



## **Soup Kitchen Manual**

**Grace Family Church**  
**Local Missions Coordinator**  
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## **Soup Kitchen: Leadership and Communication tree**

**Pastor Dean Wild**

**Coordinators: #1 April Dean**

**Soup Kitchen Leaders: Kevin, Bill, Scott, and Hank**

**Soup kitchen administrators: TBA**

**Soup Kitchen Volunteers: All**

### **Communication variances:**

**Face to face**

**Phone call**

**E-Mail**

Email or phone call communications that result in a left message, or an unreplied message should be considered un-communicated until confirmation is received.



## **Soup Kitchen: Timetable Outline**

**Departure from GFC Church campus - 5:40pm**

**Arrival of volunteers at site– 6pm**

**Unload of tables and chairs only – 6pm to 6:10pm**

**Message and announcements from leader or volunteer - 4 minutes time**

**Food and drink distribution – 6:15pm to 6:45pm “relative”**

**Food and drink distribution 5 minute warning seconds – 6:40pm**

**Walking of property and trash clean-up 6:40pm to 6:55pm**

**Loading of tables, bins, and chairs begin 6:40pm – 6:55pm**

**Prayer and announcements 6:55pm**

**Depart 7:00pm**



### **Soup Kitchen Site Rules:**

- Dress appropriately. Everyone present must have modest cover clothing.
- No one is permitted on ministry site prior to 6PM and must leave site by 7PM, no hanging out past this time frame.
- No hugging. “Handshake greetings and goodbyes are acceptable”.
- Stay in groups while serving or ministering to one another.
- It is not acceptable to share your personal contact information between guests and volunteers.
- No parking at Florida Irrigation.
- All Volunteers and guest must sign in at the registration table.



## Soup Kitchen Leadership Training Manual

**Mission Statement:** As leaders we are to coordinate every aspect of soup kitchen from pick-up to clean up. Ensure everyone's safety while on site. Lead and guide the ministry through messages, volunteer, and guest relationships.

**Vision Statement:** our goal is to serve the homeless people in the Tampa Bay area a hot meal, to encourage them by praying for their individual needs and by teaching a short bible study. We will utilize the resources available to us by GFC, our volunteers, and systems that have been created for us to succeed.

**Ministry Description:** Our responsibilities are

1. Rules – communication and enforcement
2. Security – guide, mentor and know limitations
3. Line – coordinate and organize
4. Greeting and orientation
5. Administrative – sign in of volunteers and guests, communicate needs of resources for the ministry.
6. Drivers – drive and coordinate driving
7. Food pick up and bin drop off
8. Clean-up of equipment and resources

**As site leaders you will also be responsible for operations:**

1. Establishing and maintaining work flow.
2. Building relationships & maintaining communication with volunteers and guests
3. Meeting with Site owner to ensure our site is conducive to their business
4. Ministry message – or coordinate

**Training requirements:**

1. Must be recommended by a leader in order to lead.
2. Meet with Volunteers at GFC.
3. Meet with Security and have understanding of their role
4. Know where and when food will be available and ready
5. Volunteer as an assistant to main leader at soup kitchen for 2 months before serving
6. Sign a statement of faith, and other required forms
7. Attend leadership meetings hosted by GFC staff, currently April or Hap.



## **Soup Kitchen Administrative Training Manual**

**Mission Statement:** As Administrators supporting the soup kitchen we are to coordinate every aspect of required information to support the ministry.

**Vision Statement:** To coordinate the administrative needs of the GFC soup kitchen.

**Ministry Description:** Our responsibilities are...

1. Rules – have distributable copies and make sure they are read
2. Security – incident report management
3. Line – Guest sign in sheets
4. Volunteer – sign in sheets
5. Greeting – first time volunteer information cards
6. Communication - needs of resources for the ministry.
7. Drivers – Insurance cards, and approved driver forms
8. Ministry Van logbook

### **Training requirements:**

1. Must be recommended by a leader.
2. Be present on soup kitchen nights 45 minutes prior to departure.
3. Know where to source forms
4. Know where to return forms
5. Have an understanding of computers
6. Possess critical phone numbers for leaders and volunteers
7. Volunteer as an assistant to administrator at soup kitchen for 2 weeks
8. Sign a statement of faith, and other required forms
9. Attend leadership meetings hosted by GFC staff, currently April Dean.



## **Soup Kitchen Volunteer rules of conduct Manual**

**Mission Statement:** As a Volunteer supporting the soup kitchen we are to listen to the authorities established onto this ministry by GFC staff. Volunteer in the efforts to deliver and serve food to the homeless and poor population of Tampa Bay.

**Vision Statement:** To assist in the needs of the GFC soup kitchen.

**Ministry Description:** Our roles and expectations are

- To assist in the work outlined by the site leader
- To stay away from confrontations
- To have a peaceful and servant demeanor
- Obey and respect the rules established by GFC staff
- To listen and act on the guidance given by leaders and security personnel.
- Do not speak controversially or down to guests or volunteers
- Maintain health and food safety guidelines.

