

# Meal Volunteer Program

## COMMONLY ASKED QUESTIONS

### Good Hope Road Location

#### **What are the responsibilities?**

Prior to serving a lunch or dinner, you/your organization will need to make the meal at your home or another off-site location. Volunteers may NOT use our stove or oven, but can use the microwave to heat up food as needed. Calvary will always provide all serving ware, dinnerware and cutlery.

#### **What are the hours/days of the meals?**

Two dinner servings (5:30-7:00pm or 6:30-8pm) on Friday, Saturday and Sunday

- The first serving is at 6:00pm (you must arrive at 5:30 pm)
- The second serving is at 6:45pm (you must arrive at 6:30 pm)
- You also have the option of volunteering for both servings, if available

One breakfast serving (6:45-8:00am) on Saturdays.

One lunch serving (11:30am-1pm) on Sundays.

#### **What are the meal schedules?**

##### **SATURDAY BREAKFASTS**

Prior to 6:30 AM: Purchase and prepare the items for the breakfast meal.

6:45 – 7:00 AM: Breakfast volunteers arrive at Calvary and prepare to serve the meal.

7:00 AM: Breakfast begins.

7:45 AM: Final seconds called for residents, if available.

8:00 AM: Breakfast ends, volunteers can leave and staff cleans up.

##### **SUNDAY LUNCHESES**

Prior to 11:30 AM: Purchase and prepare the items for the lunch meal.

11:30 AM – 12:00 PM: Lunch volunteers arrive at Calvary and prepare to serve the meal.

12:00 PM: Lunch begins.

12:30 PM: Final seconds called for residents, if available.

1:00 PM: Lunch ends, clean-up begins.

1:30 PM: Volunteers can leave after clean-up.

**DINNERS** (Fridays, Saturdays, and Sundays):

**First Serving**

Prior to 5:30 PM: Purchase and prepare the items for the dinner meal.

5:30 – 6:00 PM: Dinner volunteers arrive at Calvary and prepare to serve the meal.

6:00– 6:30 PM: Dinner served to residents.

6:30 PM: Final seconds called for residents, if available.

6:30 – 6:45 PM: Clean-up. Second dinner group on-site.

6:45 PM: Dinner ends. Volunteers can leave after clean-up.

**Second Serving**

Prior to 6:30 PM: Purchase and prepare the items for the dinner meal.

6:30 – 6:45 PM: Dinner volunteers arrive at Calvary and prepare to serve the meal.

6:45 – 7:15 PM: Dinner served to residents.

7:15 PM: Final seconds called for residents.

7:30 PM: Dinner ends. Volunteers can leave after clean-up.

**What if I provide both servings of dinner?**

The residents will still eat in two shifts, but the switch between meals will go faster since you're already set up. You can leave as soon as you are done cleaning up.

**Should I bring any utensils for the meal?**

While we provide all dishes and cutlery, you are welcome to bring paper products if you prefer. You are only responsible for cleaning Calvary's serving utensils.

Please do note: you will not have access to any sharp knives while on site at Calvary. If you will need one to prepare and serve your meal, please bring one with you.

**Are there any meal guidelines or food suggestions that you have?**

You are welcome to make whatever kind of food you would like, but we do recommend preparing healthy options in the meal. Many of the women residing at Calvary suffer from ailments such as hypertension, high cholesterol, and diabetes; and a healthy diet can help women who are working to manage these problems.

As for meal suggestions: The residents like tacos, soups, chili, chicken and macaroni and cheese. The residents also especially enjoy foods that follow the season (i.e. butternut squash in the fall, soups in the winter, fresh fruit in the summer etc.). The women typically do not like pork products.

Please label all the food that you bring so residents with allergies or food restriction can be informed of what is in the food. It is also recommended to bring enough non-meat food/dishes for two or three residents in case someone does not eat meat. Ultimately, it works best if you cook a meal you enjoy and bring a few options, that way everyone will like something!

**Do I provide drinks for the meal?**

You may bring drinks, but it is not required (we do have water pitchers that can be filled on site). If you do choose to bring drinks, be sure to bring sugar-free drinks to be mindful of those women with dietary restrictions.

