



2022 Transition House Dinner Provider Guidelines



First and foremost, thank you for your generous food donation and for volunteering your services and time to provide delicious and nutritious meals for your neighbors at Transition House. The following guidelines will help make your dinner preparation for Transition House families run smoothly. You play a vital role in the services that we provide to our families experiencing homelessness.

If at any time you have questions, concerns, or suggestions, please contact the Volunteer Coordinator, Claire Frandsen. If you need to update the Shelter Staff after 4pm or on the weekends, contact the Shelter directly.

Claire Frandsen (Mon-Fri 9:00am-4:00pm)

Volunteer Coordinator

425 East Cota Street

Santa Barbara, CA 93101

805-966-9668, ext. 129

805-770-2080 (direct office line)

cfrandsen@transitionhouse.com

Transition House Shelter Staff (Mon-Fri after 4 or Weekends)

434 East Ortega

Santa Barbara, CA 93101

805-730-3848

shelter@transitionhouse.com

Nicole Soria

Transition House Shelter Director (Mon-Fri 10:00am-6:00pm)

434 East Ortega

Santa Barbara, CA 93101

805-966-9668, ext. 129

shelter@transitionhouse.com

**Dinner Service Is Currently
Impacted by the Pandemic
Rules Subject to Change
We will keep you informed.
Thank you for understanding!**

What Does a Dinner Provider Group Look Like?

- Dinner Provider Groups can be a faith group, a business, a service organization, or a family or friend group. Anyone who enjoys sharing food and serving their community!
- **Members must be over 18 to maintain the confidentiality of our child residents who may be in the same schools or peer group as teen volunteers.** Ask the Volunteer Coordinator for other ways kids can get involved at Transition House!
- **Group Leaders and Member Communication:** Each Dinner Provider Group has **one** Group Leader who is responsible for communication with the Volunteer Coordinator and for passing on that information to their group members, including receiving the headcount. Some larger groups, such as those from a church congregation, will have several teams that rotate each month, but one member is appointed to be the Group Leader. If other members have any questions or updates about dinner, they should reach out to their Group Leader, but are always welcome to contact TH directly.
- 3-5 food preparers and servers work best. The kitchen can become crowded quickly.
- Groups may cook on-site or prepare food off-site and drop off to be warmed in the Shelter Kitchen

What Should Your Group Expect at the Emergency Shelter?

- Located at **434 E. Ortega**. Shelter Staff: 805-730-3848 or shelter@transitionhouse.com
- **Parking:** In Shelter lot, Ortega Street, or in “the alley” connecting the Admin Office to the Shelter (enter on Olive Street, see attached diagram)
- **4:00pm Mon-Fri:** Shelter Operations Staff is on site and Dinner Groups can begin arriving to prepare. **Please plan to arrive no later than 5:30pm.**
 - **Sign in:** If cooking in-person, show staff your proof of vaccination and fill-in contact info on the sign-in sheet.
- **5:00pm Mon-Fri:** Residents begin returning for the evening
- **5:15-6:15pm Mon-Fri:** Children’s Programming, Case Management, etc. Covid restrictions may affect this.
- **6:30pm: Dinner is Served.**
- **Sat-Sun: Shelter is open all day to residents. Dinner is served at 6:30pm. Please arrive no later than 5:30pm if you serve on the weekend.**
- **While Covid Restrictions remain, Volunteers may not interact directly with residents. Dinner will be plated by volunteers or staff. Staff will serve families and they will take their meal to their room. (As soon as safety permits, this rule will change—it is our least favorite rule, too!)**



How to Prepare Meals for Transition House?

Dinner Menu Requirements

Transition House follows the USDA's MyPlate program so that families are offered a variety of nutritious foods. The dinner menu should include a hot main dish, a vegetable, a green salad, fruit (or something similar for dessert), and drinks. Below are some examples. If there is a component your group is not able to provide, we can supplement.

- **Main dish:** Meat (if possible, include a vegetarian protein option) / enchiladas / lasagna
- **Vegetable side dish:** Yams / steamed broccoli / roasted vegetable medley
- **Green salad:** Spinach or Spring Mix/Caesar Salad/Garden Salad
- **Dessert:** Strawberries with yoghurt / watermelon / juice-based popsicles
- **Drinks:** Water and milk for each table are provided by Transition House

Lunches

- If your service day falls on a Sunday through Thursday, let us know if you can or cannot supply lunch materials. You supply the contents but the shelter operations volunteer makes the next day's lunches. Feel free to call the day before and ask about refrigerator contents. We occasionally get donations of fruit, cookies, cheese, etc. that can be used in the lunches. But, additional materials really help to supplement our supply. We do have paper lunch bags and condiments (mustard and mayonnaise) on site. The amount of supplies you will need to provide will be determined by the client count that week. Please see the "Lunch Guidelines" sheet for further instruction.