**Training requirements:**

1. Receive and read a copy of the site rules
2. Know and understand the outline of the night
3. Read and sign the GFC liability and consent forms



## **Soup Kitchen Security Training Manual**

**Mission statement:** As Gatekeepers, we are to protect the Pastor/Family Members/Visitors by providing a safe environment during all Soup Kitchen services.

**Vision Statement:** To protect the guests and volunteers prior to and during ministry.

**Ministry Description:** Our responsibilities vary;

- Securing a safe site environment so volunteers and guests can serve and eat safely
- We arrive ahead of time of volunteers to keep parking lot clear of guests and early arrivals.
- We also monitor and secure the site to maintain a peaceful ministry.

**Chain of command:**

- Site leader
- Security
- Core volunteer
- Volunteer

**Security Operations: Security will**

- Blend in with volunteers and will use leaders and volunteers to communicate necessary adjustments to one another preferred, or with direct communication.
- Report directly to the Site leader, and act on their command.
- Use discretion in life or death situations
- Be kind to all who are present
- Escort quietly
- Build relationships with volunteers and guests
- Monitor the entire site

**Security Operations: Security will not**

- Show force unless directed by site leader
- Be an obvious security force to guests
- Carry any defense weapon in plain site
- Escalate any situation with direct involvement

**Training requirements:**

1. Attend security orientation with Security head, April or Hap
2. Be of good athletic health
3. Meet and speak with site leader
4. Assist in security operations by certified GFC security personnel.
5. Sign statement of faith, and release forms

# Soup Kitchen Rules, Procedures, and Policies

## Volunteer Rules:

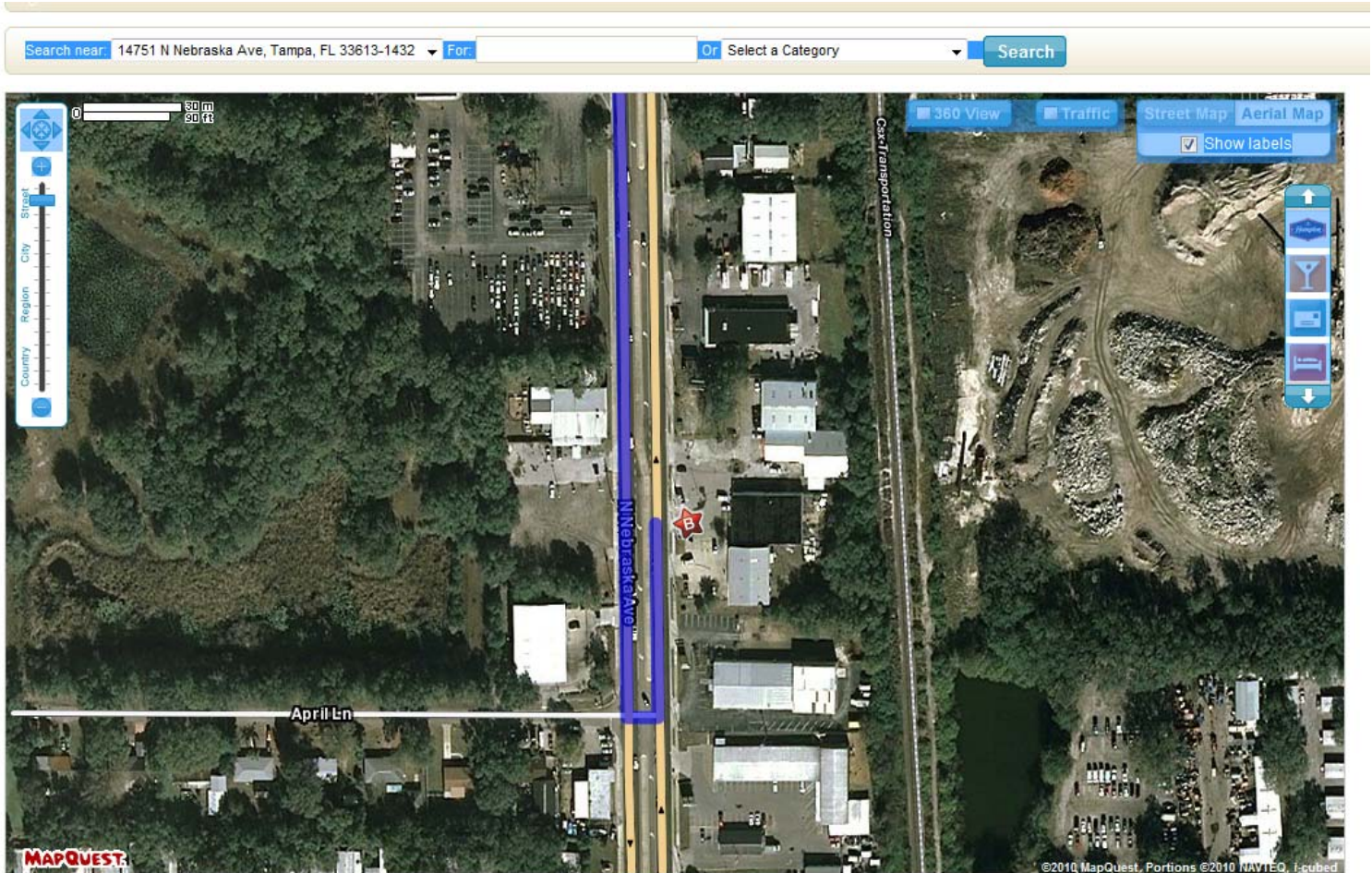
1. If there is a problem or violation of the rules by our guest (homeless) or a volunteer, please notify the soup kitchen leader and let them handle it.
2. Soup Kitchen is a church event and will be conducted as such. Volunteers are to conduct themselves as ambassadors of Grace Family Church.
3. If volunteers are unhappy with other volunteers, there will be no fighting on site in front of our guests (homeless). Anyone wishing to register a complaint can contact the Local Outreach Coordinator, April Dean, at the church office.
4. No drinking, drugs, profanity, or fighting will be tolerated by our volunteers.
5. Volunteers are required to dress appropriately. Students are to wear school attire.
6. If potentially threatening situations arise, the team leaders are to ensure that the volunteers immediately leave the area.
7. The Soup Kitchen van will leave the church for the Soup Kitchen site at approximately 5:40PM.
8. The Florida Irrigation Soup Kitchen site address is **14751 N Nebraska Ave, Tampa, FL 33613** (Please do not arrive before 6pm). No parking is allowed in the Florida Irrigation parking lot or on the curbs of Nebraska Ave. Parking is permitted in the adjacent Spa business parking lot – north of the Florida Irrigation soup kitchen site.
9. Lock your car. And don't leave personal items in view including documents such as correspondence, which shows your personal information. Lock your personal items in your trunk.
10. No hugging is permitted by the volunteers with our guests or other volunteers on the Soup Kitchen site.
11. No children under the age of ten (see age requirements)
12. Parents are required to keep their children with them at all times. Volunteer leaders nor volunteers are responsible for the care of your children at any time during soup kitchen ministry.
13. Volunteers are required to stay in pairs and not wander around for safety purposes. The young (female) people are expected to interact mostly with other volunteers and stay behind the serving tables.
14. The Metropolitan Ministries' Soup Kitchen sign is to be set-up on site, in plain view, on Soup Kitchen nights.
15. Women are not allowed to minister to the men alone. And men are not allowed to minister to the women alone.

