



"Blending neighbors + Breaking barriers + Forming a healthy community"

Volunteer Training Manual

2024

Dear Volunteer,

Welcome to Knead Community Cafe! We are so happy that you are willing to join our team and offer your time in service to others.

Since there are few paid positions at the café, we are nothing without our valued volunteers who give generously of their time and talents - the heart behind our mission. Given the many opportunities for you to serve in the community, we appreciate and thank you for choosing to be a part of the Knead Community Cafe.

Our goal is to provide a safe, friendly, enjoyable, and uplifting environment for you to serve. While assisting at the cafe, you will become a blessing to those you touch, but our hope is that you will feel equally blessed by the difference you made in this community.

We love our volunteers and are humbled and privileged by the opportunity to welcome you into the Knead Community Café family as well as serve alongside you in this awesome mission.

With Deepest Gratitude,

Kevin & Mary Bode
Founders

Contact Information

Knead Community Café
1011 Barnes Street New Kensington, PA 15068
878-847-7997
Email: info@kneadcommunitycafe.org

www.kneadcommunitycafe.org _____
www.kneadonlineorders.org

<https://www.facebook.com/kneadcommunitycafe/>
<https://www.instagram.com/kneadcommunitycafe/>

Hours of Operation

Tuesday – Friday 11am - 2pm
Saturday 8am -12pm

Our Mission: Knead Community Café is a unique gathering place that nourishes the body and soul and where all are welcome. Offering meals that are pay-what-you-can/pay-it-forward, providing fresh, wholesome food seasoned with love.

Our Core Beliefs:

1. Social enterprise

We believe that trust is an essential part of building a community. Sharing resources, when possible, with other community partners is vital to enhance the good of the community.

2. Guests determine what they can pay

We believe in providing a dignified dining experience. Healthy, prosperous communities support and celebrate every member regardless of means.

3. Guests can choose

We believe choice is empowering. We offer choices in partnership with the café. Choice also reduces food waste while promoting long-term food security.

4. Everyone is welcome

We believe food has the power to bring people together. Sharing a meal builds healthy communities, and healthy communities make a better world.

5. Space for community

We believe in a community-led approach to food security. A strong community results in long-term success of the organization.

6. Opportunity to volunteer

We believe in offering a hand up and not a handout. An engaged community with a respect for healthy food and its preparation is important.

7. Excellent food

We believe everyone should have access to healthy and nutritious food options. Strong local partnerships result in stronger communities.

Our Values: Knead Community Café exists to provide a safe, non-judgmental, and welcoming space for all who dine with us. Like the spices we season with at the café, our patrons are comprised of a wonderful blend of diverse cultures, lifestyles, and backgrounds. It is our expectation that our staff and volunteers will be friendly, open-minded, and empathetic while volunteering at the café and to represent our mission in the best light possible. Please practice the *Golden Rule* by treating others (staff, fellow volunteers, and customers) like you want them to treat you. If in doubt of how to manage any situations or conflicts that may arise, our staff will be happy to assist you so that both our valued volunteers and customers have the best experience at the café.

BEFORE SERVING AT KNEAD COMMUNITY CAFE, ALL VOLUNTEERS MUST FIRST READ OUR VOLUNTEER MANUAL, AND COMPLETE AND SIGN BOTH THE VOLUNTEER APPLICATION FORM **AND LIABILITY WAIVER FORM.**

Introduction

Volunteers include those who assist:

- in exchange for a meal
- for class/school related credit
- for court/judiciary appointed community service*
- to donate their time in support of our mission and community

There is no distinction between volunteers except that the regular "shift" volunteers will have signed up to work at the Café in advance.

To sign-up in advance for a shift, use the SignUp.com link that you received in your first invitation. You will receive email reminders and occasional group messages from the café from this site.

If scheduled for a shift and you can no longer make it, please cancel your slot, or let us know **as soon as possible** so we can find a replacement. **If it is your first time volunteering with us, please arrive 15 minutes prior** so you can receive a short orientation.

