

Lunch Bunch Program - Standard Operating Procedure (SOP)

Program Purpose: The Lunch Bunch program provides meals to anyone in need. This SOP ensures all volunteers understand their roles and follow procedures that reflect the organization's values of respect, stewardship, and compassion.

1. General Guidelines

- **Hours of Operation:** 11:00 a.m. - 1:00 p.m., Monday - Friday.
- **Volunteer Arrival:** Volunteers are expected to arrive by **10:45 a.m.** to allow for setup and preparation.
- **Stewardship Reminder:** As stewards of the building and resources, volunteers must respect that the food, facilities, and space do not belong to them. Volunteers are here to serve and should approach their duties with humility and gratitude.

2. Roles and Responsibilities

Volunteer Responsibilities Include:

1. **Preparation** (Arrive by 10:45 a.m.)
 - a. Set up the serving area, dining tables, and any necessary equipment.
 - b. Clean and sanitize tables, chairs, counters, and any food preparation areas.
 - c. Place the **Living Free sign** on the sidewalk where it is visible.
 - d. Ensure all necessary food items are available and ready to serve.
2. **Service** (11:00 a.m. - 1:00 p.m.)
 - a. **Greet Guests:** Welcome each guest with warmth and respect.
 - b. **Sign-In:** Ensure each visitor receiving food signs in upon arrival.
 - c. **Attentive Service:** Be attentive to guests' needs. If a guest expresses a need or issue, reference available resources or direct them to the Program Coordinator for assistance.
 - d. **Serving Food:** Follow meal portion guidelines to ensure everyone receives an adequate serving.
Ensure gloves are worn during food prep and serving.
3. **Post-Service Cleanup and Prep** (After 1:00 p.m.)
 - a. **Sanitize and Clean:** Wipe down tables, chairs, and counters to ensure cleanliness for the next event.
 - b. **Monday-Thursday Preparation for Next Day:** Follow the meal schedule to prepare ingredients and supplies needed for the following day's meal.
 - c. **Waste Disposal:** Properly dispose of trash prior to departure.
 - d. **Report Any Incidents:** Immediately report any incidents that occurred during service to the Program Coordinator.
4. **End of Day Reminder**
 - a. **No Turn-Away Policy:** No one is to be turned away from a meal without explicit approval from the Executive Board.

- b. **Complete Cleanup:** Ensure the space is left in a clean and organized state, ready for the next scheduled event or program.

3. Key Procedures

A. Meal Preparation and Setup

- Arrive at 10:45 a.m. to allow time to prepare.
- Sanitize all surfaces, including tables, counters, and equipment.
- Place the Living Free sign in the designated location.
- Lay out necessary food items, utensils, plates, and napkins for service.

B. Guest Service and Attentiveness

- Greet each guest warmly as they arrive, encouraging a welcoming environment.
- Ensure every guest signs in for record-keeping.
- Serve meals according to portion guidelines and provide refills if resources allow.
- Observe for any guests who may need additional assistance or information. If guests mention needs beyond the meal, refer them to resources or the Program Coordinator for help.

C. Post-Service Cleanup and Next-Day Prep

- Begin cleaning immediately after service concludes at 1:00 p.m.
- Wipe down tables, chairs, and all high-contact surfaces.
- Sweep floors and take out the trash, ensuring everything is ready for the next event.
- For volunteers working Monday-Thursday, check the meal schedule and prepare ingredients and materials for the following day's meal (30 bags).
- Put the Living Free sign back in the building after cleanup.

4. Stewardship and Conduct

- **Respect for Resources:** Volunteers should remember that the food, building, and resources are to be used responsibly and respectfully. They are not to take any food or items home without permission.
- **No Turn-Away Policy:** Meals are provided to all guests without discrimination. Volunteers must not refuse service to anyone unless the Executive Board has provided specific guidance.
- **Incident Reporting:** Any issues, concerns, or incidents during the meal service should be communicated immediately to the Program Coordinator.

5. Emergency and Incident Procedures

- **Emergency Contacts:** Volunteers should have a list of emergency contacts, including the Program Coordinator and any on-site security, in case of an incident.
- **Reporting Protocol:** Any incidents, such as guest disputes, injuries, or property damage, must be documented and reported to the Program Coordinator as soon as possible.

