

Community Dinner and Warm Shelter Volunteer Training

This document provides training for volunteers for the Fern Ridge Community Dinner and Warm Shelter in compliance with Food for Lane County regulations.

Community Dinner

The Community Dinner provides a free meal 5:00–6:30 pm on Sundays. Anyone coming in the door will get a free meal. Our guests are members of the community, seniors, the hungry, and homeless. We also have guests from outside the Fern Ridge area.



Community Warm Shelter

MISSION STATEMENT: To provide emergency shelter to our neighbors during times of extreme weather or disaster.

When the temperature is 30 degrees Fahrenheit (30°F) or below and during other hazardous conditions, the Community Warm Shelter operates 4:00 pm–8:00 am. Check the website for the activation status.



Both services are located at
Valley United Methodist Church, 25133 E. Broadway, Veneta, OR 97487.
Website: www.venetadinners.org.

Contact Us

Please contact the Volunteer Coordinators for questions or to volunteer:

- Community Dinner Volunteer Coordinator: Jonathan Peden, 541-913-3466, dinners10@gmail.com.
- Warm Shelter Volunteer Coordinator: Sonya Mason, 541-321-5802, venetawarmshelter@gmail.com.

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EXPECTATIONS

Even though these events are hosted at a church, we are not here to evangelize. These community services are not a “church thing,” they are a “people thing.” Volunteers should show respect for all faiths and religious practices. Grace is offered prior to serving meals, but participation is not required.

Hospitality

We are here to feed more than hungry bellies; we are here to show love.

- Be welcoming. Smile! 😊
- Be flexible and teachable.
- Ask questions.
- Be willing to assist where asked or needed.
- Get to know our guests.

We want to improve our hospitality and are open to any suggestions.

- Ask for comments: “How was your meal today?”
- Set an expectation that we want to hear comments and suggestions for improvement. “Thank you for your suggestion. I will pass it on to our group leaders.”

We are *not* expected to do the following:

- Drive or give rides to guests.
- Provide money.
- Place nutritional restrictions on people (for example, commenting about the use of too much salt).
- Judge or pry.

Rules of Respect

All volunteers and guests will treat each other with respect using appropriate behavior and language. Each person will:

1. Be Safe
2. Be Responsible
3. Be Respectful

Well-behaved pets are welcome. Food and water can be provided (check the pantry for dog food).

- Owners must keep pets leashed, crated, or have them in their control at all times.
- Service dogs **MUST** be leashed and under control of handler at all times.
- Owners must clean up after their pets.

Minors who are guests are welcome without a parent or legal guardian. Minors who are volunteering must be accompanied, at all times, by a parent or legal guardian.

Alcohol, Tobacco, or Drugs

Alcohol and substance abuse in itself is not a reason to exclude a guest. Sobriety is not required for our guests, but we do address bad behavior caused by drinking or substance abuse.

- Consumption of alcohol, marijuana, or other drugs (except prescriptions) is not allowed in the Church or on Church property.
- Drinking and use of marijuana and illegal substances are not allowed on church property.
 - Guests must leave the building and church property to use alcohol or marijuana.
- Guests may smoke tobacco outside at least 10 feet from any door.

When to Ask Guests to Leave

Shift/Team Leads and chaperones can ask guests to leave if they cannot show respect to other guests, volunteers, or themselves. Examples include the following:

- Excessive shouting or disruptive verbal outbursts
- Behavior that creates an unsafe environment
- Verbal or physical threats to themselves or other people

Three-strike rule. As of 12/17/18, there is a three-strike rule for serious behavior issues that result in a guest being asked to leave.

1. For the 1st incident, the guest can be asked to leave for that night.
2. For the 2nd incident, the guest can be asked to leave that night or for a series of nights, depending on the seriousness of the issue.
3. For the 3rd incident, the guest can be asked to not come back for the season.

Behavior related to substance abuse can be a reason to ask a guest to leave.

- Bad language, disruptive arguments, and fighting are not allowed on church property and may result in the guest being told to leave.
- If a guest is suspected of having or leaving inappropriate items, e.g., alcohol containers or drug paraphernalia, two people (either the Team Lead and another volunteer or the volunteers on shift) should talk to the guest privately and remind the individual about the policy of no alcohol or drugs on church property.
- If the guest cannot give a verbal commitment to compliance to any of the guidelines, the guest can be informed that s/he will not be able to come to the shelter again.

Process for When to Ask Guests to Leave

1. First and foremost, ensure the safety and security of you, other volunteers, and all guests.
2. Directly address the behavior of the guest. If appropriate, you can try to de-escalate the guest with clear instructions, such as, "Please lower your voice."
 - For the Community Dinner, this would be the Lead Cook, the Lead Server, or a designated person.
 - For the Warm Shelter, this would be one or both shift chaperones.
3. If time allows during the incident, the shift lead or chaperone should contact the Team Lead.
 - For the Community Dinner, this would be the Team Lead list in the Community Dinner contacts notebook.
 - For the Warm Shelter, this would be the Team Lead assigned to the night.
4. If the guest causing the disruption does not comply with verbal instructions to change his/her behavior inside the building, the guest can be asked to leave.
 - For the Community Dinner, this would be the Lead Cook, the Lead Server, or a designated person.
 - For the Warm Shelter, this would be one or both shift chaperones.
5. If the guest refuses to leave, depending on the severity of the situation:
 - Always call the Team Lead.
 - For non-emergency situations: call the non-emergency sheriff's line (541-682-4141).
 - For emergency situations: call police (911).
6. Follow up with the Team Lead after an incident occurs.
 - Immediately inform the Team Lead of unacceptable behavior if this hasn't already been done.
 - For the Community Dinner, this would be the Team Lead list in the Community Dinner contacts notebook.
 - For the Warm Shelter, this would be the Team Lead assigned to the night.
7. Document the incident in the notes for the next shift regarding what happened.

DONATIONS

The Community Dinner and Warm Shelter accept donations via the website (www.venetadinner.org) and checks can be made out to the Community Dinner Fund or the Warm Shelter Fund.

Food for the Community Dinner is provided by Food for Lane County and donated. Food for the Warm Shelter is completely donated.

We can provide blankets and some clothing on a limited basis, depending on donations.

