

## Step By Step Procedure For Hot Lunch Volunteers

1. **SIGN IN.** When you arrive at the school, please sign in at the main office. Please ask the school secretary to direct you to the art storage room next to the library.
2. **GET YOUR SUPPLIES.** Grab the flat wood cart in the storage room and stack up 8 blue coolers, 10 trays, lysol wipes, the “Hot Lunch” binder & some pens. You should find these along the back wall of the storage room and/or in the filing cabinet in the same area. Bring it all into the kitchen on the cart.
3. **LINE UP COOLERS & TRAYS.** Line up the coolers in front of the cupboards on the wall that hosts the doorway that runs adjacent to the hallway. Then follow along the cupboards on the wall that runs adjacent to the washroom and so forth. Please place them with the cooler lid open, and then place a tray in front of each cooler.
  - The 2 extra trays can go on the counter for “Admin” & for “STEPS” class
4. **GET THE CLASS LISTS.** The Hot Lunch Binder is in the fundraising filing cabinet in the art storage room. In the “Hot Lunch” binder you will see a section of clear folders. In these clear folders are the class hot lunch lists for the month. Check for the correct date and food delivery for that day, pull out the lists, and place in each tray starting closest to the door and in order for Grades 1 through 6.
5. **The lists/coolers need to be placed in this order:**  
*Start along South wall (wall hosting the doorway) continuing to the West wall (wall adjacent to the washrooms): Grade 1 (Coops), Grade 1/2 (Moen), Grade 2 (Heward), Grade 3 (Mckenzie), Grade 3/4 (Barmby), Grade 4/5 (Thomson), Grade 5 (Hughes/Meyer), then lastly Grade 6 (Grey).*  
***Please place in that order so teachers know where to grab their cooler without confusion.***
6. **GRAB THE DRINKS.** Check the fridge in the storage room (not the one in the kitchen) for any drinks in there (milk and/or juice boxes); find a crate, or a large container to hold it all and bring it to the kitchen. If distributing before collecting food from the supplier at the front entrance, please ensure that the whereabouts of this milk is monitored by a volunteer to avoid drinks going missing.  
*\*Please note that not all suppliers will have a separate drink order and that some drinks will be brought by the supplier with the order\**
7. **GRAB THE INVOICE & CHEQUE.** At the front of the binder there is a pocket labelled “Cheques and Invoices” where you will find the cheque and please ensure the total on the cheque matches the total on our invoice.
8. **DO YOU HAVE HELP?** If no other volunteer has arrived yet, check the “volunteer” section in the binder. Find who else should be helping on the current date and please call them (their number should be listed with their name). If this fails please contact Amy @ 780-619-8464

9. **GET THE FOOD.** Bring the wood stroller down to the front school doors, for the supplier to put food on. They will arrive between 11:45-Noon.
  
10. **VERIFY DELIVERY IS ACCURATE.** Bring the food to the kitchen on the cart. Then using the invoice from the hot lunch binder, check the delivery carefully to ensure they sent the correct food and quantities. Check mark each item on the invoice as received, and make sure to do so while the distributor is still there. If there are missing items, or wrong items sent, you need to send the distributor to get the correct ones and they have to bring back. Once the order is confirmed to be accurate, give the cheque to the vendor politely. The distributor may have their own receipt, so make sure the cheque total matches. Leave all receipts/invoices in the “cheques/invoices” pocket in the front of the binder for the Hot Lunch banking records.
  
11. **FILL THE COOLERS/TRAYS.** On the class order list there is a column for each food/beverage item. At the bottom of this column is the total number of items needed for that class. One person can start with one item and another person can distribute another item until all food/beverages are distributed. All warm foods must go in the cooler (if they don't all fit, use the tray). Cool foods like fruits, salads, and drinks should go in the tray. Leave the lists in the trays to avoid any confusion. Also, keep in mind that cutlery & condiments are distributed appropriately as well.
  
12. **DOUBLE CHECK!** Go back and double check your lists to make sure it's all there. Check mark each column that you counted. **It's important to double check. We are human and errors happen!**
  
13. **TRIPLE CHECK!** Once you have done your side, swap sides with the other person and check all class lists again. We rarely have errors, and take pride in triple checking! Once all classes have been triple checked, put the list on top of the tray so the teacher can see which is theirs.
  
14. **EXTRA FOOD?** Extra food goes to the emergency lunch program, which is a separate program managed by the school staff. Whoever is running the program that day will gladly help you out with any extra food but, please do not offer it until all classes have returned their coolers and everyone has their correct food.
  
15. **LUNCH TIME.** All foods and drinks must be done and ready by 12:20 -12:25 at the latest. When the bell rings, **ONLY TEACHERS** can collect their coolers and trays, **NOT STUDENTS!!** Experience has taught us that students left alone with the hot lunch orders leads to higher instances of missing food and wrong orders. The TEACHERS must collect their hot lunch cooler and tray.
  
16. **MANAGE ISSUES.** Sometimes kids will come back and say “this isn't what I ordered” or “I didn't get what I wanted”, please go to their classroom and find out if the teacher (not the students) handed them out. Make sure it's all accounted for, and if there was a mistake and there is extra, you can give them that item as a replacement, not in addition to their actual order. This is why it is so important for us to triple check. Children can get confused.

17. **CLEAN UP.** Once the coolers are returned (either by a student or teacher), check to see they have also returned the tray and class list. Place the classroom lists in a pile. Clean all coolers and trays with the Lysol wipes and then restack them back on the wooden stroller. Make sure you have all the lists returned so that you know if any coolers/trays are missing. Place the lists in grade order from 1-6 (this can also help you figure out what is missing).
  
18. **RETURN TO STORAGE.** Once all coolers and trays are returned, return the coolers/trays to the storage room along with the Lysol wipes. Please return the binder to the fundraising black filing cabinet in the art storage room. Turn off the light and lock the door. Grab today's class lists take them to the office for shredding. Sign out at the office, and enjoy the rest of your day!

**Thank you for taking the time to volunteer today... it's very much appreciated!**  
*Any questions or concerns, please call the Hot Lunch Coordinator: Amy – 780-619-8464*