If you do not have access to a computer, you may call or stop by the café to schedule an available shift and fill out the necessary paperwork in advance of volunteering. Please see the manager or shift supervisor at the counter.

If you are not available during regular service hours, there will be occasional opportunities to assist with other events (usually scheduled on weekends/evenings) or let us know what skills and abilities you would be willing to share as needed i.e., (maintaining our grounds, café, and equipment, etc.).

Groups: We welcome groups service opportunities; however, we ask that you contact us directly to schedule a date as we cannot accommodate large numbers of volunteers (which are limited to six servings per group). We may also have opportunities to schedule your group for one of our events, a community outreach project and service workdays when they arise.

Minors: Children 14 years of age can serve but must always have supervision by an accompanying parent/guardian and a complete a **minor consent form waiver**. It is at the café staff's discretion to determine if the minor can safely complete the assigned tasks and if necessary, adjust the scheduled volunteer time of the minor and parent. When signing up with a minor on the shift calendar please reserve only one spot; the assigned spot will be for both the parent and minor.

***Court Appointed Community Service:** An in-person meeting with Café staff is required to discuss volunteer opportunities and to complete the necessary court appointed paperwork prior to scheduling a volunteer shift. Please stop by the Café in person or call to schedule a meeting.

Meal Exchange Policy: To sustain the mission of Knead CC, we have established a Meal Exchange Policy that provides guidelines for volunteers.

Our meal exchange guidelines are as follows:

- **Those who cannot pay** are asked to volunteer at the restaurant for up to one hour in exchange for a meal valued up to \$12.
- **Those working for class credit or court/judiciary community service** are not eligible for a shift meal. However, if you cannot make a monetary contribution for your meal, you may work an additional hour which will not count toward your class credit or court/judiciary community service in exchange for a meal valued up to \$12. Feel free to discuss options with Café staff.
- **Those donating their time** - You may receive up to a meal valued up to \$12. At your choosing, if you are willing and able to make a monetary donation towards the meal to cover the cost of food, we are also grateful. Your contribution helps to cover the cost of meals to those who volunteer for meals or may not be able to afford to pay the suggested donation.

General Information

Tips: As a nonprofit restaurant with a mission of feeding all, we don't accept personal tips at Knead Community Café. If you are offered a tip, please direct the patron to our Bread box.

Solicitations: Although a rare occurrence, we highly discourage giving money to others on the café premises. Meal tokens are available for purchase, which can be given to others as an alternative. Please feel free to discuss this matter with café staff.

Cell Phone Usage: Please refrain from texting or checking your cell phone while serving in the dining room area to offer our patrons the best dining experience free of distractions. If you are awaiting an important call, please put your phone on vibrate and walk off the floor to the volunteer room or another quiet area before answering.

Parking: Please use the public lot across from the café on Barnes Street, it is preferable that the street parking remains available to our patrons who may have limited mobility.

Health and Safety

If you are not feeling well before your shift, we urge you to stay home to recover and to volunteer with us another time. Please contact us as soon as possible to cancel your shift. If you begin to feel unwell during your shift, please let a supervisor know so that you can be relieved.

Remember to stay hydrated throughout your shift and help yourself to any of the beverages we have available but please drink in the designated areas of café. Do not continue performing a task if it is causing you any distress. We want all volunteers to feel comfortable with their tasks. If you begin a task and need to switch later, please let a supervisor know and we will accommodate you as best we can.

Valuables: There will be a designated location for personal belongings during your shift, but it is best to leave valuables at home if possible. Knead Community Café and its staff will not be liable for any missing or damaged items.

Volunteer Positions

When volunteering at KCC, we may assign you various jobs. While we will try to honor your preference, please understand that we might ask you to work in another position to better serve the café's needs that day. All positions are essential to helping us accomplish our mission. Some positions carry a dual role or a combination of several tasks.

