

# Volunteer Guidelines per The Board of Health

1. **Hygiene and Safety:**
  - Remember to wear gloves while serving food.
  - Try to avoid touching your hair or face while you're on the serving line.
  - Please refrain from eating food from the serving area.
2. **Dress Code:**
  - If you have long hair, please pull it back to help maintain hygiene.
  - Wearing closed-toe shoes is important for your safety.
  - Keeping midriff covered to avoid burns.
3. **Personal Belongings:**
  - We kindly ask that you don't bring personal belongings into Manna
  - If you need to store your coat, just let our cooks know, and they can lock it up for you.
4. **Hand Hygiene:**
  - Don't forget to wash your hands regularly to help prevent the spread of germs!
  - Wash hands and remove your apron when using the restroom.

## Dining Room Guidelines

- **Staff Support:** A staff member will always be available during meal times to assist you as needed.
- **De-escalation Training:** We weren't able to record the recent session, but we have printed materials available for your reference. And if you have questions, please contact [Kaitlyn@mannanorthampton.org](mailto:Kaitlyn@mannanorthampton.org)
- **House Rules and Behavior Policies:** We're working on displaying our "house rules" and behavior policies to ensure a respectful environment for everyone. Incident reports will help us address any disruptive behaviors.

## Meal Service Rules

- **Meals Allocation:**
  - Each guest can enjoy one meal in person and one to-go.
  - After everyone has been served, guests are welcome to have seconds if there's enough food left!
- **Ice Cream Policy:**
  - Ice cream is a treat that needs to be enjoyed on-site—sorry, no take-home for that one!

Your kindness and commitment make Manna a special place for all. Thank you for being such an important part of our community and for helping us maintain a safe and respectful environment.