



Temple Isaiah 2009 Volunteer Manual



CONTRA COSTA WINTER NIGHTS PROGRAM

For Homeless Families and Seniors

The Winter Nights Program is a volunteer effort under the auspices of the Interfaith Council of Contra Costa County, funded by contributions from faith congregations and individuals in Contra Costa County to protect homeless families and seniors from winter weather by providing shelter in a clean safe, and warm environment.

OVERVIEW

General Operation of the Program

Winter Nights provides shelter for homeless families with children and ambulatory elders capable of self-care. It operates during winter months (mid-October through April) in congregational facilities that serve as shelters on a rotating basis. Many faith communities in Contra Costa County participate in this shelter program by providing a one or two-week shelter facility. Winter Nights provides qualified paid professional staff that has specific responsibilities different from the duties provided by volunteer workers associated with the hosting congregational facility.

The program is to provide protection from the elements for some of the most vulnerable homeless individuals in the County, namely families with children and elders. Additionally, it is anticipated that support for basic needs will assist these individuals and families to make progress toward the goal of obtaining permanent housing. Professional case management services are provided, and referrals are made to appropriate agencies to assist clients in achieving permanent housing. In 2008, 85% of the families that stayed in the program for 2 weeks or longer found permanent housing.

Temple Isaiah hosts during Christmas and New Year's to give our Christian faith-hosting partners the ability to fully focus on their holidays.

The Shelter Program facility hours of operations are 5:00 p.m. to 6:30 a.m. Host congregations provide participants with a hot evening meal, a cold breakfast, and supplies for clients to prepare bag lunches. On weekdays, participants are either working or have planned daytime activities at the Oasis Center at St. Vincent de Paul in Pittsburg. The Shelter Program operates in the evening and nights seven days a week. Congregations may choose to provide weekend activities during the day on-site or in the community for residents who wish to participate. Temple Isaiah will be open to our guests on the Saturdays and Sundays of our two weekends.

Temple Isaiah Winter Nights Task Force Co-Chairs:

December 14 – December 28, 2009

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RESPONSIBILITIES

What are the Responsibilities of the Winter Nights Professional Staff?

- Coordinate the Program.
- Provide screening and overnight operational management.
- Be present and awake during all hours of operation.
- Work with the Temple Isaiah team to ensure all arrangements at our facility are completed.
- Work to ensure that all volunteers are oriented to shelter policies and procedures.
- Screen all guests for entrance into the program.
- Maintain operational control of Temple Isaiah site during the scheduled hours of operation. (This does not include any weekend daytime programming or supervision provided at a congregational sponsored activity.)
- Establish and maintain a positive and healthy shelter environment, ensuring guest compliance with program guidelines. Professional staff has the responsibility for accepting, keeping, or dismissing shelter guests.
- Manage stressful situations (prior to occurrence if possible).
- Respond appropriately to contingency situations.

What Are Temple Isaiah's Responsibilities?

- Provide space in the Social Hall for 30+ individuals and their belongings.
- Provide a point person to organize the volunteers from our congregation.
- Provide volunteers to staff all program activities: including laundry, set-up and takes down of equipment and supplies.
- Provide volunteers to prepare meals and all food-related services including dishwashing on **Green Nights**.
- Provide a team of volunteers for evening and weekend activities.
- Provide a team of volunteers to sleep over.
- Provides a team of volunteers to do all other jobs necessary for a quality program as a two-week homeless shelter.

What kind of Volunteer Orientation Program is provided?

- Winter Nights Professional Staff provides an orientation for each congregational site in advance.
- In turn, our Temple Isaiah Volunteer Coordinator then provides an orientation for our leadership team with an appropriate manual and frequent communication via e-mail and phone.
- Leadership team may consider visiting another site or talking to other congregations to get ideas to make our program more successful.

Ten Commandments for Providing and Maintaining Healthy Boundaries

- ❖ Maintain healthy boundaries when working with our Winter Nights guests. Many guests have experienced infringements or assaults on their proper boundaries. Often these experiences leave our guests unable to create or understand healthy limits.
- ❖ Provide a structured way of living, with a routine and an expected outcome, helps our guests begin to trust the program, themselves and hopefully, in life, once again.
- ❖ Listen, converse and validate our guests is the best ways we can assist. Treat each person with respect, impartiality, and confidentiality. Do not try to “fix”.
- ❖ Respect our clients and their dignity and encourage them to do as much as possible for themselves.
- ❖ Guard against “over-caring”. Our goal is to achieve the mission of the program – warm safe lodging and meals.
- ❖ Always remember to ask yourself, “*Who is being served by the action I am about to take?*”
- ❖ Maintain professional boundaries to avoid guests taking advantage of you in order to meet needs that they feel that they have. You must enforce the programs’ guidelines.
- ❖ If and when you see patterns of behavior that seems inappropriate or potentially harmful, inform the Site Supervisor or Program Manager. Don’t attempt to manage this yourself.
- ❖ Our guests are responsible for the care and supervision of their children and volunteers should ask parents whether they can assist, tutor or spend time with the children.
- ❖ Do not have contact with the guests outside the program or after they leave the program. Do not provide personal information to any of the guests. These acts are a violation of appropriate professional behavior.

