



CAPUCHIN FRANCISCAN PROVINCE OF ST. JOSEPH

The Midwest Capuchins

Volunteer Guidelines

&

Health and Food Safety Procedures

Updated May 2024

Contents

Mission Statement	3
Welcome Statement/About the Handbook	4
General Volunteer Guidelines & Procedures:	
A. Before Coming to Volunteer	5
B. Volunteer Shifts	6
C. Minor Volunteers	6
D. Background Checks	7
E. When Arriving at the Capuchin Ministry Site	7
F. When Volunteering at any Capuchin Ministry Site	7
G. Injury	8
H. Eating, Drinking, Smoking, and Chewing Tobacco	9
I. Public Relations and Media	9
J. Corrective Action & Volunteer Termination	10
K. Additional Items	10
Healthy and Food Safety Procedures Specifically for Ministries with Food Serving and Prepping:	
L. Proper Attire & Hygiene	10
M. Handwashing	11
N. Single-Use Plastic Gloves	13
O. Aprons	14
P. Food Prepping	14
Q. Food Serving	14
R. Cleaning & Sanitizing Surfaces	15
Closing Remarks	16

Our Mission

Inspired by the life and spirit of St. Francis of Assisi, we: tend to people's basic needs, especially the need for food; strive to stimulate minds and nourish spirits; work to understand and address root causes of social justice in our community. In all we do, we seek to build alliances with others who share a commitment to this vision.

Our Mission is rooted in the following six values:

Hospitality: Creating a safe and welcoming environment where the gifts of all are cherished.

Partnering: Sharing gifts and responsibility to fulfill a common mission.

Joyful Service: Respectfully addressing people's needs, transforming us all.

Justice for all Creation: Building peace by treating all creation fairly and promoting structural change for a more just order.

Compassion: Unconditionally embracing people and loving them with heart and mind.

Empowerment: Encouraging people to realize and respect their own dignity and potential.

Welcoming Statement and About the Handbook

The Capuchin Franciscan Province of St. Joseph (POSJ) welcomes you! We appreciate your time and dedication in serving our guests at our Capuchin Ministries. This volunteer handbook informs you of our volunteer guidelines as well as our health and food safety procedures. These health and food safety procedures are inspired by ServSafe, a training and accreditation program owned by the National Restaurant Association. We ask you to apply these volunteer guidelines to encourage a healthy and safe environment for all.

Please take time to review this handbook. If you have any questions about these procedures and guidelines, please contact the Volunteer Coordinator and/or POSJ volunteer representative.

We thank you for taking the time and effort to help us minister to people in need, through our Capuchin ministries.



General Volunteer Guidelines & Procedures

The following procedures and guidelines apply to all volunteers working in any of the Capuchin ministry sites.

A. Before Coming to Volunteer:

1. If you or someone in your household is having one or more of the following symptoms and/or illnesses, please do not come in to the Capuchin ministry site, nor report for volunteering duties. Instead, notify the Volunteer Coordinator or POSJ volunteer representative immediately. These symptoms and illnesses include:
 - a. Sore throat.
 - a. Fever over 100 degrees Fahrenheit.
 - b. Cold sweats or chills (indicating a fever).
 - c. Shortness of breath or difficulty breathing.
 - d. Persistent sneezing, coughing, or a runny nose.
 - e. Diarrhea, abdominal pain/cramps, nausea, and/or vomiting.
 - f. Flu or cold like symptoms of any kind.
 - g. Suspected or diagnosed case of COVID-19.
2. Proper attire and clothing standards:
 - a. Wear clean clothes.
 - b. Pants are to be worn at the waist.
 - c. Clothing should be modest. Cleavage, midriffs, and undergarments should not be visible.
 - d. Types of clothing not allowed:
 - i. Flip flops.
 - ii. Sleeveless shirts and/or tank tops.
 - iii. Clothing with symbols or wording of alcohol, sex, gang, drugs, inappropriate language and/or political endorsements/oppositions.
 - e. *For food serving and prepping ministries, please see section L of this handbook for further clothing requirements.*
3. Please follow all other specific instructions set by the Volunteer Coordinator or POSJ volunteer representative.

B. Volunteer Shifts:

1. In coordination with the Volunteer Coordinator or POSJ volunteer representative, volunteers must utilize VolunteerHub's scheduling system to sign-up for volunteer shifts/events.
 - a. VolunteerHub is a province-wide volunteer database where volunteers can view and sign up for volunteer shifts.
2. Unscheduled volunteers will be asked to schedule a shift and come back on the day of their scheduled shift. No walk-in volunteers are allowed.
3. If you have to miss a scheduled commitment, you must cancel your shift on VolunteerHub prior to your shift beginning. If you are unable to cancel on VolunteerHub, call or email the Volunteer Coordinator or POSJ volunteer representative.
4. Three (3) no-call/no-shows will result in termination from our volunteer program.

