Thank you for your interest in volunteering with Calvary Women's Services as a meal volunteer! This document includes answers to frequently asked questions for each of our meal sites.

Have a question that you don't see an answer to? Reach out to Sarah Cannington, Community Engagement Manager, with any specific questions. She can be reached at

scannington@calvaryservices.org.

### Jump to a specific site:

- Good Hope Road site
- <u>Reach Up site</u>
- New Foundations site

# Meal Volunteer Program FAQs - Good Hope Road/Marion Barry Ave Site

#### What are the responsibilities of a meal volunteer?

Prior to serving a lunch or dinner, you/your group will purchase and prepare a meal at your home or another off-site location. Meal volunteers bring their prepared food to our site, set-up, serve their meal, and clean up. <u>Calvary does</u> not provide the food or preparation space for weekend meals. You may use the microwave to heat up food as needed. Calvary will always provide all serving ware, dinnerware, and cutlery.

#### What are the hours/days of the meals?

There is one dinner serving (5:30-7:00pm) on Fridays, Saturdays, and Sundays.

There is one breakfast serving (6:45-8:00am) on Saturdays.

There is one lunch serving (11:30am-1:00pm) on Sundays.

#### What are the meal schedules?

SATURDAY BREAKFAST

- Prior to 6:30am: Purchase and prepare food for the breakfast meal (off-site).
- 6:45 7:00am: Breakfast volunteers arrive at Calvary and set up to serve the meal.
- 7:00 7:45am: Breakfast served to residents.
- 7:45am: Final seconds called for residents, if available.
- 8:00am: Breakfast ends. Volunteers can leave after clean-up.

#### SUNDAY LUNCH

- Prior to 11:30am: Purchase and prepare food for the lunch meal (off-site).
- 11:30am 12:00pm: Lunch volunteers arrive at Calvary and set up to serve the meal.
- 12:00 12:30pm: Lunch served to residents.
- 12:30pm: Final seconds called for residents, if available.
- 1:00pm: Lunch ends. Volunteers can leave after clean-up.

#### DINNERS (Fridays, Saturdays, and Sundays)

- Prior to 5:30pm: Purchase and prepare food for the dinner meal (off-site).
- 5:30 6:00pm: Meal provider volunteers arrive at Calvary and set up to serve the meal.
- 6:00 6:30pm: Dinner served to residents.
- 6:30pm: Final seconds called for residents, if available.
- 7:00pm: Dinner ends. Volunteers can leave after clean-up.

#### Should I bring utensils for the meal?

While Calvary provides all dishes and cutlery, you are welcome to bring paper products (e.g. disposable plates), if you prefer. You are only responsible for cleaning Calvary's serving utensils.

Please note: volunteers will not have access to any sharp knives while onsite at Calvary. If you will need one to serve your meal, please bring one with you.

#### Are there any meal guidelines or food suggestions that you have?

You are welcome to make whatever kind of food you would like, but we do recommend preparing well-balanced nutritious food. Many of the women residing in Calvary are experiencing hypertension, high cholesterol, and diabetes – a meal that contains healthy fats, protein, and is rich in fiber can help women who are working to manage these diagnoses.

As for meal suggestions: the residents like tacos, soups, chili, chicken, and macaroni and cheese. The residents especially enjoy foods that follow the seasons (i.e. butternut squash in the fall, hearty stews and soups in the winter, and fresh fruit in the summer). The residents tend to not like pork products.

Please label all the food that you bring so residents with allergies or food restrictions can be informed of what is in the food. We also recommend incorporating a non-meat dish in case someone does not eat meat. Ultimately, it works best if you cook a meal that you enjoy and bring a few options, that way everyone will like something!

#### Do I provide drinks for the meal?

You can bring drinks, but they are not required. If you do choose to bring drinks, please try to bring sugar-free drinks to be mindful of those women with dietary restrictions.

#### Where can I park when I volunteer at Calvary?

On the weekends, there is parking for volunteers in the back of Calvary. You enter the parking lot through the gate to the right of Calvary's front door (if you are facing the building). To park in the lot, please call the front desk (202-678-2341 then dial 0] to ask the staff to open the gate prior to your arrival.