QUICK FACTS

TYPICAL WEEK OF WINTER NIGHTS

Late Morning/Mid-Afternoon on Monday:

Truck carrying pads, bed linens, supplies for children's educational and recreational activities and the belongings of the families arrives at the congregation to be unloaded by the Set-Up Coordinator, assisted by volunteers. Volunteers set up a section of the facility for dining, a section for sleeping, and a section for evening activities.

5:00 p.m. Monday through Friday:

Van driver begins picking up guests and transporting them to the congregation.

5:00 p.m. Monday through Sunday:

Volunteers arrive to prepare for guests.

5:00 - 5:30 p.m.:

Guests begin arriving at the Shelter and healthful snacks are provided (veggies, cheese, fruit, homemade cookies, etc.). Shelter Supervisor is present.

5:30 – 6:15

Tutoring Coordinator assigns volunteers and clients to work together.

6:15 - 6:30 p.m.:

Dinner provided by Cook/Serve Volunteers. Volunteers eat with guests. Meals for late client arrivals due to work or other commitments are set aside.

6:45 – 7:45.:

Wash Temple Isaiah dishes on **Green Nights**.

7:00 p.m.:

Activities – Reading, Board Games, Art Projects, Special Events; Lunch preparation for the next day. Additional tutoring time as needed.

8:30 p.m.:

Children's Bedtime

8:30 – 9:30 p.m.:

Adult Quiet Hour

8:30 pm:

Overnight volunteers (2) arrive. The volunteers are permitted to sleep but are on call. The Professional Overnight Supervisor is awake through the night.

10:00 p.m.:

Lights Out

5:15 a.m.:

Wake-up call. Parents are responsible for making their beds, cleanliness of the bathrooms, and supervising their own children.

5:30 – 6:15 a.m.:

Breakfast is available. Overnight volunteers assist with breakfast.

6:30 a.m.:

Everyone will leave the shelter promptly, after signing out.

“Moving Day” (Monday, December 28th) Midmorning: After the Van Driver transports guests without cars to public transportation, the Take-Down volunteers returns to the past weeks' shelter to reload the items into the truck to deliver them to the next shelter location. Volunteers from the past location launder the bed linens and deliver them to the new location by mid-afternoon.

Who is Eligible – Basic Criteria

- 1) A family with dependent children.
- 2) A senior 65 or older, capable of self-care.
- 3) Deemed homeless.
- 4) Willing to commit in writing to comply with the Client Participation Guidelines.
- 5) Willing to work toward self-sufficiency and permanent housing.

Length of Stay in the Program

Will vary depending on the needs of the individual or family.

Screening of Shelter Guests

Clients are screened prior to participation to ensure that they meet the Eligibility Criteria. An experienced professional, through a phone interview, conducts initial screening. The second screening is an in-person interview conducted by program staff to determine eligibility. If applicants are denied admission to the Program, efforts will be made to refer them to other more appropriate agencies for service and assistance.

Health & Safety

On entry into the shelter, Public Health Department personnel will conduct a health screening including a test for tuberculosis. Individuals with obvious signs or symptoms of active communicable illness, that are deemed contagious or detrimental to the health of others, would not be admitted to the shelter but given a motel voucher and referred to the appropriate medical facility for treatment. First Aid supplies will be available and orientation to fire exits and extinguishers will be provided. All clients and professional staff are required to have a seasonal flu shot and an H1N1 shot as available. Seasonal flu shots are recommended for volunteers.

Staffing

Paid Staff will include a Program Director and Site Supervisors, Oasis Supervisor, and a van driver. A pro-bono Executive Director is responsible for directing the program and reporting to the Interfaith Council of Contra Costa County's Executive Board. A pro-bono Social Worker who works with all clients. Volunteers from the congregations, working under the direction of the paid personnel, are an important part of the staffing.

Health Precautions

For the health and safety of the clients of our shelter, a seasonal flu will be mandatory and an H1N1 shot as available.. The only waiver will be for anyone allergic to eggs. We recommend flu shots for all volunteers.

Is it Allergies, the Flu, or a Cold?

Here's how to tell.

Cold Symptoms

- Runny or stuffy nose
- Muscle aches (slight)
- Cough
- Fever (occasional, mild)
- Sore throat
- Sneezing
- Chest congestion (mild to moderate)

Flu Symptoms

- Runny or stuffy nose
- Muscle aches (often severe)
- Cough (can become severe)
- Fever (usually high)
- Sore throat
- Chills
- Chest congestion (can become severe)
- Extreme tiredness (especially at the beginning of the illness)
- Headache
- Diarrhea and vomiting (especially in kids)

Allergy Symptoms

- Runny or stuffy nose
- Coughing
- Itchy throat
- Sneezing
- Headache
- Hives

- Itchy, bloodshot or dry eyes

Prevention 101

You probably already know all about how to prevent the spread of germs, but in an outbreak like this season's, it can't hurt to be a little more vigilant. Here's a rundown of easy things you can do, starting today.

