**

### **First Aid Kit**

MTKO First Aid Kit is easily located on the right of the reach-in refrigerator on the counter where you find the meat slicer. There is a second First Aid Kit located in the Main Conference Room.

## **TORNADO**

When a tornado **WATCH** is issued

- Listen to local radio stations for further updates
- Be alert to changing weather conditions
- Blowing debris or the sound of an approaching tornado may alert you

When a tornado **WARNING** is issued

- Move to designated shelter areas which are marked with a tornado
- The designated shelter areas:
  1. **The men's and women's bathrooms and showers off of the dining room – Maximum capacity is 25 people in each**
  2. **The laundry room off of the dining room – Maximum capacity is 10 people**
  3. **The men's & women's bathrooms in the outreach area - Maximum capacity is 5 people in each bathroom**
  4. **The stairs to the basement and the basement of the library - Maximum capacity is 50 people on the stairs and in the basement**
  5. **The hallway in the lower level – Maximum capacity is 45 people**
  6. **The hallway in the CARE area – Maximum capacity is 45 people – All door need to be closed**
  7. **The volunteer bathroom between the kitchen and dish room – Maximum capacity is 5 people**
  8. **The volunteer coat room near the kitchen service entrance – Maximum capacity is 5 people**

**AFTER** a tornado passes

- Watch out for fallen power lines and stay out of damaged areas
- Listen to the radio for information and instructions
- Use a flashlight to inspect for damage

## **POWER OUTAGE**

### **In case of a power outage**

There are two Emergency Supplies Kit (1 in the kitchen on the bottom shelf of the metal rack closest to the dining room door and 1 in the cabinets on the southeast corner of the main conference room).

### **Each Emergency Supply Kit Contains**

- Battery Powered/Hand Crank Radio
- Extra Batteries
- Flashlights
- Work Gloves
- Candles
- Lighter
- Small First Aid Kit

# Injury Prevention Program

## **Safety Policy**

Although it may not be possible to completely eliminate all accidents, most injuries can be prevented. This basis is fundamental for successful injury prevention. The MTKO goal is to create a zero injury environment. To assist in achieving this goal, we have developed formal safety practices and guidelines. This manual alone cannot prevent accidents or replace the common sense approach to safety.

The prevention of accidents is an objective affecting all levels of our organization and its operations. It is, therefore, necessary that each member of management make the safety of all employees/volunteers an integral part of his or her regular management function. It is equally the duty of each employee/volunteer to accept and follow established safety regulations and procedures. Failure to follow safety rules could result in serious injury, and may lead to disciplinary action up to and including termination. Every effort will be made to provide adequate training to employees/volunteers. However, if an employee/volunteer is ever in doubt about how to do a job or task safely, it is his or her duty to ask a qualified person for assistance. Employees are expected to assist management in accident prevention activities. Unsafe conditions must be reported immediately. Fellow employees/volunteers who need help should be assisted. Everyone is responsible for the housekeeping duties that pertain to their jobs.

Every injury that occurs on the job, even a slight cut or strain, must be reported to management or a Staff member as soon as possible. Under no circumstances, except emergency trips to the hospital, should an employee leave the work-site without reporting an injury. When you have an accident, everyone is hurt. Safety is everyone's business.

Everyone is encouraged to provide suggestions to eliminate accidents and injuries. Participation in meetings to discuss safety aspects of each assignment is also encouraged. If the source of a danger cannot be eliminated, the use of special procedures, safety devices, or personal protective equipment must be utilized to reduce the exposure potential.

## **Purpose/Scope**

Federal law requires the organization to maintain a safe working environment for its employees. We also do this for our volunteers. Because of this regulation, and this organization's concern for the health and well-being of its employees/volunteers, the organization's enforcement of safety rules is to be strictly followed.

Willful violation of organization safety rules will subject violators to disciplinary action up to and including termination.

## **Responsibilities**

### **Management**

The most important single element of effective safety activity is the leadership and support of management. If management believes that safety is worthwhile and supports a safety program, the possibility of preventing accidents is maximized.

Safety must be built into business operations in the same manner as other good practices of business. Management has the basic responsibility of providing a safe place of employment, and must be kept informed of all safety and health issues throughout the organization in order to review the effectiveness of the injury prevention program.

Management's basic responsibility is the prevention of accidents, since management is responsible for the work environment. Management provides the incentive and support for all safety procedures, training, and danger elimination practices. Management will be kept informed of all health and safety items throughout the organization in order to review the effectiveness of the injury prevention program. By doing this, management will continue to have the confidence of its personnel in providing for their safety and health.

### **Supervisors**

Supervisors must inform all personnel that Matt Talbot Kitchen & Outreach has an injury prevention program, and that all employees must support the program in order to reduce accidents.

Supervisory personnel are responsible for the instruction of personnel under their jurisdiction. Training should address proper procedures, safe work methods, corrective measures, danger elimination, and accident prevention. The supervisor must enforce the established injury prevention program. Supervisors will ensure that safety and production work goes hand in hand, and that safety is not sacrificed for any reason.

### **Employees**

The management expects each person, regardless of position with the organization, to cooperate and participate in every aspect of the organization's injury prevention program. No employee/volunteer is required to perform any job function known to be unsafe or dangerous to their health. It is the responsibility of each employee/volunteer to report any hazards or dangerous



conditions that they detect. Controlling workplace hazards is a condition of employment. All organization policies will be followed while performing duties for Matt Talbot Kitchen & Outreach.

