

Volunteer Manual



LUNCH BREAK

Red Bank Area Soup Kitchen,
Food Pantry and Clothing

Lunch Break Mission Statement

*Lunch Break freely provides life's basic necessities – food, clothing and fellowship for our community members in need. Our mission is to alleviate hunger and lead those we serve to self-sufficiency and healthier lifestyles.
We serve everyone with compassion and dignity.*

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Words of Welcome

Dear Lunch Break Volunteer,

The one common thread that unites our volunteers is their intrinsic need to give and to help those less fortunate. We are so grateful that you have chosen to serve Lunch Break and we welcome you to our organization. We look forward to a meaningful working relationship.

There are a few things we would like you to know about us. First, Lunch Break harkens back to a bygone era. Our motto is C.A.R.E. – Creating a Remarkable Experience and we are dedicated to caring for our community members in need. We greet everyone who comes through our door with respect, a warm welcome, a ready smile and a helping hand. We are the concerned voice at the end of the phone line and our first question is always, how can we help you?

Second, Lunch Break is a donation based organization and we never know what donations might arrive at our back door at any given time or on any given day. We have days of plenty and days when the pickings are slim. As a volunteer, helping us sort through the donations will be one of your tasks. Therefore, we cannot guarantee you placement in one particular department. We will need to switch you around to other departments from time to time and we ask that you be flexible and understanding about this.

Lastly, with the downturn in the economy, our mission to feed the hungry has been tested like never before. When I first started volunteering here 4 years ago, we were helping 50 needy families a month with emergency food provisions. We are now helping 550 families a month! In our 28 years of service, we have never seen a wave of need like this before. As a volunteer, you will witness this need first hand. As a volunteer, you are the face of our organization and we ask for your help in spreading the word. Thank you.

Sincerely,

Faye Kapler
Volunteer Coordinator

About Lunch Break

Dear Friends of Lunch Break,

Thank you for your interest in Lunch Break. You will certainly enjoy your service with us regardless of what capacity you are assigned to serve. Just know that you are part of a mission to serve your community members in need and we need your help so we can help others. Some information about Lunch Break.

Lunch Break is an organization that is committed to make a difference in the lives of those who seek our help. We acknowledge that we can do so much more than feed our clients and that if they are struggling with the basics of putting food on the table, then there is more that is broken in their lives. We are seeking to help with the brokenness. To see what resources we can bring to the forefront that will empower them to bring about a greater blessing in their lives. We have increased our days and hours of operation, we've increased services and seek to continue to expand beyond the food programs in order to help rebuild both the spirit and the body.

Again, I thank you for joining our team whether it's for one day or for a season we appreciate you and look forward to working with you.

Sincerely,

Gwendolyn O. Love
Executive Director

Lunch Break History

In January 1983, thirty five people gathered at the Friends Meeting House in Shrewsbury to discuss the issue of hunger in Monmouth County. They committed themselves to help the community members who find it difficult to provide the bare necessities for their families.

Galvanized into action, the group (in which churches and businesses were represented) began to raise funds and recruit volunteers.

In March 1983, Reverend Terence Rosheuvel provided the basement of the Saint Thomas Episcopal Church in Red Bank to serve hot lunches.

In 1985, Lunch Break moved to the Masonic Temple on Bergen Place and expanded its services to include the provision of groceries to families.

Community demand quickly increased beyond the capacity of the Temple, and Lunch Break leaders began to investigate the construction of a permanent, independent facility. In 1986, through combined efforts of many contributors and a large grant from the State of New Jersey, Lunch Break opened the doors to its current facility at 121 Drs. James Parker Boulevard in Red Bank.

For 25 years Mrs. Norma Todd was the Executive Director and heart and soul of Lunch Break. Mrs. Todd passed away in April 2008. Shortly there after Gwendolyn Love came on board as our new Executive Director.

Our vision is to lead the region as the comprehensive food, nutrition and life skills resource for community members in need.

Lunch Break Services

Soup Kitchen, Food Pantry & Clothing & more ...