At home:

- This one's a no-brainer but bears repeating: wash your hands frequently, and make sure your kids do the same. It's a good idea to get into the habit of doing it as soon as you walk in the door, before meals and food prep, post-potty and after touching pets. Some experts question the effectiveness of hand washing in preventing H1N1 flu, which is primarily transmitted by inhaling particles in the air. But it certainly can't hurt, especially for kids, known to wipe their nose with their hand and put anything and everything in their mouth. And it can prevent you from getting other nasty bugs.
- Take a moment to clean germ hot spots, like tables, doorknobs, desks and kitchen counters, with a disinfectant. Look for products that contain bleach or alcohol.
- Keep your family's immune system strong with regular sleep, and lots of fruits and veggies. If you know anyone who's been sick, stay away for now.

Out and about:

- Try to keep up the frequent hand washing, especially after trips to the playground.
- If you don't have a sink handy, use an alcohol-based sanitizer gel or wipe. Look for ones that contain at least 60% alcohol.
- Try to avoid crowded areas. Consider wearing a mask if you're in a public place where lots of germs are being transmitted, like doctor's offices or public transportation.
- Wash your hands or use sanitizer after handling money.
- Use your own pen when signing credit card slips.

Everywhere:

- Cover your mouth with your elbow when you cough or sneeze, and remind your kiddos to do the same.
- Throw your used tissue in the trash instead of stuffing it in your pocket.
- Try to avoid touching your eyes, nose and mouth, which give germs a fast track to infection.
- Remind kids not to share cups, utensils and plates with friends.

VOLUNTEER ROLES

Staple Shoppers

- Before Winter Nights begins, various volunteers will receive a list of perishables, non-perishables, or paper goods that need to be bought for Winter Nights.
- The quantities and size will be designated on your list.
- Bring your supplies to the Temple no later than 10:00 a.m. on Monday, 12/14/09.
- During Winter Nights, we run out of some staples. Volunteers are assigned daily to do replacement shopping. They will be informed via e-mail as to what they need to purchase. Those things need to be brought to the Temple no later than 5:00 p.m. the following day.
- If the expense of shopping exceeds what a volunteer is able to donate, simply send your receipts to Sandy Anderson, and you will be reimbursed.

Set-Up

- On Monday, 12/14/09, 4-6 people will gather in the Social Hall to meet the truck delivering the clients' bedding and personal belongings. Time: Approximately 10:00 a.m. – 12:00 p.m.
- Tables and chairs for 40 people will be set-up in the Oneg area.
- The truck will be unloaded. (Guests will make their own beds and set-up screens.)
- Store supplies for the kitchen, bathrooms, etc.
- Set up the Evening Activities and Tutoring areas, using the supplies and equipment that arrive on the truck as well as the donated games and puzzles.
- Set-up the sign-in table, hang all signs, lay out paper, pens, pencils, tape, nametags, etc.
- Set-up Smoking Area.
- All set-up needs to be completed no later than 1:00 p.m.

Take Down

- On Monday, December 28th, 4-6 people will gather in the Social Hall to meet the truck that will take the clients' bedding and personal belongings to San Ramon Valley Methodist Church. Time: Approximately 9:00 – 11:30 a.m.
- Fold and prepare all client possessions.
- Pack all Shelter supplies for transport, including disposables, food, kids' activities equipment and supplies, and clean linens.
- Load truck.
- Rearrange furniture, room dividers, etc. that have been used in the Social Hall and the Oneg area. Ensure that the spaces used have been returned to the condition preferred by our Temple Isaiah congregation.

Crew Chief

- Person who will communicate with all volunteers assigned for each night and coordinate what everyone will be cooking.
- Person will be on duty from 5:00 – 7:45 p.m.
- Details of responsibilities of Crew Chief found on pages 14 - 17.
- Be the “go to” person on your assigned night

Sleepover Volunteers

- Arrive by 8:30 p.m. to allow time to meet some of the guests.
- Bring your own sleeping bag or bedding and pillow. You will probably be most comfortable sleeping in sweats.
- Put on a clearly printed nametag with your first name only.
- Assist the Shelter Coordinator in locking up for the night.
- Lights are out at 10:00 p.m., so you can expect to get a good night's sleep, even with the 5:00 a.m. wake-up call.
- Feel free to join in wherever you can be helpful.
- There is a paid Shelter Coordinator who works the night shift and is up all night. S/he will be able to resolve most problems. Only if there is an emergency, will you be awakened by the Shelter Coordinator to assist in some manner.
- The guests leave the shelter by 7:00 a.m. except on Saturdays, Sundays and on Christmas Day.
- **Make sure that all lights are turned off and that the doors are locked.**

Breakfast Preparation Team (Sleepover Volunteers)

- Wake up at 5:00 a.m.
- Start the coffee pot and tea water.
- Wear disposable gloves and hairnets while handling food.
- Carry everything needed for breakfast out of the refrigerator onto the serving area. This includes cereal, milk, juice, sweetener and sugar, dishes, bowls, tableware and napkins.
- Breakfast must be ready by 5:30 a.m.
- Take the bag lunches out of the refrigerators (labeled with the guest's name) to be picked up.
- Sit down (with the guests), mingle and enjoy breakfast.
- Cleanup, putting garbage in cans.
- Place all recyclables in appropriate containers.
- Wash tables and restock supplies for meals.
- Check the bathrooms and Oneg area to make sure that they are clean. (Wear disposable gloves while cleaning bathrooms.)
- Notify the Chairperson of any supplies that are low.