1. **Busser**- Bus tables. Take dishes to bussing bins/dishwashing station
2. **Dishwasher**- Wash and dry dishes. Restock dishes in appropriate area
3. **Front of House**- Wrap silverware. Clean/stock beverage station. Clear trash/wipe down tables.
4. **Cleaning**- Sweep/mop floors. Clean bathrooms. Trash removal. Wash windows/doors.
5. **Greeter/Hostess**- Welcome guests and explain the mission, menu and how to order, and help them find a table.
6. **Server**- Serves food and other items to customers and ensures that they have everything they need.
7. **Other Projects** such as- gardening, fundraising, indoor and outdoor custodial/maintenance, administrative tasks, inventory, etc.
8. **Cashier/Point of Accountability**- Accepts and keeps record of payment/donations from patrons. This is a specially trained position.
9. **Daily Set Up Crew**- Prepare the café by completing daily opening tasks.
10. **Daily Break Down Crew**- Clean and complete daily closing tasks.
11. **Kitchen Prep Crew**- Helps prepare ingredients for menu items.
12. **Gratitude Host**- Checks in with and thanks patrons leaving the café. Asks for feedback on their café experience. Records and submits responses to manager.
13. **Cafe Buddy**- In the event that we have more people asking to volunteer for a meal voucher that day, we may ask you to assist/mentor a walk-in volunteer, or sit down with someone who may be dining by themselves and enjoy a cup of coffee, or take your meal break until we can plug you back into the shift. Per our mission, we will feed everyone with dignity; we ask that you help us accommodate anyone who wants to volunteer in exchange for a meal.

When the café is short-staffed or exceptionally busy, you may need to pitch in where needed.

Flexibility is the key in any food service operation! If you are unable to perform a task because of any physical limitation, please let us know at once so that we can accommodate your needs.

DRESS CODE POLICY

The café will provide aprons and gloves for your shift but to ensure we have a safe, sanitary, And professional work atmosphere, KCC asks that you please follow these guidelines when coming to volunteer:

- Modest style of dress that is comfortable to work in is requested
- NO Excessively short, tight, revealing clothing or "short" shorts
- NO Clothing with offensive language or displays of alcohol, tobacco, etc.
- NO Exposed midriff or undergarments
- NO Excessively stained, ripped, or tattered clothes

- As per health code requirements, closed-toe shoes ONLY (no sandals/flip-flops). A comfortable nonslip shoe is recommended.
- Minimal jewelry (for cooking purposes, safety, and risk of losing)
- Please avoid using perfume/cologne
- Long hair must be tied-back (Hats, head scarves, or hair net might be necessary)

Other reminders:

- No cell phone use or texting while working. Note: hands must be thoroughly washed after touching phone
- Wash hands frequently
- No eating or drinking on the cafe floor unless seated at a table on a break
- Avoid touching face and hair
- Change gloves frequently or when switching between activities.
- Volunteers may not use or be under the influence of any drugs or alcohol during their volunteer shift. Failure to comply will be grounds for termination of volunteering with us.

HEALTH CODE REQUIREMENTS AND FOOD SAFETY GUIDELINES

- Cloths used for cleaning spills should not be used for anything else and changed frequently.
- Wear clean and appropriate clothing and follow the dress code.
- Maintain personal cleanliness and hygiene habits.
- Wear a bandage over wounds and a glove over the bandage.
- Remove rings (except plain bands), bracelets, watches, or other hand/wrist accessories for safety.
- Use proper hair restraints: long hair in a ponytail or bun, wear baseball hat, hairnet, or scarf/bandana.
- The use of tobacco products is prohibited in the Café
- Avoid unsanitary actions, such as chewing gum, or blowing nose while around food or food-contact surfaces.
- Keep fingernails groomed.
- **Remove apron and hang on designated hook outside of bathroom door before entering restroom.**
- No snacking while serving. If you need or desire a short break, please tell supervisor and sit at a table to enjoy refreshments.

When to Change Gloves: (May change based on current CDC guidelines)

- As soon as gloves become soiled or torn.
- When possible cross contamination occurs, i.e.: touching face, nose, dirty items
- Before beginning a different task.
- After handling raw meat, poultry or seafood.
- Before handling Ready-to-Eat foods.