- Provide over 3,200 hot lunches each month including meals delivered to the home bound in our community. On Saturdays, we serve a hot breakfast. St. Leo's Roman Catholic Church provides 150 bag lunches for us to distribute on Saturdays.
- Distribute food provisions to over 550 families each month from our food pantry.
- Provide over 600 specially prepared food baskets that include turkey and all the trimmings to families during the Easter, Thanksgiving and Christmas holidays.
- Distribute Christmas gifts for over 900 needy children with our Adopt-a-Family Program.
- Collect, organize and distribute clean, donated, used clothing to over 200 families a month. Every Saturday morning, clothing is available to our community members in need.
- Provide a dress for success program for people going on job interviews, etc.
- Provide additional counseling, support, and facility space for health and legal services. We partner with 15 social agencies providing our clients with referral services.
- Provide cooking classes every Tuesday afternoon for local children ages 5 – 12. This popular program is called, *Look Who's Cooking at Lunch Break*.
- Provide piano lessons for local children every Tuesday evening.
- Provide a dinner and classic movie night once a month for local children of the Boys & Girls Club.

Contact Information

121 Drs. James Parker Blvd. / P.O. Box 2215
Red Bank, NJ 07701

(732) 747 8577
www.lunchbreak.org

Faye Kapler, Volunteer Coordinator
volunteering@lunchbreak.org

Hours of Service

Open Monday – Friday 9:00am – 2:30pm
Open Saturday – 9:00am – 12:00pm

Every 4th Sunday, every other month a breakfast
is served 9:00 – 12:00.

Lunch served Monday – Friday
11:30am – 1:00pm

Breakfast served – Saturdays
10:00am – 12:00pm

Small clothing giveaway every Saturday
8:00am - 10:00am

Bagged lunches given out – Saturdays
12:00pm

Big clothing giveaway first Saturday of every month
8:00am – 10:00am

Donations

Please deliver your donations of food and gently used clothing to our back door. Ring bell.
Please note, due to more rigid Board of Health Regulations,
Lunch Break can no longer accept food that has been prepared in a home kitchen.

Board of Trustees

Lunch Break Board of Trustees consist of all volunteers whose role is to champion the mission of the organization, support the Executive Director, set policy and raise funds. They are made up of local professionals, business owners, retirees and clergy. They are dedicated and committed trustees of the organization and work diligently to assist in whatever way is needed and have the heart of the community in the forefront of their efforts.

Lunch Break is mostly funded by individual donations, coming from Red Bank and the surrounding communities. We are also supported by several small foundations, Houses of Worship and local businesses. We are thankful for all the support we are given and proudly acknowledge that if it were not for the generosity of the community, we would not be able to offer the level of service provided.

Lunch Break's Procedures and Policies Volunteers' Rights and Responsibilities

Before You Arrive – Lunch Break Dress Code

On the day you are to volunteer, please wear long pants, blue jeans are highly recommended. Wear sneakers to protect your feet. For boys, no droopy jeans or muscle shirts. Do not bring valuables, no headsets allowed. Girls must dress modestly - no short shorts, dresses or skirts and no revealing tops. No opened toed shoes or sandals. Long hair must be tied back. Do not bring pocketbooks into Lunch Break. No jewelry should be worn while working at Lunch Break. (Watches and wedding rings/ bands are ok.) Jewelry such as bracelets, neck chains and large dangling earrings can cause personal injury, if caught on something. Our dress code was established with your safety in mind. You will be sent home if you are not dressed appropriately.

Upon Arrival

Please arrive on time and report to the Volunteer Coordinator's office first thing. You will be assigned your department, given a name tag and if it is your first day with us you will be given a tour of our facility.

A name tag must be worn at all times identifying you as a volunteer.

A coat locker is provided downstairs in the Food Pantry for volunteers.

Food Handling Procedures

If you are working in the dining room or handling food, please wear gloves, hairnet and aprons. Please wash your hands before you put on gloves. Wash hands often if you are working in the kitchen or dining room, especially after blowing your nose, sneezing, coughing, etc. A washing station is located in kitchen.

When serving behind the buffet line, Board of Health regulations require that you wear gloves, hair net and an apron which we will supply. Please be cheerful and respectful to our lunch guests and to the other servers on the buffet line. Part of your volunteer responsibility is to clean up your station after lunch is over.

What constitutes unacceptable behavior

We expect all volunteers to act respectfully, exhibit good behavior and positive attitudes while working at Lunch Break. If we see disruptive behavior such as stealing, fraud, clowning around, cussing, bullying, smoking in an undesignated area, defacing property or an unpleasant attitude then you are not a good fit with our organization and you will be asked by a staff member to leave with no option to return.