- Paper products, trash bags, and coffee items.
- For Warm Shelter: family-friendly DVDs, games, and books.
- Blankets, gloves, socks, hats, and feet and hand warmers.
- Other clothing can be donated to and picked up at Lilies of the Field at Olivet Baptist Church, 25027 B Dunham Street, Veneta; open Tuesdays and Thursdays 2:00–4:00 pm.
- A table in the back of the dining hall has packaged food, hygiene products, and dog food for guests.

Other Community Services

The Rural Oregon Accessible Medicine (ROAM) clinic is held in the church from 3:00–6:00 on the 2nd Sunday of the month. If you have questions, contact Janet Appleford (541-935-2698).

Refer to the Community Resources brochure located on the shelf in the hall entrance if guests have questions about additional items or services.

VOLUNTEER RESPONSIBILITIES

All volunteers are expected to:

- Remain awake and attentive and demonstrate effective judgment through each shift on duty.
- Work with and within a diverse community network of resources, in a mature, responsible manner.
- Communicate respectfully and effectively with guests, staff and community partners.
- Demonstrate the ability to utilize necessary resources to safely facilitate dining and emergency shelter.
- Keep the pantry door locked during the time our guests are in the Fellowship Hall.
- Leave notes for the next shift, including any problems, good things that happened, and food issues.

Training

All volunteers must be trained. Training can occur in several ways:

- Group trainings, such as the quarterly Dinner/Shelter trainings or the winter Warm Shelter trainings.
- One-on-one trainings with a trainer.
- “On-the-job” training where you can sign up and “shadow” a shift before you volunteer to work a shift.
 - Sign up on the website and add “training” next to your name.

For the safety and security of the program, Warm Shelter volunteers **MUST** be trained prior to working a shift.

- A family member who has not been trained **CANNOT** accompany a family member/volunteer who has been trained.

For the next training opportunity, contact Teri Watanabe (503-502-4009, TWwrite1@gmail.com)

Timeliness

We appreciate you being on time for your shift.

- Please arrive **15 minutes before your shift** to:
 - Allow you and the volunteers on the previous shift to share information and transition.
 - Be prepared to start your shift right on time.
- If you are going to be late or are unable to fulfill your shift as soon as possible, please contact the Team Lead.

Youth Volunteers at Community Dinner

- All youth under the age of 18 must have a Youth Volunteer form filled out and signed by a parent or guardian.
- Youth under the age of 18 must be accompanied by an adult (for example, teacher, Scout leader, or volunteer mentor).
- For safety reasons, children under the age of 12 cannot be in the kitchen during food preparation. They are welcome to help in the Fellowship Hall and must follow all safety requirements.

HOW TO VOLUNTEER

- **All Volunteers:** Sign up on the website: www.fernridgecommunitydinners.org or www.venetadinners.org.
- If questions, contact:
 - Community Dinner Volunteer Coordinator: Jonathan Peden, 541-913-3466, dinners10@gmail.com.
 - Warm Shelter Volunteer Coordinator: Sonya Mason, 541-321-5802, venetawarmshelter@gmail.com.

To Sign Up on the Website

1. From the Fern Ridge Community Dinners and Community Warm Shelter home page (www.venetadinners.org), select the **Dinners** or **Warm Shelter** buttons. Examples below are the Warm Shelter sign-up page.



2. Add your name to one or more of the shifts. Each person should have his/her own entry (i.e., own row). Do not add names of other people in the same box as your name.

Add your name to the signup list				
Leader	Dinner	Overnight (1)	Overnight (2)	B-fast, close
	Janet A.			Janet A.
Submit (you may enter more than one shift)				

3. Select **Submit**.

Add your name to the signup list				
Leader	Dinner	Overnight (1)	Overnight (2)	B-fast, close
	Janet A.			Janet A.
Submit (you may enter more than one shift)				

4. Your name will appear on a row beneath the shifts for which you signed up.

Signup List (you can remove names)					
#	Leader	Dinner	Overnight (1)	Overnight (2)	B-fast, close
<input type="checkbox"/>			Ray (new)		
<input type="checkbox"/>		Maggie (training)			
<input type="checkbox"/>		Janet A.			Janet A.
<input type="checkbox"/>	Teri 503-502-4009				
Delete Selected					

Notes to add when signing up:

- If you are a new volunteer, please add “**new**” next to your name.
- If you are signing up for “on-the-job” training to “shadow” a shift before you volunteer to work a shift, add “**training**” next to your name.
- If a service animal will be present, use “**+dog**” along with the volunteer’s name.

To Delete Your Sign-Up

If you are unable to fulfill your shift, please notify the Team Lead as soon as possible.

You can delete the shift(s) you signed up for by removing your name from the sign-up list. At this time, you cannot select a specific shift; you have to delete all of the shifts you signed up for and then sign up again for the correct shift(s).

1. From the home page, select the **Dinners** or **Warm Shelter** buttons.
2. Select the day of the shift(s) you want to delete.
3. In the left column, select the check box beneath the # (number sign).
4. Select **Delete Selected**.

Signup List (you can remove names)					
#	Leader	Dinner	Overnight (1)	Overnight (2)	B-fast, close
<input type="checkbox"/>			Ray (new)		
<input type="checkbox"/>		Maggie (training)			
<input checked="" type="checkbox"/>		Janet A.			Janet A.
<input type="checkbox"/>	Teri 503-502-4009				
			Delete Selected		

Please DO NOT remove another volunteer’s name from the sign up list.

- If you mistakenly delete someone else name from the list, please re-add it.
- If you accidentally delete a name and cannot re-add it or don’t remember who it was, please contact the Activation Lead immediately.

CIVIL RIGHTS TRAINING

According to the Civil Rights Training brochure from Food for Lane County (<https://foodforlanecounty.org/wp-content/uploads/2015/06/CRBrochure20101.pdf>), volunteers should understand that our program is required to:

- “1. Participate in mandatory annual civil rights training;
2. Have an outreach strategy in place that reaches all populations in your service area;
3. Maintain a file with samples of all outreach materials containing the nondiscrimination statement;
4. Have an LEP plan in place that all staff and volunteers are aware of;
5. Post “And Justice For All” poster (form AD-475c) and information on how to make a complaint;
6. Forward all discrimination complaints to OHCS’ complaint hotline and assist in follow-up;
7. Address/acknowledge all complaints and assist complainant if necessary;
8. Maintain a file of all complaints received.”