You can park in the back if you prefer, but please limit the cars in the back to three. Please keep in mind that parking is limited, and other volunteers and staff may need to park in the lot as well. Please talk with the Residential Assistant at the front desk about the current parking situation to see how many cars can fit day-of.

If there isn't any available parking in the back when you arrive, there is street parking in the neighborhood around Calvary. There is usually unrestricted parking available on U Street, 13<sup>th</sup> Street, and T Street SE.

#### How do I sign up to serve a meal?

Available shifts will be added to our <u>Sign Up Genius website</u>. Around the 15th of the month, Sarah Cannington, Community Engagement Manager, will send out the link advertising open shifts for the upcoming month. Sarah may also send out periodic emails if there are high need shifts still open.

#### Do you have a specific date in mind that you'd like to volunteer? Please email Sarah

(<u>scannington@calvaryservices.org</u>) to see if the date is available. Slots do fill up quickly, so the sooner the better! You can also sign up for a recurring shift (e.g. the first Sunday of every month). Please email Sarah to coordinate.

You will receive a confirmation email the Monday before your schedule shift. This email will include the site's contact information, meal counts, any allergies, and additional information about your shift. Please respond to this email by Wednesday morning to confirm that you are coming to your shift.

#### What do I do if I can't come for a meal that I've signed up for?

Volunteers should only cancel in the case of an emergency, as it is very hard to replace volunteers at the last minute and we do depend on these weekend meals. If you cannot prepare the meal you have signed up for, you may always order food to be delivered to Calvary through a delivery service such as UberEats or Grubhub. Alternatively, you may have another volunteer from your group lead the meal. It is good to have multiple volunteers in your group trained so that someone could take your place if something does come up.

#### Who do I contact about my meal shift?

If you need to contact Calvary staff about your meal shift Monday through Friday between the hours of 9am and 5pm, please contact Sarah at <u>scannington@calvaryservices.org</u>, or (202) 678-2341, ext. 233. All calls and emails received after 5pm on weekdays will be responded to the next business day.

If you need to contact Calvary staff immediately about your meal shift on the weekends, please call our front desk directly at (202) 678-2341 and press 0.

#### Can I donate items during my shift?

We appreciate your generosity! To ensure that our residents are getting the items they need and that we have enough storage to accommodate donations, please speak directly with Sarah Cannington, Community Engagement Manager, before bringing any donations to our buildings. Sarah can be reached at scannington@calvaryservices.org, or (202) 678-2341 ext. 233.

### Meal Volunteer Program FAQs - Reach Up Site

#### What are the responsibilities of a meal volunteer?

Prior to serving a lunch or dinner, you/your group will purchase and prepare a meal at your home or another off-site location. Meal volunteers bring their prepared food to our site, set-up, serve their meal, and clean up. <u>Calvary does</u> not provide the food or preparation space for weekend meals. You may use the microwave to heat up food as needed. Calvary will always provide all serving ware, dinnerware, and cutlery.

#### What are the hours/days of the meals?

There is one dinner serving (5:30 – 7:30pm) on Fridays, Saturdays, and Sundays.

• The dinner serving shift is at 6:00pm (you must arrive by 5:30pm)

#### What is the meal schedule?

DINNERS (Fridays, Saturdays, and Sundays)

- Prior to 5:30pm: Purchase and prepare food for the dinner meal (off-site).
- 5:30 6:00pm: Dinner volunteers arrive at Reach Up and set up to serve the meal.
- 6:00 6:30pm: Dinner served to residents.
- 6:30pm: Final seconds called for residents, if available.
- 6:45pm: Dinner ends. Volunteers can leave after clean-up.

#### Should I bring utensils for the meal?

While Calvary provides all dishes and cutlery, you are welcome to bring paper products (e.g. disposable plates), if you prefer. You are only responsible for cleaning Calvary's serving utensils.

Please note: volunteers will not have access to any sharp knives while onsite at Calvary. If you will need one to serve your meal, please bring one with you.

#### Are there any meal guidelines or food suggestions that you have?

You are welcome to make whatever kind of food you would like, but we do recommend preparing well-balanced nutritious food. Many of the women residing in Calvary are experiencing hypertension, high cholesterol, and diabetes – a meal that contains healthy fats, protein, and is rich in fiber can help women who are working to manage these diagnoses.

