OUR MISSION

The Shoreline Soup Kitchens & Pantries is an interfaith-based volunteer organization that provides food and fellowship to people who are hungry in body and/or spirit, and educates our communities about 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 meal sites, 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 and Respect
There is no “us and them” in our service and mission; empathy moves us to be welcoming and caring. 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

General: Anyone wishing to volunteer at one of our sites must attend a New Volunteer Orientation session prior to serving. Many of our positions are physically demanding; we move large quantities of food and sometimes work in challenging conditions. We ask that volunteers be flexible and serve where help is most needed.

New Volunteer Orientation: Orientation is held on the 2nd Tuesday of each month at Grace Episcopal Church, 336 Main Street Old Saybrook, CT. Start times are 5:30 p.m. for court-mandated community volunteers and 6:30 p.m. for all others. No pre-registration is required.

Youth Volunteers: The minimum age for volunteering is 12. All volunteers age 15 and under must attend the New Volunteer Orientation (see above). Youth ages 12 to 15 must be accompanied by a parent or legal guardian during orientation and also have a parent or legal guardian serve with them 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 and 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 at the New Volunteer Orientation (see above). The Shoreline Soup Kitchens & Pantries cannot verify hours after the service date.

General Volunteer Guidelines

- ** Respect for 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 to 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 211

- ** Respect for 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 feel comfortable and safe at all times – Inappropriate behavior should be immediately reported to the person in charge.

- ** Respect for 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 web site & SSKP office phone.

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

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**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 often 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 illness is improper handling methods.

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

- **Soap** – We need to wash our hands often and thoroughly
- **Thermometer** – We need to use thermometers and keep hot food above 140° F and cold food below 40° F.
- **Clock** - Time is our enemy – work quickly when your food is in the danger zone (between 40° and 140° F). A food product should not be in the danger zone for more than a combined total life span of 2 hours. Beyond that time frame, organisms can grow to a point where the food may no longer be safe to eat.
- **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 and counters.
- **Disposable Gloves** should always be worn when handling ready-to-eat, serving meals, or if the food handler has dry skin or any minor hand irritation which can harbor bacteria.

**Our Sites**
All of our sites are located in faith communities. We serve 11 shoreline towns from Madison to East Lyme and up the Connecticut River Valley to Chester. We have 5 pantries and 9 meal sites.

- **Each of our Pantries** distributes groceries once per week. A guest may only 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. Pantries also have volunteers who assist in picking up donations and delivering them to the pantry. 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 in cleaning duties.

- **Our 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 meal sites. Meals are planned, purchased 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. Some sites also have volunteers who pick up donations, and all volunteers help in cleaning.

- **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.
Our Pantries

Tuesdays 1:30 - 2:30 pm
St. Mark's Roman Catholic Church
222 McVeagh Road, Westbrook

Tuesdays 3:00 - 5:00 pm
First Church of Christ (Congregational)
366 Main Street, Old Saybrook

Wednesdays 5:45 - 7:45 pm
First Church of Christ, Congregational
55 Church Road, Clinton

Thursdays 5:00 - 6:00 pm
St. John's Episcopal Church
400 Main Street, Niantic

Saturdays 9:00 - 11:00 am
First Congregational Church of Old Lyme
2 Ferry Road, Old Lyme

Our Meal Sites

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

Mondays 5:30 - 6:30 pm
The First Baptist Church in Essex
10 Prospect Street, Essex

Tuesdays 5:00 - 6:00 pm
St. John's Episcopal Church
23 Main 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
Deep River 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 of Old Lyme
2 Ferry Road, Old Lyme

Our Staff:
We are governed by a Board of Directors. We have an Executive Director, a Director of Development and Outreach, a Volunteer & Program Director, Pantry Managers, Administrative Assistant, Bookkeeper, and Drivers

The Shoreline Soup Kitchens & Pantries
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