Nondiscrimination Statement

“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720- 6382 (TTY). USDA is an equal opportunity provider and employer.”

Confidentiality

“As a staff person (or volunteer) of an Oregon Food Bank program, distributing federal commodities, you must agree to provide equal and consistent treatment to all potential eligible persons, applicants and beneficiaries (clients).

Protected classes for Food Bank programs are:

- Race
- Age
- Sex
- Disability
- Nation
- Origin
- Religion
- Political Affiliation
- Military Status
- Familial Status
- Marital Status
- Sexual Orientation/Gender Identity

Discrimination based on any of these federal and state protected classes is prohibited. Types of discrimination include, but are not limited to:

- *Differential Treatment*: i.e., refusal of service, using different eligibility criteria for certain clients, treating applicants different based on protected class.
- *Discriminatory Impact*: Discrimination that is not intentional, but has that effect. A rule, policy or practice may be neutral on its surface, but it may impact a protected class disproportionately.

Best Practices

- Be aware of your own personal assumptions and do your best to keep them to yourself when working with clients.
- In general, try to accommodate special dietary needs (diabetes, food allergies, etc.) and religious requirements (Kosher or Halal foods).
- Be prepared to provide program information in alternate formats for people with disabilities (e.g., reading materials out loud for the visually impaired)."

Tips for Faith-Based Organizations

- Proselytizing is not allowed.
- Be aware of actions/comments that could have a negative effect or create a barrier to service.
- Sharing information about religious programs is fine, but make sure the client understands that they do not need to participate in order to receive food (i.e., prayer service before meals).

COMMUNITY DINNER

The Community Dinner provides a free meal 5:00–6:30 pm on Sundays in the Fellowship Hall of Valley United Methodist Church at 25133 E. Broadway, Veneta, OR 97487.

Anyone coming in the door will get a free meal. Our guests are members of the community, seniors, the hungry, and homeless. We also have guests from outside the Fern Ridge area.

Food is both provided and donated. Food for Lane County provides the meats, breads, vegetables, and sweets.

- Money can be donated directly to the Community Dinner Fund. Donations are always appreciated for paper products, trash bags, take-out boxes, and coffee items, which are usually bought by the program.
 - We strive to be cost-conscious of the use of all food and products such as to-go boxes and plastic bags for take-out meals.

We thank everyone who volunteers their time and services. Without sufficient staff, the Warm Shelter cannot open safely.

Overview of Schedule

Volunteering should be fulfilling and joyful.

Come to the kitchen ready to work and to enjoy fellowship with guests and other volunteers.

- 1:00–5:00 pm—Food preparation.
 - All cooking must be done at the church or have been prepared in a commercial kitchen (for example, take out desserts from Market of Choice or other food distributor).
 - Menus are prepared ahead of time and posted in the kitchen.
 - Salads, desserts, and beverages must be ready by 4:00 pm for early arrivals.
- 5:00–6:30 pm—Dinner is served.
- 6:30 pm—Clean-up begins.

Overview of Shifts

Shifts overlap to provide for transition from pre-cook to final readiness, orientation for new volunteers, and time for prayer.

Cooking shift: 1:00–5:00 pm (4 people)

- **2 preppers:** Cook and do side prep, **2 helpers:** Set up cooking equipment, cut and peel vegetables, and make salad(s).

Preparation shift: 3:00–5:00 pm (2 people)

- **2 helpers:** Assist cooks as necessary, cut desserts, prepare coffee, set up for serving (tables, chairs, silverware, plates, etc.), and set up beverage table and giveaway table.

Dishwasher shift: 3:00–5:00 pm (1 person)

- **1 dishwasher/cleaner:** Wash dishes and clean floor.

Dishwasher shift: 5:00–7:00 pm (2 people)

- **2 dishwashers:** Wash dishes during dinner.

Dinner/cleanup shift: 4:45–7:00 pm (8–10 people)

During a slow time in the shift, everyone is invited to have a meal in the dining room and spend time with our guests.

- **4 servers:** Plate and serve meals out the pick-up window, and packages take-out meals.
- **1 expeditor:** Manages the window, takes special orders (vegetarian, etc.), dishes up salads, bags take out meals.
- **1 take out manager:** Takes orders for take out meals and delivers completed orders
- **1 greeter:** Greet guests. Bus tables as needed. May also host giveaway table.
- **1 floater:** Help where needed (fellowship with guests, serve, greet, or wash dishes).
- **Everyone helps close down:** Put away tables and chairs, clean up beverage table, dessert table, put away supplies, package leftover food for the Love Project or freezer, empty garbage/recycling, clean floors, secure building, and lock up.

Serving

Guests may ask for and be given additional servings and take-out dinners.

Serving Size. Please do not give out an American-size (super-size) portion. The lead cook will demonstrate the serving size.

Waste not.... Be conservative and cost-conscious of use and waste. We don't want to waste food and we don't want our guests to feel bad if food is left on the plate and thrown away.

Presenting the Food. Pay attention to the presentation of the food. This is part of how we show that we care about our guests.

- Be as neat as possible.
- Place the food completely on the plate.
- Keep the sides and bottom of plate clean.

Cooking Shift (1:00–5:00 pm)—Cooks, Preppers

Lead Cook Responsibilities

The Lead Cook's main responsibility is to coordinate all jobs in the kitchen and ensure our guests receive a tasty meal.

Keep the meal on schedule. Watch the clock. You may need to multitask (for example, sauté vegetables as you make a sauce).

- Salads, desserts and the beverage table must be ready at 4:15 pm. Salads will be dished out at that time.
- Dinner should be ready by 4:45 pm.

Menu. The dinner menu is posted and should include a protein, starch, vegetable, and a roll. Make sure you have all the ingredients you need for the meal.

- Check the refrigerators (one in the kitchen and one in the pantry across from the kitchen) for ingredients.
- Take out cakes and rolls so they can come to room temperature.
- The meat should be in a refrigerator to defrost.
- Vegetables are in the freezer or refrigerator if they are fresh.
- Look for other ingredients you may want to use—cut peppers, mushrooms, shredded zucchini, yogurt, etc.
- Fill 2 roasters of the main entrée. Consider mixing things together if it makes sense. You can mix the pasta with the sauce or the goulash.
- Be flexible. For example, if there's no spaghetti use elbow macaroni.