C. Minor Volunteers

1. Volunteers under the age of 18 are welcomed at certain ministry sites. Events on VolunteerHub will specify an age limit. There are no exceptions to the age limits listed on VolunteerHub.
2. Minor volunteers must always have a parent, guardian, or adult chaperone accompany and volunteer with the minor.
 - a. A signed parental consent and waiver of liability form is required of each minor volunteer. This form must be signed by the parent and/or guardian of the minor. Waiver forms should list all approved adult chaperones if the parent/guardian is not volunteering with their child.
 - b. Parents, guardians, and chaperones are responsible for monitoring the minor's behavior at all times.
3. Minor volunteers not with a volunteer group must individually register for volunteer events, with assistance from their parent/guardian when needed. The minor's parent, guardian, and/or chaperone will also need to create an account and register for the same shift as the minor volunteer.
4. Minor volunteers attending events with an "organized group" of minors (ie: a school volunteer event) must be monitored at a ratio of 1 adult chaperone per 5 minors.

5. Any questions regarding minor volunteers should be directed to the Volunteer Coordinator and/or POSJ volunteer representative.

D. Background Checks

1. Completion of background checks are a routine screening tool to better ensure the safety of our guests, staff, and other volunteers.
2. Background checks will never be completed on minor volunteers under the age of 18.
3. Background check policies for POSJ ministry sites will vary. Please visit each ministry sites VolunteerHub landing page or contact the Volunteer Coordinator/POSJ volunteer representative for specific information related to background checks.

E. When Arriving at the Capuchin Ministry Site:

1. Please make sure you arrive on time for your scheduled shift.
2. Follow all instructions regarding where to park and enter the building, as outlined in your VolunteerHub confirmation and reminder emails.
3. Report to the Volunteer Coordinator or POSJ volunteer representative immediately upon arrival. If they are not at the ministry site, please report to a manager or assistant manager.
4. Check-in (and out) according to the instructions given by the Volunteer Coordinator or POSJ volunteer representative.
5. All volunteers must wear a volunteer badge during their shift. If the badge is reusable, be sure to return it after your shift.
6. Follow all directions and instructions from your Volunteer Coordinator, POSJ volunteer representative, manager, and/or assistant manager.

F. When Volunteering at any Capuchin Ministry Site:

1. Treat guests, staff, and other volunteers with the utmost respect and courtesy.
2. You must follow instructions of the Volunteer Coordinator, POSJ volunteer representative, manager, and/or assistant manager who will direct and oversee your work activity.
3. You are expected to adhere to all rules and regulations required by the ministry site.

4. Inappropriate language, including swearing, is not allowed. Obscene, racist, homophobic, ableist, or sexist language will not be tolerated.
5. Refrigerators, freezers, and private rooms are not to be entered without specific directions from the Volunteer Coordinator, POSJ volunteer representative, manager, and/or assistant manager.
6. The use of headphones and earpieces is prohibited when volunteering.
7. The use of cell phones is for emergencies only. Cell phones may be used when a volunteer is on break.
8. Backpacks, purses, and any type of bag are not allowed in the working areas. These items should be left at home, when possible. POSJ is not responsible for any lost or stolen personal items.
9. The use of the following substances is prohibited: alcohol, illegal drugs, cannabis, and any substance or over-the-counter medication that has the capacity to impair a volunteer's behavior, judgement, performance, and mental/physical ability to work.
10. Taking food, drinks, clothing, or any items belonging to the Capuchin ministry site without permission from the Volunteer Coordinator, POSJ volunteer representative, manager, and/or assistant manager is prohibited.
11. Volunteers must practice safe boundaries with our guests. Giving money, gifts, or transportation directly to guests coming to the ministry is prohibited. If guests ask for help that is not within your ministry task, please direct them to POSJ management.
12. If a volunteer witnesses the sexual abuse of a minor or vulnerable adult, they must call the police and then report it to a POSJ manager.
13. Volunteers shall report immediately any inappropriate behavior of staff, volunteers, or guests to the Volunteer Coordinator, POSJ volunteer representative, manager, and/or assistant manager.

G. Injury:

1. In the event of serious injury, call 911. If you injure yourself while volunteering, stop your task immediately and report it to the Volunteer Coordinator, POSJ volunteer representative, manager, and/or assistant manager.
2. All cuts and wounds must be properly cared for and bandaged.

3. For volunteers at ministries with food serving and prepping: if the cut or wound is on the hand or wrist, a single-use plastic glove must be worn to cover it.