Wash Hands After:

- Using the restroom.
- Handling raw meat (before and after).
- Taking out the garbage, cleaning/or bussing tables.
- Touching the hair, face or body.
- Sneezing, coughing or using a tissue, eating, drinking, smoke break, or chewing gum.
- Handling disinfectant, cleaning products, or chemicals.

Safety/Security:

- When possible, volunteers should leave any valuable personal belongings at home or in their car to prevent the occurrence of theft.
- Fire extinguishers are in the kitchen, conference room, at front exit and in the dry goods storage room if needed for fire safety.
- First aid kits are in the mid-hallway outside of the kitchen and at beverage station.
- Wipe up spills immediately and place yellow caution sign near wet area.
- Wear closed toe shoes with non-slip soles to protect feet and prevent falls.
- Report accidents and defective equipment or tools to Manager.
- Use caution when picking up hot items or lifting heavy items, and alert others nearby when carrying anything hot. Use hand carts when necessary.
- Use caution when handling knives or other café equipment.
- Be especially careful while walking to and from the ramp leading to kitchen.
- If you ever feel uncomfortable with an assigned task, please notify Manager/ staff.

VOLUNTEER HEALTH POLICY

Before volunteering you will agree to inform the café manager if you or someone in your household has symptoms of illness and/or confirmation of one of the following illnesses:

1. Diarrhea
2. Vomiting
3. Jaundice (yellowing of the skin and/or eyes)
4. Fever or sore throat with a fever
5. Infected cuts, wounds, or lesions containing pus on the hand, wrist, or exposed body part which may come into contact with food or food contact surfaces
6. Chills/Sweats
7. Body Aches or Dizziness
8. Head Aches
9. Persistent sneezing, coughing or a runny nose that causes discharges from your eyes, nose, or mouth
10. COVID-19 virus and any other communicable or airborne illnesses*
11. Recent known exposure to COVID-19*

*Knead Community Café will be following the most up to date COVID-19 guidelines as recommended by state and local governances and will expect all volunteers and visitors to comply. Guidelines may include but not limited to: sanitizing, masking, capacity requirements, as well as quarantine and testing requirements for known COVID-19 cases and exposures.

Reporting Diagnosed Illnesses:

I agree to report to the Manager before volunteering when I have any of the following:

- | | |
|---|-----------------------------|
| 1. Campylobacter | 7. Hepatitis A Virus |
| 2. Cryptosporidium | 8. Norovirus or Coronavirus |
| 3. Cyclospora | 9. Salmonella spp. |
| 4. Entamoeba Histolytica | 10. Salmonella Typhi |
| 5. Giardia | 11. Vibrio Cholerae |
| 6. Enterohemorrhagic or
Shiga Toxin-Producing
Escherichia Coli. | 12. Yersinia |
| | 13. Shigella |

Any volunteer diagnosed with any of the following illnesses must:

1. Report it to the manager before volunteering in person
2. **Be excluded from working around food or ware washing.**
3. Contact the PA Dept. of Health in your county.
4. **Not report back to work** as a volunteer until the volunteer is no longer infective and/or a possible carrier.

Restrictions: If you have any of the symptoms or illnesses listed above, you may be restricted from volunteering at Knead Community Café until you are cleared by a physician.

Cultural Awareness

Culture is a shared system of meanings, values, beliefs, and behaviors through which experience is interpreted and carried out.

At Knead Community Café, we recognize the variety of cultural backgrounds from our volunteers and our customers, and we are committed to creating an environment where all feel welcomed and loved.

We ask that you:

- Respect others and their opinions
- Value everyone and their uniqueness
- Embrace different thought
- Do the right thing and treat everyone with kindness

Our hope is that the café will be a place that promotes a sense of goodwill among neighbors, where strangers become friends, and that good things may happen when centered around the table.