- Leave the kitchen as you found it – or better.

Laundry Volunteers

- Arrive promptly at 8:00 a.m. on Tuesday, 12/22/09 & Monday, 12/28/09.
- Take all linens to our designated laundry site - Oakwood Athletic Club.
- Place them in plastic bags for transport.
- Deliver them to San Ramon Valley Methodist Church, 902 Danville Blvd, Alamo, CA 94507, (925) 837-5243, by 3:00 pm on the afternoon of Monday, 12/28/09.

Weekend Breakfast

- Coordinate with other assigned volunteers and decide what menu you would like to serve or review suggested recipes provided by Sandy Anderson, Winter Nights Chairperson.
- Check with the Winter Nights Chairperson to determine number of clients in attendance.
- ***Bring aprons, potholders, serving utensils, dishtowels and any cooking skillets and pots that you need for food preparation.***
- ***Breakfast differs from dinner in that you are preparing the meal at the Temple rather than preparing it at your home, although you can do prep at home and then do reheating at the Temple depending on what you are serving for breakfast.***
- Buy main course supplies.
- Basics such as coffee, tea, juice, milk, sugar, creamer, cereal, bread for toast, butter, jelly, paper products, pancake mix, syrup will already be in the Winter Nights supplies.
- If you are going to make a special egg dish or recipes, you will need to shop for those ingredients. Remember you cannot serve any bacon with breakfast because of Kashrut. Also, milk and meat cannot be served at the same meal (i.e., meat with eggs prepared with cheese or milk).
- Arrive by 6:30 a.m. as clients will be able to sleep in on Christmas and weekends.
- Have breakfast ready by 8:30 a.m. as clients will be spending Xmas Day and both Saturdays and Sundays at Temple Isaiah.
- Start coffee by 7:30 a.m.
- After breakfast is completed, clean up kitchen and Oneg area so that it is ready for dinner cook/serve team.
- Put all leftovers in the refrigerator. Mark them with item name and date.
- The client-guests are very appreciative and it is not essential to provide a gourmet breakfast. It is just nice to have a hot breakfast for a few days in the shelter.

Evening Activities

- Plan to arrive by 5:00 p.m.(early shift) or 6:30 p.m. (late shift). Put on a nametag with your first name ONLY plainly written.
- Either Anita Weil or Nadav Rave' will be on duty each evening.
- All evening activities must be conducted in full view of others.
- Plan group activities for younger children and obtain any supplies that are needed.
- Your role is to provide a cheerful, productive and structured environment and encourage good use of time by children and adults. Remember that children will retire at 8:30 p.m. so over stimulation is not desirable.
- Parents remain responsible for the behavior of their children. If you have problems, alert the parents. If they don't respond, alert WN staff. (We rarely have needed to alert WN staff; so don't worry).
- Before leaving, be sure all supplies and equipment have been put away, and any craft activity has been cleaned up.
- Evening activities are offered as an option. If adults and/or children choose not to participate, *please do not take it personally.* We are here to serve. Be respectful of our guests at all times.

Evening Tutoring

- Arrive at 5:00 p.m. Sign-in and put on a nametag with your first name only.
- The target goal is to have each student gain a feeling of positive accomplishment and progress in their homework and activities.
- Winter Nights provides nightly tutors who work with the children every week.
- All students will have a homework folder. An individual educational program will be outlined on the inside of each child's plastic container. This will help the tutor concentrate on specific activities that each child needs. Also check with parents or tutoring coordinator on just what homework needs to be completed.
- Tutors will work with students in the designated study area.
- Children's attention span may be short so capitalize on the hour before dinner for homework. After dinner is a good time to either finish up homework or read stories with children.
- Volunteers are encouraged to bring educational materials pertinent to his/her individual background to share with the children.
- Many of the adults may have reading and math difficulties. The Tutor Coordinator may ask you to work with a specific adult who needs help. This may be before or after dinner.
- Volunteers are welcomed and encouraged to join the clients for dinner each evening.
- Be prepared for possible changes in the tutoring routine as we attempt to refine and improve the process throughout the two weeks of Winter Nights.
- Tutor Coordinator: Cindy Coleman, (925) 228-1756, califcjc@comcast.net.