As for meal suggestions: the residents like tacos, soups, chili, chicken, and macaroni and cheese. The residents especially enjoy foods that follow the seasons (i.e. butternut squash in the fall, hearty stews and soups in the winter, and fresh fruit in the summer). The residents tend to not like pork products.

Please label all the food that you bring so residents with allergies or food restrictions can be informed of what is in the food. We also recommend incorporating a non-meat dish in case someone does not eat meat. Ultimately, it works best if you cook a meal that you enjoy and bring a few options, that way everyone will like something!

#### Do I provide drinks for the meal?

You can bring drinks, but they are not required. If you do choose to bring drinks, please try to bring sugar-free drinks to be mindful of those women with dietary restrictions.

#### Where can I park when I volunteer at Reach Up?

There is a parking lot for volunteers at the back of the Reach Up building. You enter the parking lot through the gate. To park in our lot, call the Reach Up front desk to ask the staff to open the gate prior to your arrival. You will receive Reach Up's phone number in the Monday reminder email from Sarah Cannington, Community Engagement Manager. There is also unrestricted street parking around the building.

#### How do I get Reach Up's address?

Some of our clients at Reach Up are survivors of domestic violence. To ensure the safety and privacy of these women, we require all volunteers to sign a confidentiality agreement before volunteering at our Reach Up location. This confidentiality agreement states that you will not reveal Reach Up's address, general location, or client names or information to anyone.

Please reach out to Sarah to receive the confidentiality agreement.

#### How do I sign up to serve a meal?

Available shifts will be added to our <u>Sign Up Genius website</u>. Around the 15th of the month, Sarah will send out the link advertising open shifts for the upcoming month. Sarah may also send out periodic emails if there are high need shifts still open.

Do you have a specific date in mind that you'd like to volunteer? Please email Sarah (scannington@calvaryservices.org) to see if the date is available. Slots do fill up quickly, so the sooner the better! You can also sign up for a recurring shift (e.g. the first Sunday of every month). Please email Sarah to coordinate.

You will receive a confirmation email the Monday before your schedule shift. This email will include the site's contact information, meal counts, any allergies, and additional information about your shift. Please respond to this email by Wednesday morning to confirm that you are coming to your shift.

#### What do I do if I can't come for a meal that I've signed up for?

Volunteers should only cancel in the case of an emergency, as it is very hard to replace volunteers at the last minute and we do depend on these weekend meals. If you cannot prepare the meal you have signed up for, you may always order food to be delivered to Calvary through a delivery service such as UberEats or Grubhub. Alternatively, you may have another volunteer from your group lead the meal. It is good to have multiple volunteers in your group trained so that someone could take your place if something does come up.

#### Who do I contact about my meal shift?

If you need to contact Calvary staff about your meal shift Monday through Friday between the hours of 9am and 5pm, please contact Sarah at <u>scannington@calvaryservices.org</u>. All emails received after 5pm on weekdays will be responded to the next business day.

If you need to contact Calvary staff immediately about your meal shift on the weekends, please call our front desk directly at (202) 678-2341 and press 0.

#### Can I donate items during my shift?

We appreciate your generosity! To ensure that our residents are getting the items they need and that we have enough storage to accommodate donations, please speak directly with Sarah Cannington, Community

Engagement Manager, before bringing any donations to our buildings. Sarah can be reached at <u>scannington@calvaryservices.org</u>, or (202) 678-2341 ext. 233.

## Meal Volunteer Program FAQs - New Foundations Site

#### What are the responsibilities of a meal volunteer?

Prior to serving a lunch or dinner, you/your group will purchase and prepare a meal at your home or another off-site location. Meal volunteers bring their prepared food to our site, set-up, serve their meal, and clean up. <u>Calvary does</u> not provide the food or preparation space for weekend meals. You may use the microwave to heat up food as needed. Calvary will always provide all serving ware, dinnerware, and cutlery.

#### What are the hours/days of the meals?

There is one dinner serving (5:30 – 7:00pm) on Fridays, Saturdays, and Sundays.

- The dinner shift is at 6:00pm (you must arrive by 5:30pm)
- New Foundations does not have a formal dining area. Volunteers may elect to stay and help set up food, but there is not enough space for volunteers to stay and serve.

