

Trenton Area Soup Kitchen Volunteer Handbook

To Contact Us:

TASK

Mailing Address:

P.O. Box 872

Trenton, NJ 08605

Phone Number: 609-695-5456

Fax Number: 609-695-1225

TASK is located at 72½ Escher Street in Trenton, NJ 08609.

For more information please visit us at our website: <http://www.trentonsoupkitchen.org/>

You can also see TASK on **FACEBOOK**

<https://www.facebook.com/TrentonAreaSoupKitchen>, **TWITTER**

<https://twitter.com/TASKsoupkitchen>, **You Tube**

<http://www.youtube.com/user/Trentonsoupkitchen>, and **Flickr**

<http://www.flickr.com/photos/trentonsoupkitchen/>



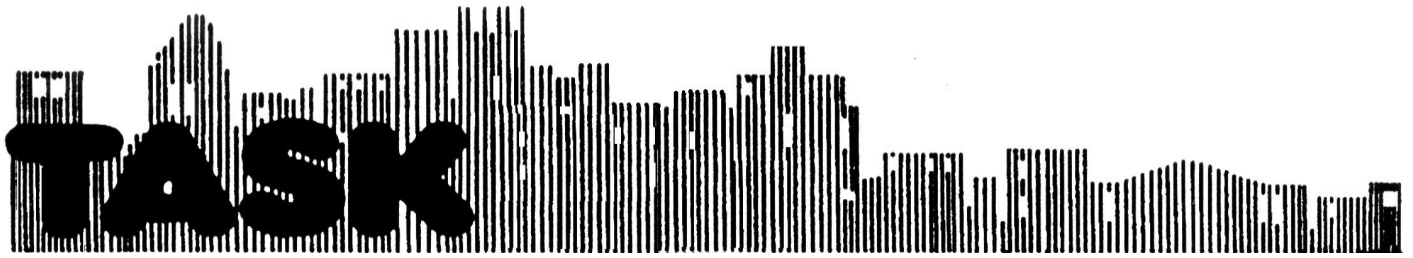
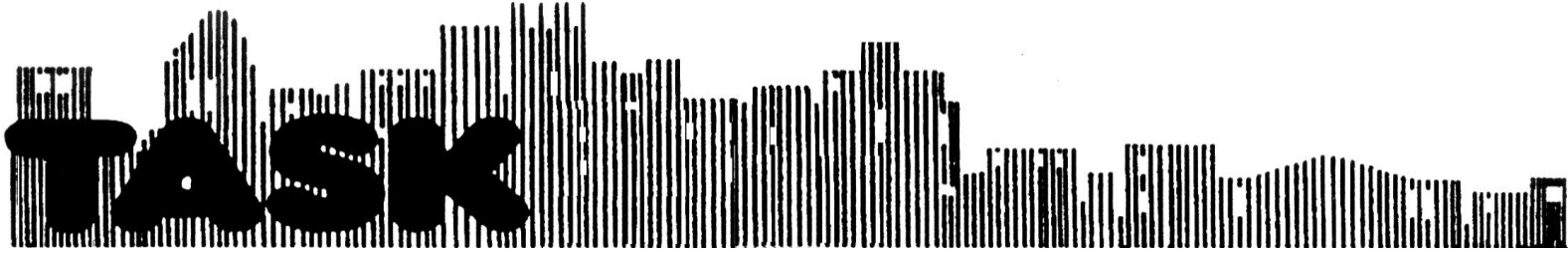


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MISSION STATEMENT

TASK feeds those who are hungry in the Trenton area and offers programs to encourage self-sufficiency and improve the quality of life of its patrons.

VISION

With a strong infrastructure managed by a committed and engaged Board and staff, TASK will expand its ability to reach the hungry in the Trenton area and those with the aspiration or responsibility to serve them.

GUIDING PRINCIPALS

Food First:

Feeding the hungry in the Trenton area is the highest priority for TASK.

Administrative Stability:

The administrative resources of TASK will evolve to support both growth and change in leadership.

Opportunity to serve:

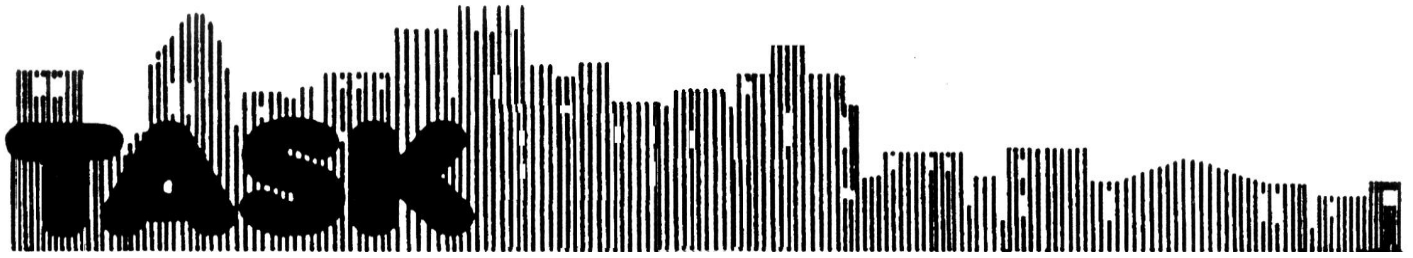
TASK will continue to recognize the value of providing an opportunity for volunteers to express their values through service.