We thank you for your interest in volunteering with Knead Community Café and we look forward to welcoming you to the KCC family.

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**NOTE:** To complete your volunteer registration, please ensure that you have read this manual thoroughly. You may request a copy of this manual to retain for your records if desired. Please note that you may refer to it at anytime online at our website.

Complete **BOTH** the **Volunteer Agreement Form and Liability Release Form** and return them to the Café supervisor. Please print and make sure that your email address is legible so that we can invite you to the online calendar system to schedule your shifts.

## **CODE OF ETHICS**

Knead Community Cafe is committed to the highest ethical standards. Based on the unique trust placed in KCC to serve the public good, we have a special obligation to act ethically. The success of Knead Community Cafe and our reputation depends upon the ethical conduct of everyone affiliated with us. The Board of Directors, Staff, and Volunteers set an example for each other by pursuit of excellence in high standards of performance, professionalism, and ethical conduct.

While no document can anticipate all of the challenges that may arise, the Code of Ethics communicates key guidelines and will assist the Knead Community Cafe Board of Directors, Staff, and Volunteers in making good decisions that are ethical and in accordance with applicable legal requirements. We encourage you to discuss with our management any questions or concerns you may have.

### **1. PERSONAL AND PROFESSIONAL INTEGRITY**

A personal commitment to integrity in all circumstances benefits everyone as well as the organization. We therefore:

- Strive to meet the highest standards of performance, quality, service, and achievement in working towards the Knead Community Cafe mission.
- Communicate honestly and openly, and avoid misrepresentation.
- Promote a working environment where honesty, open communication, and opinions are valued.
- Exhibit respect and fairness toward all those with whom we come into contact.

### **2. ACCOUNTABILITY**

Knead Community Cafe is responsible to its supporters, customers, and others who have placed faith in our ministry. To uphold this trust, we are committed to:

- Promote good stewardship of Knead Community Cafe resources, including contributions that are used to pay operating expenses and salaries.



- Refrain from using organizational resources for personal gain or purposes.
- Observe and comply with all laws and regulations affecting Knead Community Cafe.

### **3. SOLICITATIONS AND VOLUNTARY GIVING**

The most responsive contributors are those who have the opportunity to become informed and involved. We therefore:

- Promote voluntary giving in dealing with supporters and vendors.
- Refrain from any use of coercion in fundraising activities.

### **4. DIVERSITY AND EQUAL OPPORTUNITY**

Knead Community Cafe is an equal opportunity employer and is committed to the principle of diversity. We therefore:

- Value and embrace diversity in all aspects of Knead Community Cafe activities and respect others without regard to race, color, religion, creed, age, sex, national origin, marital status, sexual orientation, or status as of a qualified disabled or handicapped individual.
- Support affirmative action and equal employment opportunity programs throughout Knead Community Cafe.
- Refuse to engage in or tolerate in any other form of discrimination or harassment.

### **5. CONFLICTS OF INTEREST**

To avoid any conflict of interest or the appearance of a conflict of interest, which could tarnish the reputation of Knead Community Cafe as well as undermine the public's trust in Knead Community Cafe, the Board of Directors, Staff, and Volunteers will:

- Avoid any activity or outside interest which conflicts or appears to conflict with the best interest of Knead Community Cafe, including involvement with a current or potential Knead Community Cafe vendor, grantee, or competing organization, unless disclosed to the Executive Director and not deemed to be inappropriate.
- Ensure that outside employment and other activities do not adversely affect the performance of their Knead Community Cafe duties and or achievement of Knead Community Cafe's mission.
- Ensure that travel, entertainment, and related expenses are incurred on a basis consistent with the mission of Knead Community Cafe and not for personal gain or interest.
- Decline any gift, gratuity, or favor in the performance of Knead Community Cafe duties except for promotional items of nominal value, and any food, transportation, lodging, or entertainment, unless related to Knead Community Cafe business and with prior disclosure to the Founders. Refrain from influencing the selection of consultants or vendors who are relatives or personal friends or affiliated with, employ, or employed by a person with whom they have a relationship that adversely affects the appearance of impartiality.