### **Record Keeping**

No operation can be successful without record keeping that enables the organization to learn from past experiences and make corrections for future operations. This organization shall retain up-to-date records or documents required by law. Matt Talbot Kitchen & Outreach will retain the following records on file for at least (3) years, or as established by law:

Master copy of Injury Prevention Program  
Accident and injury records  
Records of safety and health training provided to employees/volunteers

### **Workplace Danger Evaluation and Abatement**

Danger control is the heart of an effective injury prevention program. Matt Talbot Kitchen & Outreach's danger control procedure is: identify dangers that exist or develop in the workplace; describe how to correct those dangers; and initiate steps to prevent their recurrence.

### **Assessment of Dangers**

Job hazard analysis and inspection of the workplace are the primary tools used to identify unsafe conditions and practices. While we encourage all employees/volunteers to continuously identify and correct dangers and poor safety practices, certain situations require formal evaluation and documentation. Along with each inspection/investigation, we shall evaluate the severity of the dangers identified. If it cannot be abated immediately, we will suggest priority for corrective action. The Report of Safety/Health Hazard form will be used to document inspections/investigations.

### **Abatement of Dangers**

It is the agency's intention to eliminate all dangers and unsafe work practices immediately. Some corrective actions may require more time. The shortest interval within which a danger can be corrected or abated shall be established. Priorities shall be established by severity of hazard or number of employees exposed to the hazard. Imminent danger situations shall be abated immediately, and all affected personnel will be removed from the danger zone until the imminent danger has been abated.

### **Communication**

Matters concerning occupational safety and health will be communicated to employees by means of written documentation, staff meetings, formal and informal training, and posting.

Communication from employees/volunteers to supervisors and/or safety representatives about unsafe or unhealthy conditions are encouraged, and may be verbal or written, as the employee/volunteer chooses.

No employee shall be retaliated against for reporting dangers or potential dangers, or for making suggestions related to safety and health.

### **General Safety Rules**

The goal in establishing safety rules is to keep personnel free from injury, which causes pain, suffering, and lost pay.

Matt Talbot Kitchen & Outreach is striving to protect you from being injured while performing your duties. We have invested a considerable amount of time and effort in providing safe work procedures and a danger-free environment, as well as protecting agency resources.

Accidents can be prevented with your cooperation. You must learn and understand the established safety procedures to perform your work in a safe manner. If you have any doubt about a proper procedure, inform your supervisor immediately. Remember, to prevent injuries you must remain alert and avoid taking risks.

To prevent accidents, each employee/volunteer is expected to comply with these rules:

1. Immediately report all accidents and incidents to your supervisor, regardless of severity.
2. Maintain good housekeeping at all times. Keep equipment, tools, materials, and work areas clean and orderly.
3. Walk, never run, within the work premises except in extreme emergencies.
4. Learn to lift the right way. Ask for help if needed.
5. Safety signs are posted to remind you of safe practices. Observe and obey these instructions.
6. Fire and emergency procedures will be followed during fires or explosions. Review your agency's emergency action plan. Know what action to take and where to go.
7. Do not use boxes, racks, or chairs to access material out of reach.
8. Do not leave running power equipment unattended.
9. Removal of equipment safety guards or tags is prohibited.

10. No employee shall be permitted to work while the employee's ability or alertness is so impaired by fatigue, illness, or other causes that it might expose the employee or others to injury.
11. Any employee/volunteer under the influence of intoxicating liquor or drugs, including prescription drugs, which might impair motor skills and judgment, shall not be permitted to work.
12. Intentional misuse, neglect, or damage to tools, equipment, vehicles, or property will not be allowed.
13. The use of designated sanitary facilities is required.
14. The falsification of records, reports documents, or production will not be accepted.
15. Know the locations of emergency eyewashes, first-aid supplies, fire extinguishers, and emergency phone numbers.
16. Fighting or participation in altercations at work will not be tolerated.
17. Smoking and/or use of any tobacco will be limited to designated areas only.

## Food Donation Acceptance Policy

Matt Talbot Kitchen & Outreach appreciates and encourages food donations for the purpose of providing hunger relief in our community. We rely on the sincere generosity of our volunteers and benefactors. Our policy is to accept, with gratitude, any food donation; however, we reserve the right to discard any donation, which may be potentially harmful to the guests, volunteers, and staff of MTKO.

Although MTKO holds a non-profit status, and is not bound by all Health Department standards, we have a moral and ethical responsibility to the people we serve. The working poor and homeless are considered to be an at-risk population for compromised immune systems; therefore, they are more likely susceptible to food borne illness caused by the use of outdated or contaminated food.

In accordance with the "Who We Are" statement of MTKO **"...to nourish & empower one another in a spirit of dignity & love"** we ask that any food donation be made with serious consideration for the health and nutritious well-being of the individuals we serve. MTKO asks that you consider the following guidelines for food donations:

- \* As a general rule, donate only food you would feel comfortable serving to yourself or your family.
- \* Avoid donating any food past its expiration date.
- \* Avoid donating any canned goods, which have been dented or show signs of rust.
- \* Avoid donating any deer meat, hunted wild game or other meats that have not been inspected by the USDA.
- \* Avoid donating any boxed, bagged or bottled foods, which have been previously opened, or taped shut.
- \* Avoid donating any unwashed produce that shows signs of rot or mildew.

Potentially Hazardous foods include any food that consists in whole or in part of milk, or milk products, eggs, meat, poultry, fish, cooked vegetables, or other ingredients, which are capable of supporting rapid and progressive growth of infectious and toxigenic microorganisms.

- \* Potentially Hazardous food should be donated with the assured temperatures of 45° F or below for refrigerated items and 140° F or above for previously cooked items.
- \* Potentially Hazardous food should be donated with the assurance that it has not been thawed at room temperature; rather, it has been thawed in a refrigerator.
- \* Potentially Hazardous uncooked frozen food should be donated with the assurance that it has not been previously thawed and re-frozen.
- \* Potentially Hazardous food should be donated with the assurance that it has not been previously heated, refrigerated, reheated and refrigerated again before being donated.

