

**THE YWCA FAMILY CENTER** provides emergency shelter and supportive services for up to 50 families every day by offering resources and support to stabilize families who are experiencing a housing crisis. Our Nationally recognized program strives to make the children and parents who stay with us comfortable during a highly stressful time. One powerful way we help is by offering families three meals every day. This is where you come in!

**YWCA Meal Host Expectations:**

1. Physically or financially provide and prepare the meal
2. Prepare dining room area
3. Serve food
4. Clean up (wash dishes, sanitize counters, put things back where they belong)

Your group should expect to serve up to 180 people for breakfast and dinner and *approximately* 50 – 100 people for lunch (Please contact our staff prior to purchasing food due to fluctuating numbers)

**Amenities:**

We have a full service kitchen available for your use including:

- Two rapid heating convection ovens
- Six burner gas stove
- Microwave
- Steamer
- Steam table
- Griddle
- Dishes
- Silverware
- Serving utensils
- Prep tables
- Sinks
- A knowledgeable kitchen staff member to guide your group along the way

**Meal Host Options:**

Food can be provided using the following methods:

- Option 1: Bring in food, cook and serve
- Option 2: YWCA kitchen staff will provide and prepare the meal for your group to serve and clean up for a donation of:
  - \$300 for breakfast
  - \$500 for lunch or dinner

**Weekday Meal Hours:**

- Breakfast - 6:30 am – 8:30 am
- Lunch - 11:30 am – 12:30 pm
- Dinner – 6:00 pm – 8:00 pm

**Expect to Arrive:**

- 5:30 am
- 10:30 am
- 4:45 pm

**Weekend and Holiday Meal Hours:**

- Breakfast - 7:00 am – 8:30 am
- Lunch -11:30 am – 12:30 pm
- Dinner – 6:00 pm – 8:00 pm

**Expect to Arrive:**

- 6:00 am
- 10:30 am
- 4:45 pm

*If your group chooses to use our kitchen to prepare the meal, you may access the kitchen no earlier than 5:30 am for breakfast, 10:00 am for lunch, and 3:30 pm for dinner. Please let us know ahead of time what time you plan on arriving.*

**Effective Group Size** (if you have a larger group, we recommend choosing 2 dates or breaking your group into shifts due to limited space and tasks):

- Breakfast → 5 – 12 People
- Lunch → 1 – 6 People
- Dinner → 5 – 12 People

**To Schedule a meal host date:**

- 1) Visit [www.ywcacolumbus.org](http://www.ywcacolumbus.org)
- 2) Click on support us
- 3) Volunteer
- 4) Fund a meal
- 5) View our meal schedule
  - a. Any dates without a meal host or server listed are open dates and available for scheduling

Once you have selected a date, please contact Casey Konrad, Volunteer Coordinator at 614-253-3955 or [ckonrad@ywcacolumbus.org](mailto:ckonrad@ywcacolumbus.org) to confirm your date and answer any questions you may have. Casey can also arrange for you to observe a meal service in advance to assist in your planning process.

## Suggested Menu Items

### Dietary considerations:

If you plan to serve a pork product, please provide an alternative. In addition, we ask that no nuts or nut products (including peanut butter and peanut oil) are used due to the potential for severe food allergies.

### Breakfast

**Meat/ Main Course:** Sausage \* Bacon \* Ham \* Steak \* Pancakes \* Omelets\* Scrambled Eggs \* Breakfast Sandwiches \* French toast

**Sides:** Tater Tots \* Hash Browns \* Grits \* Oatmeal \* Cereal \* Eggs

**Bread:** Bagels \* Toast \* Pastries \* English Muffins \* Pop-Tarts

**Fruit:** Bananas \* Strawberries \* Pineapple \* Apples \* Oranges \* Peaches \* Grapes

**Drinks:** Milk \* Orange Juice \* Apple Juice \* Coffee \* Hot Chocolate \* Hot Tea

**Condiments:** Butter \* Jelly \* Sugar \* Creamer \* Syrup \* Ketchup \* Hot Sauce

### Lunch and Dinner Menu Items

**Meat/ Main Course:** Baked Chicken \* Turkey \* Pot Roast \* Meatloaf \* Cheeseburgers \* Hotdogs \* Chili \* Lasagna \* Chicken & Dumplings \* Chicken Nuggets \* Barbeque Chicken \* Spaghetti with Meatballs \* Hamburgers \* Pizza \* Chicken Patty Sandwiches \* Lunch Meat Sandwiches \* Tacos \* Soup

**Vegetable:** Green Beans \* Corn \* Salad \* Greens \* Peas \* Fresh Vegetables and Dip

**Fruit:** Bananas \* Strawberries \* Pineapple \* Apples \* Oranges \* Canned Peaches

**Sides:** Macaroni & Cheese \* Rice \* Beans \* French Fries \* Tater Tots \* Mashed Potatoes with Gravy \* Baked Potatoes \* Scalloped Potatoes

