



BLAZER
KITCHEN

UNITED IN THE FIGHT AGAINST HUNGER

Operations Manual

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Welcome To Blazer Kitchen!



Important Volunteer Information

Parking: Park in the lot beside the building near the entrance. You can access it through the drive next to the front door and the back alley.

Entering: Use your OneCard to enter through the front door. If locked, ring the doorbell. If there is no response, knock on the back door.

Signing In: Sign in at the front desk clipboard with your name, organization/department, date, and time in/out.

Storage: Store personal items in the wooden cabinets behind the front desk. A fridge, snacks, and coffee are available for volunteers in the kitchen area.

Dress Code: Wear jeans or long pants that can get dirty, along with closed-toe shoes like tennis shoes or boots. This ensures safety while unloading vans, reaching high or low, cleaning, and handling food. Dressing casually also helps create a comfortable environment for shoppers by matching their typical attire.



Volunteer Duties

Stocking

- **FIFO:** First in, first out. Place new items at the back and group similar items together.
- **Allergen Safety:** Do not place allergenic items above non-allergens (milk, eggs, wheat, soybeans, tree nuts, peanuts, fish, shellfish, sesame)
- **Canned Goods:** Leave them in cardboard trays or cut the front of the boxes for stability.
- **Frozen Foods:** Place packages on their short ends, side by side, to prevent falling when doors open.
- **Pest Control:** Shelves are at least 2 inches off walls and food is not touching walls, floors, or ceilings.



Organizing

- **Sort items:** Group similar food types (canned goods, pasta, snacks, etc.)
- **Expiration Check:** Remove expired products.
- **Clean Shelves:** keep space organized and accessible.
- **Label Clearly:** Use visible labels for categories.
- **Report Low Stock:** Inform staff about low or out-of-stock items.



Volunteer Duties

Assisting Shoppers

- **Types of Shoppers:** Patients, students, and employees. If shoppers ask for recommendations based on their dietary limitations, please notify a staff member.
- **Processing Orders:** After sign-in, wait for a shopper's clipboard, check item selections, and offer alternative options if needed
- **Item Locations:** Frozen items are in the cold storage room, canned and dried items are in the dry storage room across the hall, and hygiene products are in the back of the dry storage room. Labels are placed in these rooms to help locate items.
- **Weighing and Recording:** Weigh food and non-food separately. Use the “tare” button if needed. Record weights on BlazerPulse using the laptops.
- **Final Steps:** Call the shopper's name from the clipboard. First-time/late shoppers may receive pre-packed dry or canned bags, with instructions posted in the food area.



Cleanliness



- **Delivery Day:** Discard contaminated boxes; recycle all other cardboard boxes after collapsing.
- **Packaging:** Inspect for tears or dents; discard unsafe cans that cannot be easily stacked.
- **Produce:** Check daily; discard if spoiling.
- **Sanitation:** Volunteers sanitize hands after assisting shoppers.
- **Baskets:** Wipe down after each use.
- **Hygiene:** Wear gloves when handling open produce.
- **Food Safety:** Check rescued food for mold or bacterial growth; discard any contaminated items.
- **Cleaning:** Wipe down armrests, handles, scales, and tabletops daily.
- **Floors:** Sweep debris and mop with Swiffer and floor solution.
- **Trash:** Dispose of all trash daily in the blue dumpster behind the building.

Truck Delivery

- Four volunteers should use carts to bring items inside.
- Two volunteers should immediately stock refrigerated and frozen items.
- Extra items should be stored in the backroom, shelves should be organized, and damaged cans should be checked. Use “A Guide to Evaluating Dented Cans” and discard any unsafe cans in the dumpster.
- Volunteers should take breaks as needed on delivery day.



Truck Delivery

Before Delivery

- **Prepare Freezer:** Consolidate and remove spoiled items before delivery.
- **Check Inventory:** Review stock to prevent overstocking.
- **Organize Efficiently:** Store new items in accessible areas that avoids overcrowding.
- **Maintain Access:** Keep aisles and doorways clear.
- **Ensure Safety:** Follow proper handling protocols to prevent accidents.

After Delivery

- **Dispose of Packaging:** Break down and recycle or discard all materials.
- **Keep Area Clear:** Maintain a tidy, obstacle-free unloading zone for safety and efficiency.



Special Tasks

Halal Chicken Delivery

- Halal chicken arrives on the third Thursday of each month.
- Wear aprons, gloves, and hairnets when handling chicken.
- Remove chicken from original packaging and place in freezer-safe Ziploc bags.
- Two volunteers handle chicken; two place it in Ziploc bags.
- Only chicken in Ziploc bags is halal; other chicken products are not.
- Place the repackaged chicken in a freezer with other halal foods (fish, fruits, and vegetables)
- Dispose of packaging waste and sanitize the delivery area with bleach. Wax covered boxes are not recyclable.
- Keep the chicken storage area clean, organized, and clutter-free.