Whenever possible, food donations should be made when MTKO staff is present to accept the donation, Monday-Friday, between 8:30 a.m. and 6:30 p.m.

Weekend donations should be called into the kitchen in advance to be sure someone is available to accept the donation.

# Volunteer Program

## **Volunteer Opportunities**

- **Hunger Relief**
- **Food Drives**
- **Outreach Support Drives**
- **Fund Raising**
- **Administrative Support**
- **Board of Directors**
- **Universities & Colleges, High School Citizenship Issues Course Credit**
- **Diversion Services, Probation, Community Corrections, Workforce Development & Community Service Volunteers**

## **Communication**

### **Monthly & Seasonal Newsletters**

***Matt Talbot Kitchen & Outreach "BOLD HOPE" News*** is sent each month from the Coordinator of Volunteers. A monthly Team Calendar is also included in the mailing. Copies of ***Matt Talbot Kitchen & Outreach "BOLD HOPE" News*** and calendars are also available in the food preparation area of the kitchen for all MTKO volunteers. You can also find a copy of the current ***MTKO "BOLD HOPE" News*** on our website: [www.mtko.org](http://www.mtko.org).

This monthly newsletter includes:

- Volunteer team calendar and current USDA inventory
- Information from the MTKO Staff Members
- Kitchen equipment and maintenance information
- Health tips for volunteers
- Updates on changes in MTKO procedures
- Volunteer Team openings and substitution opportunities
- Information about MTKO Special Events and Fund Raising Events

### **The MTKO Annual Report**

- This report is provided annually to the community
- The Executive Directors Report
- Up to date information regarding homelessness & homeless issues
- Pertinent information about MTKO outreach and services offered
- News regarding changes and growth at MTKO
- A current list of MTKO Board of Directors
- A current list of Community Partners

### **Matt Talbot Kitchen & Outreach Web Site & E-Mail**

- Log onto the MTKO web site at [www.mtko.org](http://www.mtko.org)

### **Annual Volunteer Appreciation Event**

- Offered to all MTKO volunteers and open to the public
- Volunteer Appreciation
- Question and Answer Session

### **Volunteer Orientation**

- Offered on an individual basis
- Orientation varies according to need
- Based on volunteer opportunities

# Hunger Relief

## Information for MTKO Hunger Relief Teams

Welcome to Matt Talbot Kitchen & Outreach! Thank you for service to the working poor & homeless members of our community by providing them, through your hands, their most basic daily need - a nutritious meal.

MTKO serves two meals daily from 11:30 a.m. to 12:30 p.m. and 5:30 p.m. to 6:30 p.m. The number of guests for each meal varies, according to time of month, time of year, and weather conditions. The number of meals served tends to increase towards the end of each month as food stamp allocations (SNAP) run out. As a general rule, we plan for 150 meals; (this includes second servings) which ensures plenty of food with possible leftovers. If you are ever in doubt as to the quantity of food your team will need, please feel free to call MTKO and ask for recent meal service numbers. You can also find these numbers on our website, [www.mtko.org](http://www.mtko.org). Click on the button that says **"Click Here to View the Daily Meal Totals"**.

MTKO prides itself on serving well-balanced, nutritious meals, which include a main entree, a vegetable, fruit and/or dessert, and a beverage of milk or juice in addition to the coffee provided. Please plan your meal along these guidelines. Your culinary flair is appreciated (whether it results from self-expression or simply the availability of food sources) so a change of menu is always allowed at MTKO, however; we ask that you submit an original Team menu in order to help us avoid the repetitive serving of the same meal plan.

Your Team is welcome to prepare your meal at the Kitchen or at home in advance. We do have a commercial kitchen complete with holding over, hot table, cold table, commercial coffee maker, commercial braising pan, two commercial convection ovens, commercial 6-burner gas range, commercial pasta cooker, microwave, icemaker, dishwasher, garbage disposals, reach-in and walk-in refrigerators, and reach-in and walk-in freezers for your use.

Again, thank you for becoming a part of the Matt Talbot Kitchen & Outreach family. At MTKO we are given the opportunity to serve without judgment. We enjoy the freedom of giving unconditionally, with the knowledge that although we do not share in the unknown daily struggles of our guests, we do share in compassion through our actions each time we serve!

Please feel free to e-mail the Kitchen Manager or call 402-477-4116 and ask to be connected to the Kitchen Manager for any questions or concerns regarding your volunteer experience.

# MTKO Team Questions & Answers

## 1. WHAT IS EXPECTED FROM A VOLUNTEER TEAM?

The basic function of the team is to **purchase, prepare** and **serve** food for 150 guests and to **clean the kitchen** and (when necessary) **lock up** afterwards. Teams of 8 to 10 people seem to work well. If you have fewer than 8, it may turn into too much work. You may have people getting in the way of each other if you have many more than 10. You may want to have a larger number of people so that some will prepare food while others serve, or to have reserve members to call if someone cancels on a particular day.

## 2. WHERE SHOULD WE PURCHASE THE FOOD? ARE THERE DISCOUNTS AVAILABLE TO KEEP COSTS DOWN?

MTKO is a member agency of the Food Bank of Lincoln. As a member agency, we are entitled to receive any available items for a small amount per pound. The fee is to cover the costs incurred by the Food Bank in obtaining, storing, and handling these items. This is referred to as "**shared maintenance**". Please contact the Kitchen Manager concerning procedures for ordering from the Food Bank of Lincoln. MTKO also orders and inventories USDA food from the Food Bank at no charge. A list of all USDA foods in our inventory can be found on the back of the Hunger Relief Teams Calendar which accompanies each monthly volunteer newsletter. If teams would decide to use USDA foods in our inventory, please contact the Kitchen Manager to reserve these items.