Direct assistant cooks on the following:

- Proper food handling for food safety—hand washing; maintaining food temperatures; cleaning counters, stoves, and utensils.
- Which sinks are for hand washing, food prep, and dish washing.
- Where to locate basic cooking utensils, knives, pots, pans, bowls, etc.

Assign jobs to cooks based on what they are confident in doing, for example, prepping vegetables. Check the list of jobs that need to be accomplished 1:00–5:00 pm.

- Cooking rice, pasta or potatoes
- Making salads: we usually have 3 salads—green salad, coleslaw, and fruit
- Making gravy
- Cutting desserts
- Cooking the vegetables for the meal
- Taking over any cooking that s/he feels comfortable doing

Prepare for service:

- Taste food for proper seasoning.
- All food is ready for service, for example, rolls are heated and cold food is out of the refrigerator (butter, cranberry sauce, etc.).
- Make sure utensils for serving are on the island along with 50 plates.
- Demonstrate portions and serving size to servers. Plates should be pleasing to the eye. Remember that portions should be smaller. Remind servers that guests can always come back for seconds.

1:00 pm—Cooks, Preppers

Check that the following tasks have been completed. If not, save these jobs for the 3:00 pm shift.

- Silverware wrapped in napkins (50–60)
- 6 tables set up and cleaned with antibacterial cleaner
- Full napkin holders and salt and pepper shakers on the tables
- “Freebie” table set up with small food packs and hygiene products from the pantry

Check that the temperatures of the kitchen refrigerators and freezers have been recorded on the log out on the front. Check that the temperatures of the pantry freezers and room temperature have also been logged.

Changing the thermostat. The thermostat is located on the west wall. If the temperature needs to be adjusted, press the up or down arrows to temporarily change the temperature. (Last person will need to change the room temperature back to appropriate setting.)

Food Preparation

- Pull out the salad makings, meat, rolls, and other ingredients from the kitchen refrigerator. Bring out other ingredients from the pantry.
- Start the main entrée.
 - Don't forget the vegetarians and "no onion eating" guests (who will probably eat meat).
- Make the salads. Put in large aluminum bowls cover and refrigerate.
- Start the potatoes, if on the menu. Consider not peeling potatoes if they will be mashed later.
- Start the water for pasta, if it is on the menu.

2:00 pm—Cooks

- Continue cooking the entrée.
- If on the menu:
 - Mash potatoes and add instant potatoes if needed.
 - Start cooking the rice and pasta.

Preparation Shift (3:00–5:00 pm)—Cooks, Preppers, Helpers, Dishwasher/Cleaner

3:00 pm—Preppers, Helpers, Dishwasher/Cleaner

Preppers and Helpers

- **Start the vegetables**, especially the frozen ones which take longer.
- **Make coffee.** The instructions are above the counter by the serving window.
 - Make 30 cups of decaf and 60 cups of regular.
 - Heat water in another coffee maker to have hot water for tea.
 - Start the coffee in the kitchen and after it has finished brewing, move to the beverage station.
- **Set up the beverage station.** First clean the table, then set out:
 - Coffee and hot water pots
 - 3 trays of coffee cups
 - Tea bags
 - 2 sugar and 2 creamer jars
 - 6–10 spoons
 - Cold water in a pitcher
 - Juice and hot chocolate mix, if available
 - Napkin/paper towel beneath beverages to catch drips from spoons

- **Make sure that there are enough take-out boxes** in the kitchen. The boxes are above the freezer in the pantry. You will need meal size and smaller boxes for salad and desserts.
- **Cut cake and other desserts**—50 servings on small plates. Precut any remain desserts so if the table runs out they will be ready to plate.
- Put a few small take-out boxes on the dessert table.

Dishwasher/Cleaner

- **Wash prep dishes.** Instructions on how to run dishwasher are on the dishwasher. Continue to wash dishes while others prep.
- **Set out signs.** Signs are in the pantry.
 - Set out the sandwich board on the corner of Territorial and Broadway.
 - Hang the vinyl sign over the door.
- **Sweep kitchen floor.**
- **Take out the trash and recycling** before the serving starts. The garbage and recycling containers are located outside of the east side of the Fellowship Hall entrance along the driveway side. Combine trash into single bag, if possible. Move containers to east side of driveway for Monday pickup.

4:00 pm—Preppers and Helpers

- **Put out individually packed butter pats.**
- **Count out 50 dinner plates and put on the island.**
- **Count out 50 dinner take out boxes and put on the island.**
- **In 15–20 baggies, put 2 rolls and 2 pats of butter for take out meals.**
- **Start putting out salads** for our guests who arrive early. Guests can enjoy salads, desserts and beverages until the dinner meal is served.
 - Keep 5–10 bowls of each salad on the serving counter.
 - Green salads go in the medium-size bowls.
 - Fruit and other salads go in the small bowls.
- **Fill the salad dressing containers** with ranch dressing and place on the window counter.
- **Prepare rolls.** Heat and put in aluminum bowl cover with foil.

4:45 pm—Lead Cook, Servers

Lead Cook

- **Walk the servers through the menu and vegetarian choices for the night.**
- **Demonstrate serving sizes.**
- **Describe what is available if prepared dishes run out** (such as frozen entrees, desserts in the refrigerator, and canned vegetables). There is an “emergency food” drawer in the kitchen with canned and packaged food to use if needed.
- **For leftovers**, indicate what can be donated and what can be stored in the freezer (e.g., gravy, pasta, meat) to be used at a later date.

Lead Server

The Lead Server oversees the serving and clean-up shift for the dinner. It’s helpful if you are not assigned to a station so that you can monitor the overall progress of the shift and help where needed.

