



VOLUNTEER INFORMATION SHEET

Meal Preparation at Mountain View Emergency Family Shelter

Location & Time:

Mountain View House is located at 1391 Shell Ave, Martinez, CA 94553.

Phone: (925) 228-6920

- Meal preparation can be scheduled for Monday through Friday. If volunteers would like to prepare a meal on weekends, we recommend Sundays since most clients are not on site on Saturdays. Please contact the Site Coordinator, Martie Steinmetz to schedule.
- A weekly menu is recommended but not necessary. (This will provide the clients with something to look forward to throughout the week.)
- Dinner is served at 6:00pm, with the exception of Wednesdays when our Triple P parenting class occurs. (Please check with the Site Coordinator in regards to this.)
- Volunteers are allowed to show up as early as 2:30pm to begin meal preparation.

General Information:

- Volunteers are asked to purchase items to prepare the meals including beverages (only low-fat milk, water or 100% juice) and desserts.
- Children under 15 years of age must be supervised and are not allowed in the kitchen.
- We ask that volunteers bringing small children limit the number of children to no more than five.
- Please call the Site Coordinator the week before your scheduled week to get an appropriate count of our clients.
- Volunteers may choose to prepare the meal offsite and bring it to the shelter to serve for dinner time, at which time volunteers can serve. Volunteers may also choose to use our commercial kitchen on site to prepare the meal.

Meal Service & Food Handling Guidelines

- Meals are served cafeteria style.
 - All hot meals remain behind the counter and are served by staff or volunteers.
 - All beverages and cold dishes are put on the tables in front of the counter so that clients can serve themselves.
- Food handling guidelines must be strictly enforced:
 - Wash hands before serving and preparation of food.
 - Use gloves when handling food.
 - Wear a hair restraint when working in the food serving/preparation area.
 - When you taste food, do not put the utensil back into the food.
 - Cover food and utensils when not in use.
 - Check expiration dates on food items.
- Once all clients are served, volunteers are encouraged to join clients and dine with them.
- Clean-up after a meal is greatly appreciated.

INSPIRING PEOPLE. CHANGING LIVES. ENDING HOMELESSNESS.

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MOUNTAIN VIEW EMERGENCY FAMILY SHELTER

Providing safe, supportive emergency housing for homeless families in Contra Costa County.

- Open 24 hours a day and 7 days a week, Mountain View provides homeless families with a safe place to sleep in conjunction with supportive services aimed at developing stability and self-sufficiency.
- SHELTER, Inc.'s primary goal at Mountain View is to get homeless families with children off the streets and then to help them transition to stable housing.
- Mountain View House serves on average 50 families a year, including 80 children.
- Priority for placement at Mountain View is given to families sleeping in places not meant for habitation, such as in cars, on the streets or in parks, as well as to mothers in the last trimester of pregnancy and families with very young children.



OUTCOME

Mountain View helps families succeed. On average, over 90% of those who leave Mountain View move to stable housing.

While Mountain View provides a safe and warm place to sleep, it also provides much more to help families transition out of homelessness and back to stability:

- Case managers who work one-on-one with the families, helping to identify challenges and strengths and helping set action steps and goals for moving toward self-sufficiency,
- A credentialed teacher who provides individual and customized mentoring and teaching for all members of a family,
- Mental health counselors who provide assessments and therapy and help link families with appropriate mental health services,
- Hot dinners served daily, often prepared by faith-based organizations, service clubs and other volunteer groups, as well as well-stocked refrigerators and pantries for families to prepare their own meals for breakfast and lunch,
- Family nutrition workshops that provide families with healthy cooking lessons and information on why healthy, nutritious meals are important,
- Community activities led by volunteers such as organizing holiday celebrations, reading to the children and purchasing school supplies. Each year, over \$100,000 worth of in-kind items are donated and over 300 people volunteer their time helping out Mountain View House.



"You have given us a new outlook on life and drive to succeed for the better. I would like to say thank you. Thanks for your time and effort you all have placed in our family. We will never forget the chance you have given us to better our lives and the lives of our children."

- Previous Mountain View House Client

This critical program has been impacted by funding cuts. Your tax-deductible gift will help homeless families in our community. Thank you for your support!