## 3. HOW MANY PEOPLE SHOULD WE PLAN ON SERVING?

As a general rule, we ask that you plan on 150 total meals. This includes second servings, and ensures that you will have plenty of food with possible leftovers. Your judgement regarding amounts will improve each time you serve at MTKO. Depending on what is served you can usually figure on 20% coming back for seconds. If you call a day or two ahead of time, we can let you know what the recent numbers have been. You can also find these numbers on our website, [www.mtko.org](http://www.mtko.org). Click on the button that says "**Click Here to View the Daily Meal Totals**".

## 4. WE HAVE NEVER COOKED FOR THIS MANY PEOPLE BEFORE, CAN WE GET HELP WITH MENU PLANNING AND RECIPES?

If you need help with menus or quantities, contact MTKO's Kitchen Manager. A general guideline for serving:

- 6 to 8 gallons of milk or juice.
- 8 to 10 pans size 9 x 11 casseroles.
- 1 ½ to 2 cases (24 cans per case - 15 oz. cans) of fruit or vegetable.
- 10 to 12 loaves of sandwich bread.
- 150 cookies/brownies, or substitute ½ banana or any fresh fruit for dessert.

You may also want to consult with other Team Captains, who can give you suggestions on what to serve, how much to fix, and how to fix it.

## 5. DO WE HAVE TO PREPARE THE ENTIRE MEAL AT THE KITCHEN, OR CAN WE FIX SOME OF IT AT HOME?

This choice is up to each individual team. Many teams prepare the meal at MTKO as a group project. Some teams fix the meal at home, while others use another locations, such as their church kitchen. It is totally up to the team. We just ask that food safety standards are followed.

## 6. DO WE NEED TO BRING OUR OWN POTS AND PANS AND OTHER COOKING UTENSILS TO FIX FOOD AT THE KITCHEN?

MTKO has a commercial kitchen. Equipment includes two large convection ovens, 6-burner gas stove with oven, braising pan, pasta cooker, holding oven, table top commercial mixer, commercial food processor, walk-in and reach-in refrigerator, walk-in and reach-in freezer, commercial ware-washing unit, commercial can opener, and commercial icemaker. We have large pots, pans, cooking trays, utensils and serving bowls. If we don't have exactly what you are looking for, you can usually find something that will work. You are welcome to bring utensils from home, but MTKO cannot be held responsible if they are left behind. MTKO does not have a commercial mixer. We try to maintain a collection of assorted spices and other seasonings available for your use. Feel free to give us suggestions for staple items your team needs.

## 7. WHAT DO WE DO IF WE RUN OUT OF FOOD?

The best way to avoid running out of food is to **start by serving small portions**. Real or perceived, our guests live with the constant threat of going hungry. A guest of MTKO might sometimes return for a second portion simply because it's made available to them. **Serving small, well-balanced portions encourages a nutritious meal complete with fruits and vegetables, while ensuring your team enough food to complete the one-hour serving cycle.** If you see that you may run short, first check the refrigerators. There may be leftovers that you can heat up and use. Anything in the refrigerators that is not marked "save" may be used. If there are no leftovers, check the pantry shelves. We try to keep a small supply of canned vegetables; fruit and pasta or beef stew on the shelf for emergencies. **If you are towards the end of the serving period and you are simply out of items to serve for seconds, do not feel obligated to fix anything.** If you have a substantial amount of leftovers, you can leave them for MTKO to use at a later time if you'd like, or you can take them home. If the amount is minimal, please take leftovers home with you. Please label all leftovers with the appropriate day sticker. These can be found in the drawer in the small table by the "Volunteer Coat Room". Mark the contents and the date on the label, and put leftovers in the refrigerator.

#### **8. WHAT IS THE PROPER ATTIRE FOR COOKING, SERVING AND VOLUNTEERING AT MTKO?**

Remember that you are working in a kitchen and there are hot and cold food and drinks being prepared and served. You should wear comfortable clothing and shoes; appropriate for working and serving in a kitchen. MTKO does have aprons for your use.

**MTKO also strongly suggests that you make your clothing selections conservative. Females should refrain from wearing short shorts and revealing tops. Men should wear shirts with sleeves. Clothing should be comfortable but not suggestive or offensive to our MTKO guests, staff or other volunteers.**