Disclaimer: Lunch Break reserves the right to dismiss a volunteer for any reason.

Confidentially policy

We ask that you keep any information you hear, see or touch regarding clients, volunteers and Lunch Break matters confidential.

Your safety is important

Please do not perform any tasks if you are physically not able to or have been restricted by your doctor. Example: heaving lifting, climbing stairs, etc. Please notify the volunteer coordinator if this is the case.

Please report any injuries sustained while volunteering at Lunch Break immediately to a staff person.

Please do not give out personal information to lunch guests, such as phone number, home address, or email information.

Please do not give lunch guests money or other gifts.

In the event of illness

If you are feeling ill or are experiencing symptoms such as diarrhea, an upset stomach or a cold/flu, please go home. We will gladly accept you back once you are feeling better.

Our Policy on Young Children Volunteers

Children ages 5, 6, and 7 can volunteer, but must be accompanied by their parent. All children between the ages of 8 to 10 must be accompanied by an adult (i.e. parent, troop leaders, etc.) We recommend your child experience Lunch Break as part of a childrens' group (scouts, church or otherwise) as their first time as a volunteer.

Disabilities

Please call in advance if any special accommodations are required due to disabilities or special limitations.

Sexual/Racial/Age/Religious/Gender/Sexual Orientation/Ethnic/ Disability/ Bullying and other Harassments Policy

Lunch Break has a zero tolerance policy for offensive behavior in any form. Harassing conduct by staff, lunch guests, and volunteers is prohibited. We take harassment of any form very seriously.

If you believe you've witnessed or been the target of any inappropriate behavior (theft, lewdness, excessive profanity, aggression, etc.) report it to the Volunteer Coordinator or Executive Director immediately.

Sexual/Racial/Age/Religious/Gender/Sexual Orientation/ Ethnic/ Disability/Bullying and other harrasing conduct, whether physical or verbal,– by staff or volunteers is prohibited. Such conduct can include repeated offensive sexual flirtations, advances, propositions, continual or repeated verbal abuse of a sexual nature, graphic verbal commentaries about an individual's appearance, sexually degrading words used to describe an individual, and

the display of sexually suggestive objects or pictures.

The Equal Employment Opportunity Commission (EEOC) has issued guidelines setting forth the Commission's interpretation regarding sexual harassment as a violation of Title VII of the Civil Rights Act of 1964. These guidelines are consistent with Lunch Break's long-standing policy that conduct creating an intimidating, hostile or offensive working environment will not be tolerated and those violating this practice may be subject to disciplinary action – including discharge.

FYI

Volunteers are always welcome to request food from the pantry, clothing and any other services provided by Lunch Break. Please see the appropriate department supervisor to complete the necessary paperwork first.

Volunteer Activities
Department Supervisors
-
Monday through Saturday

Supervised by Tyrone Burr and Tammy Pack

Our dining room is the location for food preparation. It is also our welcoming area for lunch guests, clients, social agencies and various programs. Our kitchen is off limits to our volunteers, unless requested by our chef. Thank you.

- Assist people in bringing in donations
- Clean buffet area
- Meet and greet people coming in front door
- Organize bread
- Prepare for home bound delivery
- Set out coffee and accessories
- Set tables with trays and silverware
- Straighten items on Resource Table and check for outdated information
- Take chairs down and wipe them clean

Wipe tables clean
Wrap silverware
Assemble fruit and garden salads
Bag lunches for home bound
Bring up laundry from basement and fold
Cut and bag sandwiches
Serve lunch at 11:00 to volunteers
Re-set tables after volunteers finish eating
Set out serving utensils, plates and bowls on buffet line
Serve lunch at 11:30 to our lunch guests
Put food away
Wash dishes in dishwasher
Put away items in proper location
Clean off tables
Clean up dining room
Sweep floor
Takeout trash from dining room, kitchen, bathrooms, and basement
Put chairs upside down on tables
Miscellaneous maintenance duties

Food Pantry

Supervised by Peg Rizzo

Location and source of monthly food bags for our community members in need.
Check expiration dates and code with color stickers
Stock pantry shelves
Prepare grocery bags for clients to pick up
Rotate stock, clean surfaces of cans and items on shelves
Carry bags of food upstairs to waiting clients
Clean interior and exterior of refrigerators
Defrost freezers
Clean table surfaces
Miscellaneous maintenance duties: sweep and mop floors.