Tutor & Educational Activities

General

- ◆ The main targeted goals are to have each student gain a feeling of positive accomplishment & progress in their homework and activities.
- ◆ After children show up they should wash up and have a light snack provided by the Shelter. Hand sanitizer and Kleenex will always be around and available.
- ◆ Always instill in the children the concept of doing their “best work” and that it is OK for them to make mistakes. Encourage them to ask questions.
- ◆ Younger children should be worked with first and kept occupied and away from the older children and teenagers when they are studying.
- ◆ Create an environment to show parents, positive teaching methods. Positive rewards can be in the form of compliments and/or stars and stickers.
- ◆ Adults are encouraged to help students with their homework, but not to do it for them.

0 – 5 Children’s Educational Activities

- ◆ Small motor manipulatives and skills (e.g. tactile books, color and shape recognition)
- ◆ Activities to encourage development of spatial skills (e.g. use maps to find objects)
- ◆ Recognition of currency (for children 4 and up)
- ◆ Practice knowing their name and age and family member’s names and ages.
- ◆ Learning directional commands (“Simon Says”)
- ◆ Recognizing numbers and letters in the alphabet. Older children should be able to spell and write letters.
- ◆ Have children learn simple manners (“please”, “thank you”, “excuse me”) and good hygiene.
- ◆ Read to them. Use the child’s name in the story. Read with feeling and action.
- ◆ Make the session interactive with the child.

K – High School Tutoring

- ◆ Address individual homework needs for each child. Homework will be in his/her folder or in their backpack from school that day. Additional targeted subjects will be noted on the inside of each folder showing which subjects the child needs extra work on.
- ◆ At the end of each session, review a child’s signed and dated work so that they can see their accomplishments over time. Any completed school homework will be taken by the child to school the next day. Make sure all children sign and date everything they do, especially homework.
- ◆ At the end of each session, pick out an accomplishment that can end the session on a positive note.
- ◆ Work with children on improving penmanship and spelling. Always have a dictionary and scratch paper available.

CHILDREN OF TEMPLE ISAIAH VOLUNTEERS

Our guests at Winter Nights may have been in crisis for a long period of time. It is incumbent on us to respect all personal, physical, and emotional boundaries at all times. One way we can do this is to be careful not to overwhelm them in any way. We must remember to maintain a careful ratio of volunteers to guests.

Children under the age of 10 must be cleared in advance (minimum of 24 hours in advance of your shift or activity – approval will depend on volunteer count and other logistics) by one of the following Temple Isaiah Chairs: *the Crew Chief, WN Co-Chairperson, or the Evening Activities Coordinator.*

We ask all Temple Isaiah volunteers to please abide by the following rules:

1. All children brought to the shelter they must be supervised by a parent at all times!
2. Prepare your children to understand what the homeless children are going through.
3. Be sure they understand the importance of confidentiality, as some could go to the same school of the children in the shelter.
4. Being homeless is a painful experience and some of the children, especially teenagers, may not want to interact with others. They must be respected in this need.
5. Provide structure for the volunteers' kids and give them specific things to do. They are not there as observers, but to serve others.
6. If children are found to be disruptive or unable to contribute to the mission of Winter Nights, they may be asked to leave.
7. Remind all children to respect the privacy of the guests and only go into the Social Hall area, if invited.

If you are looking for another opportunity to feed the homeless with your younger children, we suggest that you contact Loaves and Fishes or one of the other homeless shelters in the community.

CREW CHIEF INFORMATION

Thank you for volunteering to cook/serve/clean-up at Winter Nights. Also thanks ahead of time, for letting us assign you additional responsibilities as the Crew Chief for your Winter Night.

Here's what it means to be a Crew Chief:

1. Check the special website that will be available no later than Wednesday, 12/2/09 to see what the menu & recipes are for your assigned night. (Link: <http://www.temple-isaiah.org/winter-nights>). Also on the website are the following: Winter Nights Cooking/Serving Instructions; Master List of Food Assignments; Cook/Server Database with phone #s and e-mail addresses. (Note: You also get to the site by going to the Temple Isaiah website (www.temple-isaiah.org) and on the main Tool Bar, select Groups & Activities. There is a direct link to Winter Nights.
2. ***Contact all of the cook/servers for your night via e-mail and phone. Please note the instances when someone is indicated as “server only” or “cook only”. Check with the cook/server to find out how many people from the family will be attending. Participation of children is limited to those over age 10, unless cleared through you or Sandy or Cindy (minimum of 24 hours in advance of your shift or activity – approval will depend on volunteer count and other logistics). List all names of participants – adults and children. Indicate that you may want some to cooks & some to server and/or clean up if you have a large crew.***
3. Plan to prepare enough food to serve 30-35 people each night. The # will increase if you have more volunteers attending. Sandy will let you know via e-mail current census on a daily basis.
4. Determine who will fix what part of the meal. Recipes for main dishes and side dishes are at the web link. Menus are set-up so that there are no dishes with meat and milk in them.
5. Ask your team to bring food in disposable containers, covered in heavy foil and marked with the name of the dish and date, and as warm as possible to the Temple. There are ovens and warmers in the kitchen for reheating. (They should also bring aprons, potholders, and serving utensils).
6. Notify all cook/servers that they should be at the Temple by 5:00 p.m. and should be done with clean up no later than 7:45 p.m. **Be willing to send people home if there are too many volunteers.**
7. ***Call or e-mail your “team” a couple of days before your night to remind them of day, obligation, what to bring and time to be at Temple Isaiah.***
8. Even though we have done this project before, we could have to make changes in procedures after we see how things go on. Sandy will notify you via e-mail of any major or minor procedural changes.
9. **Temple Isaiah Winter Nights Task Force Contacts:**
Sandy Anderson: (925)254-4885 (Home) or (925)330-1656 (Cell) ssaorinda@comcast.net
Cindy Coleman, (925) 228-1756 (Home), (925) 408-0092 (Cell) califcjc@comcast.net

