



## St. Joe's Supper Table - Intro Info

Dinner served Monday - Friday @ 5:00 - 6:15 pm

Food Bank available every Friday @ 1:00 - 3:00 pm

**Mission:** To offer hospitality and a meal to those who are hungry.

**General Information and History:** Operating since 1987. We began by simply giving out sandwiches then we went from a small kitchen that served 12 to the current venue in 2010.

We serve a **hot meal** for those who want to dine, and **bag lunches** to those who decide not to come in.

The **Food Bank** operates each Friday and can be accessed by Sandy Hill residents once a month.

A **community garden** started in the spring of 2014 and has flourished in growth.

**Statement of Privacy and Respect:** All those who request our help receive it equally and without prejudice or judgment and at all times are treated with privacy, dignity and respect. We do not make negative or derogatory comments about any of our guests and we respect our guests' right to privacy by never discussing them in the community at large.

**Community:** We are a community of volunteers, guests, parishioners and staff. We work together and we strive to act as a community, which means we work in solidarity no matter what our role is. During our time - cooking time, kitchen clean-up - please make every effort to sit, eat, mingle and talk with our guests (who may also be fellow volunteers). At our kitchen, smiles and warm welcomes often provide much needed acceptance. **Please note:** Poverty happens in many forms, and our guests come here because of various reasons.

ODSP - Is a disability pension in which people must live on about \$1000 a month - which would include their rent, personal care needs, transportation needs, etc. and so a very small amount is remaining for food.

Welfare - Is less than \$500 a month.

Mental Illness - Can take hold any stage of a person's life and cause one to lose their job or be on disability.

Addictions - Happens in all classes of society. Those most vulnerable, or those struggling to overcome addictions may need extra support through programs offered by the Mission and the Royal Ottawa, etc. Often the result of addiction is poverty.

Working Poor - A living wage in Ottawa is just over 13.50 an hour full time.

Unemployed - Some guests are here for a short time while they seek to get back on their feet.

People come here for various reasons. I think we can agree that standing in a line up and waiting to eat what you cannot choose, is not the first choice for any of us and people do not want to have to come to a soup kitchen.

Our guests are encouraged to volunteer and join in the work of feeding others.

Guest volunteers and volunteers who do not use our services follow the same rules, go through a volunteer interview and are expected to serve with dignity.

### **Meal Program Volunteer Positions:**

- **Cooking**

Cooking takes place in the morning and early afternoon. New members will join established groups, and thus create a new dynamic.

- Cooking skills are ideal, but not necessary
- Must follow food safety procedures at all times
- May assist the sandwich making team

- **Sandwich Team**

Shift is in the morning, make approx. 25-60 bags a shift. Each bag contains two sandwiches and a dessert.

- Must follow sandwich making guidelines and procedures

- **Dining Room Preparation**

Shift is usually in the afternoon, but times can vary according to each team.

- Fill condiments
- Prepare buns and desserts
- Prepare cutlery
- Set tables
- Prepare salad
- Prepare juice and coffee
- Prepare banana station

- **Evening Kitchen Crew**

There are multiple positions for the evening team of volunteers. There are 4 stations in the kitchen; 2 for plating, 1 scraper, 1 dishwasher. There is also a position by the door and by the coffee station

### **Serving Crew**

The serving crew consists of serving, kitchen, and hospitality duty.

- Greet guests
- Ensure each guest receives ONE meal and ONE dessert
- Ensure ONE glass of milk is given if requested
- Ensure those needing certain dietary needs are met, to the best of our ability
- Bus tables (remove plates, cups, cutlery) and wipe down the tables after
- Refill juice containers
- Be alert to each guest to ensure accuracy of serving and hospitality are met

### **Door Host**

- Maintain safe entry and exit of all guests
- Hand out one bag lunches to guests who do not come in for dinner, along with a drink and banana
- Ensure that no one comes in intoxicated. Intoxicated guests will be given a bag lunch.
- Use a counter to count as each guest enters in order to keep track of how many guests come in for a supper per night

### **Give-away Host**

- Maintain the give away policy and procedures
- Give away a bag lunch, a banana, and a drink to each guest
- Talks with guests and get to know their dining experience
- Assist the door host and serving staff with safe entry and exit procedures

ALL positions help with the clean up of the kitchen which includes removal of garbage and recycling.

### **Food Bank Volunteer Positions:**

The food bank requires volunteers you are able to lift up to 50 lbs and also provide great hospitality to create an atmosphere of welcome while working with people who facing very humiliating circumstances.

- **Wednesday Morning:**

- We receive a large delivery for the Ottawa Food Bank that must be carried, sorted, and shelved for the food bank on Friday.

- **Friday morning:**

- The Food Bank is open from 1:00-3:00 pm. Volunteer must set up for the food bank (lifting boxes and sorting are required again) which starts around 11:30 am depending on how many food items we have that week.

- At 3:00 pm we give away a portion of our remaining stock to our other food bank which operates on Saturdays at Wiggins Private. This required volunteers to sort and pack boxes into a van. We move the remaining stock back into storage (may require more lifting).

### **Youth Volunteers:**

We do not maintain any volunteer positions that involve the supervision or custody of minors. It is important that our volunteers and staff should not allow themselves or their volunteers to be put in the position of supervising or managing children under the age of 16.

Children under the age of 16 years old must be accompanied by a parent-guardian at all times.