#### What is the meal schedule?

DINNERS (Fridays, Saturdays, and Sundays)

- Prior to 5:30pm: Purchase and prepare food for the dinner meal (off-site).
- 5:30 6:00pm: Dinner volunteers arrive at New Foundations and set up to serve the meal.
- 6:00 6:30pm: Dinner served to residents.
- 6:30pm: Final seconds called for residents, if available.
- 6:45pm: Dinner ends.

#### Should I bring utensils for the meal?

While Calvary provides all dishes and cutlery, you are welcome to bring paper products (e.g. disposable plates), if you prefer. You are only responsible for cleaning Calvary's serving utensils.

Please note: volunteers will not have access to any sharp knives while onsite at Calvary. If you will need one to serve your meal, please bring one with you.

#### Are there any meal guidelines or food suggestions that you have?

You are welcome to make whatever kind of food you would like, but we do recommend preparing well-balanced nutritious food. Many of the women residing in Calvary are experiencing hypertension, high cholesterol, and diabetes – a meal that contains healthy fats, protein, and is rich in fiber can help women who are working to manage these diagnoses.

As for meal suggestions: the residents like tacos, soups, chili, chicken, and macaroni and cheese. The residents especially enjoy foods that follow the seasons (i.e. butternut squash in the fall, hearty stews and soups in the winter, and fresh fruit in the summer). The residents tend to not like pork products.

Please label all the food that you bring so residents with allergies or food restrictions can be informed of what is in the food. We also recommend incorporating a non-meat dish in case someone does not eat meat. Ultimately, it works best if you cook a meal that you enjoy and bring a few options, that way everyone will like something!

#### Do I provide drinks for the meal?

You can bring drinks, but they are not required. If you do choose to bring drinks, please try to bring sugar-free drinks to be mindful of those women with dietary restrictions.

#### Where can I park when I volunteer at New Foundations?

There is street parking surrounding New Foundations, however, please plan accordingly to accommodate for finding street parking. You will receive the address to New Foundations in the Monday confirmation email.

#### How do I get New Foundations' address?

Some of our clients at New Foundations are survivors of domestic violence. To ensure the safety and privacy of these women, we require all volunteers to sign a confidentiality agreement before volunteering at our New Foundations location. This confidentiality agreement states that you will not reveal New Foundations' address, general location, or client names or information to anyone.

Please reach out to Sarah to receive the confidentiality agreement.

#### How do I sign up to serve a meal?

Available shifts will be added to our <u>Sign Up Genius website</u>. Around the 15th of the month, Sarah will send out the link advertising open shifts for the upcoming month. Sarah may also send out periodic emails if there are high need shifts still open.

Do you have a specific date in mind that you'd like to volunteer? Please email Sarah (scannington@calvaryservices.org) to see if the date is available. Slots do fill up quickly, so the sooner the better! You can also sign up for a recurring shift (e.g. the first Sunday of every month). Please email Sarah to coordinate.

You will receive a confirmation email the Monday before your schedule shift. This email will include the site's contact information, meal counts, any allergies, and additional information about your shift. Please respond to this email by Wednesday morning to confirm that you are coming to your shift.

#### What do I do if I can't come for a meal that I've signed up for?

Volunteers should only cancel in the case of an emergency, as it is very hard to replace volunteers at the last minute and we do depend on these weekend meals. If you cannot prepare the meal you have signed up for, you may always order food to be delivered to Calvary through a delivery service such as UberEats or Grubhub. Alternatively, you may have another volunteer from your group lead the meal. It is good to have multiple volunteers in your group trained so that someone could take your place if something does come up.

#### Who do I contact about my meal shift?

If you need to contact Calvary staff about your meal shift Monday through Friday between the hours of 9am and 5pm, please contact Sarah at <u>scannington@calvaryservices.org</u>. All emails received after 5pm on weekdays will be responded to the next business day.

If you need to contact Calvary staff immediately about your meal shift on the weekends, please call our front desk directly at (202) 678-2341 and press 0.

#### Can I donate items during my shift?

We appreciate your generosity! To ensure that our residents are getting the items they need and that we have enough storage to accommodate donations, please speak directly with Sarah Cannington, Community Engagement Manager, before bringing any donations to our buildings. Sarah can be reached at <u>scannington@calvaryservices.org</u>, or (202) 678-2341 ext. 233.