



Volunteer Guide

OUR MISSION

The Shoreline Soup Kitchens & Pantries is an interfaith service that provides food and fellowship to those in need and educates our community on hunger and poverty.

STATEMENT OF PRIVACY AND RESPECT

All 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.

FELLOWSHIP

Fellowship to our guests is sometimes needed more than food. At our community meals, please make every effort to sit, eat, mingle and talk with our guests. At our pantry sites, smiles and warm welcomes often provide much needed acceptance.

OUR CORE VALUES

Hospitality

All who enter our doors will be welcomed in the spirit of fellowship and served free of charge without judgment. Our guests are the reason we exist and our first consideration in any decision-making.

Dignity

We recognize the inherent dignity, worth, and value of our guests. There is no "us and them" in our service and mission; empathy moves us to be welcoming and caring.

Respect

We value the rights of our guests to make their own food choices from our offerings. We strongly respect the privacy of our guests.

Volunteerism

The cornerstone of our work is respecting and utilizing the commitment and efforts of our volunteers, without whom our mission would not be possible.

Stewardship

With transparency and integrity, we will honor, safeguard and manage resources including, but not limited to, food, funds, time, and facilities donated by the community.

Community

In partnership with faith communities, we address the challenges of hunger and poverty, the solutions to which require the sustained cooperation of many individuals and organizations. We are inclusive and open-minded, working to represent the fullest vision of diversity in our ministry.

Gratitude

We are thankful for the opportunity and ability to serve our guests. We have grateful hearts for our donors and volunteers and all the ways the community supports our mission.

Volunteer Requirements

Youth Volunteers: The minimum age for volunteering is 12. Youth ages 12 to 15 must be accompanied by a parent or legal guardian to volunteer at their assigned site.

Mandatory Community Service Volunteers: We welcome court-mandated volunteers serving for minor infractions only. Such offenses are limited to DUI / DWI, minor substance abuse violations, or similar examples. The Shoreline Soup Kitchens & Pantries does not accept volunteers who have been convicted of any felony crime or any level of sexual offense, theft or violent crime.

Tracking Volunteer Service Hours: Volunteers who are required to report their service hours for any reason (school, faith or civic groups, court records, etc.), are responsible for tracking those hours and having them verified. Volunteers may use a form provided by their organization or one will be provided to them. The Shoreline Soup Kitchens & Pantries cannot verify hours after the service date.

General Volunteer Guidelines

➤ **Our Guests**

- **Equality** – We value the dignity and privacy of our guests above all else. All guests should be treated equally with kindness, compassion, and discretion.
- **Favoritism** – We provide equal treatment to all guests. The equity of all guests is a cornerstone of our mission.
- **Providing rides** – We do not provide rides for guests at any time. If a guest is in need of transportation, they should be urged to ride share with other guests or referred to the 211-info line.
- **Accepting money or gifts from guests** – We recommended that volunteers not accept money or gifts from guests.
- **Loaning money** – We do not loan money to a guest. Again, refer the individual to the 211-info line.
- **Photography** – No photos should be taken of our guests or guests' vehicles.

➤ **Our Fellow Volunteers**

- **Teamwork** – We work together as a kind, loving group and discourage gossip amongst ourselves.
- **Chain of Command** – Any concerns or problems should immediately be reported to The Shoreline Soup Kitchens & Pantries' site manager.
- **Dress Code** – Volunteers must wear closed-toe, slip-resistant shoes. Clothes that are not provocative are required.
- **Personal Property** – We ask that volunteers and staff leave valuables at home or locked in their cars.
- **Inappropriate Behavior by Volunteers or Guests** – Everyone should always feel comfortable and safe. Inappropriate behavior should be immediately reported to the person in charge.

➤ **Our Host Sites**

- **Stewardship** – We strive to leave the space in the same or better condition than we found it. We ask that all volunteers work as a team to clean the facility at the end of their shift.
- **Food Donations** – All food donations to the program must be directed to the site leader.
- **General Safety** – It is the responsibility of every volunteer to report known safety concerns.

➤ Weather Closings

All weather closings are at the discretion of the site leader. Closings are posted on WFSB, WVIT, WTNH, FOX and when possible, on the SSKP Facebook page, SSKP website, and SSKP Program Info Line: (860) 245 9605.

➤ Holiday Closings

Holiday closings vary from site to site – Check with your individual site manager for specific closings.

