

## MEALS AT THE MISSION (REBOUND CAMPUS): FREQUENTLY ASKED QUESTIONS

Thank you for your interest in serving the residents at the Charlotte Rescue Mission Rebound Men's Program! To help assist you in planning your volunteer time at the Charlotte Rescue Mission as an individual or group meal volunteer, we have prepared the following informational document for you. **The recovery of our residents from addictions is our top priority. We ask that you be mindful of this during your time at the Mission. Your kindness is greatly appreciated!**

1.	<p><b>What about child volunteers?</b>          We love to encourage servant's hearts in children, so we wholeheartedly welcome children on our campus! <b>We require that anyone under 18 be supervised by an adult at all times</b>, that they remain in the dining room, and that they be accompanied to the restroom. Children over 12 are welcome to assist with food preparation in the kitchen (our meal "Chefs" shift), while there are lots of jobs for younger kids to do in the dining room (our meal "Hospitality" shift). A great way to get kids involved is to have them bring crayons and paper to draw pictures and write notes of encouragement to our residents – one per table is wonderful (we have 20 tables). If kids are excited about being directly involved in meal activities, they can prepare some notes ahead of time.</p>
2.	<p><b>How many volunteers are allowed?</b>          To maintain safety in our kitchen and dining room as well as provide an exceptional experience for our volunteers by ensuring everyone is engaged and busy, we allow no more than five volunteers in our kitchen for our "Chef" shift, and ten in our dining room for our "Hospitality" shift. "Chef" and "Hospitality" volunteers will work together to ensure the success of resident meals, so larger groups are welcome to have volunteers sign up for both shifts (one shift per volunteer). If you have a larger group, you are welcome to schedule more than one meal time.</p>
3.	<p><b>How do I reserve an entire event exclusively for my group?</b>          To reserve an entire event exclusively for your group, you must agree to financially sponsor the meal (\$250 for breakfast; \$350 for lunch or dinner) and contact Christy.Baker@charlotterescuemission.org with the date and meal you would like to reserve. The meal will then be reserved, allowing only members of your group to sign up. Please note that each volunteer will need to sign up individually, even for reserved events.          If you are unable to financially sponsor the meal, you are welcome to find a weekday meal with enough openings to accommodate your group, and then have each of your group members sign up online.</p>
4.	<p><b>When are meals served?</b>          Breakfast is served from 6:30 – 7:15 am Monday – Friday; 7:00 – 7:45 am on Saturday; and 8:00 – 8:45 am on Sunday.          Lunch is served from 11:00 – 11:45 am Monday – Saturday; and 1:00 – 1:45 pm on Sunday.          Dinner is served from 5:00 – 5:45 pm seven days per week.  <b>Please note that weekend meals require financial sponsorship (see FAQ #13 &amp; 14).</b></p>
5.	<p><b>Will someone assist us with meal preparation and use of kitchen equipment?</b>          Yes! Your group will have assistants in the kitchen at all times! Part of our recovery program is vocational training. Some of our residents are assigned to the kitchen crew, where they learn to deal with everyday work issues while gaining valuable job skills. These residents are very familiar with our kitchen and will be very happy to assist you in any way!</p>
6.	<p><b>What jobs will volunteers do while we are there?</b>          Meal "Chef" volunteers will assist with food preparation in the kitchen, and serving the meal.          Meal "Hospitality" volunteers will set tables, refill napkin dispensers, refill salt and pepper shakers, prepare cups with ice, pre-fill cups with beverages, and set out desserts on the dessert table prior to mealtime.          During mealtime, meal "Chef" volunteers will serve food on the serving line and meal "Hospitality" volunteers will fellowship with residents, refill drinks, and serve desserts. You will always have the guidance of our kitchen crew regarding the division of tasks.</p>
7.	<p><b>What is the format of the meal?</b>          Residents enter the dining room and form a circle around the room. Your volunteer group will be introduced. A resident may say a blessing over the meal, or someone from your group can say the blessing if you are comfortable doing so, and then the residents go through a buffet style serving line.</p>



