



Thank you for your commitment to spend time volunteering to serve at the largest Soup Kitchen on Long Island. **Below is important and detailed information you will need to help ensure a positive experience:**

- You will be volunteering at the Mary Brennan INN Soup Kitchen, located at 100 Madison Avenue, Hempstead ~ (516) 486-6243. Please allow yourself extra time to find parking as parking can be challenging. Carpooling is suggested. **Please do not park in the Center for Transformative Change parking lot.**
- The volunteer shift is from **8:30-2:00 pm** (there are no partial shifts). Please be prepared to arrive on time (8:30 am) and participate for the full duration of the shift (until 2:00pm). As late arrivals are disruptive, we allow a 15-minute grace period of start time (up to 8:45 am). **Arrivals after 8:45 AM will be delayed in receiving an assignment.**
- Upon arrival, please enter the building through the side door, located in the parking lot, and ask to be directed to the lounge. You will be expected to sign in and make yourself a name tag (you will be directed by the Volunteer Manager or a volunteer coordinator assigned for that day).
- Please dress comfortably. While the required hairnets and aprons are provided, you may opt to bring in your own favorite hat or apron. **Open-toed shoes are NOT permitted (no flip flops or sandals).**
- Please bring your lunch or a snack to have during the break/volunteer meeting which is held at 11:00 am. **Time will not allow for volunteers to leave the location to get something to eat during this break.** Everyone will be expected to attend this meeting, which gets you prepared for the lunch service.
- The volunteer shift **ends at 2:00 pm**. Please do not leave the facility before 2:00 pm. It is imperative that we have all hands-on deck until that time.
- We do not permit the photographing of anyone who uses our services. However, group photos may be taken in the lounge, pantry or any area where guests are not located.
- **All** volunteers **MUST** be over 16 years old.
- All cancellations **MUST** be made two (2) weeks prior to your scheduled volunteer date.

For all groups: To help our day run smooth, please take note of the following:

1. The volunteer shift **begins promptly at 8:45 am** (this includes a 15-minute grace period). If you will be providing breakfast for your group, please make sure that the breakfast, and your group, arrive early enough so that they are ready to begin **promptly** at 8:45am.
2. If you will be ordering lunch for your group, **please have it delivered by 11:00 am**. Break time for volunteers is from 11:00 am-11:30 am. Meal service begins **promptly** at 11:30 am.
3. The volunteer shift **ends at 2:00 pm**. Please do not leave the facility before 2:00 pm. It is imperative that we have all hands-on deck until that time.

1. **DRESS CODE:** Volunteers must be appropriately attired in clean, comfortable clothing. **The following are not permitted:** short skirts, shorts, rip-styled pants, midriffs, see-through and sleeveless tops; tight-fitting clothing of any kind, clothing advertising alcohol, tobacco or other potentially offensive graphic art/writing, flip-flops and sandals.

Mary Brennan INN volunteers must wear close-toed shoes, a head covering and a clean apron.

2. Enter the building through the side door via the parking lot. Please do not enter through the large glass doors in the front of the building as this entrance is reserved for use by guests only, except in emergency. Please check in with the day's Volunteer Coordinator or a manager upon arrival so that your attendance and participation are recorded. You will need to prepare and wear a name tag.
3. Please refrain from the use and/or possession of drugs, alcohol, weapons and pornographic material as these are prohibited on or around our premises. Profanity, horseplay, immoral attitudes and practices are also unacceptable. Smoking on or around the premises is also prohibited. Weapons are prohibited on the premises.
4. **If you are not feeling well, please do not attend.** If you are unable to volunteer on your scheduled day, please contact the Volunteer Manager at (516) 486-8506 ext. 143 or volunteer@the-inn.org .
5. In the spirit of volunteerism, volunteers must be flexible to assist in any area as needed/directed. Volunteers must be able to lift 25 pounds.
6. It is our belief that anyone who uses the services we provide, is a guest. When interacting with guests:
 - a. Be courteous and respectful always. At no time is a volunteer allowed to be rude or judgmental to a guest even if that guest has been rude to them.
 - b. Treat all guest information as confidential and exercise care when responding to requests from guests.
 - c. In keeping with our mission and philosophy, we aim to feed those who are hungry in a **Safe, Clean, Caring Environment with NO QUESTIONS ASKED.**
7. It is the policy of The INN to provide an environment that is free from harassment and from offensive and degrading remarks and conduct for all individuals. Therefore, offensive behavior, including harassment, at our facility or at any INN-sponsored functions will not be tolerated. Violation of this policy will be subject to appropriate disciplinary action which may include dismissal/termination of your volunteer services.
 - a. Definition and Examples: A behavior that is inappropriate and offensive has the potential of being perceived as harassment. Harassment may include verbal or physical conduct that shows hostility or dislike towards an individual because of the individual's race, creed, religion, age, gender, national origin sexual orientation, marital status, disability, veteran status, or status with regard to public assistance. Harassment may include but is not limited to: Slurs, negative stereotyping threats intimidation, hostile acts, condescending or hostile written or graphic material posted or circulated at The Mary Brennan INN.
Supervisors are responsible for acting promptly and treating as serious all situations in which they observe or are advised of inappropriate and offensive behavior.
8. All volunteers are asked to respect the privacy of our guests. **Photographing of guests is strictly prohibited.** Photos of your volunteer group may be taken in the lounge area, kitchen area, or pantry area.

- 9. ALL volunteers MUST be over 16 years of age.** Volunteers under 16 years old are not allowed to be on site when guests are present (8:30 am -2:00 pm). Students over 10 years of age may volunteer from 2:00 pm – 4:30 pm. (scheduling is required).