



Meal Service Volunteer Handbook 2021 - 2022

The Metanoia Project

Welcome!

The Metanoia Project began in 2007 with the goal to provide temporary overnight shelter for Cleveland's homeless individuals during the coldest months of the year.

Each season our staff continues this mission while providing resources, connections, and opportunities for growth and change to the most vulnerable men and women in Cleveland.

The traditional shelter-system is not one-size-fits-all, many of our guests choose to sleep outside during the warmer months rather than enter a shelter. The Metanoia Project steps in during the winter months (November-April) to provide low-barrier hospitality to these individuals who would otherwise sleep on the streets.

We are so grateful to our dedicated volunteers who work hard each season to help us support our guests. And we hope that this guide will be useful as you prepare to serve the guests of the Metanoia Project.

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Before you get started:

Providing evening meals at The Metanoia Project requires coordination between Metanoia staff, our volunteers, and our guests. Our organization could not exist without the support of volunteers like you and we are always in need of volunteer groups who can make the generous commitment to sponsor meal service at any of our locations. **Please note that children under the age of 18 must be under adult supervision at all times.**

Because many of our locations do not have a kitchen for us to use we ask that volunteer groups prepare meals off-site and bring them to our location in a thermal container to serve our guests.

Serving Time:

Dinner is served daily at 7pm. Please plan to arrive at 6:30pm for check-in and set up.

Dinner Service:

You can easily reach our volunteer coordinator by phone at: **(216) 372-7217** or by email: **katie@projectmetanoia.org**. We are prepared to help you with suggestions on menu planning and we will be able to give you an estimate of the quantities of items to purchase for your dinner service for our guests. Please let us know as soon as possible if you are unable to serve or need to cancel for any reason.

Scheduling your meal dates:

After the success of last season The Metanoia Project will be continuing with its small group model into the 2021-2022 service season. This means that each of our hospitality centers will host up to fifteen guests per night.

We ask that you provide a few more than fifteen meals so that we have extras for any guest that might still be hungry.

There are multiple ways to sign up for meal service:

Weekly meal service: Your volunteer group signs up for a day at one site location (or several) and provides a meal there each week. Every Monday, for example.

Monthly meal service: Your volunteer group signs up for a specific day of the month at one site location (or several) and provides a meal there each month. The second Friday of each month, for example.

Occasional meal service: Your volunteer group signs up for a specific date (or dates) to provide a meal while we are in season, these dates do not repeat.

This season the Metanoia Project will be hosting 10-15 guests at two locations. This means that each night we will need to provide 20 - 30 meals for our guests. Our season typically runs for 151 days (November 15 - April 15th). This means that during our season we will need to provide up to 4,530 meals to our guests. We could not do this without the generosity of volunteers like you. To schedule your meal service dates please reach out to our volunteer coordinator at: (216) 372-7217 or katie@projectmetanoia.org.

What to Cook:

The Metanoia Project appreciates any meals our volunteers are willing to prepare or donate for our guests. We do ask that our volunteer groups be conscientious about dietary needs by making meals that are healthy and well-balanced, while staying away from typical allergens such as peanuts. If cooking and serving a meal, we ask that there always be a vegetarian component and that our volunteer groups supply paper plates, disposable cups, and silverware.

Below is a list of menu items you might consider for your meal service, but always start with what you are comfortable with.

Dinner Ideas:

Lasagna, garlic bread, salad and dressings

Ham, baked potatoes, salad, rolls

Chicken, mashed potatoes and gravy, green beans, rolls

Turkey, mashed potatoes, carrots, rolls

Pot roast, potatoes, corn, salad and dressings, rolls

Bagged lunches: turkey sandwich, cheese, fruit, granola bar

*Desserts are never expected, but always appreciated.

Food Measuring Chart:

The following will serve 20 persons. Please use these guidelines to help you in your purchasing of food items.

INGREDIENT

Applesause
Green Beans
Baked Beans
Cooked Root Vegetables
Coleslaw or salad
Coffee
Salad dressings or condiments
Fried Chicken
Fresh carrots
Ham or other meat
Meatballs
Hamburger
Pork chops
Cooked macaroni
Punch
Roast turkey
Jello or pudding
Raw potatoes
Sandwiches

MEASUREMENT

.5 gallosns
.75 gallons
.5 gallons
6 pounds
2.5 pounds
.75 pounds
.5 quarts
18.75 pounds
7.5 pounds
10 pounds
7.5 pounds
8 pounds
9 pounds
1.5 pounds
1 gallon
16.25 pounds
5 3.5 oz packages
8.75 pounds
2 loafs

Health, Hygiene, and Food Safety

Please consider the following guidelines when serving meals to Metanoia guests:

- Do not come to serve meals if you are sick with a contagious illness such as influenza (chest cold and fever), COVID-19, diarrhea or vomiting in the past 72 hours.
- Come to volunteer wearing clean clothes
- Wear a scarf, cap, or hair-tie that will keep hair neatly in place and out of food
- Masks must be worn at all times*
- Gloves must be worn when serving meals*
- Wear comfortable, closed-toed shoes
- Always wash hands with soap and warm water for 20 seconds before beginning food service and after using the restroom
- We ask that no more than 4-5 people volunteer at a single site location to keep our numbers down.

**Staff can provide masks and gloves at time of service, volunteers can bring their own as well

Contact Us:

You can connect with Metanoia Staff on our social media accounts and website:

Facebook: The Metanoia Project

Instagram: TheMetanoiaProjectCLE

Twitter: ProjectMetanoia

Website: Metanoiaproject.org

Or by reaching out to Katie our Fund Development and Communication Director at katie@projectmetanoia.org or by phone: (216) 372-7217.

Thank you so much for your support!
We could not do this without YOU!