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<b>8.</b>	<b>What is the best way to interact with residents?</b> Sit down and eat with them! Once all residents have been seated with their meals, ask to sit down and talk to them as they eat. They love to chat about lots of things from sports to current events and everything in between and long to be treated like “regular people.” Having friends fellowship and share a meal is a vital part of their social rehabilitation by helping to remove their insecurities and fear of rejection.
<b>9.</b>	<b>May we / do we have to prepare the entire meal?</b> If your group would like to be involved in the preparation of the meal, sign up for the meal “Chefs” shift. If you prefer not to be involved in cooking, sign up for the meal “Hospitality” shift.
<b>10.</b>	<b>Can we choose the menu our group serves?</b> If you are financially sponsoring the meal, you will sponsor the nutritious, well-balanced meal that our Food Service Manager has planned for our residents, or you may choose a special “Blessing Meal” from one of two preplanned menus at special price points; please consult with your Mission contact for more information on this special opportunity. <b><u>For the safety of our residents and volunteers, outside food must be coordinated through a professional vendor, such as a local restaurant or catering company.</u></b>
<b>11.</b>	<b>Where are you located? Where do we park, and where do we go when we arrive?</b> We are located at 907 W. 1 <sup>st</sup> Street, off Cedar Street behind Bank of America Stadium between Morehead and 4 <sup>th</sup> Streets. Free parking is available on the street and between the second and third brick buildings on our campus. When you arrive, please check in at the front reception area of the main building to sign in. Security staff will direct you to the kitchen.
<b>12.</b>	<b>Other things to keep in mind:</b> <ul style="list-style-type: none"><li>• Please wear close toed shoes and comfortable and conservative clothing that you aren't concerned about getting dirty.</li><li>• Please be sure that children remain in the dining room and don't wander into other areas of the building.</li><li>• Please wash your hands, wear disposable gloves and hairnets (available in the kitchen) if you are handling food.</li><li>• Restrooms for volunteers are located on the second floor at the end of the hall past the chapel.</li><li>• All personal belongings should be locked in your trunk for safe keeping.</li><li>• We encourage you to enjoy your serving time at the Charlotte Rescue Mission; feel free to photograph yourself and/or your group while you are here! Give us a shout out on social media (Twitter: @cltrescue; Instagram: charlotterescuemission; Facebook: Charlotte Rescue Mission)! <b>Just be sure to protect the privacy of our residents by not including them in your photos.</b></li></ul>
<b>13.</b>	<b>How do we financially sponsor a meal?</b> One of the biggest needs we always have at Charlotte Rescue Mission is for groups or individuals to financially sponsor meals at the Mission. Many people are unaware that our entire operating budget is funded completely by private donations; we solicit no government or United Way funds, so meal sponsorship is a HUGE blessing! To fully sponsor breakfast is \$250, and lunch and dinner meals are \$350. Once your meal has been confirmed as a financially sponsored meal, we ask that you submit your payment within one week (unless other mutually agreed upon arrangements are made) to: Charlotte Rescue Mission, Attn: (your Mission contact's Name); P.O. Box 33000; Charlotte, NC 28233. Please put your name or your group's name on the memo line along with the date you are serving, which meal you are serving (breakfast, lunch, or dinner), and which campus you are serving at (Rebound Men's Campus or Dove's Nest Women's Campus). You may also submit meal payments online at <a href="http://www.charlotterescuemission.org">www.charlotterescuemission.org</a> , click the “donate now” tab at the top of the page, designate your payment for “food,” and include the same information as requested for the memo line of the check in the “special instructions” box.
<b>14.</b>	<b>Un-sponsored meals:</b> Un-sponsored meal dates are only available Monday – Friday based on availability. <b>All weekend meals must be financially sponsored.</b> Since we are a completely privately funded nonprofit, meal sponsorship is always appreciated for any meal!