Needs-based planning:

New programs and services will be developed based on documented needs.

Advocacy and Leadership:

TASK will continue to be a leader in informing all segments of the community about hunger in the Trenton area and advocating for programs and policies to alleviate hunger and food insecurity.

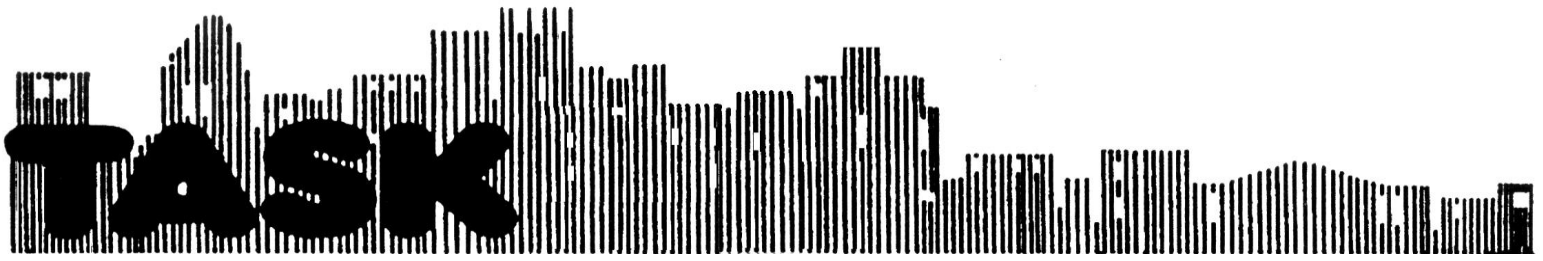


OVERVIEW OF HANDBOOK

This volunteer handbook is designed as a resource for volunteers of the Trenton Area Soup Kitchen (TASK). It explains policies, procedures, and helpful facts that may assist one in their role as a volunteer. Adherence to the provisions of this manual will be the rule in preventing and resolving problems among volunteers. Volunteers should consult Charlie Orth for further clarification and details.

DISCLAIMER STATEMENT

The volunteer handbook is not a contract of employment. Any individual may voluntarily leave upon proper notice, and may be asked to leave Trenton Area Soup Kitchen at any time for just cause. Any oral or written statements or promises to the contrary are hereby expressly disavowed and should not be relied upon by a prospective or existing volunteer. The contents of this handbook are subject to change at any time at the discretion of the Board of Trustees.



WHY WE NEED VOLUNTEERS

There would be no TASK without our volunteers. Volunteers and donations are the life bloodline of almost any non-profit organization, and first and foremost, they are of TASK. The Trenton Area Soup Kitchen was founded in the early 1980's by a small group of individuals from local churches and service organizations. Their goal was to feed the truly needy people of Trenton five days a week. Since then, the activities of TASK have expanded to include outreach programs such as adult education, computer training, health care counseling, screening and referrals, social services, children's activities, visual and performing arts.

From the beginning, TASK has relied on the generosity of volunteers to help prepare and serve meals, clean up, tutor in adult education, and assist staff with our many programs. Volunteers come as individuals, families, members of school organizations, churches, synagogues, civic and social organizations, and corporations from not only the Greater Trenton area, but throughout New Jersey and Pennsylvania as well, Monday through Friday, 52 weeks a year.

