

Feeding the Needy Volunteer Information

Saint Paul's Cafeteria Dec. 23rd and 24th

WELCOME/SIGN-IN DESK -- track service hours, register volunteers, answer questions about the project and Rotary, interact with the media, assist where needed, including running errands if necessary. This team will also handle securing each day's lunch for the volunteers.

CHILDREN'S AREA (all children between the ages of 4 and 9 will go to the Children's Area and not to the cafeteria this year) – children this year will be making thank you cards to go with the letters from the Covington Rotary Club to the many sponsors and donors and volunteers who help make this program happen every year; the children will also be making Christmas cards to include in the boxes to make them extra-special this year. Families with crafting supplies are invited to donate them to this purpose.

KITCHEN – only volunteers over the age of 16 will be allowed to help in the kitchen this year. There may be less cooking than in years past due to safety concerns and we welcome those volunteers with food safety and preparation training to assist in the kitchen.

LOADING DOCK – the first part of the morning of Dec 23rd is dedicated to unloading the many ingredients and supplies – and turkeys that will go into the boxes. Generally, we have a line of people that begins inside the refrigerated trucks and extends into the cafeteria. The turkeys and other foods are removed from the trucks and then stacked in the center of the cafeteria. At the same time, we have another line of folks unloading canned goods from another truck or trailer parked in the front of the cafeteria. We recommend you bring a pair of gloves to handle the turkeys. This team will also place the turkeys in bags while they thaw to protect the workspace from too much moisture. Over the course of the day, this team will oversee placing the supplies in each box and ensuring that each box is packed correctly. At the end of each day, that day's packed boxes will need to be loaded back into the refrigerated trucks or the coolers at the cafeteria.

RECYCLING and ROOM PREP – all of the chairs need to be stacked and moved out of the way of the work that will be taking place throughout the days of the 23rd-25th. Then the tables need to be arranged in a way that allows work to be done both around them and on top of them. This team of workers will also begin the process of creating the boxes while the food and supplies are being unloaded from the trucks. As the supplies are unloaded and the kitchen begins its work, this crew is also responsible for collapsing and collecting all used cardboard boxes. These will be taken to a recycling center periodically. The room prep team on the 2nd day will also help prepare the cafeteria for the volunteers who will come on Christmas morning to make the deliveries. This last part requires coordination with the computer team.

COMPUTER LAB – most of the computer-based work is done behind-the-scenes through the efforts of the people at the call center from Dec 3rd -21st. But all of the recipients of the turkeys/boxes will be receiving their package by a volunteer doing the delivery. The computer lab team is responsible for ensuring that each address in the data base is mapped using an electronic mapping software and that each map produces directions that will take the volunteer directly to the family's home. This is a critical piece of the project and is never really considered complete!

Saint Paul's School Cafeteria December 25th – 7:30-9:00am

DELIVERY STATIONS – these are usually manned by Rotarians, but we may need volunteers from the crowd. This team assists volunteers with selecting the delivery addresses and ensuring that each address is mapped and that each volunteer gets to deliver in his or her preferred area.

LOADING BAYS – we need a few strong adult helpers at each of the two loading areas to help check the maps and ensure that each delivery vehicle has the correct number of boxes for delivery.

DELIVERY/GOOD SAMARITANS – the bulk of the people who volunteer on Christmas Day come to deliver the boxes to the needy families of Covington and the surrounding areas. After a thank you announcement, a Christmas prayer and perhaps a song or two, the individuals and families who will deliver the Christmas boxes line up according to the geographic region they hope to deliver to. The volunteers/Rotarians at the Delivery Stations assist with the distribution of the addresses and maps and then the volunteers get into their cars and head to the loading bays where they pick up the boxes. At that point, the volunteers follow the directions on the maps and begin delivering. Rarely are there problems with the maps and addresses, but if there are, each volunteer will have a contact number of the family to whom they are delivering and a trouble-shooting number back at St. Paul's.

CLEAN-UP/FLOATERS –after the maps and boxes are handed out we need to clean up the cafeteria, kitchen, and coolers, and put everything back the way we found it. The last batches of recycling and trash need to be taken care of and the premises swept and closed. With 8-10 people this can be done quickly and everyone can be back with their families by 9:30 or so.

Call Center

First Premium Insurance Group located at 190 New Camellia Blvd Covington, LA 70433, has been our partner for several years and allows us the use of their high tech call center. There is a complete manual that addresses all of the questions that come up with regard to taking phone requests for the Christmas boxes and entering requests that have been dropped off in paper form. This work is critical and helps get everything working smoothly leading up to Christmas Day. Only volunteers 16 years of age and older are permitted in the Call Center. The center will be open for 3 weeks and each M-F there are three shifts available; you are encouraged to stay for more than one shift or to volunteer for the same shift more than once.