H. Eating, Drinking, Smoking, and Chewing Gum or Tobacco:

1. Volunteers must eat, drink, smoke, or chew tobacco in designated areas at appropriate times approved by the Volunteer Coordinator, POSJ volunteer representative, manager, and/or assistant manager.
 - a. Volunteers must ask about these designated areas.
 - b. Volunteers must ask permission to go for a smoke break.
2. Volunteers prepping or serving food must never eat, drink, smoke, chew gum or tobacco, or use/chew a toothpick while completing a task.
 - a. Volunteers can drink from a covered container if they handle the container carefully to prevent contamination of their hands, the container, exposed food, utensils, and equipment.
 - b. A properly covered container will include a lid with straw or sip-lid top.

I. Public Relations and Media

1. Volunteers at any of our ministry sites may come in contact with POSJ employees from our Public Relations (PR) team and/or outside media. These partners play a crucial role in helping spread the word of the many ministry sites of POSJ, leading to knowledge of our services, information on volunteering, upcoming events, and fundraising opportunities.
2. PR will frequently take pictures and/or video of day-to-day operations at POSJ, which may include volunteers.
3. To the best of their ability, the PR team in cooperation with the Volunteer Coordinators/POSJ volunteer representative will make their presence known to volunteers before taking photos/video.
4. Adult volunteers agree to a photographic/video release when signing up for shifts on VolunteerHub or when coming onsite to volunteer.
 - a. If adult volunteers are uncomfortable with the photos/video being taken of them, they should alert the PR staff and/or Volunteer Coordinator immediately. POSJ

will never force a volunteer to be part of a photo or video after being made aware of their preference.

5. Minor volunteers under the age of 18 will have their parent/guardian sign off on a photo/video release prior to volunteering.
6. Photos, video, audio recordings, and other volunteer likeness may be used on POSJ social media, print media, DVD recordings, etc.

J. Corrective Action and Volunteer Termination:

1. The Volunteer Coordinator, POSJ volunteer representative, manager, and/or assistant manager has the right to give a corrective action to any volunteer who does not abide by these guidelines and procedures.
2. POSJ leadership may terminate a volunteer if they are in violation (or repeated violation) of any procedures or guidelines in this handbook, or for any reason deemed appropriate.
3. POSJ leadership may terminate a volunteer at any time.

K. Additional Tasks:

1. If there are additional tasks assigned, the Volunteer Coordinator, POSJ volunteer representative, manager, and/or assistant manager will provide clear instructions to the volunteer. The volunteer should ask questions if there are any unclear instructions.

Health & Food Safety Procedures

The following instructions are for Capuchin ministries where volunteer tasks may include food serving and/or food prepping.

L. Proper Attire & Hygiene

1. Volunteers at ministries with food serving must have proper hygiene as this mitigates and reduces pathogens. On the day of your volunteer shift you must:
 - a. Shower or bathe before working.
 - b. Wear clean clothes.
 - i. Clothing deemed **unacceptable**:
 1. Sandals, flip flops, Crocs, Birkenstocks, or any type of open toed shoes.

2. Shorts and/or skirts.
 3. Sleeveless shirts and/or tank tops.
 4. Leggings and/or skin-tight pants of any kind.
 5. Pajamas tops, pajama pants, and/or slippers.
- c. Baseball caps are to be worn facing forward on your head.
 - d. Fingernails must be short, clean, trimmed, and filed.
 - i. For fingernails with nail polish, wearing single-use gloves is mandatory.
 - e. False eyelashes are prohibited.
 - f. Leave jewelry, including watches, at home. Plain band rings are acceptable.
 - g. Bodily cuts, wounds, or boils must be properly and securely bandaged.
 - h. Hairnets must be worn by all volunteers who have hair on their head. Depending on hair length, a properly secured hat may replace a hairnet.
 - i. For individuals with a beard more than one inch in length, a beard net is required.

M. Hand washing:

Hand washing is a basic routine and an important part of personal hygiene. Hand washing is the first line of defense against food borne illness and transmitting communicable diseases. Failure to hand wash or not washing hands correctly can increase the spread of pathogens on foods, surfaces, utensils, equipment, and other people.

1. Where to wash hands:
 - a. Hands must be washed in a designated handwashing station.
 - b. Volunteers at ministries with food serving and prepping must never wash their hands at food prep or dishwashing sinks.
2. Instructions on how to wash hands correctly:
 - a. Wet your hands and arms with running warm water.
 - b. Apply enough soap to build up a good lather.
 - c. Vigorously scrub hands and arms for at least 10-15 seconds. Clean the finger tips, under fingernails, and between fingers.