Special Tasks

Spice Packing

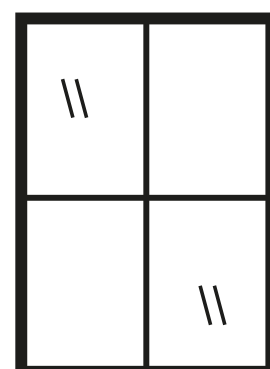


- Keep the packing area clean and sanitized at all times.
- Gather all necessary materials, including snack-size and gallon size Ziploc bags, scoops, labels, gloves, aprons, and hairnets.
- Before packing, confirm the spice types and required quantities to ensure accuracy.
- Use separate scoops for each spice to prevent mixing. Wash the scoops between switching spices.
- Fill the scoop up without over or under filling and pour the spices carefully to minimize spills.
- Release excess air before sealing the snack-size bags tightly, inspect them for leaks, and place the appropriate label
- Place the filled snack-size bags in a gallon bag with the spice name, quantity, and packing date written on the outside.
- If needed, include additional information such as allergen warnings.
- Finally, store the packed spices in their respective box in the back storage room.

Special Tasks

Window Decorating

- Speak to Blazer Kitchen staff to discuss the design. Staff will create templates as needed for letters.
- Before using the chalk paint, move all chairs and tables away from the windows to be decorated. Ensure that the paint will not drip on the waiting room furniture.
- All past designs should be removed from the windows using supplied scraping tools. The floors should then be swept and cleaned before any remaining chalk is removed with water.
- Tape the letter templates to the window from the outside using tape. The letters will appear backwards when viewing them from the waiting room.
- Use the supplied chalk paint to create the design by tracing the letters and adding additional elements.
- When finished with the design, all chairs should be put back in their original spots. Discuss with staff about how the room should be arranged to maintain fire code compliance.
- Push the marker caps down completely. There should be an audible clicking sound when the cap is fully closed.



Partnership

Birmingham Islamic Society

- Blazer Kitchen has partnered with the Birmingham Islamic Society (BIS) to provide additional accommodations to shoppers. The chicken donated from the BIS is halal.
- Halal chicken is prepared according to Islamic law as defined in the Koran. Halal food also meets the requirements for Kosher status.
- Shoppers may receive one bag of halal chicken per week.
- Those receiving halal chicken can also select other halal options when available (fish, shellfish, fruits, vegetables).
- Any shopper may request halal chicken.
- Only chicken in Ziploc bags is halal; all other chicken products are not.



Partnership

Bundles of Hope

- UAB Blazer Kitchen has partnered with Bundles of Hope to provide diapers and essential hygiene products to UAB students, employees, and patients in need. This collaboration expands Blazer Kitchen's support beyond food assistance, helping alleviate financial stress for families facing hardship.
- Families shopping at UAB Blazer Kitchen can receive two bundles of diapers and a pack of wipes once a month as part of the partnership with Bundles of Hope.
- When picking up these items, they are asked to fill out a short form to ensure continued support and track distribution.





Blazer Kitchen Volunteer Confidentiality Policy and Agreement

All information concerning clients, former clients, our staff, volunteers, and financial data, and business records of UAB Benevolent Fund Blazer Kitchen is confidential. "Confidential" means that you are free to talk about the Blazer Kitchen and about your program and your position, but you are not permitted to disclose clients' names or talk about them in ways that will make their identity known. No information may be released without appropriate authorization. This is a basic component of client care and business ethics.

The Blazer Kitchen expects you to respect the privacy of clients and to maintain their personal and financial information as confidential. All records dealing with specific clients must be treated as confidential. General information, policy statements or statistical material that is not identified with any individual or family is not classified as confidential.

Failure to maintain confidentiality may result in dismissal from volunteer role. This policy is intended to protect you as well as The Blazer Kitchen because in extreme cases, violations of this policy may result in personal liability.

Confidentiality is the preservation of privileged information. By necessity personal and private information is disclosed in professional working relationships. Part of what you learn is necessary to provide services to the client; other information is shared within the development of a helping, trusting relationship. Therefore, most information gained about individual clients through an assignment is confidential in terms of the law, and disclosure could make you legally liable. Disclosure could also damage your relationship with the client and make it difficult to help the person.

Acknowledgement of Confidentiality of Client Information

I have read the Blazer Kitchen's confidentiality policy and agreement above. I agree to abide by the requirements of the policy and inform my supervisor immediately if I believe any violation (unintentional or otherwise) of the policy has occurred. I understand that violation of the policy will lead to disciplinary action, up to and including dismissal from volunteer opportunities at the Blazer Kitchen.

Signature of Volunteer _____

Date _____ Printed Name _____