### **6. KNEAD COMMUNITY CAFE VOLUNTEERS/STAFF**

Knead Community Cafe volunteers/staff should not:

- Knowingly take any action or make any statement intended to influence the conduct of Knead Community Cafe in such a way to confer any financial benefit on themselves, their immediate family members, or any organization in



which they or their immediate family members have a significant interest as stakeholders, directors, or officers.

- Disclose all known conflicts or potential conflicts of interest in any matter before the Board of Directors, if they are Board Members, or any committee upon which they serve and withdraw from the meeting room during any discussion, review, and voting in connection with such matter.

Members of the Board shall annually file with the Knead Community Cafe staff a disclosure of all known potential conflicts of interest

## **7. CONFIDENTIALITY, PRIVACY, AND SOCIAL MEDIA**

Confidentiality is a hallmark of professionalism. We therefore:

- Ensure that all information, which is confidential, privileged, or nonpublic, is not disclosed inappropriately.
- Respect the privacy rights of all individuals in the performance of their Knead Community Cafe duties.
- Use social media to promote goodwill, community relations and our mission. Understand that an individual's personal posts may still be associated with Knead Community Cafe. Individuals who use social media, sites, forums and/or create personal blogs should provide a clear disclaimer that the views expressed are the author's alone and does not represent Knead Community Cafe.
- Social media activities should not interfere with Knead Community Cafe work or volunteer commitments. Comments, posts, or actions captured via digital or film images can affect the image of Knead Community Cafe.
- Social media posts should not include photographs or identifying information of individuals who have not given consent. Taking photos of minors is prohibited unless granted consent by a parent or legal guardian.
- Individuals who publish personal information about themselves, another employee or someone we serve **should not:**
  - impair the work of any employee
  - disrupt the smooth and orderly flow of work
  - directly or indirectly disclose market strategies, business trade secrets or the financial status of the organization
  - create a harassing, demeaning or hostile working environment
  - disrupt the smooth and orderly flow or delivery of services.
  - use knowingly false and malicious information.

## **8. POLITICAL CONTRIBUTIONS**

Knead Community Cafe encourages individual participation in civic affairs. However, as a charitable organization, Knead Community Cafe may not make contributions to any candidate for public office or political committee and may not intervene in any political campaign on behalf of or in opposition to any candidate for public office. We therefore:

- Refrain from making any contributions to any candidates for public office or political committee that may create appearance that a contribution is from Knead Community Cafe.
- Refrain from using any organizational financial resources, facilities, or personnel to endorse or oppose a candidate for public office.



- Clearly communicate that we are not acting on behalf of the organization, if identified as an official of Knead Community Cafe, while engaging in political activities in an individual capacity.
- Refrain from engaging in political activities in a manner that may create the appearance that such activity is by or on behalf of Knead Community Cafe.

## **9. DOCUMENT DESTRUCTION**

The Law makes it a crime to alter, cover up, falsify, or destroy any document or persuade someone else to do so, or to prevent its use in an official proceeding (i.e., federal investigations or bankruptcy proceedings). Intentional document destruction will be monitored, justified, and carefully administered.

## **10. GUIDANCE AND DISCLOSURE**

Reports of possible breaches of the Code of Ethics will be handled in the following manner:

- All reports of possible breaches will be treated in confidence as much as the organization's duty to investigate and the law allow. If confidentiality cannot be maintained, the individual disclosing the possible breach will be notified.
- All reported breaches will be investigated by the Founders and/or the board of Directors, as appropriate. If needed, appropriate action will be taken based upon the policies of the organization.
- No director, officer, or employee who in good faith reports a violation of the code shall suffer harassment, retaliation, or adverse employment consequence. An employee who retaliates against someone who has reported any violation in good faith is subject to discipline up to and including termination of employment.
- This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within the organization prior to seeking resolution outside the organization.
- Knead Community Cafe affirms prompt and fair resolution of all reported breaches.