- Ensure that all shift volunteers show up; contact Volunteer Coordinator for those who do not. If needed, call in other servers to assist or contact Volunteer Coordinator to do so.
- Direct volunteers to the sign-in sheet. Remind new volunteers provide their contact information.
- It is vital that we keep records to report to the institutions that support the community program. Ensure that the following are documented:
 - number of dining room meals
 - number of takeout meals served
 - sign-in for all volunteers (so the number of volunteers and their hours can be tracked)
- Monitor food handling to ensure that food temperatures are maintained, proper hand washing is done, dishes are washed and sanitized, etc.
- Get permission forms for all youth volunteers. Remember that an adult volunteer (someone other than the shift lead) needs to supervise youth at all times.
- Make assignments and walk volunteers through each station.
- Provide on-the-job training. Check in on all volunteer positions throughout the shift. Provide guidance and training as necessary.
 - Give training material to new volunteers.
- Ensure that the counts for meals and volunteers are accurate.
 - Place volunteer contact sheets in door holder on the Pastor’s Study.
- When the shift ends, check in with volunteers and gather feedback on how it went, what could be improved, and any follow-up that’s needed. Pass along any shift notes to the Planning Team.

Servers

- **Sign in.**
- **Put on a name tag.**
- **Wash hands.**
- **Check out what you will be serving.** The cook will show you a sample plate with appropriate serving sizes.

5:00 pm Dinner

Grace will be offered in the dining room. Guests may choose to pray with you, but it is not a requirement for dinner. Wash hands afterward and start to serve.

Expeditor. Call out the dinner orders—plate, take out, and “no meat” meals.

- Hand plates to the guests.
- Keep salads out on the counter. Ask servers to help, if needed.

Take-Out Meal Manager. Take-out meals will be prepared when all of the diners have been served.

- **Take orders for take-out meals.** Fill out a take-out ticket with the number of meals and salads requested.
- **Give guests a take-out box** that they can fill with their dessert(s).
- **Work with the expeditor to prepare the take-out meals.**
 - Put 1–2 dinners in 1 take-out box.
 - For 3 dinners, use 2 take-out boxes. For example, fill 1 take-out box with 2 meals and the second take-out box with 1 meal.
 - Rolls and butter can go in plastic bags.
- **Distribute the take-out meals.**

Servers. It works best to have one server for each dish.

- **Don't start a plate until it is called out.** We don't want food setting out and getting cold.
- **Keep roasters covered** when not serving meals. You will have down time.
- **Stir food** to prevent sticking and scorching.
- Roasters can be unplugged after 6:00 to allow food to cool for repackaging.

Servers (continued)

- **Help the expeditor** keep the salads moving.
- **If desserts run out,** check the refrigerator for another cake. If there is one, cut it up for the table.
- **If you run out of food,** check the Emergency Food drawer and the kitchen freezer for easy-to-prepare entrees, vegetables, and fruit. Be creative.

Dishwashers

- **Wash dishes** while others prep and serve meals. You may need to bus the tables.
- **Throughout the dinner:**
 - Stay on top of taking dirty silverware and dishes to the dishwashers.
 - Keep counters and floors clean and free of food debris.
 - Keep the beverage area and dining room clean.

6:30 pm Clean-Up

Dishwashers/cleaners/servers. If possible everyone stays for clean up, it goes a lot faster and no one will have to stay past 7:00 pm.

- If you start to clean up the dining room and guests are still eating, make sure that they know to continue to enjoy their meal. They should not feel rushed.

Bag leftovers. Check with the Lead Cook/Server to see what can be donated and what can be stored in the freezer to be used at a later date.

- Look in both refrigerators and check the oven for leftover food.
- Before filling the bags/containers, label and date them with a permanent marker.
- With clean hands, bag all remaining food.
- Breads and green salad go in gallon bags. Meat/main dish, fruit salad, and coleslaw go in sandwich bags or plastic containers.
- Properly cool food that need to be refrigerated before putting in the fridge.
- Place all food that will be donated on the top shelf in the Dinner refrigerator. These donations will be delivered on Monday.
- Don't turn drinks like milk or juice or soy on their sides. Mayonnaise or thick dressings are okay to leave on their sides.
- **Desserts.** Give away desserts that are already cut. Leave desserts that have not been opened or cut in the kitchen for the next meal. Freeze whole cakes with current date for next time.

Kitchen clean-up.

- Check the ovens and refrigerators for leftovers.
- Toss out food that is questionable (for example, moldy bread or hard noodles). Large amounts of tossed food should be noted on the tally sheet for Lane County Foods.
- Count plates to determine how many plates of food were served and note on the tally sheet.
- Clean up the coffee service table and the dessert table. Toss out the coffee.
- Clean the stoves and counters.
- Take out the trash and recycling.

- **Dishwasher clean-up:**

- Wash all dishes that are left—including pots, pans, roasters, and bowls.
- Put all dishes, cookware, and serving implements away.
 - Cabinets and drawers are labeled with the correct placement of dishes and utensils.
 - Store the roasters and other cooking appliances.
- Rinse out the dish tubs and wipe down the carts.
- Turn off the dishwasher and clean the drains.
- Run the garbage disposal and rinse the sinks.
- Make sure that all stoves and faucets have been turned off.

Dining room clean-up.

- Restack the tables and chairs. Use a dolly to move the chairs so that the floor doesn't get scuffed.
- Sweep and mop the floors.
- Vacuum rugs by the entryway door to the Fellowship Hall and in the kitchen.
- Take down and bring in the signs.
 - Don't forget the wooden one on the corner of Territorial and Broadway.
- Take out the garbage and recycle items. The garbage and recycling containers are located outside of the east side of the Fellowship Hall entrance along the driveway side.
 - Do not recycle the banana boxes. They will be returned to Food for Lane County.

Last Person Out

- Check the temperature on the thermostats:
 - In the winter, turn down to 65 degrees.
 - In the summer, turn up to 75 degrees.
- Check that all windows are closed.
 - Fellowship Hall
 - Classrooms
 - Nursery
- Turn off the lights.
- Lock the door(s). Check that all are shut and locked.
 - Front and side doors to Fellowship Hall.
 - Front and back doors to Narthex (foyer between Fellowship Hall and Sanctuary).
 - Doors to Pantry and Pastor's Study.

COMMUNITY WARM SHELTER

Fern Ridge Community Dinners and Community Warm Shelter

[Dinners](#) [Showers](#) [Shelter](#) [Contact](#)

Warm Shelter

Currently Inactive

MISSION STATEMENT:

To provide emergency shelter to our neighbors during times of extreme weather or disaster.

