



# Preble Street Volunteer Orientation

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 **Preble Street**  
[www.preblestreet.org](http://www.preblestreet.org)

# Welcome!

- Thank you for being here!
- Please keep yourself muted
- Please hold questions for designated periods or type your questions into the chat feature and we'll get to them



# Welcome!

- You are part of a team of over 6,000 volunteers
- We are committed to keeping you safe and will share any updates regarding protocol with volunteers as necessary
- Always wear a mask and gloves, wash your hands as often as possible, and maintain 6 feet between yourself and others while volunteering



# Intros: Tell Us Who You Are

- When I call on you please tell us
  - Your name
  - Your pronouns (ex: she/her; they/them; he/him, ze/zer; etc.)
  - Where you live
  - Why you decided to volunteer



# Preble Street Mission Statement



- The Mission of Preble Street is to provide accessible barrier-free services to empower people experiencing problems with homelessness, housing, hunger, and poverty, and to advocate for solutions to these problems
- Low barrier services explained
  - “We meet people where they are, and we don’t leave them there”

# Person First Language

- We encourage you to use person first language — literally putting the word “person” first
- Use “People...”
  - Experiencing homelessness”
  - Experiencing/living in poverty”
  - Living with substance use disorder”
  - Living with mental illness”
  - Survivors of human trafficking”



# Preble Street Programs

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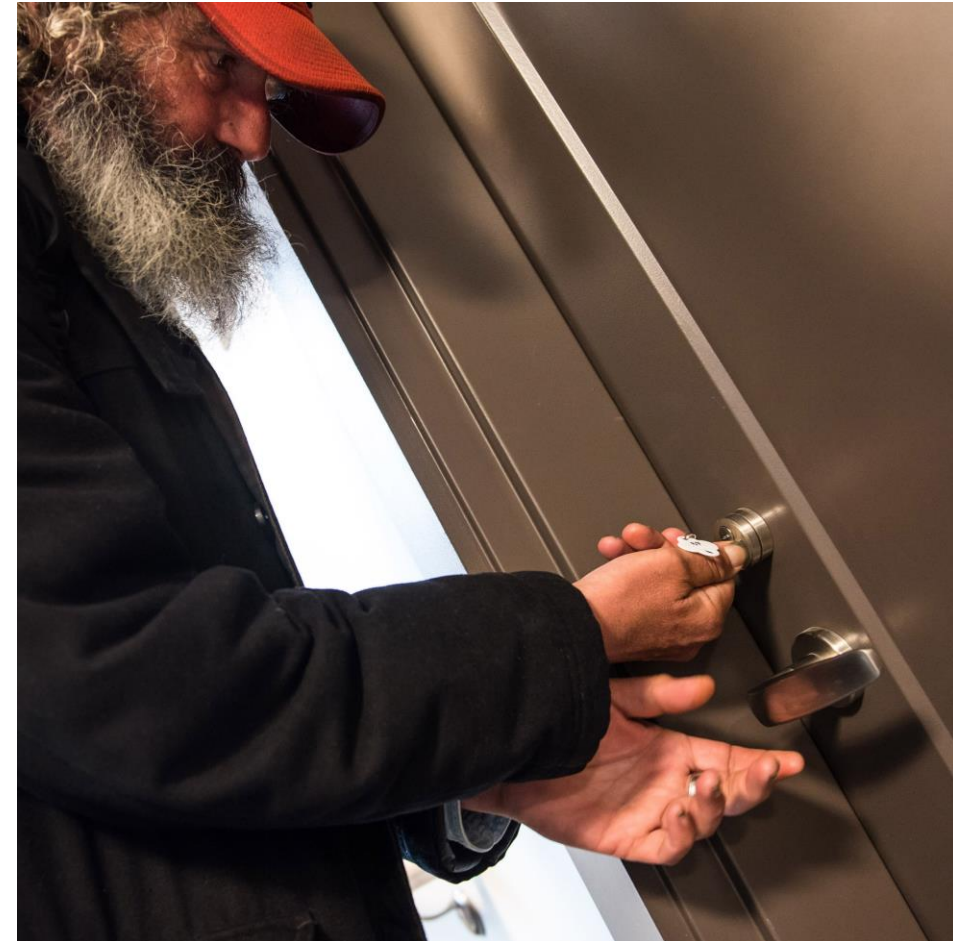
- Food Programs
  - 3 Kitchens
  - Food Pantry
  - COVID-19 response: Daily access to emergency food
- Teen Services
  - Joe Kreisler Teen Shelter





# Preble Street Programs

- Preble Street Residential Services — Housing First
- Housing first is a nationally recognized model of solving chronic homelessness
- Provides permanent housing for people who have survived chronic homelessness
  - Florence House
    - Shelter and safe haven
  - Logan Place
  - Huston Commons



