



# The Open Door Cape Ann Food Pantry

28 Emerson Avenue, Gloucester, MA 01930

Phone: 978-283-6776 Fax 978-282-9684

## IMPORTANT INFORMATION FOR CATERERS

### What to Bring

- A complete, balanced meal (including a *cooked vegetable*);
- Lettuce, spinach, tomatoes, cucumbers, carrots and dressing for the salad bar;
- Soft *whole grain* bread or rolls
- 1 can of *decaf* coffee (regular grind); and
- 3 gallons of *low fat* milk.

### What to Wear

Sensible attire for working with food and the public includes closed-toe shoes, t-shirts, pants or knee length shorts, and elastics for long hair.

### When to Arrive

Please plan to arrive between **3 p.m. and 4 p.m.**, depending on how long it will take you to bring your meal up to a safe serving temperature (**typically 165°**) by 5 p.m. It takes longer to heat large quantities of food than it does to heat the smaller quantities we work with in our own kitchens.

**Note that the Sunday meal is served at 4 p.m. so please plan on arriving between 2 p.m. and 3 p.m.**

### How Much Food to Bring

- At weekday meals, we typically serve **50 to 70** people- that's around **100** meals total.
- On weekends, we typically serve **30 to 50** people- that's around **80** meals total.
- These numbers include catering volunteers and regular Open Door volunteers.
- For current trends, please check with the Community Meals Manager.
- We have a selection of canned and frozen food that you are welcome to use. To check availability, please call Community Meals Manager, Jen Perry one week in advance.

### How Many Volunteers to Bring

Please plan to bring four to eight volunteers, depending on how complicated your meal is to prepare, how much preparation will be done at The Open Door, and how much clean up will be involved. Four volunteers would be fine if you're serving franks and beans, eight would likely be necessary if you're making a turkey dinner.

### Your Responsibilities

- Providing food for the meal;
- Preparing and serving the meal;
- Providing hospitality to guests; and
- Cleaning the kitchen and dining room.

### What The Open Door Provides

- Table settings and serving dishes;
- Pots, pans, cooking utensils;
- Cleaning supplies;
- Condiments and butter for bread; and
- Experienced staff and volunteers.

### The Routine at The Open Door

3 to 4 p.m. Catering group arrives to begin preparing the meal.

5:00 p.m.\* Food is brought to the serving table and the meal service begins.

- Some of your volunteers will be needed to plate the meal at the serving table. Others will be needed to serve the plates to the guests at their tables.

- Once the guests have been served, you are encouraged to join them for dinner. (Please be sure that there is always someone at the serving table to serve new arrivals.)

- Please watch for new arrivals and serve them as soon as possible.

*During the meal service, one or two of your volunteers may be needed in the kitchen to help with dishwashing and clean up.*

5:30 p.m. Seconds and take-home meals are offered to the guests. Open Door staff will help ensure that enough food is kept in reserve to serve new arrivals until 6 p.m. **Please track the number of seconds and take-outs served.**

6:00 p.m. Meal service ends and clean up begins. **Your help is needed to clean up the dining room and kitchen.**

**\*Sunday meal is served from 4 p.m.-5 p.m.**

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**QUESTIONS?** Contact Jen Perry, Community Meals Manager, at 978-283-6776 or [jen@foodpantry.org](mailto:jen@foodpantry.org).

## IMPORTANT INFORMATION FOR CATERERS (Continued)

### Food Safety

Safe food-handling procedures are a top-priority at The Open Door. Food-borne illness can be life threatening, especially to our older guests. Because of this, we observe food-handling procedures that are stricter than those most of us practice in our own kitchens. Frequent hand-washing, wearing gloves, tying back long hair, and making sure foods are stored, held, and served at proper temperatures are just a few of the measures we take to ensure that our food-handling procedures don't jeopardize the health of our guests.

The Community Meals Manager is responsible for making sure proper food-handling procedures are observed.

### Bringing Children with You

Children are always welcome at The Open Door, but a kitchen is full of hazards such as hot pans and sharp knives. Therefore, young children must be kept from underfoot. Planning quiet activities for younger children would be helpful. Children who are able to follow safe food-handling procedures (typically aged 10+) may serve the guests.

*For their protection, children must be supervised by an adult from your group at all times.*

### Weather Cancellations

If the Gloucester Public Schools are closed due to inclement weather, please call the manager by noon to see if the evening meal will still be held (cell 978-239-4470). We will also leave a recorded message at 978-283-6776.

### Directions to The Open Door

The Open Door is located at 28 *REAR* Emerson Avenue, in Gloucester.

*From Rt. 128/Grant Circle:*

- Take Washington St. towards downtown Gloucester.
- Take a right on Centennial Ave. at George's Coffee Shop.
- After approx. .03 miles, take a right onto Emerson Ave.
- Immediately after Lincoln Park Garden Apartments and the Veteran's Center (on your left), take a left into the driveway in front of the concrete retaining wall.
- Our parking lot is at the end of the driveway on the right.
- Enter the building through the back door at the top of the hill.

*From Stacy Boulevard:*

- Take a left onto Centennial Ave. immediately after the drawbridge.
- After approx. .03 miles, take a left onto Emerson Ave.
- Immediately after Lincoln Park Garden Apartments and the Veteran's Center (on your left), take a left into the driveway in front of the concrete retaining wall.
- Our parking lot is at the end of the driveway on the right. Enter the back door.

### Our Guests

All sorts of people come to The Open Door for food and hospitality. Most are appreciative and well mannered. Others are more demanding and can sometimes be downright rude. It helps to adopt a non-judgmental attitude when volunteering at The Open Door.

Some of our guests don't really need a free meal; they come to escape isolation at home. The hunger for companionship can be just as gnawing as the hunger for food. Many of these guests leave a small donation. An important thing to remember is that we can't judge a person's need by looks alone.

We do not allow disturbing or abusive behavior. If you notice any unacceptable behavior, please notify the staff person in charge. For your protection, *do not confront a guest about such behavior yourself.* Let a staff person to handle it.

### Help with Planning Meals and Recruiting Volunteers

The Community Meals Manager can advise you on meal planning and on ways to get more people from your organization involved.

If you would like to have someone from The Open Door/Cape Ann Food Pantry to speak to your group, we'd be happy to make that arrangement.