Clothing

Supervised by Inice Hennessy

Location and source of clothing for all age groups in need.
Sort through, fold neatly and bag clothes
Place bags on shelves
Miscellaneous maintenance duties

Maintenance

Supervised by Demetrious Harris

We have three separate buildings for which we are responsible.
Bring up items from coolers
Clean ceiling fans
Clean out freezers and coolers
Defrost freezers

Dust pipes
Organize storage area
Sweep and mop floors
Clean kitchen
Dust bookshelves
Rake front, side and back yard
Sweep sidewalk
Weed garden
End of day, empty and wash all garbage cans and leave empty (no bags)
In the morning, put garbage bags in the garbage cans
Sweep and mop pantry, kitchen and dining room floors
Sweep hallways and back staircase
Clean bathrooms
Assist in the unloading of trucks, vans and cars
Work conveyor belt
Break down boxes and store neatly behind fenced-in area
Maintain compost
Summertime – work in vegetable garden
Wash down and organize crates
Wash used garbage cans thoroughly, sweep and hose down the garbage area

Off Site Volunteer Opportunities

Organize A Food Drive

One of most pressing and ongoing needs at Lunch Break is keeping our Food Pantry shelves stocked with food. Please visit our website www.lunchbreak.org to learn more about how to run a Food Drive and click on the *Donate* tab at the top of our home page. Or contact Peg Rizzo, our Food Pantry Coordinator, at (732) 747 8577.

A food drive can be:

- At grocery stores
- At your office or company
- At your club or organization
- At your school
- At your church or synagogue
- In your neighborhood

Non-perishable items we need:

- Canned chicken, tuna fish, pastas
- Canned soups, vegetables and fruits
- Cereals
- Coffee, tea, sip boxes for children
- Goya beans and baked beans
- Mayonnaise, ketchup, mustard, olive oil, vegetable cooking oil
- Napkins, toilet paper, paper towels, food storage bags
- Salt, pepper, garlic powder, lemon pepper, basil, oregano, etc.
- Small individual portions of apple sauce, pudding, snacks and juices
- Macaroni & Cheese
- Cookies & crackers
- Diabetic foods
- Vegetarian canned goods

Be involved with our **Adopt-A-Family program**. You would be assigned various tasks associated with this annual holiday program and help with the collection and distribution of toys for over 900 needy children.

Please contact Lunch Break if you would like to discuss an **Eagle Scout Project**.

Permanent Volunteer Positions

Make a commitment to Lunch Break for a certain role. This would be a 6 - 8 hour time commitment every month. You do not have to be at Lunch Break to work on these projects. They can be accomplished on your own free time. For instance:

Write grants to foundations and agencies on our behalf

Work on a specific fundraising event

Lunch Break has an enthusiastic and busy fund raising committee. They help create, organize and run events throughout the year. Our biggest event is the Lunch Break Fall Gala held in October. We also need help with smaller venues such as selling raffle tickets at Monmouth Race Track or 'manning' a table at a school or an outdoor event. Please contact Faye Kapler at (732) 747 8577 if you are interested in joining our committee or to find out more about working on a specific event. There are so many ways you can help!

Other Ways You Can Help Lunch Break

Make a financial donation

Your dollars will have a direct positive impact helping local community members in need.

Please make checks payable to *Lunch Break*, and mail to:

P.O. Box 2215, Red Bank, NJ 07701

Buy a gift card at any of the following stores

- Acme
- Costco
- Foodtown
- Home Depot
- Lowes
- Pathmark
- ShopRite
- Staples
- Stop & Shop
- Target
- Walmart

Sponsor an item on our wish list

- Commercial grade washer and dryer
- School Supplies: backpacks, spiral notebooks, pads, pencils, crayon boxes
- Donate new toys and clothing for our Adopt a Family Program

Group Volunteers

Businesses, Organizations and Children Groups

Lunch Break gladly welcomes and encourages group volunteerism. We can accommodate a group at our facility of up to 10 adults.

For children's groups we accept 10 children, ages 8 and up with 2 adult supervisors. Saturday mornings work best for children's groups. Please note that we are booked months in advance.