# Preble Street Programs

- Veterans Housing Services
- Anti-Trafficking Services
- Maine Medical Center-Preble Street Learning Collaborative
- Advocacy
  - Municipal, state, federal
  - Maine Hunger Initiative
  - Homeless Voices for Justice



# Volunteer Opportunities

# Mobile Food Services Kitchen

- Formerly Resource Center Kitchen
- All meals “to go” and boxed in the dining room
- Limited volunteers per shift
- You must pre-register for your shift
  - Volunteers not registered will not be permitted to stay
- Health screening at the door includes a touchless temperature check and screening for symptoms such as cough, shortness of breath, etc.
  - Volunteers who exhibit symptoms of illness will not be permitted to stay to volunteer





# Mobile Food Services Kitchen

- Shifts
  - Breakfast: 7-10am
  - Lunch: 10am-1pm
  - Food Box: 1-4pm
  - Dinner: 2-5pm
  - Thursday Only: Pantry pre-sort 8am-12pm



# Food Pantry

- During the COVID-19 crisis, people can access emergency food boxes at the site of Mobile Food Services (252 Oxford Street) Tuesday through Sunday from 1:30-4pm
- Volunteers will help build food boxes to be distributed by staff through the dining room door
- No clients will be entering the dining room



# Florence House

- Volunteers at Florence House will arrive for their first shift and get a lanyard from the front desk
- You will then be directed to a side entrance which leads directly into the kitchen — only volunteers with a Preble Street lanyard will be granted entry via the side door
  - This eliminates the need to walk through the shelter space and further limits possible exposures
- Upon entering the kitchen, you will be given a health screening which includes a few standard questions and a touchless temperature check
  - Breakfast volunteers will be asked to administer their own temperature check

# Teen Center

- Volunteers will be given a health screening upon arrival which includes a few standard screening questions and a touchless temperature check
  - Weekend and Dinner volunteers will be asked to conduct their own screening/temperature check.
- Limited number of youth may access the Teen Center
  - Housed youth are meeting with staff off-site or virtually to have their needs met



# Receiving Center

- Receiving Center
  - By appointment only
  - Sort donated items; clothes, socks, underwear, towels, accessories, toiletries, and more

# Your Shift at Preble Street

- Step 1: Sign up online **in advance!**
- Step 2: Arrive on time wearing appropriate clothes
  - If you cannot make a shift, cancel online or call the Volunteer Manager!
- Step 3: Check in — this looks different at different locations
- Step 4: Get an apron, wash your hands, and put on gloves
- Step 5: Check in with the person running the shift
- Step 6: Be ready to do whatever is asked (within reason)
- Step 7: Stay for a full shift, and head out feeling accomplished!

# Common Kitchen Tasks



- Prep upcoming meal and future meals
- Package meals to-go
- Sort donations
- Wash dishes

# Our Commitment to You

- Safety
- Staff presence
- Training
- Clarity
- Positive experience





# Our Expectations of You

- Sign up for shifts online
- Arrive on time for shifts
- Call to notify all last minute cancellations
- Follow all COVID-19 protocols
  - Be vigilant about washing your hands, wearing gloves, not touching your face, and staying 6 feet from others
- Leave valuables at home
  - Please no phones in the kitchen
- Be respectful
- Do what is asked, within your ability to do so — preferably with enthusiasm!
- Be respectful
- Stay for the full shift
- Report any issues or incidents — no matter how small
- All feedback is welcome

# Personal Safety

# COVID-19 Guidelines

- Do not volunteer if you are sick or exhibiting symptoms
- Volunteers who have traveled internationally or to an area of the United States with a high COVID-19 case count must contact the Volunteer Manager before coming in
  - You will be asked to wait 14 days before joining to volunteer
- Check [preblestreet.org](https://preblestreet.org) for updates on the Preble Street response to COVID-19
- Always wear a mask when onsite
- Wash your hands immediately upon arrival to all volunteer shifts
- Always wear gloves while working in the kitchen

# Personal Safety & COVID-19

- All Mobile Food Services are being prepared “to-go” style to limit any possible exposure for volunteers, clients, and staff
  - Florence House and Teen Center meals are being served as normal (hot meals) with modifications
- Self-serve stations, including coffee, have been eliminated in all kitchens
- Facilities staff clean and disinfect high traffic areas at regular intervals





# Personal Safety & COVID-19

- Masks must be worn at all times by all persons inside any Preble Street program or building
  - Masks will be provided to volunteers who don't have their own
- Gloves must be worn at all times
  - Remember that gloves can still transmit germs, so do not touch your face even with gloves on
- Wash your hands as often as possible



# Food and Kitchen Safety: What to Wear

- **Yes**

- Covered bellies, chests, and underarms
- Hair up and secured
- Closed-toed shoes (shoes with sturdy toes strongly preferred)