**Where can I park when I come to volunteer at Calvary?**

On the weekends, there is parking for volunteers in the back of Calvary. You enter the parking lot through the gate just to the right of Calvary's front door (if you are facing the door).

You can park in the back if you prefer, but please limit the cars in the back to three. Please keep in mind that the parking is limited, and the other volunteers and staff may need to park in our lot as well. Feel free to talk to the Residential Assistant at the front desk about the current parking situation to see how many cars can fit back there.

If there is no parking available in the back when you arrive, there is street parking in the neighborhood around Calvary. There is usually unrestricted parking available on U Street, 13<sup>th</sup> ST, and T Street SE. In order to park in our lot, just call the front desk (202-678-2341, then dial 0) to ask the staff to open the gate prior to your arrival.

**How do I sign up to serve a meal?**

Near the 15<sup>th</sup> of each month, Elizabeth Donovan, Operations Coordinator at Good Hope Road, sends out the available meals for the following month. If you are available for one of the dates, let Elizabeth know. Dates do fill up quickly, so the sooner the better. If you would like to be added to the monthly sign-up email, please let Elizabeth know.

You can also email Elizabeth at [edonovan@calvaryservices.org](mailto:edonovan@calvaryservices.org) to schedule a meal a couple of months in advance (if you need a bit more time to plan).

Elizabeth will email you the Monday before your scheduled meal to include a final resident head count and other additional information about your shift. Please respond to her email by the Wednesday morning before your shift confirming that you are still available to come.

**What do I do if cannot come for a meal I have signed up for?**

Volunteers should only cancel in the case of an emergency, as it is very hard to replace volunteers at the last minute and we depend on these weekend meals. If you cannot prepare the meal you have signed up for, you may always order food to be delivered to Calvary. Alternatively, you may have another volunteer from your group lead the meal. It is often good to have multiple volunteers in a group trained so that if something comes up, someone could take your place.

**What if I need to contact staff about my meal shift during the evening or weekends?**

If you need to contact Calvary staff about your meal shift Monday through Friday between the hours of 7 am and 3 pm, please contact Elizabeth at [edonovan@calvaryservices.org](mailto:edonovan@calvaryservices.org) or 202-678-2341, ext. 209. All calls and email received after 3pm on the weekday will be responded to the next business day. Elizabeth is unable to respond to emails or messages outside of her working hours.

If you need to contact Calvary staff immediately about your meal shift on the weekdays after 3pm or on the weekends, please call our front desk directly at 202-678-2341.

**What if I would like to donate items to the residents during my shift?**

We appreciate your generosity! To ensure that our residents are getting the items they need and that we have enough storage to accommodate donations, please speak directly to Arthella Posey, Operations Coordinator, before bringing any donations to our buildings. Arthella can be reached at [aposey@calvaryservices.org](mailto:aposey@calvaryservices.org) or 202-678-2341, ext. 272.

# Meal Volunteer Program

## COMMONLY ASKED QUESTIONS

### Reach Up Location

#### **What are the responsibilities?**

Prior to serving a lunch or dinner, you/your organization will need to make the meal at your home or another off-site location. Volunteers may NOT use our stove or oven, but can use the microwave to heat up food as needed. Calvary will always provide all serving ware, dinnerware and cutlery.

#### **What are the hours/days of the meals?**

One dinner serving (5:30-7:00pm) on Friday, Saturday and Sunday

- The dinner serving is at 6:00pm (you must arrive at 5:30 pm)

#### **What is the meal schedule?**

**DINNERS** (Fridays, Saturdays, and Sundays):

##### **First Serving**

Prior to 5:30 PM: Purchase and prepare the items for the dinner meal.

5:30 – 6:00 PM: Dinner volunteers arrive at Reach Up and prepare to serve the meal.

6:00– 6:30 PM: Dinner served to residents.

6:30 PM: Final seconds called for residents, if available.

6:30 – 6:45 PM: Clean-up.

6:45 PM: Dinner ends. Volunteers can leave after clean-up.

#### **Should I bring any utensils for the meal?**

While we provide all dishes and cutlery, you are welcome to bring paper products if you prefer. You are only responsible for cleaning Calvary's serving utensils.