We need one person responsible for all contact information and communication between Lunch Break and the group. Every person volunteering with us must be responsible for reading, filling out and returning to us the forms required before the start of their volunteer day.

Volunteering at our facility

A full morning with the time commitment of 9:00am – 1:30pm includes:

- 9:00am - 10:45am department activities
- 10:45m - 11:15am volunteers eat lunch
- 11:00am - 1:00pm, lunch is served to our guests and then volunteers clean up

The Morning: When your group arrives, they will be given name tags and a tour of our facility. Then your groups would be divided up and given tasks to do in our departments.

Lunch Service: If you would like, you can select a member from your group to lead our lunch guests in The Pledge of Allegiance and Prayer. We have places for 7 volunteers to serve behind our buffet line, plus a spot for one volunteer to serve beverages, one to greet our guests and record their names and one to help out in the kitchen doing the dishes. After lunch is over, your group is responsible for cleaning up the buffet line, dining room, kitchen, and performing light maintenance duties.

The serving commitment 10:45am – 1:00pm. Serve our lunch guests and help with clean up duties. Please read the paragraph above re: Lunch Service for further details.

Other Ways For Groups To Help Lunch Break Off Site

Form a group of volunteers from your organization and take possession of one of our specific programs listed below. Please contact Gwen Love, Executive Director for more information about any of our programs. (732) 747-8577

Saturday Breakfast Coordinator

Every Saturday morning we have assigned a church group to provide a hot breakfast. This church group is scheduled on the same Saturday every month. We would like to have an organization to interface between the churches and Lunch Break for the Saturday morning breakfast program. You would see what needs the church group has before they arrive and help keep track of their schedules. While at Lunch Break on Saturday morning, you would also take charge of our donation receiving area and learn the protocol. We would also like to train a group of people to do client intake on Saturday mornings. This would involve meeting our clients and signing them up for food provisions. Your group of people can arrange to rotate and alternate their schedules on Saturday mornings.

4th Thursday dinner and classic movie night Coordinator

Currently, The Boys & Girls Club comes to Lunch Break on the 4th Thursday of every month. If you take on this program, your job would be to line up 12 restaurants (one a month) willing to provide a hot, catered dinner for free to the students who are here on the 4th Thursday of the month. About 35 children attend. You would need to be at Lunch Break at 4:15 pm Thursday afternoon to open up, welcome everyone, manage the volunteers and lock up when done. It would be a time commitment of approximately 4 hours a month (4:15 pm - 8:00 pm). You would need to keep in contact with the club to make certain there are no scheduling changes. Lunch Break can line up additional volunteers, and send out reminders. We would like for your committee to have 2 to 3 people who would help review the movies and line up different and interesting presentations for the students. Our executive director would like to expand this program to other children groups.

Piano Classes Coordinator

On Tuesday evenings from 6:30 – 7:15 and from 7:15 to 8:00 we have keyboard lessons for local children. We would like to have someone who loves music and knows the piano assist the teacher. Part of your responsibility would be to remind the students about the classes in advance and make sure they are coming. We presently have 12 students.

Childrens' Cooking Class Coordinator

We are looking for someone who will coordinate and do outreach for this very popular program, *Looks Who's Cooking at Lunch Break*. This class is taught to local children every Tuesday afternoon from 4:00 – 6:00 at Lunch Break. It teaches children about cooking skills

and good nutrition. You would be responsible for recruiting and signing up the children and communicating with their parents about schedules. You would work closely with our cooking instructor to make sure her needs are being met. Your group can volunteer to help in the class. Lunch Break can also provide volunteers.

Nutritionist and/or Dietician

To work with our chef and incorporate improved standards and nutritional guidelines. Suggest healthier food items for our pantry shelves.

Home bound Meal Coordinator

One of our programs is delivering hot meals to the home bound in the Red Bank area. We would like a group to develop and grow this program. We would like to identify and assist more local seniors who are struggling to make ends meet. You would be in charge of all communications with our delivery drivers. If we were to get a van, you would be responsible for the van, the gas, etc.

Grant Writing Committee

We are looking for someone with Grant Writing Experience

Food Drive and Outreach Committee

Join our outreach committee of people who are committed to helping keep our pantry shelves stocked with food. You would meet with our Food Pantry Coordinator, Peg Rizzo, once a month and be responsible for running Food Drive campaigns and do presentations.