Your Budget

- Some organizations reimburse their volunteers, and some individuals absorb the cost themselves.
- If it becomes a hardship, we can work with you - perhaps by having you share the night with someone else or by alternating months.
- To keep your expenses to a minimum we recommend shopping at Smart & Final or Costco.
- We are happy to provide an in-kind donation receipt for tax purposes of any supplies or groceries donated. Please contact the Volunteer Coordinator.

Menu Inspiration and Helpful Hints

- Visit the [Transition House Dinner Calendar](https://www.transitionhouse.com/) to see what other groups are cooking and ensure variety throughout the week. You can also find it by visiting <https://www.transitionhouse.com/> selecting the Volunteer Drop Down Menu
- Cook a set menu each month you serve or change it up
- Think like a kid! What got you to eat your veggies?
- Share your favorite family recipe
- Chicken entrees and Mexican or other Latin dishes are popular at Transition House!
- Due to Covid Restrictions groups are not able to decorate and set dining room tables, so groups are welcome to get creative about cheering up resident trays.
- Volunteers are welcome to bring their own cookware, but be sure to take it home the same day. We cannot guarantee it will be returned. Contact the Volunteer Coordinator if you left anything in the kitchen.
- **House Rule: If you cooked, you don't have to do the dishes!** Dishes and surface clean-up is the responsibility of our residents and staff.
- **Leftovers:** Leftover food will be appropriately stored in the freezer or refrigerator by staff to be used by residents for lunches on the weekend.

Headcount

- The Shelter capacity during Covid Restrictions is 65 people. Over 60% of our residents are children
- The Group Leader will receive a call with the headcount at least several days prior to their service night. The Group Leader will then pass that information on to the rest of their team. You may contact the Volunteer Coordinator or the Front Office at any time with an updated headcount.
- **Late Plates:** Clients may obtain a late pass to work late or fulfill other obligations outside the Shelter in the evening. Ask staff how many late plates need to be set aside for these residents

Resident Dietary Restrictions and Allergies

- It is the responsibility of residents to communicate any dietary restrictions to staff and the responsibility of Transition House to accommodate those restrictions. The Dinner Provider Group is welcome to inquire about making accommodations, but it is not required. We just ask that you communicate ingredients. Residents will usually ask. If dropping off, please provide a list of ingredients..

Kitchen Equipment and Supplies Available

- Gas stove, griddle, two gas ovens, a microwave, commercial refrigerator and freezer, commercial sink and dishwasher, butcher block counter and stainless steel counters
- Commercial size pots and pans, hotel pans, baking sheets, cutting boards, and utensils
- Silverware, dinner plates, small bowls for soup or dessert, and plastic cups for drinks.
- Knives and additional kitchen utensils are kept in a locked cabinet in the medical clinic
- Plastic and Nitrile gloves for preparing and serving must be worn and are provided by TH
- Aprons, hot pads, towels

What if you need to cancel your service?

Please notify us as soon as possible if you need to cancel your service. This gives us a chance find a substitute dinner provider. Please also notify us if you are running late on your service night. **To notify call (805) 966-9668 Monday to Friday 9:00 a.m. and 4:00 p.m. If you need to cancel last minute and it is after business hours or weekend, please make sure you call shelter staff at (805) 730-3848.**

If you need to cancel but still want to help you can:

- Order a meal for takeout or delivery (Ex: Pizza, SB Chicken Ranch, Rudy's, Panda Express, Grocery Deli Counter
- Make a donation to cover dinner costs
- Arrange with the Volunteer Coordinator to switch nights with another group if far enough in advance.

Reminders and Rules

1. **Volunteer Agreement:** All group members must sign the Transition House Volunteer Agreement
2. **Proof of Vaccination:** All on-site volunteers must provide proof of covid vaccination.
3. **No underage volunteers:** This is for confidentiality and to ensure that the children and teens at the shelter can decide themselves who they would like to share with that they are homeless.
4. **No pets:** Please do not bring any pets into the shelter.
5. **Please recycle:** A bin is located in the parking lot by the trash can. A list of all recyclable materials is posted in the kitchen.
6. **Hand-washing sink:** The hand-washing sink in the kitchen is for washing hands only. **Please do not clean any food and/or dishes in this sink.**
7. **Available food:** All food in the refrigerator and freezer (unless labeled) is available for you to incorporate with your dinner. Staff inspects and cleans out old food on a daily basis so any food in the fridge should be fresh.
8. **We want your opinion:** Feel free to contact staff if you have any comments, concerns, or suggestions. We love hearing from our volunteers and are open to any suggestions that may help make your experience more enjoyable and Transition House a better organization.

**We are so happy to have you onboard!
Thank you for your flexibility with covid
restrictions. You are doing incredible work
and we cannot thank you enough for your
time and service!**

Thank you!