When the temperature drops **30 degrees Fahrenheit (30°F) or below** or during other hazardous conditions, the Warm Shelter provides a free place to take emergency shelter for the night. When activated, the Warm Shelter operates **4:00 pm–8:00 am** in the Fellowship Hall of Valley United Methodist Church at 25133 E. Broadway, Veneta, OR 97487. Check the Fern Ridge Community Dinners and Community Warm Shelter website: www.venetadinner.org for the activation status.

Anyone coming in the door during the hours of operation will get a warm place to sleep, along with a free dinner and breakfast. Guests are often members of our community who are homeless or need to take shelter. Guests are welcome to leave and return as needed. Adult Chaperone(s) on duty will supervise behavior. (*This is not an Egan Center.*)

Along with a place to sleep and a meal, the shelter offers provide hot meals (dinner and breakfast) and entertainment (music, movies, cards, games, etc.) to lift guests' hearts from the cold and darkness.

The Warm Shelter is made possible by coordination with Valley United Methodist Church and community partners such as the Community Emergency Response Team (CERT), Fern Ridge Service Center, other local churches, and—most of all—volunteers.

We thank everyone who volunteers their time and services. Without sufficient staff, the Warm Shelter cannot open safely.

- For Volunteer Expectations, see <http://venetadinner.org/expectations.htm>.
- For an online version of this training manual, see <http://venetadinner.org/mission.htm>.

Contact List

The Community Dinner-Warm Shelter Volunteer Contacts Google sheet lists the contact information of all volunteers. This list includes guests who provide their emails and phone numbers so they can be contacted upon activation. This list is only available to the Dinner/Shelter Planning Team.

Volunteer Roles

Many volunteers are needed to operate the Warm Shelter:

- Activation Leads (activate or close the shelter)
- Team Leads (coordinate and oversee activated night shifts)
- Volunteer Coordinator (coordinate with Team Leads to staff shifts, as available)
- Activation Communicator (posts signs and communicates opening to Sheriff and Fire Dept.)
- Shift Volunteers (cooks, chaperones, and cleaners)

If you need to leave early or cannot complete a full shift, contact the Team Lead.

Activation Leads

Activation Leads are volunteers designated to activate or close the Warm Shelter based on weather conditions and temperatures. Responsibilities include:

- Monitoring the [National Oceanic and Atmospheric Administration \(NOAA\) website](http://www.weather.gov) (www.weather.gov).
- Coordinating with the Warm Shelter Volunteer Coordinator (Sonya Mason) regarding possible activation, actual activation, and closure of the Warm Shelter.
- Notifying website manager (Dennis Maricle - email preferred) to set activation status.
- Notifying the activation communicator (Dave Rider - call preferred).

Activation Communicator will:

- Contact Sheriff Dispatch and Fire Department reader board.
- Place signs at the library and the Love Project.
- Place yellow ribbons on the gates at 8th St. and Territorial

Warm Shelter Volunteer Coordinator

Sonya Mason is the Warm Shelter Volunteer Coordinator, 541-321-5802, venetawarmshelter@gmail.com. Responsibilities include:

- Contacting all volunteers re: activation status.
- Ensuring there is a Team Lead for each night of activation.
- Making calls and following up with volunteers to ensure shifts are staffed.

Team Leads

Team Leads are responsible for overseeing the staffing of a Warm Shelter activation night and have access to a church key. Upon activation, responsibilities include:

- Being on call and reachable by phone in case of behavioral issues or a volunteer not showing up for a designated shift.
- Filling a shift if a volunteer does not show for a shift and another volunteer cannot fill in.

Team Leads are not necessarily assigned for the duration that the Warm Shelter might be activated. When different Team Leads are assigned for different nights, the activated Team Lead should pass along shift notes and sign-up information from the previous night(s) in the Warm Shelter notebook.

Activation

Activation of the emergency Warm Shelter depends on the following 3 factors:

1. **Extreme weather conditions or disaster** indicating a significant danger for neighbors to stay in their usual living environment. These include temperatures **30 degrees Fahrenheit or below** or may include consideration of successive days at below freezing temperatures.
2. **Availability of 2 Adult Chaperones** per shift to remain awake throughout the night and monitor and supervise the safety of those being sheltered and the church itself from 5:00 pm to 7:30 am.
3. **Activation decision is made** by the Warm Shelter Activation Lead. Extreme weather conditions may indicate the need to remain open through the day.

Warm Shelter Activation Process

1. **Activation Lead** will:
 - Monitor [NOAA website](#) and emergency reports to determine whether to activate or close the Shelter.
 - By 4:00 pm on the previous day, make the decision to activate the Warm Shelter for the following night.
 - For example, the decision is made to activate for Monday night by 4:00 pm Sunday afternoon.
 - Notify website manager to set activation status.
 - Contact activation coordinator to contact the Sheriff Dispatch and Fire Department.
2. **Warm Shelter Volunteer Coordinator** will:
 - Send a mass email for early warning of **possible** activation of the Warm Shelter.
 - Notify all volunteers of activation.
 - Send a mass email for **activation** of the Warm Shelter.
 - Ensure there is a Team Lead.
 - Work with the Volunteer Coordinator/Team Lead to fill shifts.
 - Ensure 1st-night duty slots are filled.
 - Keep the sign-ups current.
3. **Activator** then:
 - Coordinates with Warm Shelter Volunteer Coordinator about **possible** next night(s) as per weather conditions.
4. Repeat above until **Activation Lead** deactivates the Warm Shelter.
5. Upon deactivation of the Warm Shelter: **Volunteer Coordinator/Activation Lead** sends mass email announcing the close and contacts starred (*) contacts on the Emergency Contact List.

Overview of Shifts

- **3:30-7:30 pm:** Dinner (2 people)
- **7:00-12 Midnight:** Overnight 1 (2 people)
- **12-5:00 am:** Overnight 2 (2 people)
- **5:00-8:00 am:** Morning/Takeout Breakfast/Cleaning (2 people)

Detailed Schedule

Volunteering should be fulfilling and joyful. Come to the Warm Shelter ready to work and to enjoy fellowship with guests and other volunteers.