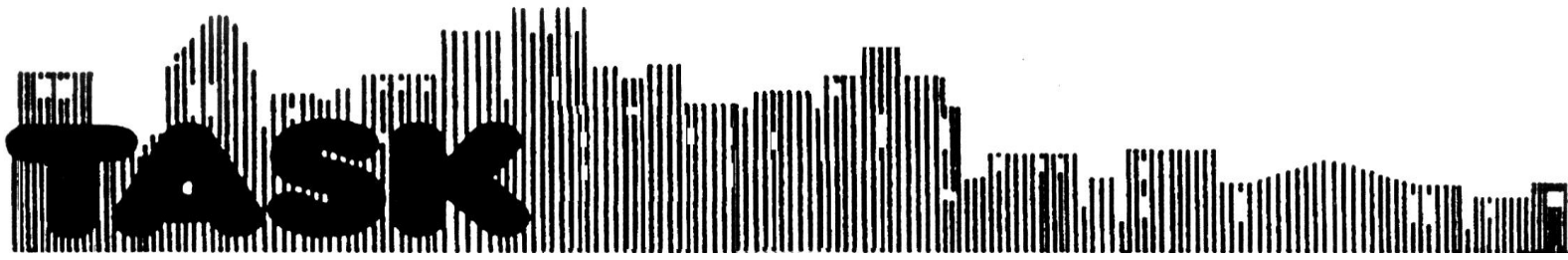
ON-SITE VOLUNTEER OPPORTUNITIES

Kitchen Prep

If you are interested in helping prep for a meal, please come between 9:00AM-3:00PM Monday-Thursday and Friday 9:00AM-1:00PM.

Please contact Paul Jensen, Kitchen Coordinator at paulj@trentonsoupkitchen.org or 609-

695-5456 Ext #111



TASK Meal Service

If you are interested in serving a meal, we have daily volunteering opportunities available. The first meal service shift is from **10:15AM-1:00PM, Monday-Friday**. The evening meal shift is from **3:15PM-5:00PM, Monday-Thursday**. During the first meal service shift, volunteers have the opportunity to bring individual trays to the patrons while they are sitting down at their assigned tables. The lunch meal service (10:15am-1:00pm) is currently a sit down meal for patrons.

South Trenton Soup Kitchen Meal Service

We also have a South Trenton site, which operates Monday-Wednesday from 4PM-6PM.

Located at Bridge and Centre Streets, in the First Baptist Church (128 Centre St)

“Kids Day Off” Program

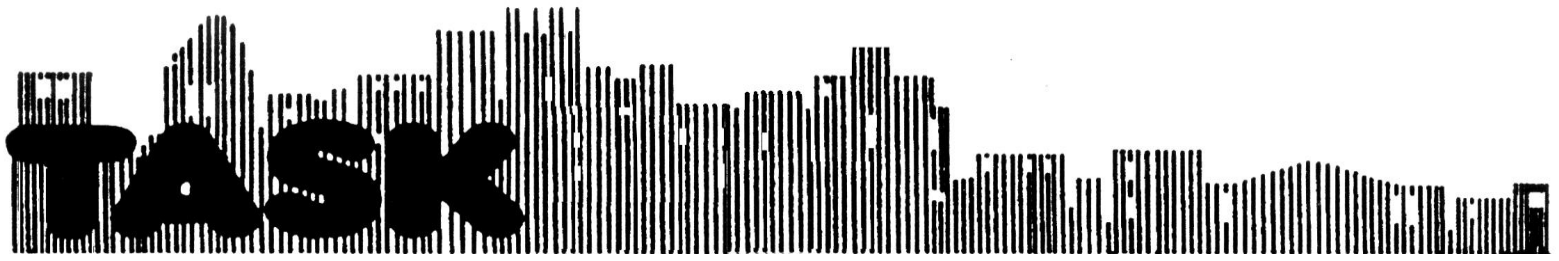
When Trenton area schools are closed, children are invited to come spend their morning at TASK’S art room. The *Kids Day Off* program allows volunteers the opportunity to work with children 13 years and younger, participating in arts and crafts and other scheduled activities. If you are interested in planning an event, donating arts and crafts items or snacks towards the *Kids Day Off* program, please contact

Charlie Orth at 609-695-5456 Ext. #114

Holiday Party Help

TASK is always trying to brighten up the holidays. You can help with holiday event planning by providing goody bags, decorated cupcakes, cookies, or brownies to be distributed on holidays throughout the year. If interested and for more information:

Contact Charlie Orth at 609-695-5456 Ext. #114



ON-SITE VOLUNTEER OPPORTUNITIES CONTINUED...

TASK is a non-profit organization with a mission to provide meals to all those who are hungry, provide services to encourage self-sufficiency and improve quality of life, inform the community of the needs of the hungry, and advocate for the resources needed to meet these needs.