## Soup Kitchen Rules, Procedures, and Policies cont...










16. Do not meet with our guests (homeless) outside of ministry time, and don't give out your personal information.
17. Do not give money, or medication to our guests (homeless).
18. If you bring donations (ie, clothing, food, etc.) to the Soup Kitchen site, you are required take the remaining donations with you, when you leave.
19. Volunteers are **not to eat** on the Soup Kitchen site or bring beverage containers from other businesses such as Starbucks or burger franchises.
20. Team Leaders will assign willing volunteers tasks so that no one person is overloaded with work, and so that everyone participates.
21. The Soup Kitchen van will leave the site between 7:00PM and 7:15PM. Volunteers as well as our guests (homeless) are also required to leave, when the van leaves.
22. Use hand sanitizer before serving our guests (homeless), and use hand sanitizer upon leaving the Soup Kitchen site.
23. When handling food gloves must be worn.
24. All soup kitchen serving utensils' and containers are properly cleaned and stored.

### **Guest (homeless) Rules:**

1. There will be no breaking in line by our guests (homeless).
2. No ALCOHOLIC BEVERAGES allowed on site.
3. No illegal drugs, profanity, or fighting will be tolerated by our Guest.



**Soup Kitchen Site:  
 Florida Irrigation System  
 14751 N Nebraska Ave FL 33613, Tampa, FL 33613-1432  
 Please park at the adjacent Spa business parking lot – north of the  
 Florida Irrigation soup kitchen site.**

-  1. Start out going EAST on VAN DYKE RD/CR-685A toward DARBY LN. 1.4 mi [Map](#)
-   2. Turn RIGHT onto DALE MABRY HWY/FL-597 S. 3.0 mi [Map](#) | [Avoid](#)
-  3. Turn LEFT onto BEARSS AVE/W BEARSS AVE. 3.4 mi [Map](#) | [Avoid](#)
-   4. Turn RIGHT onto N NEBRASKA AVE/US-41 S/FL-45 S. 0.4 mi [Map](#) | [Avoid](#)
-   5. Make a U-TURN at APRIL LN onto N NEBRASKA AVE/US-41 N/FL-45 N. 0.1 mi [Map](#) | [Avoid](#)
-  6. 14751 N NEBRASKA AVE is on the RIGHT. [Map](#)