➤ Food Safety

When we handle food that will be eaten by our guests we need to work carefully. We are providing food to people who may have compromised immune systems or may not have the same immunities as we do, and who may become sick even though we are practicing our normal clean preparation methods. We need to keep reminding ourselves and each other to be extra careful and not slide into dangerous practices when we get busy and rushed. According to the CDC, the number one cause of all food-borne illnesses is improper handling methods.

The most important things we must do to keep food safe are...

- **Soap** – Wash our hands often and thoroughly.
- **Thermometer** – Use thermometers and keep hot food above 140° F and cold food below 40° F.
- **Clock** – Work quickly when food is in the danger zone (between 40° and 140° F). Food should not be in the danger zone for more than a combined total life span of 2 hours.
- **Prevent cross contamination** – Don't allow ready-to-eat food to touch a hand or surface that has touched a raw food.
- **Clean and sanitize** all food contact surfaces often. This includes hands, pans, cutting boards, counters, dining tables and service areas.
- **Disposable Gloves** should always be worn when handling ready-to-eat foods, serving meals, and if the food handler has dry skin or any minor hand irritation which can harbor bacteria.

Our Sites

We have 6 pantries and 9 community meals that serve the towns of Chester, Clinton, Deep River, East Lyme, Essex, Killingworth, Lyme, Madison, Old Lyme, Old Saybrook, and Westbrook.

- **Each of our Pantries** distributes groceries once per week. A guest may visit one pantry per week where they receive three days of food for all in their household. Pantry volunteers usually work each week at their pantry for one to three hours. Strong volunteers are needed by these pantries to carry the food into and out of the pantry, often up and down stairs, and out to shoppers' cars. We work in all types of weather conditions year-round. All volunteers help with cleaning duties. When serving at a pantry, volunteers should plan on arriving ½ hour prior and staying ½ hour after published start and end times.
- **Our community meal sites** provide a prepared meal at a different location each day of the week. Guests are welcome to attend any and/or all of our community meals. Meals are planned and prepared by volunteer teams who often donate much of the food. Each site has teams of volunteers which consist of approximately 4 to 6 workers that rotate the weeks they work. Volunteers generally work from 1 to 5 times per quarter. All volunteers help with cleaning up. The volunteer coordinator will assign your week(s) and volunteer shift/hours.
- **Support Positions** are required in various capacities depending on site requirements. These positions include stocking shelves, transporting food items, picking up donations, disposing of cardboard, and other similar tasks.



SSKP Pantries

Tuesdays 11:30 am - 2:15 pm
St. Mark Roman Catholic Church
222 McVeagh Road, Westbrook

Tuesdays 2:00 - 4:00 pm
First Church of Christ,
Congregational
366 Main Street, Old Saybrook

Wednesdays 2:00 – 5:00 pm
1 Heritage Park Drive, Clinton

Thursdays 2:30 – 4:30 pm
St. John's Episcopal Church
400 Main Street, East Lyme

Saturdays 8:30 - 10:30 am
First Congregational Church
2 Ferry Road, Old Lyme

Saturdays 9:30 - 11:00 am
First Congregational Church
26 Meetinghouse Lane, Madison

Our Staff:

We are governed by a Board of Directors. We have an Executive Director, a Director of Development and Communications, a Director of Programming, a Volunteer Coordinator, a Meal Sites Program Coordinator, a Registrar, Pantry Managers, Administrative Assistant, Bookkeeper, and Drivers

The Shoreline Soup Kitchens & Pantries
P. O. Box 804 Essex, CT 06426
(860) 388-1988 www.shorelinesoupkitchens.org

SSKP Community Meals

Sundays 5:00 - 6:00 pm
United Church of Chester
29 West Main Street, Chester

Mondays 5:00 - 6:00 pm
The First Baptist Church in Essex
10 Prospect Street, Essex

Tuesdays 5:00 - 6:00 pm
St. John's Episcopal Church
3 Cross Street, Essex

Wednesdays 12:00 - 1:00 pm
Grace Episcopal Church
336 Main Street, Old Saybrook

Wednesdays 5:00 - 6:00 pm
United Methodist Church
12 Commerce Street, Clinton

Thursdays 5:00 - 6:00 pm
First Congregational Church
1 Church Street, Deep River

Fridays 12:00 - 1:00 pm
Trinity Lutheran Church
109 Main Street, Centerbrook

Fridays 6:00 - 7:00 pm
Westbrook Congregational Church
1166 Boston Post Road, Westbrook

Saturdays 9:00 - 10:00 am
First Congregational Church
26 Meetinghouse Lane, Madison