

## **Lunch Policies & Procedures**

With the recent increase in members participating in our lunch programs, it has placed more work on our staff and volunteers. Because of this, we are tightening up the policies and procedures as seen below.

### **I. Grab & Go & Regular Lunch**

1. Meals must be pre-registered 2 business days before the meal date. Friday morning prior to 8:30 am, we place the order for Monday.
  - a. You can schedule out for weeks to months at a time using Copilot online (community.copilot21.com), at the Copilot kiosk in the office, by voicemail to 717-225-0733 x105, or by filling out a menu paper and handing it to office staff.
2. Changes from Grab & Go to Regular and vice versa need to be made no later than 10 am the day of the meal. At 10 am the kitchen staff begins to package up the Grab and Go meals, and it's necessary to have accurate counts at that time.

### **II. Grab & Go Lunch**

1. Grab and Go meals will be ready for pickup in the office between the timeframe of **11:30 am – 12 pm**.
  - a. Please do not arrive prior to 11:30 am for a meal. If you have an appointment and need to leave, we can hold your meal for later pickup or to pick up the following day, as long as you make office staff aware.
  - b. Those who are picking up for others or participating in activities in the center will need to pick up the Grab & Go meals in the office. We unfortunately don't have the time to run around to find you to deliver meals to you. Please let us know if you plan to pick up your meal after noon, and we will hold them in the office for you.
2. If a member or guest arrives after 12 pm without giving prior notice to office staff, there is no guarantee you will still receive your meal that day.
  - a. People on the waitlist for Grab & Go will be able to have a meal if any are left after 12 pm.

### **III. Regular Lunch**

1. Announcements will be made prior to lunch each day highlighting upcoming programs and announcing any updates. Please be respectful by listening to whoever is making the announcements.
2. Do not enter the kitchen area before lunch service unless you are a volunteer working there.
  - a. Only working volunteers and staff should be in the kitchen area beyond the serving line.
3. If you are not pre-registered for lunch, please ask a staff member to place you on a waitlist for the day. Those on the waitlist will have to wait until all members on the pre-registered list are served before getting a meal.

- a. Please do not ask Nancy or another staff member to put you on the lunch list for future visits; we serve over 1,400 members, and it's impossible to remember so many requests.
  - i. Preregister for meals using one of the 4 options listed above (Refer to I.1.a.)

Beyond the above listed, please be courteous and respectful to all staff and volunteers here at the center. Each of us is here because we believe in the mission of our center, and we truly care.

**Thank you for your cooperation, and for being a part of our Windy Hill family!**