



AGAPE TABLE

Volunteer

Handbook

Starting to volunteer at Agape Table

Thank you very much for thinking about volunteering with us here at Agape Table. Volunteers are the heart and soul of Agape Table and without our volunteers we would not be able to provide food to as many people as we do.

There are many different positions that are available at Agape Table, and all of them serve unique roles that help us in our daily operations.

We have dishwashers, bussers, prep cooks, servers, doormen, cashiers, counters, receptionists, drivers, custodians, food bank operators, special events, groundskeepers, and data entry positions available.

We also have opportunities for groups to do some team building while learning about Agape Table and helping out during our breakfasts or food banks.

Our guiding principles and vision

Agape, meaning unconditional love, is committed to providing a community-based program, nourishing the body, mind, and spirit of our guests in a cost effective and financially responsible manner.

Values

- Agape Table is an independent, charitable, non-profit organization established and maintained to help feed our city's most vulnerable people.
- We believe in treating our guests with dignity, respect, compassion, and joy. Those who can, pay a small fee for breakfast. Those who cannot are still welcomed with open arms. We keep our space as clean and comfortable as possible to enhance the experience for our guests.
- We believe that our employees are at the heart of all we do. We are committed to paying a living wage and to treating our staff with grace and respect.
- We believe that our volunteers bring Agape Table to life. We are proud to provide meaningful opportunities to individuals and groups to make a difference in the community.
- We believe that our generous donors are the backbone of Agape Table. We are committed to sharing information about how charitable donations are used, and to using charitable dollars wisely.
- We believe that no organization can do everything on its own. Where appropriate, we are honoured to collaborate with other organizations in Winnipeg to meet the needs of our city's most vulnerable citizens.
- We believe in fiscal responsibility and effective governance. Our Board of Directors takes its fiduciary responsibility seriously and recognizes that we can only offer current services, and explores future opportunities, when we operate effectively.

Services

Breakfast Every weekday morning Agape Table serves breakfast to 250-400 guests. The meal is served without qualification – you do not need to prove your need.

Available for free to all each weekday morning is a nutritious bowl of soup, toast, and coffee, tea or juice. We also have a subsidized breakfast for which we charge \$1. The breakfast is a hearty meal that usually contains meat or beans (protein), rice or potatoes (carbohydrate), salad or vegetables or fruit (vitamins), and yogurt or cheese string (dairy).

Foodbank Agape Table hosts hamper programs for families. Every week 220 people come through a registered food bank depot. If you need to register call Winnipeg Harvest at 204-982-3663.

Agape Table Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning	Breakfast 7:45am – 11:30am	Breakfast 7:45am – 11:30am	Breakfast 7:45am – 11:30am	Breakfast 7:45am – 11:30am	Breakfast 7:45am – 11:30am
Afternoon	CLOSED	Food Bank 11:00am – 2:30pm	CLOSED	Food Bank 11:00 am – 2:30pm	CLOSED

Contact Information

Main Phone (204)783-6369

Volunteer (204)786-2370

Phone

General Email general@agapetable.ca

Executive Director

General Manager

Program Coordinator

Volunteer Coordinator

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Volunteer Rights & Responsibilities

Volunteers have the right to

- work in a safe environment
- be treated with dignity and respect
- proper training and direction
- take a break while volunteering
- have regular performance evaluations
- be heard and recognized

Volunteers are responsible for

- maintaining health and safety standards
- treating people with respect
- reporting any incidents or injuries
- arriving on time for shifts
- informing Agape Table of absences
- asking for permission before taking

Policies & Procedures

Our volunteers are held to a high standard of behaviour as they are representatives of Agape Table. A volunteer's actions can reflect poorly on Agape Table and can affect us negatively. Please, keep this in mind while volunteering with us.

Health and Safety

We want to ensure that all health and safety standards are met during our operations and need all of our volunteers to adhere to our policies and procedures and maintain good personal hygiene while volunteering.

- For safety closed toed shoes are mandatory for volunteering in any position. Runners are best.
- Aprons, hairnets, and gloves must be worn at all times when working with food.
- Aprons and gloves should be removed before going outside or to the washroom.
- You must wash your hands and wrists with soap and water regularly and after using the washroom.
- Gloves should be changed after touching unclean surfaces or your own hair or face.
- Pails of water and sanitizer should be available in every area working with food.
- Cloths must be stored in pails of water and sanitizer as it takes a few minutes to sanitize the cloths.
- Surfaces must be wiped down regularly in the areas you work with water and sanitizer.

Fire alarm

If the fire alarm goes off while volunteering at Agape Table, quickly and calmly make your way to the nearest exit. Employees will be directing guests and volunteers to the closest exit. Once outside proceed south towards Portage Ave to the muster point on the far side of the parking lot. We ask that you stay at the muster point until employees give the go ahead to leave or go back inside.

Lockdown

In the event that it is more dangerous for people to evacuate the building than to stay inside, we will be following our lockdown procedures.

- Securing all of the doors and Windows
- Barricading doors with tables and chairs
- Keep away from doors and windows
- Contact the authorities

Confidentiality

Please do not tell others about who uses our services. Despite there not being any real good reason to, some of our guests and clients do feel shame about having to use our services and may not want people to know.

Do not share any personal information (Address, phone numbers, etc) of any guest, client, volunteer, or staff with others.

Zero Tolerance for acts of violence or threats of violence

There is no place for violence in the workplace. Violence can create a culture of fear for employees, volunteers, and guests. Any volunteer that is responsible for violent acts or threats will be terminated from their position effective immediately. Depending on the severity of the incident, the volunteer may be banned indefinitely from Agape Table.

Zero Tolerance for theft

Any theft that occurs on our premise is seen as an act against the entire Agape Table community. Volunteers caught taking anything without permission will be suspended for a minimum of a week. Multiple occurrences will result in the volunteer being terminated from their position.

Location

We are located at 364 Furby St between Portage Ave and Ellice Ave. We are in the basement of The Waves Church.



Parking and Bus Routes

We do have limited parking on the south side of the building. Each stall is labeled with a sign indicating it is for Agape Table. There is also paid parking across the street from us.

Since we are located downtown many routes are available within a short walk of Agape Table. The routes closest to us are:

Portage Ave – Routes 11, 21, 24, and 25

Sherbrook St. or Maryland St. – Route 29 and 36

Ellice Ave – Routes 34

Countless others at the University of Winnipeg