Adult Education Program (AEP)

The AEP has a need for tutors. The AEP conducts two tutoring sessions. The first session is from 9AM- 10:30AM, Monday-Friday, the second session is 2PM-3:30PM, Monday-Thursday. Our AEP is a one-on-one individual tutoring setting. If interested, please contact:

Kelly Hansen at kellyh@trentonsoupkitchen.org, 609-695-5456, X107

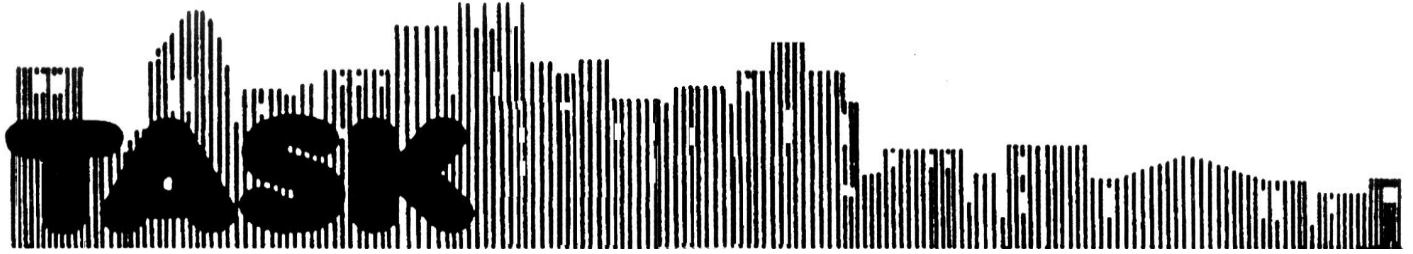
Adult Education Computer Classes

TASK offers computer literacy classes consisting of two 6-week courses that meet on Tuesdays from 2-4 PM or Thursdays from 9-11 AM.

Often times, once a student has completed this course, they are interested in obtaining more computer training. If you are interested in tutoring a student one-on-one, we have tutoring hours each Tuesday from 9-11 AM and Thursdays from 2-4 PM. You can work with a student and also meet fellow tutors while you're here.

If these hours fit your needs, please contact:

Diane Subber, IT Coordinator at dianes@trentonsoupkitchen.org, 609-695-5456, X106



SHARE Project

If you are interested in the arts, The SHARE Project is TASK's performing arts/music group. The "*FunkTASKtics*," TASK's very own music group, practices every other Monday from 11AM-1PM. Every Thursday, The SHARE poetry group meets to read their work. If you would like to take a look at some of the writing material our patrons have done, please visit the SHARE project literary magazine @ <http://www.trentonsoupkitchen.org/share-project.php> If interested in teaching a workshop or donating your time, please contact:

Jaime Parker at jaimep@trentonsoupkitchen.org, 609-695-5456, X105

A-Team Artists

The A-Team is a group of TASK artists who meet every Tuesday at 10AM-1PM in the TASK multipurpose room. The group meets each week to work on original pieces and plan for future galleries. You can help the A-Team by donating art supplies, tickets to an art exhibit, or helping them with future showings or bookings. Please contact

Susan Darley at sandarley@gmail.com

HELP FROM HOME! OFF-SITE VOLUNTEERING OPPORTUNITIES

Prepare Bag Lunches must include:

- Peanut butter and jelly sandwiches (please put peanut butter on both slices of bread and the jelly in the middle), fresh or individual cans of fruit, dessert, juice box and napkin in a brown paper bag (younger children can decorate the bags).

Lunch bags can be delivered Monday-Thursday, 9AM-5PM or Friday 9AM-1PM

Prepare Dinner Bags must include:

TASK

- Canned tuna or chicken with crackers, or an individual can of spaghetti or ravioli in sauce, a juice box, an individual fruit cup, jello, or pudding, plastic spoon and a napkin in a brown paper bag. All items in the dinner bags must be **non-perishable**.

Dinner bags can be delivered Monday-Thursday, 9AM-5PM or Friday 9AM-1PM

Wrapping Utensils

- Wrap a plastic knife, fork and teaspoon in a napkin and secure it with a twisty tie, rubber band, ribbon, or a piece of yarn.

Please be sure to **secure** the yarn or ribbon that tie, with a bow.

Please make sure the part of the utensil that goes into the mouth is covered with the napkin

Mini Hygiene Bags

- One (1) bar of soap (Zest, Irish Spring, Coast or Lever 2000 are the favorites), washcloth and men's disposable razor in a Ziploc sandwich bag. Men's razors are unisex for us.

Hygiene Bags

- Bar of soap (Zest, Irish Spring, Coast or Lever 2000), men's disposable razor, men's deodorant, toothbrush, toothpaste, a full size shampoo, (male products are unisex to TASK).

We would prefer regular sizes all placed in a one gallon Ziploc bag

Socks

- Men's white crew or tube socks are unisex for us.

Cookies, Brownies, Cupcakes

- Make and bag cookies, brownies, etc. (about 3 to a bag, depending on the size equal to one serving)

TASK

PERSONAL BELONGINGS

Please refrain from bringing valuables and large purses/book bags to TASK. We have a room in which you can hang your coat and a cabinet for small bags and purses. If driving to TASK, please make sure that nothing of value can be seen through your car windows. Please stash items under the seats or leave them in your trunk out of view. TASK is not responsible for any lost items. For your comfort, we have a police officer who periodically patrols the parking area.