**Bread:** Dinner Rolls \* Biscuits \* Garlic Bread \* French bread \* Corn Bread

**Desert:** Pudding \* Jell-O with fruit \* Applesauce

**Drinks:** Iced Tea \* Fruit Juice \* Milk

**Condiments:** Salad Dressings of all Kinds \* Butter \* Hot Sauce \* Ketchup \* Mustard \* BBQ Sauce

## Things to know the day you serve

### Upon Arrival:

- Enter using the volunteer entrance (signs will direct you), ring the bell and someone from the Volunteer and Donations team will assist you in getting signed in (use front entrance during weekends or after 6:00 pm on weekdays)
- Sign in using the Volunteer and Donations Office or the front desk (weekends or after 6:00 pm)
- Store any of your belongings using the coat rack or lockers located in the Volunteer and Donations Office (this room is kept secure when staff is not in the office. Security or your kitchen staff contact can let you in the room if needed)
- Grab a name tag, so that our staff can call you by name (first name only is sufficient)
- Head over to the kitchen
- Meet the kitchen staff.
- Bring food into the kitchen

### Rules:

- To protect the health of our families, we ask that volunteers who are sick or are caring for a sick family member (cold, flu, intestinal issues, etc.) please refrain from assisting with meal preparation or serving the meal.
- For the safety of our volunteers and per OSHA law, please remember that open-toed shoes, flip flops and sandals are **NOT** permitted to be worn in the kitchen.
- Columbus Public Health requires that all individuals handling food observe proper hand washing. Volunteers will be prompted to wash their hands when they arrive and also utilize Ohio law prohibits children under the age of 15 from preparing food and coming into contact provided gloves.
- Columbus Public Health requires all food service personnel, including staff and volunteers to wear hair coverings. This especially pertains to those with long hair. Family Center Food Service Staff will provide volunteers with hair nets or you may bring in your own hat.
- Aprons are available and advised
- with hot surfaces and knives; therefore children under the age of 15 are not permitted in the kitchen. Children are welcome to assist in setting and clearing of the tables with adult supervision.

**Once you are suited up and ready, please assist with the following...**

**Set Up**

- Your kitchen staff member will work with you to determine which service style will work best for your group (cafeteria or table service)
- Begin cooking/ warming food (please work with kitchen staff to ensure that food is warmed to proper temperature)
- Wipe down all tables in the dining area (number of tables varies depending on the amount of residents being served)
- Set tables
- Salt & pepper shakers
- Fill water pitchers and place on tables
- 8 cups/table
  
- Number tables (table service)
- Wrap silverware in napkin
- Position condiments and drinks on outside counter or cart

**Service**

- Break group into 3 groups:
- Servers
- Dish
- Food Line
- Servers-
- Will be assigned to table #'s (table service)
- Volunteers will use trays to carry plates to table based on how many children and adults are at each table
- Food Line-
  - Plate food using proper serving size given by staff and fill orders from servers
  - Monitor food to determine when it needs to be replenished
- Dishwashers-
  - Will wash dishes following instruction as to how to operate the commercial dishwasher

**Clean Up**

- Servers
- Reset the tables
- Collect items from the dining room tables (salt/pepper shakers, table numbers, any leftover dishes)
- Wipe down tables after 1<sup>st</sup> and 2<sup>nd</sup> seating (dinner)
- Food Line
  - Take extra dishes/pans to the dish room

- Clean and sanitize the counters
- Work with staff to appropriately store food (if needed)
- Dishwashers
  - Clean any dishes you will be reusing for the 2<sup>nd</sup> serving
  - Make sure dishes are washed and put away
  - Wipe down counters ridding area of debris
  - Spray and sanitize dishwashing area

### **Frequently Asked Questions:**

#### **Can the families get “seconds”?**

Depending on the amount of food available, seconds may be offered at the end of the meal. Please work with the kitchen staff to determine the availability and process for serving seconds.

#### **What if families ask for something that is not on the table (condiments, etc.)?**

If it isn't on the table, we are not offering it during the meal. Please see kitchen staff with additional questions.

#### **Can volunteers eat the meal they are serving?**

Absolutely! We ask that volunteers eat in the dining room rather than in the kitchen (it is in violation of the public health code to be eating on the serving line or in the area where food is being prepared). You are welcome to sit with the families if there is enough room.

#### **Is there anything else we can do?**

- Sit and share a meal with the families, offer to hold a baby, ask a parent if they would like baby food for their child or help a parent get food and drink for their children, etc.
- Music is always welcomed. Consider asking some volunteers to form a small group for singing or performance during meal times.
- Due to federal funding received by our facility, if you are interested in offering optional prayer, you may do so in a separate area. Please let the staff know ahead of time if you are interested in doing this.
- To respect the confidentiality of our residents, we ask that you do not take photos of our families. If you have any questions regarding photos, please speak to staff. Please feel free to take photos of your group while preparing the meal in our kitchen.

#### **Can our group receive a tour?**

Please let our staff know ahead of time if your group is interested in receiving a tour; otherwise, it may have to be scheduled for an alternative date and time.

### Helpful Tips for Preparation of Food On & Off Site

- Hot foods should be kept above 140 degrees and cold foods should be kept below 40 degrees.
- Cook food to the right temperature.
- Pack extra ice if you need to keep food cold or make sure you have a working. Crockpot and extension cords if your product needs to be kept hot.
- Avoid using home canned products for the food you prepare.
- If you or your family members are sick, don't prepare food.
- Keep work surfaces clean.
- Wash your hands and change your gloves often.