# Check List For Serving at MTKO

1. Make coffee as per instructions in this manual. It is a good idea to prepared several coffee filters with coffee in advance of the meal.
2. Check to make sure the salt, pepper, creamer and sugar shakers have been filled and place them on the tray provided on the serving line. This tray is to remain on the counter for ALL to use. Creamer and sugar are **available during meal time ONLY**.
3. Fill and turn the dishwasher on and get a pan of hot soapy water ready to soak the table service. (See dishwashing instructions sheet.)
4. Set up the hot table and cold table and turn on the holding oven if needed. There are utensils for serving; you do not need to bring your own.
5. Count the trays for the first serving and enter that amount on the daily report.
6. Have the plates for the second serving counted and ready; enter that amount on the daily report.
7. Serving goes much easier if you have everything ready to put on the trays (bread buttered, desserts cut, etc.) Note: Please **do not** put food on the tables, such as plates of bread, dishes of butter, plates of cookies, etc. Some people will take more than their share, and some people might not get any. Also, if there would be any left after the serving, it would have to be thrown away. This is also not the most sanitary way to serve where more than one person can touch the food items.
8. Another way to avoid wasting food is to have each server ask each guest if they want the item they are serving. That gives each quest the opportunity to not take a food item they may not enjoy or are unable to eat.
9. Teams can add one or two servers in the dining area at all times. They can serve extra drinks (walk around with a pitcher of water or a gallon of milk) help guests carry plates, watch for people making messes so they are available to help clean up, visit with the diners, anything that will help everything go smoothly.
10. If you have children or young teens to help, be sure there is always an adult with them. As for a minimum age for children, please consider their safety; remember they are serving where there is hot food and drink.
11. If someone makes a mess, bring them whatever is needed to clean it up. (towels, broom/dustpan, bucket of water/rag, mop.)
12. **Lunch begins promptly at 11:30 a.m. Dinner begins at 5:30 p.m. Lunch seconds may begin at noon, and dinner seconds may begin at 6:00 p.m. If you are running short of food, you do not need to serve seconds. Any food in the refrigerator that is not marked SAVE can be used if needed. There is also canned food available in the pantry if you run short and need extra.**
13. Some teams like to say a blessing before the meal. This is fine, and MTKO encourages teams to allow guest participation in the blessing before meals. **This is never a condition or prerequisite for food service, simply an invitation for giving thanks.**
14. Please be sure that all volunteers in the serving line wear clean disposable gloves while serving the meal. Gloves used in food preparation should be exchanged for fresh gloves while serving. They may also wear aprons which are provided. If a guest brings a dirty plate or tray up for seconds, please ask them to take their tray or plate to the dishwashing counter to be washed. Offering them a clean plate or tray is sanitary, and it also allows your team to have a correct count of meals provided.



## Procedures for Completing the MTKO Hunger Relief Daily Report

**These reports are important for tracking the number of meals served and the number of volunteers used for our Hunger Relief Program.**

These reports can be found in the plastic file folders next to the Kitchen Manager's office. Once forms are completed, please file in your report in the "Completed" folder.

1. Complete the information at the top of the report: date, meal (lunch or evening) team captain and team serving. The tray and plate count is for your benefit so you are able to determine the number of meals served.
2. Have each of your volunteers sign and enter their e-mail addresses.
3. List the items served for your meal.
4. Total the number of adult's first servings, number of children's first servings, and the number of second servings (child and adult). Then calculate the total number of meals served.
5. The back of the report lists the items that need attention for closing and cleaning procedures.

A sample of the Daily Report appears on the following two pages.

# Matt Talbot Kitchen & Outreach Hunger Relief Daily Report

Date: \_\_\_\_\_ Meal: Lunch or Evening Tray Count # \_\_\_\_\_  
Plate Count # \_\_\_\_\_

Team Captain: \_\_\_\_\_  
Team Serving: \_\_\_\_\_

**All volunteers need to sign MTKO's "VOLUNTEER WAIVER OF LIABILITY" form!**  
**Please include your email address if you have never shared it with MTKO**  
**or if you have a new email address. Thank you!**

## Volunteers

## Email address

1) _____	_____
2) _____	_____
3) _____	_____
4) _____	_____
5) _____	_____
6) _____	_____
7) _____	_____
8) _____	_____
9) _____	_____
10) _____	_____
11) _____	_____
12) _____	_____
13) _____	_____
14) _____	_____
15) _____	_____
16) _____	_____
17) _____	_____
18) _____	_____
19) _____	_____
20) _____	_____

Menu Served: \_\_\_\_\_  
\_\_\_\_\_

\*Please write any comments or concerns regarding meal service, supplies, or kitchen maintenance on the back of this sheet. Please write any changes regarding Team Captains or contact information on the back of this sheet, or call MTKO Kitchen Manager with changes. If an injury or incident occurs, please refer to the Incident Report Form.

<b><u>Final Meal Service Count</u></b>	
Adults Served	_____
Children Served +	_____
# Of Seconds +	_____
Total # Served =	_____

***PLEASE review closing & cleaning procedures on the back of this form.***

## **CLEANING & CLOSING PROCEDURES FOR THE KITCHEN & DINING ROOM**

- Clear off the tables. Clean tables and seats of each chair with Sani-Tab solutions (one tablet in a bucket of warm water). Guests may do this task.
- Stack chairs on carts (25 chairs per cart). Guests may do this task.
- Clean all countertops in food prep, drink and serving areas using a Sani-Tab solution.
- **Drain all three coffee carriers.** If coffee is left in overnight it tends to leak out all over the floors.
- Empty all trash cans from the kitchen, dish washing room and **dining room** into the outside dumpster. Please be sure to re-line all garbage cans.
- **Empty both cans and plastic recycle into outside bins.**
- **Break down all cardboard and place in bright green dumpster outside.**
- Sweep the kitchen floor.
- Wet mop the kitchen floor (& dishwashing floor) with a solution of AccuMix. PLEASE be sure to rinse the mops with clean water and empty the mop bucket into the mop sink.
- Place all used towels into the hamper.
- Check to make sure ALL APPLIANCES ARE OFF:
  1. Dishwasher
  2. Exhaust hood in dishwashing room
  3. Fan in dishwashing room
  4. Holding oven
  5. Hot table (also be sure you drain the water)
  6. Cold table
  7. Coffee maker
  8. Braising Pan
  9. All burners on the gas range
  10. The oven in the gas range
  11. Both convection ovens
  12. Both Pasta cookers
  13. **EXHAUST HOOD OVER THE COOKING AREA**
  14. For evening and weekend teams, check to be sure the exterior doors are locked.