DRESS CODE

Please be sure to wear comfortable shoes (sneakers, working boots, etc..) that you can be on your feet for long periods of time, and clothing appropriate for working with food products. Jeans are fine, but avoid tank tops, **NO** open-toed shoes, "belly shirts," short-shorts, "low-rider" pants, etc. We provide aprons, hair coverings, caps, and sanitary gloves for people working with food.

TIPS FOR WORKING ON THE LINE DURING OUR DINNER SERVICE

- BE SURE TO KEEP THE LINE MOVING.
- TICKETS: If you are responsible for ticket-taking, make sure you know the color of the ticket the floor manager is using. Provide one tray for each ticket. Keep a watchful eye on the ticket container and keep it out of reach of the patrons.
- SERVING SIZES: The kitchen staff will show you how much food to give each patron. It is important to give each patron the same amount of food.
- DESSERTS/BREAD: Patrons are permitted to select which dessert/bread they want when we offer more than one thing. **Be alert for hard, stale, spoiled or moldy items -- "if you wouldn't eat it, don't serve it". "When in doubt, throw it out."**

TASK

- **HANDING THE PLATTER TO THE PATRON:** Hand over one platter at a time and only one platter per tray. Hold back the next platter until the next patron is ready to receive it. The same applies to drinks. **Note:** (This only applies to our dinner meal service. Our lunch meal service is a sit-down meal, where volunteers deliver the trays to the patrons sitting at assigned tables.)
- **REPLENISHMENT:** Alert the kitchen staff shortly before food or drink containers are empty. It is important to keep the serving line moving smoothly.
- **CLEANLINESS:** Keep your serving area as clean and neat as possible, wiping down as needed. Food that falls out of the pan must be **thrown away** and **never** put back in the pan.
- **COMFORT LEVEL:** If you find you are not comfortable working on the serving line, please let a kitchen staff member know. The serving line is not for everyone, and there are other jobs you can do. Please greet and serve each patron in your own friendly style. That's an important part of the meal, along with the food and drink
- **BE SURE TO KEEP THE LINE MOVING!!**

TIPS FOR WORKING ON THE LINE DURING OUR LUNCH SERVICE

All the steps are the same for the lunch service as the dinner service above, **except** for the **HANDING THE PLATTER TO THE PATRON** step. Our lunch service is a **sit-down** meal. So instead of the patrons going through the line, Volunteers will go through the line and hand out trays to the patrons table by table. The floor manager on duty will instruct the volunteer to which number table to bring the tray.

CONSCIENTIOUS VOLUNTEERS PROTECTION

Volunteers will not be disciplined or terminated or endure any other repercussions as a result of reporting unsafe or illegal practices by the agency.

TASK

ETHICAL LIMITS OF AGENCY-VOLUNTEER RELATIONSHIP

It is important that both agency and volunteer are clear as to the limits of their relationship as it impacts specifically the character and philosophy of Trenton Area Soup Kitchen and the ethical and legal issues definable universally as conflict of interests.

Regarding the character and philosophy of Trenton Area Soup Kitchen, it is expected that volunteers will practice their respective disciplines in a professional manner without compromising the standard of ethics at Trenton Area Soup Kitchen.

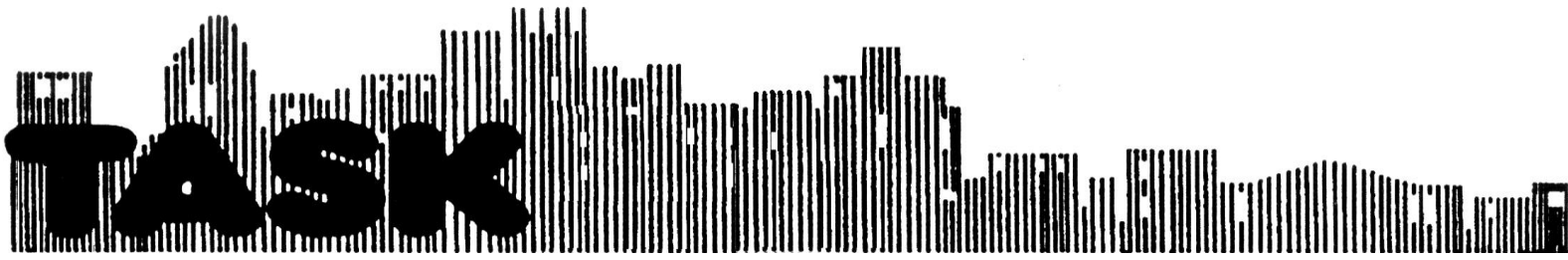
Regarding conflicts of interests, it is important for volunteers to understand that it is inappropriate to utilize agency time, resources, reputation or materials for one's own private economic enhancement or for the enhancement of another organization.