We are delighted at the number of volunteers that have stepped forward for all aspects of this project.
We need to remember to not overwhelm our guests with our generosity and enthusiasm.

GENERAL COOKING/SERVING INSTRUCTIONS

The effort of so many members of the Temple Isaiah congregation makes our sponsorship of the Winter Nights Homeless Shelter possible. We greatly appreciate your offering to cook part of a meal, bring it to Temple Isaiah, serve it to our guests, and clean up.

Here are the particulars:

- We anticipate 30+ clients (mostly women & children, but single men, dads and grandparents will also be participating) and the census number can change on a daily basis.
- All menu plans respect Jewish Kosher laws about not mixing dairy & meat.
- Meals are planned to be nutritional and tasty.
- All food will be prepared and cooked at home and brought to the Temple in disposable containers covered in heavy aluminum foil marked with the name of the dish and the date.
- A list of menus and recipes for each night is available at: <http://www.temple-isaiah.org/winter-nights>
- A “Crew Chief” is assigned for every night. That person will communicate with all volunteers assigned for that night and coordinate what everyone will be cooking.
- Arrive at Temple Isaiah by 5:00 p.m. to allow time for setup and to greet our guests as they arrive.
- Put on a **nametag** with your **first name ONLY** plainly written.
- Paper products, beverages, disposable gloves, non-dairy creamer, sugar, sweetener, aluminum foil, table clothes & plastic wrap will be stocked in the Winter Nights section of the kitchen.
- Wear disposable gloves and hairnets when handling food.
- Be sure coffee and tea water is turned on in plenty of time.
- Carry everything needed for dinner into the serving area – including condiments, water pitchers, tableware, and napkins.
- Serving will take place from the kitchen warming stations. Guests will be invited into the kitchen to get a plate, and Temple volunteers will serve all dishes. (*Kitchen will be off-limits to guests at all other times except when preparing lunches.*)
- When all guests have been served, please serve yourselves and sit down with our guests to mingle, and to enjoy dinner.
- After guests are finished, please participate in cleanup, putting garbage into cans or other receptacles provided. On **Green Nights**, there will more volunteers assigned to wash the dishes.
- Label all leftovers and place in the left and middle sections of the refrigerator.
- Place all recyclables into appropriate containers.
- Wash tables and restock supplies for next meal.
- Notify your “crew chief” of any supplies that are low.
- Cook/Serve/Clean-up volunteers should be done and free to leave by about 7:30 – 7:45 p.m.
- Leave the kitchen as you found it – or better!

More Information on Winter Nights Set-Up, Serve, and Clean-Up

Important Reminders

- *It is important to not have more volunteers than guests. Please ask your volunteers to consider not bringing their children if that is going to swell your team's numbers beyond the # of guests (20-30 most nights). We recognize that this is a delicate issue because there is so much enthusiasm to help and model Tzedakah to our children. The mission of Winter Nights is "to protect homeless families and seniors from winter weather by providing shelter in a clean, safe and warm environment." We need to keep that mission foremost in our minds.*
- *It is up to the Crew Chief to determine if there are too many volunteers. If there are, please ask people to go home. If you find out the client # from the Crew Chief the day before, you can ask some people to cook and some to serve. Use your discretion in balancing your people's responsibilities. You can use your discretion in recommending that some people leave after delivering their food. **Rule of Thumb:** There shouldn't be more volunteers than guests.*
- Some of our guests are struggling with alcohol addictions. During Winter Nights, we request that no wine or spirits be consumed in the kitchen or social hall.
- The coffee pot is to remain plugged in at all times. It should be turned off, but not unplugged.
- Guests are only allowed in kitchen at meal times. At all other times, the kitchen is designed for "Winter Nights Volunteers Only".
- Everyone (guests & volunteers) should be served firsts before anyone is served seconds.
- Recommend that your volunteers leave purses and other valuables in their cars. There isn't a secure place to store valuables in the kitchen area.
- Temple Isaiah is to be responsible for providing lunches. There is a substantial supply of peanut butter, jelly, bread, tuna fish, mayonnaise, and snack packs available on the WN shelves. Also, there will generally be some dinner leftovers that can be put out as lunch fixings. There are plastic sandwich bags and brown paper bags also available.
- ***Please ask your cook/servers to bring aprons, serving utensils, potholders and dishtowels from home. Remind them to do this several times so that you are assured of having enough of these items.***

SPECIFIC SET-UP INSTRUCTIONS FOR EACH NIGHT

(Order of priority of tasks)

Put on a **nametag** with your **first name ONLY** plainly written. Nametags and felt pens are on the stainless serving counter.

