Location: The Father’s Heart Ministries 545 East 11th Street, New York, NY 10009

Directions: Take the L train to 1st Ave. Walk south on 1st Ave and make a left at East 11th Street. Walk 1 1/2 avenues until you reach 545 East 11th Street.

On-Site Phone #: 212-982-3578

Program hours: 8:00am - 12:00pm, with Volunteer Orientation between 8:30 - 9:00. If any of your volunteers would like to be assigned to the kitchen cooking eggs, they should arrive no later than 8:00am.

Special Instructions: We recommend wearing comfortable shoes, and clothing that you do not mind getting soiled. Volunteers working in direct contact with the food will be given hairnets, aprons and gloves to wear. Anyone working in the kitchen must wear closed shoes or will not be allowed to work in there according to the NYS Department of Health and Mental Hygiene.

Special Policies: We are not responsible for any valuables brought into our building, so we encourage Volunteers to only bring the necessities.

We are required by some of our funders to have a Child Protection Policy in place, which prohibits us from using volunteers 13 years and under. So we ask no children under 14 be brought to volunteer.

We do not allow photographing of our guests, but we do permit volunteers to take pictures of each other serving, of the facility, and our line outside.

Arrival: When your group arrives at our facility, there will be a Volunteer Check in Desk, where your volunteers will be signed in, given a name tag and further instructions.

We offer coffee, juice and muffins while volunteers wait for Orientation to begin.

Assignments: We have 10 main areas of service where you may be assigned to serve by one of the Pastors or person designated by them:

- **Kitchen** - cooking and plating food
- **Serving** - serving meals to our guests, restaurant-style
- **Flyers** - serving beverages and resetting the tables
- **Clean up** - cleaning the tables so that they can be reset.
- **Seating** - finding seats for guests, and keeping the inside line moving
- **Line Management** - we have security inside and outside to maintain, and assist the guests entering and leaving our facility.
- **Food Pantry** - distributing grocery bags to guests - bringing bags up from our food pantry (one flight of steps)
- **Signers** - helping our guests sign their names in our food pantry and soup kitchen registers
- **Small kitchen** - washing pots, pans, etc.
- **Bagging** - bagging frozen or fresh produce that cannot be pre-bagged

All areas of service have trained Supervisors who will give your volunteers detailed instruction, as well as assist them as they serve.

All of this information will be reviewed during orientation.