



Volunteer Code of Conduct

Welcome to the Ladles of Love family - thank you for volunteering with us. We're excited to have you with us and want to ensure you enjoy this experience too.

Here's a few guidelines to help you have a great time at our soup kitchens:

What you need to know

General:

- Arrive on time ([check our schedule for info](#)) so you don't miss our briefing session.
- Wait for our brief before you begin setup of the kitchen.
- If this is your first kitchen, let the host know you're new and complete our welcome form.
- Trust us! We know what system works best for both our volunteers and our guests - so please do follow direction from the hosts. Got an idea to make it better? Talk to Danny first before you implement anything.
- We have a food only rule. We do not give money or any other items out at our kitchens without prior arrangement with organisers.
- We are committed to leaving the area as clean as when we found it - this is an important part of volunteer duties.
- Remember you are setting the tone for the kitchen - so please be light, loving, warm and friendly.
- Wash/sanitise your hands or grab a pair of gloves if you're handling food.
- You will not be permitted to volunteer at a school based kitchen without prior completion of our volunteer pledge and submission of ID. You will also need to sign in each time on the register. This applies to our school kitchens only. Email kate@ladlesoflove.org.za to find out more.

Serving our Guests:

- Greet all the guests you serve/interact with warmly - let's work with love and respect!
- Be understanding and expect nothing in return - some of our guests are having an incredibly difficult time and might not thank you or respond warmly, and that's ok. We don't judge and we treat everyone equally.
- We serve ladies, children and other vulnerable groups first. The volunteers running the queue will ensure this.
- We only serve people in the queue, anyone approaching you for any food or juice can be politely redirected to the queue - no exceptions.



- Only one meal per person until we serve seconds, we do not give extras for people not present. Please politely advise the person requesting more that they are welcome to rejoin the queue when we begin serving seconds instead.
- Ask guests to keep their bowls if they would like a second serving of food.
- We don't argue with guests. We are kind, polite and firm. If you feel out of your depth, please just step away from the situation and please call a senior volunteer who will come to assist you.
- Feel like you have nothing to do? Make yourself a greeter - go say hi to our guests, ask them how the food is. Share a smile, a joke - just connect. That's what it's all about!

Other Stuff:

- Photos are permitted - but please **do not take any images of children under any circumstances**. Please check with our guests directly if they are happy to be photographed, and respect them if they are not.
- Don't forget to share your pics on social media and tag us! It's not bragging - it really helps us spread the word and reach more people.
- Valuables are best left somewhere safe - we don't have lockers or an office for you to leave them.
- If you'd like to bring stuff with you to donate, we are always in need of the following items, which you can give to Danny directly or the host in charge:
 - Dried lentils
 - Rice
 - Dried split beans
 - Dried beans
 - Soup mix
 - Canned vegetables for use in soups (chopped tomatoes, beans, mixed veg etc)
 - Pasta
 - Black dustbin bags
 - Liquid hand soap
 - Hand sanitiser
 - Oros juice cordial
 - Washing powder, washing up liquid, dish sponges