1. Set out Healthy Snacks – cut up apples, raisin boxes, graham crackers, juice boxes, homemade cookies. Avoid snacks that may require “double dipping”. Put snacks on rectangular table in the Social Hall so that it is ready before the guests arrive which is usually about 5:00 – 5:30 p.m.
2. Set up warmers – Follow specific directions for Warmers on pages 21 - 22.
3. Set-up Coffee Maker (in Oneg Area) – Follow specific directions for Coffee Maker on page 20.
4. Put hot water in the large coffee urn for tea. Make sure that there are tea bags, sugar, artificial sweetener, creamer, spoons, and napkins on the table.
5. Set tables (for 35 - 40 people) with napkins, plastic forks, spoons, knives, paper cups for cold drinks. Put a water pitcher with ice & water on each table right before dinner is served. There is a large icemaker in the kitchen.
6. Prepare lunch food: Tuna, hard-boiled eggs, celery, onions, and mayonnaise are available to make tuna and egg salad.
7. Set out paper plates or Temple dishes (on **Green Nights**) on the rolling cart near the door. Select one person to distribute plates (this job can usually be well-handled by a teenager or older child).
8. Have the food in the warming bins no later than 6:00 p.m.
9. Cut desserts and place on small or plates to be put out after the main meal is completed.
10. Gather ALL volunteers to the Social Hall and with the guests and sing the Hamotzi before asking people to come to the kitchen for dinner.

Before Dinner Checklist

- _____ **Everyone put on nametags w/ first name only**
- _____ **Set out healthy snacks**
- _____ **Set-up warmers**
- _____ **Set-Up Coffee Maker**
- _____ **Put hot water in large coffee urn for tea**
- _____ **Set tables – water, cups, forks, knives, spoons, salt & pepper**
- _____ **Set out paper plates**
- _____ **Begun lunch preparation – make tuna or egg salad or dishes of choice**
- _____ **Have food in warming bins (no later than 6:00 p.m.)**
- _____ **Cut desserts & put on small paper plates**
- _____ **Start to make food for lunch (tuna or egg salad)**
- _____ **Gather volunteers with guests to sing Hamotzi (Between 6:15 - 6:30 p.m.)**

After Dinner Checklist

- _____ **Guests, clear own dishes and silverware**
- _____ **Unplug coffee urn that has hot water in it**
- _____ **Empty coffee filter and wipe down coffee table (DO NOT UNPLUG)**
- _____ **Wipe down tables. (Tablecloths will be reused for 4-5 nights)**
- _____ **Wash serving pieces (return to volunteers)**
- _____ **Wash stainless steel warming bins**
- _____ **Drain water from warming apparatus (VERY CAREFULLY)**
- _____ **Wipe down kitchen counters**
- _____ **Layout lunch items – pack everything in plastic bags and organize as assembly line; put out brown paper bags and felt markers**
- _____ **Invite client-guests in to kitchen to fix lunches**
- _____ **Empty trash and recycling**
- _____ **Sweep kitchen floor**
- _____ **Label all leftovers**
- _____ **E-mail Sandy about any supplies that are running low.**
- _____ **Close-up the kitchen and shut doors**

SERVING

- 1) All servers must wear hairnets and gloves.
- 2) The plate distributor will meet the guests at the door to the kitchen, say “hello” or “welcome” and hand each guest a heavy plate.
- 3) The Winter Nights rules say that the volunteers are supposed to serve the plates rather than having people take their own food. There is flexibility on this one. If your team would prefer to have them take the food and have the volunteers just supervise, that is fine too. Temple Isaiah’s serving spoons are marginal at best. That is why we are asking cook/servers to bring serving utensils from home.
- 4) After everyone has had firsts, guests & volunteers can come back for seconds.
- 5) Volunteers should join guests for dinner. Leave 1-2 people in the kitchen as servers and the rest of the volunteers adjourn to the Social Hall. Remember to rotate so that the serving volunteers get to sit down and eat too.
- 6) Put out the desserts on the rectangular table in the Social Hall when it looks like most people are finished with dinner.

CLEAN-UP

- 1) Guests should clear own dishes and silverware into trash bin by table with coffee & tea.
- 2) Unplug coffee urn that has hot water in it.
- 3) Empty coffee filter and wipe down coffee maker. DO NOT UNPLUG the machine.
- 4) Wipe down all tables. The tablecloths are plastic and should be able to be used for 4-5 nights. We have extra round & rectangular tablecloths on the WN storage shelves.
- 5) Wash serving pieces and make sure that everyone gets their own to take home.
- 6) Wash stainless steel warming bins. If these are not washed out well, they can harbor germs.
- 7) Drain water from warming apparatus (VERY CAREFULLY) and make sure that it goes down the drain. Otherwise, there will be an additional annoying mop-up job.
- 8) Wipe down kitchen counter.
- 9) Empty trash and recycling.
- 10) Sweep kitchen floor.
- 11) Label all leftovers with Winter Nights sticky labels.
- 12) E-mail Sandy about any supplies that are running low.