- d. Rinse hands and arms thoroughly under running warm water.
 - e. Dry hands and arms with a single-use paper towel or hand dryer. Use a paper towel to turn off the faucet. If leaving the restroom, use a paper towel to open the door.
3. When to wash hands:
- a. You should always wash your hands **BEFORE** you handle food or begin any food related task. This includes:
 - i. Preparing food.
 - ii. Serving food.
 - iii. Working with clean equipment and utensils.
 - iv. Before putting on single-use gloves.
 - b. Hands must be washed after the following activities:
 - i. Using the restroom.
 - ii. Touching your face, hair, body or clothing.
 - iii. Coughing, sneezing, blowing your nose, or using a handkerchief or tissue.
 - iv. Eating, drinking, smoking, or chewing gum or tobacco.
 - v. Handling soiled items.
 - vi. Handling raw meat, poultry, or seafood.
 - vii. Taking out the garbage.
 - viii. Handling chemicals that might affect food safety.
 - ix. Changing kitchen tasks (before beginning a new task).
 - x. Using a dustpan, broom, or mop.
 - xi. Clearing tables or washing dirty dishes.
 - xii. Leaving and returning to the kitchen/prep area and serving line.
 - xiii. Handling money.
 - xiv. Using electronic devices, such as cell phones.
 - xv. Answering shared phones (ie: kitchen phone).
4. Use of hand sanitizer:
- i. Hand sanitizer must never replace handwashing.
 - ii. If hand sanitizer is used, it must only be used after handwashing.
 - iii. Wait for hand sanitizer to dry before touching food or equipment.

- b. At other Capuchin ministries, when handwashing is not available, use hand sanitizer.

N. Single-Use Plastic Gloves:

1. Functions and Use:
 - a. Single-use gloves keep a barrier between hands and food.
 - b. Single-use gloves are designed for a single task.
 - c. Single-use gloves should never be used in place of handwashing.
 - d. Single-use gloves must always be worn when handling or prepping ready-to-eat food.
 - e. Single-use gloves must be thrown away before using the bathroom and replaced after hand washing.
2. How to use gloves:
 - a. Wash hands before putting on gloves when starting a new task. You do not need to rewash hands each time you change gloves as long as you are performing the same task and your hands have not become contaminated.
 - b. Choose the correct glove size. Gloves that are too big will not stay on. Gloves that are too small will tear or rip easily.
 - c. Hold gloves by the edge when putting them on. Avoid touching the gloves as much as possible.
 - d. Once you have put them on, check the gloves for rips or tears.
 - e. Never blow into gloves.
 - f. Never roll gloves to make them easier to put on.
 - g. Never wash and reuse gloves.
3. You must change gloves at these times:
 - a. After touching face or hair.
 - b. As soon as the gloves become dirty or torn.
 - c. Before beginning a different task.
 - d. After an interruption, such as taking a phone call.
 - e. After handling raw meat, seafood, or poultry.
 - f. Before handling ready-to-eat food.
 - g. After four hours of continuous use of a single task, without interruptions.

O. Aprons:

1. Aprons must be worn when in the food prep or serving line area.
2. Aprons must be removed when leaving the food prep or serving line area.
3. Aprons must be removed and stored before taking out the garbage or using the restroom.
4. Never wipe hands on your apron.
5. Cloth aprons from home must be clean and laundered after each volunteer shift.

P. Food Prepping:

1. In order to avoid cross-contamination, please follow these specific procedures:
 - a. Use clean and sanitized work areas, cutting boards, knives, and utensils.
 - b. Raw meat, poultry, and seafood must be separated or prepped at different times from fresh produce or ready-to-eat food.
 - c. Clean and sanitize the work space and all utensils that will be used before and after prepping food.
 - d. Never eat food at the food prep area.
 - e. Please follow the instructions given by the manager, assistant manager, or an assigned chef employee on how to prep food properly.

Q. Food Serving:

1. Dishes and Cups:
 - a. Hold dish or food tray by the bottom or edge.
 - b. Hold cups by the middle, bottom, or stem.
 - c. Do not touch the food contact areas of the food tray or cup.
2. Flatware
 - a. Hold flatware by the handle.
 - b. Do not hold flatware by food-contact surfaces.
 - c. Store flatware so that servers grasp handles.
3. Serving food
 - a. Avoid bare-hand contact with food that is ready to eat.
 - b. Use appropriate utensils when serving food.

- c. Serve food when requested. Food trays cannot be prepared in advance and set aside.
 - d. Never eat food on the serving line.
4. Ice
- a. Use ice scooper or tongs to get ice.
 - b. Never scoop ice with bare-hands or glass.

R. Cleaning and Sanitizing Surfaces:

- 1. All surfaces must be clean before and after preparing food/serving food.
- 2. A manager, assistant manager, or an employee will assist the volunteer on the proper way to clean and sanitize surfaces.

POSJ requires all volunteers to abide by the Volunteer Guidelines and Health & Food Procedures mentioned in this handbook. There may be other additional guidelines and/or procedures that are not mentioned in this handbook that the Volunteer Coordinator and/or POSJ volunteer representative require – please contact them for further information.

We are grateful to minister and serve with you, while keeping a safe and healthy environment for all.

Thank you for helping us serve.