Regarding agency obligations concerning volunteer rights, it is important for volunteers to understand that TASK will not infringe on any volunteer's personal philosophy, professional integrity, or private economic endeavor which does not conflict with the above.

The Volunteer Coordinator will ordinarily review problems that arise related to any of the above.

SEXUAL HARASSMENT POLICY

Trenton Area Soup Kitchen will not tolerate harassment of its volunteers or clients, by the director, other employees, or anyone associated with its operation. Under Federal EEOC Regulations, Trenton Area Soup Kitchen is responsible for preventing sexual harassment at work. This policy cannot be taken lightly. Remarks or actions intended to be in jest or as teasing, expose the Executive Director or agency to individual and/or class action suits. Therefore, the conduct of everyone must be above reproach. By no means should patrons be



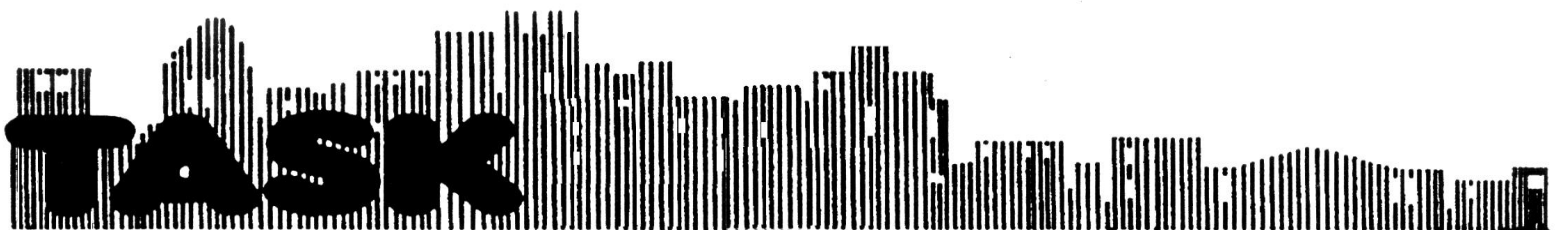
harassing Volunteers and TASK staff, or vice versa. If there are any problems on the line, in the kitchen, or in any of the offices, it should be reported to the floor manager on duty, a supervisor at TASK, the director of TASK, or if needed, we always have a security guard on duty. Volunteers, who have any questions regarding the interpretation of this policy or wish to clarify their rights, should contact the Volunteer Coordinator.

EMERGENCY CLOSING

The Executive Director is responsible for the decision of whether the agency will be closed or not for any emergency situation. In the event that the Trenton Area Soup Kitchen should close on a day you are scheduled to volunteer, the volunteer coordinator will contact you via telephone call. You are expected to comply with whatever procedure is arranged by the Executive Director.

CONFIDENTIALITY

All records and information relating to Trenton Area Soup Kitchen or its patrons and staff are considered confidential. No Trenton Area Soup Kitchen records (or related information), including, but not limited to, documents, notes, files, records, oral information, computer files, GED test scores, or similar materials (except in the ordinary course of performing duties on behalf of Trenton Area Soup Kitchen) may be removed from Trenton Area Soup Kitchen without permission of the Executive Director. Additionally, the contents of the records or information obtained in regard to business may not be disclosed to anyone, unless given permission from the Executive Director. Volunteers may not disclose any confidential information, purposefully or inadvertently through casual conversation, to any unauthorized person unless given permission from the staff.



The privacy of our patrons is of the utmost importance. Furthermore, information discussed in this handbook and at Trenton Area Soup Kitchen should not be further discussed outside of Trenton Area Soup Kitchen unless given permission by Trenton Area Soup Kitchen staff. Nevertheless, if a volunteer employee is given compromising information that they are not comfortable with, please inform a staff member.

Should you have any questions regarding the confidential nature of specific information, please see the Executive Director.

RECEIPT OF VOLUNTEER HANDBOOK

I have received a copy of Trenton Area Soup Kitchen’s Volunteer Handbook. I agree to read it carefully, and ensure that if there is any statement, policy, or provision in the Handbook that I do not understand, I will seek clarification from the volunteer coordinator. I understand that this Handbook outlines Trenton Area Soup Kitchen’s policies, provisions, procedures, and practices that are currently in effect as of December 7th, 2011. Lastly, I understand that the contents of this Handbook may be subject to change and may be amended or removed at any time.