13) Close up the kitchen.

Set-up Coffee Maker (in Oneg Area)

- Put a clean filter in the basket and fill with 1C of coffee. The coffee scoop is in the Decaf Coffee on the WN shelf.
- Insert the filter basket in the slot in the coffee maker (left side).
- Fill the receptacle (right side) with a pot of clean water.
- DO NOT TURN MACHINE ON until AFTER you pour in the water. It will drip quickly. During the evening make sure that someone checks the coffee maker to make sure that there is fresh coffee.
- Recommendation: Make decaf coffee in the evening.

Let the morning crew make Regular Coffee. If there is a request in the evening for Regular Coffee make it, but make sure that you put it in a glass carafe with a black rim.

Perpetually Perfect and Peel able Hard-Boiled Eggs

The wisest way to hard-boil eggs is to put all the raw whole eggs (as many eggs as you like as the number of eggs you will be boiling has nothing to do with this cooking method) into a pot that has a tightly, snugly fitting cover of its own -- then cover all the eggs, filling the pot, with cool or lukewarm tap water until there is more than one-inch of water covering the top egg.

Then, on a high-flame, bring the water to a full, rolling boil. The minute the eggs reach that full, rolling boil, remove the pot from the stovetop to a nearby waiting trivet and **IMMEDIATELY** put the cover on the pot completely covering the pot **TIGHTLY** and allow the eggs to continue to cook in the hot water (right on your tabletop, without any flame underneath it) for 18 minutes.

After the 18 minutes, remove the cover and bring the pot to the kitchen sink, gently and carefully pour out the still very hot water and refill the pot with the coldest water you can get from your tap. Let the eggs sit in the very cold water for a minute or two and then refill the pot again with more of the coldest water you've got. And you will have perfectly hard boiled eggs (which will also be remarkably easy to peel -- **THAT** is the secret to easy egg-peeling, *immediately* rinsing the cooked eggs with the very coldest water you can).

The best way to peel a hard-boiled egg is to tap both ends on a hard surface, breaking the shell on both ends and then laying the egg on its side on the hard surface, simply and quickly rolling it gently but firmly against the hard surface which causes many, many tiny and larger cracks to form through the shell and then it's ready for easy peeling.

This egg-boiling method is the *old* Betty Crocker cookbook and it really works -- **PERFECT** hard-boiled eggs **EVERY** single time -- and NEVER any soft uncooked spots inside the eggs either.

SETTING UP & MANAGING THE STEAM TABLE

Parts –

1. Heating compartments or heating baths.
2. Temperature knobs.
3. Plugged in electrical line.
4. Trays – for containing the prepared food, which fit into the heating baths. Do not substitute.
5. Drain valve underneath the table.

Important!

1. Keep your equipment clean. Any doubt? Clean it!
2. Steam trays are used to keep prepared food hot. Prepare your food and then place it into the trays that sit in the baths. Try to minimize the time between keeping your prepared food hot and the start of your event.
3. Only water goes into the baths.
4. Clean, clean, clean all surfaces!

In a pinch

Fill the baths with HOT water. Heat the trays by rinsing with hot water. Place the trays immediately in the baths and cover. Cycle preheat for 15 minutes, and then adjust the temperature.

Countdown:

1 hour before dinner (5:15 pm)

1. Turn off the drain valve at the bottom of the table.
2. Fill each bath with about 1-2 quarts (2-3 inches) of warm tap water.
3. Turn the temperature knob to “preheat”.

45 Minutes before dinner (5:30 pm)

1. Change the temperature knob to “hot”.
2. Check the water level.

30 Minutes before dinner (5:45 pm)

1. Place the serving trays into each bath.
2. Make sure the trays are spotlessly clean. No reason to take a risk.
3. Cover the trays.

15 Minutes before dinner (6:00 pm)

1. Check the temperature of the trays. Adjust the knob accordingly.
2. Place the prepared food into the tray and cover.

SETTING UP & MANAGING THE STEAM TABLE (cont.)

At the event

1. Remove the covers and place them in a safe place. The food remains uniformly warmer with the cover on.
2. Make sure the areas next to the trays remain clean.
3. Check the water level every ½ hour.

NO more food served 15 minutes prior to dinner ending (6:45 pm)

1. Turn the temperature knobs to OFF. It will take some time for the steam table to lose its heat.
2. If a tray is empty, remove it from the steam table and clean. Take extra care to thoroughly clean.
3. Check for and remove any food that may have fallen into the bath.

At the end of dinner

1. Verify the temperature knobs are on OFF.
2. Remove the remaining trays from the steam table and clean. Take extra care to thoroughly clean.
3. Check for and remove any food that may have fallen into the bath.
4. Open the drain valve and drain each of the baths. Make sure water goes directly into drain or you will have a messy mopping clean-up job.
5. Make sure each bath is spotlessly clean.