

YWCA IS ON A MISSION

YWCA of South Hampton Roads' Meal Program Guidelines

Thank you for choosing to support the YWCA-SHR by preparing a meal for our Emergency Shelter. Your volunteer efforts will provide comfort and sustenance for families displaced due to violence.

First Steps:

- Gather your group. Your group should be limited to less than 10 individuals due to space. All volunteers must be 18+.
- Choose 2 date options (a first and second choice) that may work for your group to come prepare a meal.
- Email the Volunteer and Outreach Coordinator at volunteer@ywca-shr.org with a [group volunteer application](#) and your 2 date options to schedule your meal. The shelter address will be given to the group leader upon submission of all group members' [Confidentiality Agreements](#); all participants must sign the agreement prior to coming to the shelter.

Responsibilities:

- Purchase ingredients for a meal large enough to feed 12-15 individuals. Beverages and desserts are optional, but single-serve beverages are preferred over two-liters.
- We have a kitchen stocked with basic spices, pots/pans, and dinnerware. If specific items or tools/utensils are needed for your meal, then please inquire upon its availability and/or plan to bring them that day.
- Let us know what meal you plan to cook so we can inform our residents. Please be mindful of food allergens. If there are nuts, dairy, soy, wheat, or shellfish in your selected dish, then please be sure this has been communicated to staff for the safety of the adults and children in the home.

Arrival Instructions:

- Please do not use third party drop offs to the shelter by people who did not sign a Confidentiality Agreement, including but not limited to partners/spouses, family, friends, Uber/Lyft and cabs. The shelter is a confidential location for the safety of our clients. Carpooling to the shelter is encouraged so as to not draw attention to the location. There is also a bus stop located walking distance from the house; bus line information is available upon request.
- Upon arrival, shelter staff will escort volunteers to the kitchen area. All volunteers should remain in the designated area unless otherwise directed and accompanied by staff.
- Please arrive 1-2 hours prior to the meal time as appropriate for your chosen meal's preparation.
- Meals should be placed in disposable serving trays (which must be provided by the volunteers) and served buffet-style.
- All volunteers must sign the provided Volunteer Group Timesheet and submit it to staff prior to leaving.

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Food Safety:

- All food must be prepared on-site or purchased from a reputable store/restaurant.
- All ingredients must be from a reputable provider and be before their expiration date. All food must be stored properly prior to coming to the shelter.
- Please transport all ingredients/food items to the shelter in a safe and sanitary manner.
- All volunteers must wash their hands, wear gloves, keep surfaces clean, and secure their hair with hats, nets or ties. All utensils, pots/pans, serving trays, etc. must be clean.
- Avoid cross-contamination by keeping raw meats from other ingredients. Disinfect any surfaces or utensils that come in contact with the raw meat.
- Cook food to proper internal temperatures by using a food thermometer.

Other:

- Please do not be discouraged if our residents are not available to enjoy the meal immediately. All food will be properly stored so families can enjoy the meals at their convenience.
- Please do not take photos of any YWCA residents or identifying photos of the property. All photos must be approved by YWCA-SHR staff and unauthorized photos must be deleted. This policy is for the safety of our residents and the security of our shelter.

For questions or further details please contact the Volunteer and Outreach Coordinator at volunteer@ywca-shr.org or 757-625-4248 x33.

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