### **Comments, Concerns, Changes in Team Information:**

---

---

# Kitchen Equipment Use & Maintenance

## **DISHWASHING MACHINE**

### **Set up**

1. **Check to be sure the Booster Pump** (the silver box located near the floor, lower left of dishwasher) **is ON**. Red light will be lit when it is on.
2. **Open the side entry door & CLOSE DRAIN** (the drain lever is located on the right – countertop level – just inside the dishwasher. The drain is open when pulled up - closed when down).
3. **Close Side Entry Door.**
4. **Push Auto Fill** (auto fill button is located on the control panel. Push right to turn on) When the water stops, you are ready to begin.
5. **Turn Power ON** (power button is located on the control panel.) Red light will be lit when it is on.
6. **To begin a load of dishes, lift side entry door & slide load into dishwasher. Shut door.** Orange cycle light will be lit while load is in progress. **When the wash/rinse cycle stops and orange light is off, lift side entry doors & pull clean load through.**
7. **Drying:** Racks of trays, cups, silverware and cooking items can dry on the counter to the left of the dishwasher. There is a metal drying shelf located above the dish drying countertop. This shelf holds two racks of clean dishes or glasses. Please put this rack to good use, and **ALWAYS TRY TO AVOID TOWEL DRYING.**

### **Beverage Cups**

**All beverage cups are to be washed, air-dried & stored in the sectioned blue dish racks.** Please rinse cups with sprayer before loading them to be washed. You must allow them time to air dry, and then return the complete rack to its storage slot.

### **Coffee Mugs**

**All coffee mugs are to be washed, air-dried & stored in the flat dish racks.** Please rinse cups with sprayer before loading them to be washed. You must allow them time to air dry, then return the complete rack to its storage slot.

### **Silverware**

**All silverware is stored in the gray 4 compartment silverware bins.** Please use all available silverware washing bins (white round ones) in order to spread out silverware & better clean it. **Please wash two times with tines & spoons up.** You must allow silverware time to air dry. Without touching silverware, empty it from washing bins into the 4 compartment silverware storage bins.

### **Dishwasher Shut Off & Clean Up**

1. When finished washing dishes, **Turn Power Off.** Open drain (pull lever up) to allow water to drain from dishwasher.
2. **Pull out the two filters on the inside bottom of dishwasher & spray off any food residue.** Replace filters.
3. **Pull out filter located under the counter, right side of dishwasher & spray off any food residue.** (Note\* this filter is a back-up to the filters inside the dishwasher & should be somewhat free of residue. If this filter contains a large amount of residue, it is most likely a sign that dishes aren't being properly sprayed off before washing.) Replace filter.
4. **Clean off dishwasher countertops and walls & wipe down the whole dishwashing area with a dry towel.**
5. **Congratulate yourself on a job well done!**

## **HOLDING OVEN**

This holding oven is used to keep all of your hot food hot between the preparation time and serving time. After you have prepared and cook each item, place it in a metal insert pan, cover with foil or a stainless steel lid and place in the holding oven.

**It is not to be used to cook or heat your entrées to temperature.** It will hold your meal at the proper serving temperature without continuing to cook the food.

### **Instructions for operation**

1. Turn the *POWER* switch on. The *yellow* light will turn on. It will take about 1 hour to get warmer to temperature.
2. Turn thermostat to desired setting and close door.  
No. 8 setting = approximately 185° F.  
No. 6 setting = approximately 160° F.  
No. 4 setting = approximately 130° F.  
**Proper food holding temperature is 140° F or higher.**
3. To turn off unit.  
Turn the *POWER* switch off. The *yellow* light will go out.

### **Instructions for cleaning**

Use plain water or mild soaps or detergents to clean the inside and outside of this oven. Rinse thoroughly, then wipe dry with a clean cloth. Strong detergents solutions, if not thoroughly rinsed, may cause surface staining.

## **HOT TABLE IN THE SERVING LINE**

The hot table is designed to keep your hot food hot while serving. **It is not to be used to cook or heat your entrées to temperature.**

### **Instructions for operation**

1. You will need to start the hot table approximately 30 minutes before serving time.
2. Close the drain under the hot table. The drain closer is the red handle to the left of the unit. Remember turn the handle to the right to close and to the left to open.
3. Once the drain is closed, fill the table with hot water to the red line (3 gallons).
4. Turn the temperature control knob to 6.
5. Cover each section in the hot table with a lid or empty metal insert pan. This will keep the steam in which will help it heat faster.
6. When it is time to serve your meal, remove the lids or empty pans and insert the metal pans containing your meal.
7. To turn off the hot table, turn the temperature control knob to *OFF*. Open the drain by turning the red handle to the left. This will allow the hot water to go down the floor drain.

### **Instructions for cleaning**

Use plain water or mild soaps or detergents to clean the inside of the hot table. Rinse thoroughly, then wipe dry with a clean cloth. Strong detergents solutions, if not thoroughly rinsed, may cause surface staining.

## **COLD TABLE IN THE SERVING LINE**

The cold table is designed to keep your cold food cold while serving. **It is not to be used to chill your entrées.**

### **Instructions for operation**

1. You will need to start the cold table approximately 30 minutes before serving time.
2. **DO NOT ADD WATER OR ICE TO THE COLD TABLE.** It is a refrigeration unit.
3. Turn the temperature control knob to 4 (1/2 turn). Turn the toggle switch on the right side of the unit to the up position. If you were going to keep frozen items in this cold table, you would need to turn the control knob up to 7.
4. Cover each section in the cold table with a lid or empty metal insert pan. This will keep the cold in which will help it chill faster.
5. When it is time to serve your meal, remove the lids or empty pans and insert the metal pans containing your meal.
6. To turn off the cold table, turn the temperature control knob to *OFF*.

### **Instructions for cleaning**

1. Use plain water or mild soap to clean the cold table. The drain closer is the red handle to the left of the unit. Remember turn the handle to the right to close and to the left to open.
2. Rinse thoroughly, then wipe dry with a clean cloth. Strong detergents solutions, if not thoroughly rinsed, may cause surface staining.

