

I-HELP needs YOU!

We are currently seeking volunteers for the position of VUU I-HELP Coordinator(s) and team members. Training for this team begins in September and the duties will be handed off by December. The current coordinator will step down by NO LATER THAN January 1st, 2025. Ideally we will have two co-chairs that each lead a team, so that the work is shared and no one gets burned out.

Coordinator /team responsibilities include:

- Plan, coordinate, and serve a monthly I-HELP meal at VUU
- Supervise and assist outside food providers at VUU 3-4 additional days per month.
- Follow up the next day to finish sanctuary/kitchen organizing and clean up.
- Serve as liaison between AZCEND/I-HELP and VUU

Please Note:

A **VUU I-HELP coordinator/team instructions and procedure list** is now available. It includes a detailed explanation of each of the above responsibilities, when they occur, and how much time they require.(document location and access details to be added)

VUU I-HELP Coordinator/Team Instructions and Procedure List

- Plan, coordinate and serve **monthly** I-HELP meals at VUU (about 5-6 hours per person each month, depending on exact duties)

VUU both hosts and serves the I-HELP meal on the 4th Monday of the month.

The I-HELP Coordinator sends out a detailed “Sign Up Genius” menu and volunteer request by the second Tuesday of each month. This is sent to the VUU “Happenings” and a select group of I-HELP volunteers. This requires about 1-2 hours per month.

The Coordinator monitors the Sign Up Genius and, within a week of the meal date, sends out an additional request for sign ups as needed. Reminders are automatically sent out by Sign up Genius a few days prior to the meal date.

The initial preparation for the I-HELP meal currently takes place on Sunday after services. This consists of putting out 5 guest tables with six folding chairs each, and 4 serving tables placed in a U shape. Guest tables are set with salt and pepper shakers and Tapatio sauce. Serving table is set with serving trays, dishes, silverware, drink glasses, napkins, hand sanitizer and food service gloves. A rolling cart with bus tubs for dirty dishes is set out to the right of the kitchen door along with a large black trash can from

behind the sanctuary kitchen. Table and chair set up is currently organized by Nick Carr, and tableware set up is done by the coordinator or designee. This generally takes about 1 hour per week.

The meal coordinator arrives at VUU between 4:30-5:00 pm to unlock the sanctuary door, storeroom door, and bathroom gate, turn on lights and adjust thermostats.

Information and guest instruction signs such as WIFI info and departure checklist are posted in the sanctuary

Food service volunteers arrive by about 5:15 pm. Food is delivered between 5-5:30 pm and is staged in the kitchen.

Cold drinks (two gallons each of lemonade and water) are put out by 5:30.

I-HELP guests are transported by bus from AZCEND to VUU, and generally arrive by about 5:30 pm. There is a maximum of 25 guests allowed. It usually takes about 30 minutes for the guests to settle in. The coordinator should identify the monitor(s), determine the current number of guests and late arrivals anticipated.

The meal is set out and served by about 6:00 pm. Meal is served buffet style, with servers behind the tables and guests coming through in front. There is usually a meal blessing, either given by one of the guests or the servers as preferred.

After all guests are served and plates are prepared for late arrivals, food servers may eat with guests as desired. This is highly encouraged.

Meal clean up generally begins about 6:30 pm.

Dirty dishes are transported to the kitchen, and either scraped off and placed in the dishwasher (no need to rinse), or washed by hand.

Dishwasher procedures:

Check dishwasher filter for cleanliness.

Add soap packet and rinse aid.

Press “On”, “Heavy”, “Sanitize” and “Start”. Close dishwasher door carefully. It is a very tight fit.

Leftover food is returned to the kitchen and repackaged as needed for guests to take with them the next day. Late plates are placed in the refrigerator.

The I-HELP monitor(s) supervise the cleaning and take down of the tables and chairs and returning them to their proper places. (tables to cubbyhole in sanctuary, and chairs to store room). One guest table and chairs, along with one serving table for leftover drinks and dessert remains out until the next day.

After dishes are finished and kitchen cleaned up, preparations are made for the next day.

These include: organizing the lunches and any other food items that guests will need to take with them. Lunches should not need to be refrigerated, but it is good to double check. Lunches are placed on the stainless steel table, either in cardboard boxes or trash bags for transport. Any other leftover food is placed next to the lunches or refrigerated.

Coffee and tea service is prepared on the counter to the left of the stove. A 14 cup coffee pot is filled with water and coffee; two serving trays with cups, spoons, creamer, sugar, sweetener and tea bags are set out next to the coffee pot. There is no breakfast provided; however the Sign Up Genius may include a request for breakfast bars which can be placed next to the coffee service.