- **No**

- Inappropriate clothes (e.g. images of violence, vulgar language)
- Perfume or strong-smelling lotions
- Take off your apron before using the restroom, smoking, or handling trash
- Please do not use mobile devices in the kitchen

# Food and Kitchen Safety: Gloves

- Wash your hands first, and wash them often
  - 20 seconds
  - Get your wrists, between your fingers, and under your fingernails
- **Gloves are required when handling food of any kind**
- New gloves required
  - After touching your face, trash, phone, dirty dishes, etc.
  - When changing jobs
- We'll say it again: Wash Your Hands! 😊

# Personal Safety

- Ovens
  - Yell “HOT!” when walking with a hot item
  - Listen for “HOT!” and react accordingly
  - Use protective gear
- Knives — see hand out
- First Aid
  - Know where the First Aid kit is located
  - Report all injuries to staff
- Dish pit
  - No knives submerged underwater
  - Always wear gloves — we have special gloves for the dish pit
  - Never put your hand down the disposal or inside the dishwasher
  - No eggshells or rice down the disposal
- COVID-19 safety

# Food and Kitchen Safety: Cross Contamination

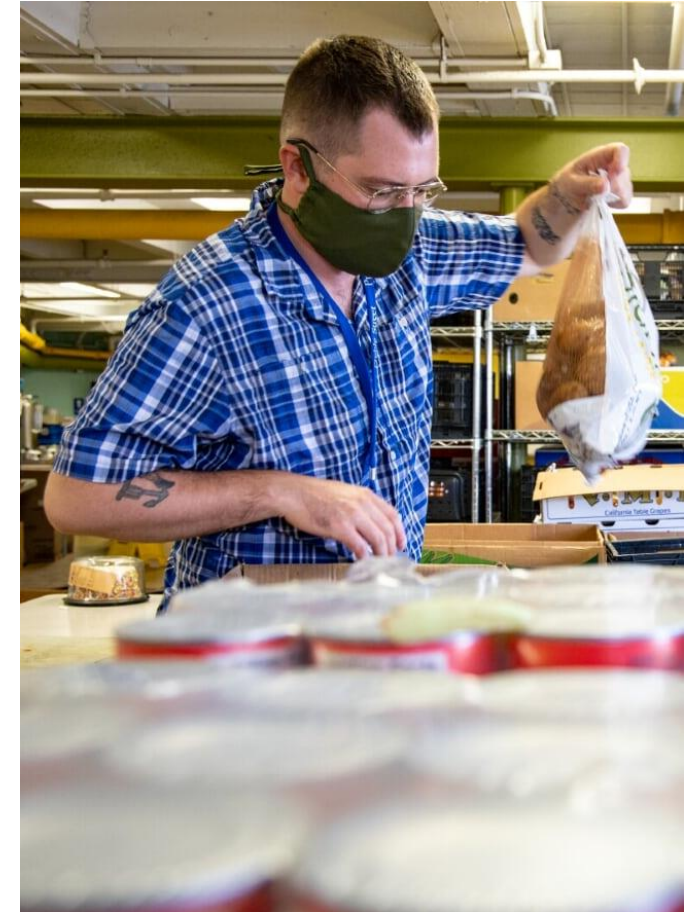
- Be mindful when handling food
- Cross contamination is the unintended contamination of one kind of food to/by another
  - Using the same knife to slice raw meat and vegetables
  - Using the same spoon to serve the meat and the vegetarian option
  - Touching phones/trash/other items and then serving food with same gloves





# Food and Kitchen Safety: Cross Contamination

- Ways to avoid cross-contamination
  - Wash your hands thoroughly between jobs and put on new gloves
  - New utensils, cutting boards, and gloves between jobs
  - Be sure everything is either put through the dishwasher or sanitized



# Other Ways to Support Preble Street

- Advocacy
  - Sign up for Advocacy Alerts
- Social media: Help share stories and messages on Facebook, Instagram, Twitter, and LinkedIn
- Donations: \$1 has the buying power of seven pounds of food!
- For more information: [preblestreet.org](http://preblestreet.org)





A woman with blonde hair, wearing a colorful patterned face mask, a purple long-sleeved shirt, and denim overalls, stands in a food bank warehouse. She has her arms outstretched in a gesture of gratitude. In front of her are several cardboard boxes filled with fresh produce: one box contains bags of 'CEAN & WEST' brand lettuce, another is filled with red tomatoes and a green pepper, and a third contains ears of corn. The background shows a warehouse setting with a light blue wall, a wooden door with posted notices, and shelves with various supplies. A sign on the wall reads 'SANDWICH BREAD USE FIRST'. The floor is made of wooden pallets.

# Thank You!