## **COFFER MAKER**

### **Instructions for operation**

1. Place filter paper into brew basket and add 1 cup of ground coffee.
2. Insert brew funnel back into brewer and position empty carrier under brew funnel.
3. Turn the main power switch to ON.
4. Press the BREW button. Brewing will begin immediately. When brewing starts, the warmer will come on automatically.

### **Instructions for cleaning**

1. Carrier liners should be cleaned after each meal.
2. Use only neutral pH cleansers such as dish washing detergents to clean the units. Do not use cleansers containing alkalis, acids or harsh abrasives.
3. Use mild abrasive nylon or brass brushers for removing coffee deposits. Do not use steel wool, wire brushes or other abrasive tools that will scratch the stainless steel surface.

4. Let the unit dry naturally after cleaning. Do not use the unit until completely dry.
5. Wipe all exterior surfaces of the unit with a soft, damp cloth using warm water and mild detergent. **WARNING:** Before attempting to clean the Warmer Deck, make sure the Warmer Switches are "**OFF**" and the Warmer Deck has cooled down to room temperature.
6. Rinse the cleaned unit thoroughly with warm water and let dry.
7. Empty contents from brew funnel, wash and let dry (using a mild dishwasher detergent).

## **BRAISING PAN**

The best way to describe this piece of equipment is "it is a GREAT BIG electric skillet". Anything you would prepare in an electric skillet you can prepare in this braising pan. Examples would be sauces, soups, stews, scalloped potatoes, browned hamburger, goulash, pancakes, grilled sandwiches, hamburgers or scrambled eggs.

This unit is not electric, is operates with gas. For this reason, it is not a good area to store anything on or in the pan---the bottom remains quite warm from the pilot light.

### **Instructions for operation**

1. Place your food to be prepared into the pan.
2. Set to desired temperature. This pan heats really fast so you will need to watch the items being cooked closely. Until you become used to the braising pan, I would suggest you use less heat at first.
3. Once food it prepared and to proper temperature, turns the thermostat to off. Use the white plastic scoops to move food from braising pan to metal insert pans. These pans can then be covered with foil and place in the holding oven until time to serve.

### **Instructions for cleaning**

1. Once the food has been removed from the pan, fill the pan with cool water from the available water source.
2. Close the lid and let this water sit for a few minutes to soften any food stuck to the pan.
3. Use a sponge or scraper to clean the reaming food particles from the sides and bottom of the pan.
4. Turn the handle slowly and pour the cleaning water into the floor drain through the bucket provided.
5. Put the pan in the upright position and fill will a little detergent and warm water to complete the cleaning process. This step can be combined with step 2 if the pan is not really dirty.
6. Drain the pan into the floor drain, return to upright position.
7. Rinse with clean water and drain.
8. Once again, return it to the upright position.
9. Wipe any spills off the outside of the pan. Rinse thoroughly, then wipe dry with a clean cloth. Strong detergents solutions, if not thoroughly rinsed, may cause surface staining.
10. Dump a bucket of clean hot water down the floor drain and rinse food particles from the drain bucket provided.

## **GAS RANGE**

What can I say, instant on and instant off? Remember there is an oven in this unit that can also be used. This is a standard oven compared to the two convection ovens.

### **Instructions for cleaning**

Southbend equipment is sturdily constructed of the best materials and is designed to provide durable service when treated with ordinary care. To expect the best performance, your equipment must be maintained in good condition and cleaned daily. Naturally, the periods for this care and cleaning depend on the amount and degree of usage.

#### **1. Exterior and top sections**

Remove, empty, and clean dirt trays. Clean all exterior with a damp cloth. Use soap or detergent if necessary. Rinse thoroughly, then wipe dry with a clean cloth. Strong detergents solutions, if not thoroughly rinsed, may cause surface staining.

#### **2. Burners**

Little attention is needed, but if spillage should occur, it may be necessary to clean with damp cloth or stiff brush.

#### **3. Oven Interior**

Allow oven to cool.

- a. **Oven Bottom:** Remove porcelain enameled oven bottom. Clean by rubbing with strong detergent and Brillo pad or similar scrubber. "Spill-overs" should be cleaned from the bottom as soon as possible to prevent carbonizing and a "burnt-on" condition. For stubborn accumulations, commercial oven cleaners are recommended.
- b. **Porcelain Oven Door:** The porcelain oven door lining can be cleaned in a similar manner.

- c. **Side, Rear & Top Lining:** These should be wiped only with a cloth dampened with a mild detergent and water. Avoid using excessive amounts of water, as this may drip into burner compartment and deteriorate the metal in that area. Do not use strong commercial cleaners or abrasive pads on the side, rear or top linings, as they may damage the finish or leave gray residue.

## **CONVECTION OVENS**

**MTKO has two convection ovens. Each oven has an individual OFF/ON switch. On one or both ovens (depending on your need) flip the blower switch up to turn the oven on. Flip the switch down to turn each oven off.**

## **PASTA COOKER**

This equipment may be used for cooking all types of pasta, either dehydrated pasta or frozen. It has its own water source and floor drain.

### **Instructions for operation**

1. Ensure that the drain valve is closed.
2. To fill the tank with water, press the unit's I/O (ON/OFF) switch to the I (ON) position. This will fill the tank with water. The tank will continue to fill until the water level reaches the level sensors. Once the sensors are covered the valve will close stopping the flow of water. During normal operation the automatic fill system will maintain the water level at the proper height.
3. The appliance is now on and heating the water in the cook tank.
4. Once the water temperature reaches 195° F (which can take up to 1 hour), the tank has reached the simmer mode and is ready to cook your pasta.
5. Follow the food manufacturer's directions for the type of pasta you are preparing.
6. To drain your pasta, lift and tilt the basket.