Please sign and date this receipt and return it to Charlie Orth

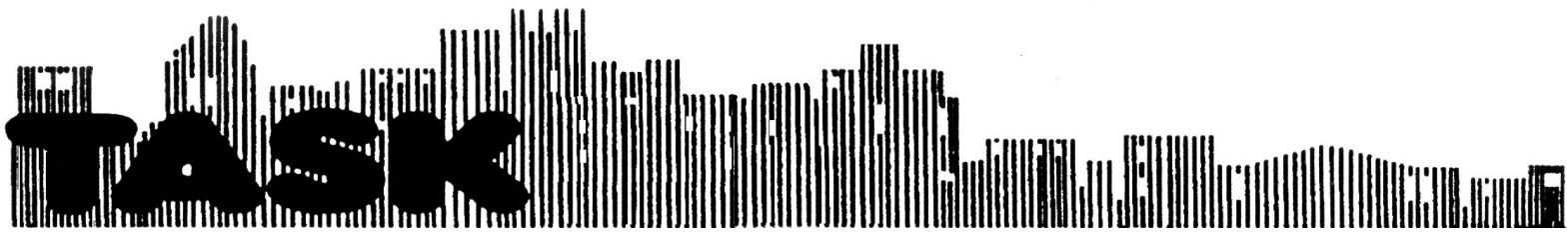
Date: _____

Signature: _____

Print Name: _____

I give Trenton Area Soup Kitchen permission to use my statements and/or photos for press

Yes No



The Trenton Area Soup Kitchen

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VISION

With a strong infrastructure managed by a committed and engaged Board and staff, TASK will expand its ability to reach the hungry in the Trenton area and those with the aspiration or responsibility to serve them.

Adult Education Tutor Volunteer Description

Expected Achievements:

We expect our volunteers to have an enjoyable experience. To this end we ask that you dress casually but present a clean and well-groomed appearance. A friendly and respectful tone with staff and patrons will yield its own rewards. We anticipate that you will have a memorable and rewarding day helping the truly needy of Mercer County.

Tutors work one-on-one with a student for a ninety minute session. The education staff will attempt to match students with tutors based on compatible personality and subject area needs. The TASK AEP strives to be a welcoming, non-threatening learning environment. All required materials are supplied.

Necessary Skills and Abilities:

- Patience
- Good communication skills
- Flexibility
- Ability to work with a challenging population
- Desire to help people

Requirements:

18 years of age or older

High School Diploma or GED

TASK

Contact People:

- Kelly Hansen (kellyh@trentonsoupkitchen.org)
- ❖ Mary Ann Dunn (madunn@trentonsoupkitchen.org)

Schedule:

- Morning Sessions (9:00am – 10:30am)
- Afternoon Sessions (2:00pm – 3:30pm)
- We ask that our volunteers arrive 5-10 minutes early so that we can start class on time.

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Pantry/Stock Room Volunteer Description

Expected Achievements:

We expect our volunteers to have an enjoyable experience. To this end we ask that you dress casually but present a clean well-groomed appearance. A friendly and respectful tone with staff and patrons will yield its own rewards. We anticipate that you will have a memorable and rewarding day helping the truly needy of Mercer County.

Necessary Skills and Abilities:

- 13 years of age or older
- Good organizational skills
- Ability to follow directions
- Ability to lift boxes or crates with food items in them. (20 lbs or less)
- Self-motivated
- Willingness to help people indirectly by:
 - Wrapping cookies, crackers, dry cereal etc.
 - Wrapping flatware for our meal services.
 - Sorting through various food donations.

TASK

Dress Code:

Please be sure to wear comfortable shoes (sneakers, working boots, etc...) that you can be on your feet for long periods of time, and clothing appropriate for working with food products. Jeans are fine, but avoid tank tops, **NO** open-toed shoes, "belly shirts," short-shorts, "low-rider" pants, etc. We provide aprons, hair coverings, caps, and sanitary gloves for people working with food.

Contact People:

- Charlie Orth (charlieo@trentonsoupkitchen.org)
- Alesha Vega (Alesha_Vega@trentonsoupkitchen.org)
- Terence Jones (TerenceJ@trentonsoupkitchen.org)

Schedule:

Monday – Thursday 9:00am – 5:00pm

Friday 9:00am – 2:00pm

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Meal Service Volunteer Description

Expected Achievements:

We expect our volunteers to have an enjoyable experience. To this end we ask that you dress casually but present a clean well-groomed appearance. Shoulders and feet must be fully covered (per Health code Regulations). A friendly and respectful tone with staff and patrons will yield its own rewards. Please bring the requested number of volunteers so that everyone can have a position with public exposure. We anticipate that you will have a memorable and rewarding day helping the truly needy of Mercer County.

Necessary Skills and Abilities:

- Ability to **stand for two and a half hours** while serving food continuously.
- Ability to work as member of a team.
- Ability to work in a fast paced environment.
- Good people skills are a plus.