Student Volunteers and Community Service

We welcome our student volunteers needing to fulfill community service hours all summer long. Our summer volunteer calendar fills up quickly, so please call us in May and June to reserve your summer hours. You must call in advance to reserve your hours, we do not allow walk-in volunteers.

Lunch Break is open from 9:00 am - 2:30 pm during the week. We are open on Saturday mornings 9:00 – 12:00, but please note, we get booked on Saturdays months in advanced.

Ways to earn community service hours off site

If you need to fulfill community service hours and cannot get on our calendar due to scheduling conflicts, please consider running a food drive on our behalf. We will gladly credit you with the hours you spend running a food drive.

Another idea we have for students needing to earn community service hours is for them to create a little 'goodie bag' for each of our lunch guests. Our lunch guests love it when they find surprises waiting for them on their lunch tray! First, come up with a theme for the goodie bag. Some suggestions are: healthy treats, dental hygiene, hair products, pencil, pen and pad, bags for men with soap, deodorant, shaving cream, bags for women with deodorant, soap, nail file and lip gloss, bags for children with a book and healthy treat, holiday theme bags are especially appreciated. We would need a total of 150 bags. Please contact the Volunteer Coordinator first regarding what you plan to put in the bags and when you plan to drop off the bags. Unfortunately, we cannot accept home baked items in the bags due to Board of Health rules and regulations.

Ideas For Our Youngest Volunteers

Invite Lunch Break to your school. Our staff member will give a speech and bring a video for you and your classmates to watch. Then have a food drive and collect pantry food items. Have a contest and see what classroom collected the most items.

Have a contest and see what class can collect the most pennies for Lunch Break. You'll be surprised how pennies add up!

During the winter months have a hat/scarf/mitten drive for our children in need.

Create pretty place mats. Our lunch guests will love your artwork and will take the place mats home with them.

Write our lunch guests a nice note. Let them know you are thinking of them. We will place your notes on their lunch trays and they will be touched by your thoughtfulness.

Create a special project for the holidays. Please call us ahead of time with your idea – our lunch guests love surprises!

Court Ordered Community Service

Please call our Volunteer Coordinator, Faye Kapler, (732) 747 8577 to schedule your court ordered community service. Please be specific in telling her that it is court ordered, so that we can schedule you to volunteer promptly. Thank you.



Release and Waiver Form For Minors: Children Volunteers Under the Age of 18

I hereby give permission for my son/daughter (name) _____,
(date of birth) _____ to volunteer at Lunch Break.

In case an injury occurs, I authorize the person in charge to seek qualified medical aid for any injury sustained by my child. I understand that all costs incurred for medical expenses are my responsibility.

Also, I understand that my child's participation at Lunch Break is entirely voluntary. I understand that my child must be subject to the rules and is expected to act in an appropriate manner as clearly outlined in the Lunch Break Procedures & Policies Volunteers Rights & Responsibilities Document. If my child does not behave appropriately I may be required to pick him/her up at the site.

Once this document is signed, I understand that Lunch Break's Board of Trustees and staff are not liable or responsible for any personal injury, loss of property, negligent, willful or intentional act.

Furthermore, I acknowledge that I have read and understand the above statements and that I am of legal age to bind myself to this release and waiver.

Signature of parent _____



Medical Contact Release Form For Minors Under The Age Of 18

Information Volunteer

First Name: _____ Last Name: _____
Street #: _____ Street name: _____
City: _____ State: _____ Zipcode: _____

Information Parents

Father's Name: _____
Phone number (1): _____
Phone number (2): _____
Mother's Name: _____
Phone number (1): _____
Phone number (2): _____

Please have a parent or guardian sign the bottom of this form. Thank you.

Parent/Guardian's Signature Date



Medical Contact Release Form For Age of 18 and older

Last Name: _____

Street #: _____ Street name: _____

City: _____ State: _____ Zipcode: _____

Phone number (1): _____ Phone number (1): _____

In case of a medical emergency, please contact the following person or people

In case of a medical , please contact the following person or people:

Name/Relationship: _____

Home Phone: _____

Cell Phone (2) _____

Work Phone: _____

Name/Relationship: _____

Home Phone: _____

Cell Phone (2) _____

Work Phone: _____