### **Instructions for shut down**

1. Press the unit's I/O (ON/OFF) switch to O (OFF).
2. Open the release valve to drain the unit.

### **Instructions for cleaning**

1. Remove the metal grate and clean out any pasta that may remain in the tank. The burners will remain hot for some time so **PLEASE** use care when cleaning.
2. Clean the inside of the tank and the grate with a damp towel. Clean all exterior with a damp cloth. Use soap or detergent if necessary. Rinse thoroughly, then wipe dry with a clean cloth. Strong detergents solutions, if not thoroughly rinsed, may cause surface staining. Please refill the cooker on the right side w/water.

## **EXHAUST HOOD & LIGHT**

The ON/OFF switches for the hood and light are located at the east end of the hood.

**When not cooking please make sure the hood is turned off.**

## **USE OF OUR MANY SINKS**

### **Hand Sink in the Kitchen**

This is the sink that should be used for everyone working in the kitchen to wash their hands before and during food preparation and before serving meals.

### **Food Prep Sink**

This sink is designed to be used when preparing foods that need to be washed. This would be items such as fruits, vegetables, etc. There is no garbage disposal so please make sure you use the strainer in the sink. This strainer should be dumped in the trash after using these sinks. This sink is not to be used to wash dishes, pots or pans.

### **Drink Station Sink**

The small sink at the drink station should be used when making drinks such as powdered lemonade. It can also be used when filling the hot table with hot water. This is not a hand sink and should not be used to wash dishes, pots or pans.

#### **4 Sink Compartment in the Dish Room**

The sinks running north to south are: the pot & pans clean up sink, the wash sink, the rinse sink and the sanitize sink. You can wash dishes, pots and pans in this 4 sink compartment.

#### **Hand Sink in the Dish Washing Room**

This is the sink that should be used by everyone to wash their hands when working in the dish room or doing dining room clean up.

### **GARBAGE DISPOSALS**

MTKO has two garbage disposal located next to the dishwasher beneath the drain basket and in the four-compartment sink in the dish washing room. The garbage disposals control button is located below each disposal. To use the garbage disposal, press the red button to turn on and the black button to turn off. Please allow the disposal to run a few seconds longer than necessary so that it cleans out the drain. Any draining of cans or food disposal should be done over the garbage disposal. **PLEASE BE CAREFUL TO NOT DROP CAN LIDS OR SILVERWARE DOWN THE DISPOSALS! IF SOMETHING DOES FALL INTO ONE OF THE DISPOSALS-----NEVER USE YOUR HAND TO RETRIEVE IT. USE THE LONG HANDLED TONGS TO DO THIS TASK-----THAT WILL KEEP YOU OUT OF THE EMERGENCY ROOM!!!!**

### **ICE MACHINE**

MTKO has an Ice Machine, which makes plenty of ice for meal service. The **ONLY** utensils to be in contact with clean ice inside the machine are the scoop designated for that purpose. Please do not leave the scoop inside the ice machine, because it will be buried beneath the new ice.

### **REACH-IN REFRIGERATOR**

Items to be stored in the reach-in refrigerator:

Cold food being served at your meal

**Extra** drinks

Condiments

Salad dressings

Leftover items from meals for other teams to serve. **PLEASE make sure you mark each item with a date and item sticker.**

**Please try to keep all spills in the reach-in refrigerator cleaned up.**

### **WALK-IN REFRIGERATOR**

Items to be stored in the walk-in refrigerator:

Food items you are bringing to the kitchen to serve at future meals. **Please make sure your mark these items with a SAVE sticker and include your serving date.**

Larger quantities of donated food that is available for teams to use. **When taking food donations, please mark with a date and item sticker.**

**Please try to keep all spills in the beverage refrigerator cleaned up.**

### **BEVERAGE REFRIGERATOR**

This refrigerator was added to our new kitchen so our teams would have a convenient place to store drinks. It is located in the beverage station.

Items to be stored in the beverage refrigerator:

Drinks for your meal.

If you are serving milk, please make sure you serve the oldest dates **FIRST**.

**Please try to keep all spills in the beverage refrigerator cleaned up.**



## **REACH-IN FREEZER**

Items to be stored in the reach-in freezer:

Frozen food items that you are serving at your meal.

**Some of the shelves may be marked for others to use and for our food pantry use.**

**Please try to keep all spills in the beverage refrigerator cleaned up.**

## **WALK-IN FREEZER**

Items to be stored in the walk-in freezer:

Frozen food items you are bringing to the kitchen to serve at future meals. **Please make sure your mark these items with a SAVE sticker and include your serving date.**

Larger quantities of donated frozen food that is available for teams to use. **When taking food donations, please mark with a date and item sticker.**

USDA food from the Food Bank of Lincoln. This food can be used by our teams as long as it is not marked "SAVE".

**Please try to keep all spills in the beverage refrigerator cleaned up.**

## **DISH ROOM**

There is soft water to the dish machine. This reduces the number of repairs to our dishwasher due to hard water build up.

The control for the exhaust hood is over the dishwasher is on the north wall. The light switch is on the south wall and the switch for the fan is behind the south door by the hand washing sink.

There is a 4 sink compartment in the dish room. The first sink (the first to the north) is equipped with a sprayer and a garbage disposal. There is also a garbage disposal included with the sink at the dishwasher.

### **Instructions for cleaning**

1. Turn off the dish washer.
2. Drain the water out of the dish washer.
3. Clean the dish washer filters, spray the inside of the dish washer and clean out the dump sink. Return the filters to the dish washer. Also run the disposal.
4. Wipe down the tiled walls in the dish washing area.
5. Wipe down all stainless steel including the 4 sink compartment.
6. Sweep and mop the floor.

Thank you for all you do for Lincoln's working  
poor and homeless!  
The Staff of Matt Talbot Kitchen & Outreach