Conditions Required of Meal Service Personnel:

- 13 years of age or older
- Must wear comfortable shoes, (ex: sneakers), **NO** open toed shoes.
- Absolutely **NO** belly shirts, tank tops, torn or ripped clothing, etc.. A **t-shirt** would be ideal.
- If you are ill, please inform us if you will be absent or late.
- If you cannot make your scheduled date to serve, please give us at least 24 hours notice.

TASK

Kitchen Prep Work Opportunities:

Portion desserts for meal service

Chopping fruits and/or vegetables

Wrapping meals for satellite sites

****Be aware that you will be in a fast-paced kitchen with sharp utensils, and hot equipment****

Dress Code:

Please be sure to wear comfortable shoes (sneakers, working boots, etc...) that you can be on your feet for long periods of time, and clothing appropriate for working with food products. Jeans are fine, but avoid tank tops, **NO** open-toed shoes, "belly shirts," short-shorts, "low-rider" pants, etc. We provide aprons, hair coverings, caps, and sanitary gloves for people working with food.

Contact People:

- Charlie Orth (charlieo@trentonsoupkitchen.org)
- Alesha Vega (Alesha_Vega@trentonsoupkitchen.org)
- Paul Jensen (paulj@trentonsoupkitchen.org)
- Kitchen Staff, (Paul, Ron, David, Lisa & Lisa) will provide direction.

Schedule:

- Lunch (10:15am – 12:50pm)
- Dinner (3:15pm – 4:50pm)
- We ask that our volunteers arrive on time to serve the meals. TASK runs on a very prompt schedule, and we rely on volunteers to make our services operate in an effective & timely fashion.



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Computer Literacy Volunteer Tutor Description

Expected Achievements:

We expect our volunteers to have an enjoyable experience. The Computer lab is equipped with 12 training computers, printers, and donated computers. Primarily, our students need help using programs on and offline. Some of our equipment is in need of hardware/software upgrades. If you are so inclined, repair work is available. Casual and comfortable attire is certainly appropriate when working with students or performing computer repair. Interaction with students, other tutors, and staff can create an enjoyable, stimulating, and collaborative environment for all. Your ideas, suggestions, energy, enthusiasm, and patience are welcomed. We anticipate that you will have a memorable and rewarding day providing important services to others.

Necessary Skills and Abilities:

- All of our students are adults and our computer-lab tutors are at least 18 yrs old.
- If you have basic knowledge of Windows Operating Systems, Microsoft Word and/or Excel, you can help a student write a resume or prepare a budget form. All students will benefit from one-on-one attention.
- Students have many questions about using the Internet. You can help teach them how to research topics of interest or school projects, perform job-searches, obtain email addresses, and complete online job applications.
- Many of our students did not receive computer training in school and may not have completed high school. Their lives have been challenging, and they are now ready to ask for your help.
- Our students will thrive when you answer questions patiently, use good communication skills, and maintain a non-judgmental attitude.

Contact Person:

Diane Subber (dianes@trentonsoupkitchen.org)



TRENTON AREA SOUP KITCHEN • 72 1/2 Escher St. • PO Box 872 • Trenton, NJ 08605
Telephone: (609) 695-5456 • Fax: (609) 695-1225 • www.trentonsoupkitchen.org

Schedule:

Tuesday (9:00 am – 11:00 am)

Thursday (2:00 pm-4:00 pm)



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Hygiene Room Volunteer Description

Expected Achievements:

We expect our volunteers to have an enjoyable experience. To this end we ask that you dress casually but present a clean well-groomed appearance. A friendly and respectful tone with staff and patrons will yield its own rewards. We anticipate that you will have a memorable and rewarding day helping the truly needy of Mercer County and beyond.

Necessary Skills & Abilities:

- 13 years of age or older
- Good organizational skills
- Ability to follow directions
- Willingness to help people indirectly by:

-Assembling our hygiene bags- The bags should include one of each of the following: Soap, shampoo, toothpaste, toothbrush, razor, and deodorant

-Sorting through various hygiene donations.

TASK

Dress Code:

Please be sure to wear comfortable shoes (sneakers, working boots, etc...) that you can be on your feet for long periods of time, and clothing appropriate for working with food products. Jeans are fine, but avoid tank tops, **NO** open-toed shoes, "belly shirts," short-shorts, "low-rider" pants, etc. We provide aprons, hair coverings, caps, and sanitary gloves for people working with food.

Contact People:

- Charlie Orth (charlieo@trentonsoupkitchen.org)
- Alesha Vega (Alesha_Vega@trentonsoupkitchen.org)
- Terence Jones (TerenceJ@trentonsoupkitchen.org)

Schedule:

Monday – Thursday 9:00am – 5:00pm

Friday 9:00am – 2:00pm