- 3:30 pm: Dinner shift arrives
- 4:00 pm: Doors open
- 5:00 pm: Dinner is served; dinner chaperones arrive
- 6:00 pm: Snacks (if being served)
- 7:30 pm: 1st shift of overnight chaperones arrive
- 10:00 pm: Quiet time
- 12:00 Midnight: 2nd shift of overnight chaperones arrive
- 5:00 am: Morning/Takeout Breakfast/Cleaning shift arrives
- 7:00 Wake up guests
 - Hand out breakfasts packaged for takeout & clean area
- 8:00 am: Doors close; final clean up and lock up

All Shifts:

- Sign the volunteer log and provide contact information if you are a new volunteer.
 - Remind guests that they cannot leave their belongings in the church. Everything they bring in must be removed when they depart in the morning.
- Wear a name tag.
- Ensure that every guest signs in and understands the behavior expectations.
- Provide beverages.
- If someone arrives hungry (including dogs), find something for them to eat.
- If someone arrives and needs clothing, check the pantry for socks, hats, gloves, etc.
- Do walk-throughs, e.g., check the bathrooms.
- Keep up with the cleaning (clean as you go).

Sleeping pads, cots, and blankets. Supplies for the Warm Shelter are stored in the shed at the northwest corner of the church. The shed can be opened with a church key. Contact the Team Lead to access or if additional supplies are needed.

Emergency blankets (the kind that can't be washed) are on-site and also available at the Food Pantry.

Changing the thermostat. The thermostat is located on the west wall. If the temperature needs to be adjusted, press the up or down arrows to temporarily change the temperature. (Last person will need to change temperature back to appropriate setting.)

Washing dishes. Instructions on how to run dishwasher are on the dishwasher.

Trash and recycling. The garbage and recycling containers are located outside of the east side of the church. Combine trash into single bag, if possible.

Dinner Shift: 3:30 pm to 7:30 pm (cook, serve, clean up)

- Set up beverages.
- Cook dinner.
 - Food served at the Warm Shelter needs to stay separate from the food from the Community Dinner. The Warm Shelter food comes from direct donations. Suggested menus and location of food are in the Warm Shelter Binder.
 - This is not a 3-course meal. It's something hot and easy, e.g., soup, stew, pizza. Dessert is also served.
 - Set up beverages.
- Check that the following are ready for dinner:
 - Silverware wrapped in napkins (35–40)
 - 2 tables set up and cleaned with anti-bacterial cleaner
 - Full napkin holders and salt and pepper shakers on the tables
- Ensure everything is ready for guests.
 - Set out sign-in/expectation sheet.
 - **Put rope up** for the doors from the Fellowship Hall to the Narthex (entrance to Sanctuary). This is to discourage people from going to the Sanctuary.
 - Ensure sleeping pads are accessible in the Fellowship Hall.
 - Remove pillows from couches. (Couches are not to be slept on.)
- **4:00 pm: Open doors.**
 - Guests choose their sleeping spaces on mats on the floor of the Fellowship Hall.
 - With the approval of a volunteer, families with children may sleep in the Pastor's Study.

- **5:00 pm: Serve dinner.**
 - Grace will be offered in the dining room. Guests may choose to pray with you, but it is not a requirement.
 - Serve guests at the serving window.
 - This is not a 3-course meal. It's something hot and easy, e.g., soup, stew, pizza. Dessert is also served.
 - Guests are responsible for bussing their tables, but check dining room for dishes.
 - Document number of dinners served and number of takeout meals in the Warm Shelter notebook.
- **6:00 pm: Put out snacks** (if being served).
 - Snacks should be in a designated Warm Shelter box in the kitchen.
- **Breakfast prep** (if time): prep takeout/bagged breakfasts for the morning.
- Clean kitchen and wash dishes.

Overnight Shift 1: 7:30 pm to 12:00 Midnight (chaperone)

- Offer movies or games.
- **10:00 pm: Start of quiet time.**

Overnight Shift 2: 12:00 Midnight to 5:00 am (chaperone)

- Quiet time.

Morning/Cleaning: 5:00 am to 8:00 am (provide takeout breakfast at 7:00 am, clean)

- **Breakfast prep:**
 - Ensure that takeout/bagged breakfasts are prepped.
 - Items can include boiled eggs, pastries, or fruit.
- **7:00 am: Wake guests and provide takeout breakfast.**
 - It is vital that we keep records to report to the institutions that support the community program.
 - Document the number of takeout meals in the Warm Shelter notebook.
- Guests are responsible for putting pads up and cleaning their sleeping areas.
- Ensure that all guests have removed their belongings. As necessary, remind them that they cannot leave their belongings on the property.
- **Cleaning:** Clean kitchen, dining room, and fellowship hall. Sweep and mop all floors. Take out trash and recycling.
 - If the Shelter will be open multiple days, check with Team Lead or the church calendar posted in the entryway to see if there are activities in the Hall and a full clean is necessary.
- **8:00 am: Close doors.**

Kitchen Clean-Up

- **Bag leftovers.** With clean hands, bag all remaining food. Leftover food will be delivered to the Food Bank.
 - Look in both refrigerators and check the oven for leftover food.
 - Use the sandwich-size baggies or a plastic container. Label and date them with a permanent marker.
 - Put everything that needs to be refrigerated in the refrigerator.
 - Don't turn drinks like milk or juice or soy on their sides.
 - Give cut desserts/pastries away. Freeze unopened desserts/pastries for next time.
- Toss out food that is questionable (e.g., moldy bread or hard noodles).
- Check the ovens and refrigerators for leftovers.
- Clean up the coffee service and snack/dessert tables.
- Clean the stoves and counters. Wipe under the stove tops.
- Wash all dishes that are left—including pots, pans, roasters, and bowls.
- Put all dishes, cookware, and serving implements away.
 - Cabinets and drawers are labeled with the correct placement of dishes and utensils.
 - Store the roasters and other cooking appliances.
- Rinse out the dish tubs and wipe down the carts.
- Turn off the dishwasher and clean the drains.
- Run the garbage disposal and rinse the sinks.
- Make sure that all stoves and faucets have been turned off.

