



# Preble Street Volunteer Orientation

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

# 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



# Preble Street Programs

- Food Programs
  - Three Kitchens
  - Food Pantry
  - Culturally Appropriate Food Initiative
- Teen Services
  - Teen Center
  - Joe Kreisler Teen Shelter



# Preble Street Programs

- Housing Services
  - Florence House
  - Logan Place
  - Huston Commons
  - Veterans Housing Services
  - Rapid ReHousing



# Preble Street Programs

- Anti-Trafficking Services
- Maine Medical Center-Preble Street Learning Collaborative
- Advocacy





# Preble Street Programs

- Street Outreach Collaborative
- Temporary Emergency Shelters





# Volunteer Opportunities

# Central Kitchen (Formerly The Resource Center Soup Kitchen)

- Currently the hub for our Mobile Food Services, delivering food around the city and to satellite shelters
- All meals “to go”
- Highest capacity for volunteer support of any site



# Florence House Kitchen

- Serves Florence House residents in a socially distanced setting
- Breakfast shifts are volunteer-run



# Teen Center Kitchen

- Serves a limited number of youth clients in a socially distanced setting
- We ask that all Teen Center volunteers:
  - Be 21 years of age or older
  - Submit to a background check (Preble Street covers the cost)
  - Commit to volunteering on a regular basis (e.g. every other week for three months)
- Dinner and weekend meals are volunteer-run





# Culturally Appropriate Food

- Prepares culturally appropriate meals for delivery to our neighbors from around the world
- Well suited to volunteers who have a background or interest in global cooking, particularly the cuisines of East Africa



# Food Pantry

- People can access emergency food boxes Tuesday through Saturday from 1:30-4pm
- Afternoon volunteers help build food boxes to be distributed through the dining room door
- Thursday morning volunteers help sort donated food for later distribution



# Receiving Center

- Receiving Center
  - Volunteers sort donated clothing and toiletries
  - Donations are by appointment only





# Meal Delivery and On-Call List

- Volunteer drivers deliver more than 2,000 prepared meals each week to temporary shelters in South Portland
- Weekly positions are currently filled, but we are always seeking volunteers to join our on-call list. We just need:
  - Your name and cell number (and whether you are willing to receive text messages related to delivery opportunities)
  - The afternoons when you are generally available each week



# Volunteer Policies & Protocols

# Your Shift at Preble Street: Step by Step

- 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 with the person running the shift
  - Let them know if it's your first time volunteering!
- Step 4: Be ready to do whatever is asked (within reason)
- Step 5: Stay for the full shift, and head out feeling accomplished!

# Common Kitchen Tasks



- Prep upcoming meal and future meals
- Package meals to-go
- Sort donations
- Wash dishes
- Other tasks as assigned by staff

# Our Commitment to You

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





# Our Expectations of You

- Follow all safety protocols and guidelines
- Arrive on time and stay through the end of your shift, or notify us in advance if you need to cancel
- Report any issues or incidents – all feedback is welcome
- Follow instructions from staff, within your ability to do so
- Treat staff, clients, and other volunteers with respect, maintain professional boundaries

# Safety

# COVID-19 Protocol

- Complete a self-screening before you sign up to volunteer, as well as at the beginning of each shift
- Volunteers who have traveled outside of Maine must wait 14 days **or** obtain a negative COVID-19 test result within 72 hours before returning to Preble Street
- **Always wear a mask when onsite, covering your mouth and nose**
- Always wear gloves while working in the kitchen and wash hands frequently

# Facilities & COVID-19

- The Central Kitchen is closed to the public, and meals are being prepared “to-go” style to limit any possible exposure for volunteers, clients, and staff
- The Florence House and Teen Center dining rooms are operating at limited capacity, and clients are required to be masked during cafeteria-style service
- Self-serve stations, including coffee, have been eliminated in all kitchens
- Facilities staff clean and disinfect high traffic areas at regular intervals





# Kitchen Safety: What to Wear

## Yes

- Covered torso and underarms
- Hair up and secured
- Closed-toed, comfortable shoes

## 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

# Kitchen Safety: Knives & Hot Items

- Communication

- Announce "Hot" when walking with a hot item
- Say "Behind" when walking behind someone
- Announce "Corner" when coming around a corner
- Announce "Sharp" when walking with a knife or other sharp object
- If you hear any of these announcements, stay where you are until the speaker has passed by

- Knife Safety

- When walking with a knife, keep the blade pointing down and press it flat against your leg
- Always cut downwards and away from your body
- Never try to catch a falling knife
- **Do not** put knives in the dish pit

# Kitchen Safety: Cross-Contamination

## Do

- Wash your hands thoroughly between jobs and put on new gloves
- Switch utensils, cutting boards, and gloves between jobs
- Be sure everything is either put through the dishwasher or sanitized
- Be mindful when handling food

## Don't

- Use the same knife to slice raw meat and vegetables
- Use the same utensil to serve meat and vegetarian dishes
- Touch phones/trash/other items and then serve food with same gloves

# 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](https://preblestreet.org)



# Questions?





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 the foreground, there are several cardboard boxes filled with fresh produce: one box contains bags of 'CEAN & WEST' brand lettuce, another contains red and green bell peppers and tomatoes, and a third contains ears of corn. The background shows a warehouse setting with shelves, boxes, and a sign that reads 'SANDWICH BREAD USE FIRST'. A large white text overlay 'Thank You!' is centered over the image.

# Thank You!