Food servers generally leave about 7:30-8:00 pm. The last person to leave checks to make sure the kitchen doors are locked, turns out the kitchen lights and closes the door. Servers depart through the front sanctuary door, which remains unlocked for guests until the next day.

- Next Day Follow Up Procedures (2-3 hours):

I-HELP guests pack up and leave the sanctuary by bus or private vehicles by 7:00 am the next day.

The VUU administrator usually arrives by 9:00 am and checks that sanctuary and bathroom lights are turned off and sanctuary door and bathroom gate are locked.

I-HELP coordinator or designee returns for a survey of the sanctuary for order and cleanliness. Items left behind by guests are placed in the kitchen for return to AZCEND. The dishwasher is emptied, and any items that are left out are cleaned and returned to their proper locations. The refrigerator and kitchen counters are to be checked for leftover food. This food will either be donated, saved, or disposed of as indicated.

Please Note: Third Monday and Tuesday exceptions to follow up procedures:

Currently, our guests spend BOTH Monday and Tuesday nights at VUU on the 3rd week of the month. This means that they leave their belongings, dining tables, chairs, and serving tables in place from Monday night to Wednesday morning. The Tuesday night meal coordinator might want to arrive a little early on Tuesday evening to make sure that the kitchen has been cleaned up from Monday before starting Tuesday dinner service prep.

- Serve as liaison between VUU and AZCEND (hours vary: usually 1-2/month)

I-HELP coordinator emails the AZCEND I-HELP supervisor with any feedback about the previous night. For example, they might request that the supervisor return to pick up guest belongings, or report an issue such as failure to turn out the lights before leaving.

The VUU administrator, minister, or congregant sometimes contacts the I-HELP coordinator with feedback as well.

It is important to highlight positive feedback as much as possible. For example: The guests left the sanctuary very neat and clean and followed all pre-departure instructions.

I-HELP coordinator emails the AZCEND volunteer supervisor to provide a volunteer count and hours for the previous night:

The summary includes the total number of volunteers and a separate count of first time volunteers.

Total volunteer hours are estimated based on types of tasks performed. Some volunteers provide their hours on the Sign Up Genius; most do not. Food providers/servers are generally credited as follows: 1-2 hours each for food providers; 2-3 hours each for servers. Those who do both are credited accordingly. Coordinators are credited for the hours mentioned above, as well as any prep and follow up time (meal planning and volunteer coordination, next day follow up).

Only total volunteer hours need to be provided, but may be broken down and totaled if that is easier for the reporter.

VUU is only required to report the total volunteer numbers and hours for the 4th Monday, but the monthly total may (and probably should) include the total coordinator hours for the entire month.

- Supervise and assist outside I-HELP meal providers at VUU (about 3 hours/week per person))

VUU currently hosts I-HELP with outside meal providers on the following days of the month:

1st, 3rd, and 5th Mondays, and 3rd Tuesdays

In addition to the 4th Monday, this schedule totals 4-5 days per month, (5th Mondays occur quarterly)

The schedule is coordinated between VUU and AZCEND, and the I-HELP calendar is maintained by the VUU administrator. The schedule is rarely changed. Occasionally, a request is sent out by AZCEND for an additional host night. This request is generally sent to the VUU administrator, and the I-HELP coordinator is copied on the request. Additional host nights are provided on an individual basis only.

The food provider schedule and contact information is maintained by AZCEND, and all food provider coordination goes through the AZCEND I-HELP supervisor. This is done either by email or text as needed. For example, if the designated food provider has not arrived at VUU by 6:30 pm, the I-HELP supervisor is contacted to follow up and troubleshoot as needed.

The VUU procedures for the outside food provider days are exactly the same as those for the 4th Monday, with the exception that an outside provider brings the food.

Food providers generally arrive between 6:00-6:30.

VUU I-HELP volunteers supervise and assist these providers in organizing and serving the meal as needed. (For example, helping them locate serving dishes and utensils, explaining serving procedures)

Most outside food providers stay to serve and clean up, but some do not (for example, the 3rd Tuesday food providers drop the food off and leave.)

AZCEND Contact Information:

AZCEND Community Center (AZCEND.org)
345 S. California St, Chandler AZ 85225
480-963-1423
Hours: 7:30 am-4:00 pm M-F

I-HELP Supervisor:
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480-963-4123 x 120 (work)
480-285-4950 (cell)

Volunteer Coordinator:
(Name)

Title:
Ariel Ackerman