Dining Room Clean-Up

- Guests are responsible for putting pads up and cleaning their sleeping areas.
- Ensure that all guests have removed their belongings. As necessary, remind them that they cannot leave their belongings on the property.
- Restack the tables and chairs. Use a dolly to move the chairs so that the floor doesn't get scuffed.
- Dry mop floor.
- Wet mop floor if Fellowship Hall will be used by children the next day or as needed. (Check church calendar in Fellowship Hall entryway.)
- Vacuum rugs by the entryway door to the Fellowship Hall and in the kitchen.
- Take down and bring in the wooden Warm Shelter sign.
- Take out the garbage and recycle items. The garbage and recycling containers are located either outside of the north door (back entrance) of the Fellowship Hall or by the east driveway.

Pastor's Study Clean-Up

- If the pastor's study was used, clean and vacuum the room and return the table and chairs to their positions.
- TV and DVD remotes should be placed on the first shelf in the box marked "TV and DVD remotes."

Last Person Out

- Check the temperature on the thermostats:
 - In the winter, turn down to 65 degrees.
 - In the summer, turn up to 75 degrees.
- Check that all windows are closed:
 - Fellowship Hall
 - Classrooms
 - Nursery
- Check bathrooms.
- Turn off the lights.
- Lock the door(s). Check that all are shut and locked.
 - Front and side doors to Fellowship Hall.
 - Front and back doors to Narthex (foyer between Fellowship Hall and Sanctuary).
 - Door to Pantry
 - Door to Pastor's Study.

FOOD SAFETY AND HANDLING

All volunteers are required to:

- Watch the first section of the “Safety in Food Handling” DVD provided by Food for Lane County.
- Read the “Food Safety” Brochure provided by Food for Lane County (see next pages).
 - Brochures are also located in the kitchen.
 - Highlights are presented below.

Handwashing and Gloving

- All volunteers will wash their hands in the appropriate sink upon entering the kitchen, after handling raw meat or eggs, after a cough or sneeze, or after using the restroom.
- Gloves are available and will be used when there is a wound on the hand.

Cleanliness

- Use the proper sinks. There are separate sinks for handwashing, washing vegetables, and washing dishes.
- Keep all counters clean.
- Avoid cross-contamination. Disinfect counters, cutting boards, utensils, and hands after working with eggs or raw meat.
- Clean frequently.

Food Temperature

- Hot food needs to be served hot!
 - Keep food at the proper temperatures at all times. Thermometers are available in the kitchen.
 - 165 degrees for chicken
 - 145 degrees for beef, fish, and pork
 - Frequently stir food in pots, frying pans, and roasters to help maintain the temperature.
- Cold food should be stored in the refrigerator until serving time.

Serving

- Guest may ask for and be given additional servings and take-out dinners.

Hand Washing: The most important way to protect from Foodborne illness

- Wet hands with hottest water you can stand
- Apply soap, scrub hands and wrists, rinse
- Do it again!
- Wash for 20 seconds
- Dry hands with a single-use paper towel, use it to turn off faucet
- Use a towel to open doors so hands stay clean

Wash hands:

- **Before:** you start working with food, before you put gloves on
- **After:** using the restroom, touching your face, hair, or body; smoking, eating, drinking, chewing gum or tobacco, handling chemicals, or touching other contaminants such as equipment, work surfaces or washcloths

Clean, safe hands

- Remove jewelry prior to working with food or near food prep areas
- Keep nails short and clean. If you have false nails or nail polish, you need to wear single use gloves
- If you have an infected cut or wound, you shouldn't work with food. If you have a non-infected cut or wound, make sure to wear a bandage and glove

Gloves

Wear gloves when handling ready to eat food. Gloves are always worn when repacking food.

Gloves need to be changed:

- when they become dirty or torn
- before beginning a different task
- after four hours of a continuous use
- after handling raw meat
- before handling cooked or ready to eat food.

Storage:

All food must be stored four inches off the ground and away from walls—even in boxes or crates. This allows for adequate airflow and keeps your agency clean, reducing pest infestations and keeping your food safe from flooding.

Practice FEFO (first expired, first out rotation system) which helps to move the oldest food first and reduces pest infestations.

Keep cold foods cold! Your agency uses refrigerated transportation if and when appropriate. Help to keep food cold in transit and put it away ASAP to keep it cold!

Temperature Control

Your agency takes weekly temperature readings. They are looking for the following

- Refrigerators between 33°-41° F. Food freezes if colder, bacteria grows if warmer
- Freezers at or below 0° F
- Dry storage temperatures between 50°-70° which reduces pests and mold



Recalls

The agency you are working with has a protocol for what to do when food has been recalled. Please check in with your supervisor to understand your role in this process.

Repack

When repacking bulk items into smaller containers:

- Wash hands
 - Wear single-use disposable gloves
 - Wash, rinse and sanitize all food prep surfaces
 - Use food-grade containers
 - Use hair restraint or clean hat
 - Wear a beard guard if you have facial hair
 - Label every product with name and all ingredients
- Do Not:**
- Repack USDA commodities
 - Thaw and repack frozen items
 - Use home tools to cut frozen products



Additional food safety training requirements for agencies that prepare cooked food:

There is a food safety point person at your agency. They are in charge of making sure that all food is handled, prepared and stored safely. Please identify this person and check to make sure that you are following the safest practices.

The food safety lead needs to have a current food handlers card or ServSafe certification. If you want more information about best practices in food safety please watch the food safety video provided by your local food bank.

FOOD HANDLERS PERMIT/CARD

All volunteers are strongly encouraged to have a Food Handlers Permit or Card, but it is not mandatory.

It is required that 1 person have a Food Handlers Card during each of the following activities:

- Food preparation
- Serving
- Packaging and clean-up of food at the end of the meal

Training and testing is provided on the OREGON Food Handlers Website: www.orfoodhandlers.com. The course takes about 1 hour and the cost is \$10.

- Register on the website.
- Watch the 25-minute video.
- Review the study materials.
- Take the 20-question, open-book test.
 - You need 80% to pass (16 correct answers).
 - You can retake the test as many times as needed to pass.
- Pay the \$10 fee with a credit card online.
- Print your certificate and card. Make and bring a copy for the Community Dinner Training Binder.

The card is valid for 3 years. Renewal involves retaking the test online and a \$5 fee.