Please note: you will not have access to any sharp knives while on site at Calvary. If you will need one to prepare and serve your meal, please bring one with you.

#### **Are there any meal guidelines or food suggestions that you have?**

You are welcome to make whatever kind of food you would like, but we do recommend preparing healthy options in the meal. Many of the women residing at Calvary suffer from ailments such as hypertension, high cholesterol, and diabetes; and a healthy diet can help women who are working to manage these problems.

As for meal suggestions: The residents like tacos, soups, chili, chicken and macaroni and cheese. The residents also especially enjoy foods that follow the season (i.e. butternut

squash in the fall, soups in the winter, fresh fruit in the summer etc.). The women typically do not like pork products.

Please label all the food that you bring so residents with allergies or food restriction can be informed of what is in the food. It is also recommended to bring enough non-meat food/dishes for two or three residents in case someone does not eat meat. Ultimately, it works best if you cook a meal you enjoy and bring a few options, that way everyone will like something!

### **Do I provide drinks for the meal?**

You may bring drinks, but it is not required (we do have water pitchers that can be filled on site). If you do choose to bring drinks, be sure to bring sugar-free drinks to be mindful of those women with dietary restrictions.

### **Where can I park when I come to volunteer at Reach Up?**

There is a parking lot for volunteers at the back for the Reach Up building. You enter the parking lot through the gate. In order to park in our lot, call the Reach Up front desk to ask the staff to open the gate prior to your arrival. You will receive the number of Reach Up's front desk in the Monday reminder email from Elizabeth.

### **How do I sign up to serve a meal?**

Near the 15<sup>th</sup> of each month, Elizabeth Donovan, Operations Coordinator at Good Hope Road, sends out the available meals for the following month. If you are available for one of the dates, let Elizabeth know. Dates do fill up quickly, so the sooner the better. If you would like to be added to the monthly sign-up email, please let Elizabeth know.

You can also email Elizabeth at [edonovan@calvaryservices.org](mailto:edonovan@calvaryservices.org) to schedule a meal a couple of months in advance (if you need a bit more time to plan).

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**How do I get Reach Up's address?**

Some of our clients at Reach Up are survivors of domestic violence, dating violence, sexual assault, or stalking. To ensure the safety and privacy of these women, we require all volunteers to sign a confidentiality agreement *before* volunteering at our Reach Up location. This confidentiality agreement states that you will not reveal Reach Up's address, general location, or client names or information to anyone.

Please reach out to Elizabeth to receive a PDF copy of the confidentiality agreement.

# Covid-19 Information

We take the health and safety of our clients, staff, and volunteers seriously, especially during the ongoing COVID-19 pandemic.

## In Person Service

When we can allow in-person meal volunteers, we have the following requirements:

- Groups of volunteers may not exceed more than four people
- Volunteers must always wear masks while in our buildings
- All volunteers (including minors) must be fully vaccinated to enter our buildings
  - Volunteers must send a picture of their vaccine card to Elizabeth by 2 pm the Friday before their first in-person shift *at the latest*.
- All volunteers (including minors) must sign and return our “Covid-19 Policy for On-Site Volunteers” form to enter our buildings
  - Volunteers must send their signed form to Elizabeth by 2 pm the Friday before their first in-person shift *at the latest*.
  - Please request a copy of this form from Elizabeth if you have not already been sent one.

Please note that we keep an on-site list of volunteers who are approved for in-person service. Volunteers not on this list will not be allowed into the building.

## Meal Drop Offs

If you are unable to serve a meal in-person, you can also choose to drop off your meal (or have it delivered) at the start of your scheduled shift. When the food is dropped off, a staff member will come to the front to retrieve it. This way we can reduce the opportunity for exposure.

Unfortunately, there are times when we have to suspend in-person meal volunteering because of changes in the COVID-19 environment in the local area. When this happens, volunteers will be notified and asked to drop off their meals. Calvary will continue to closely monitor COVID-19 in the area and keep informed through The Centers for Disease Control, the District Government and the Office of the Mayor, and other reputable public health sources. As the situation changes, we will follow the guidance provided by health authorities, and let volunteers know when in-person service can resume.