

HOLIDAY PARTY MANUAL



**LITTLE
BROTHERS**
 **FRIENDS
OF THE
ELDERLY®**
Upper Michigan
Chapter



*Where service to the elderly
begins by being a friend*

Heartfelt 
THANKS
TO OUR VOLUNTEERS!

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MISSION STATEMENT

Little Brothers – Friends of the Elderly (LBFE) is a national network of non-profit, volunteer-based organizations committed to relieving isolation and loneliness among the elderly. We offer to people of good will the opportunity to join the elderly in friendship and celebration of life.

HOLIDAY PARTY MANUAL

The purpose of this manual is to provide your holiday party site with all of the information needed to run a smooth dinner party. The answer to most questions can be found in this manual. Please call **906-482-6944** if you still have questions or need assistance.

This manual is generalized for all sites. Some information may not apply to your site.

To make sure no steps are forgotten—please use the “to-do” checklists enclosed in the packet.



VOLUNTEER EXPECTATIONS

Little Brothers—Friends of the Elderly wants to provide a comfortable and festive atmosphere for both elderly guests and volunteers while celebrating the holidays.

Follow the directions in this manual. The decorations, table settings, candlelight, service, homemade dessert, flowers, gifts, and friendship are what make it a Little Brothers—Friends of the Elderly holiday celebration!



Follow food-safety procedures. Our elderly guests are at a higher risk for developing a food-borne illness because of their weakened immune systems.

If you have any questions or need an assignment, please ask the lead volunteer for direction.

Relax and take time to visit with our elderly friends.

PHILOSOPHY



Little Brothers - Friends of the Elderly provides programs and services for people 60 years of age and older in Baraga, Houghton, Keweenaw, Marquette, and Ontonagon Counties who have little or no social support.

Our mission is to relieve their isolation and loneliness, promote independent living, and renew their life's purpose. Depending on their level of need, we will provide in-home visits, medical transportation or invite them to join us on the holidays for a meal.

We celebrate the holidays with our elderly friends so they won't be alone on a day which holds such happy memories. We prepare a home-made meal, set and decorate the tables, and provide musical entertainment. Every elderly guest goes home with leftovers (if available), a special holiday gift, and a flower. For those unable to attend, we deliver a meal, gift, and a flower to their home with a friendly visit.

Our motto "**flowers before bread**" expresses our belief that the spirit must be nourished as well as the body. Elderly people should be treated with love, dignity, and respect.

Who We Serve:

Little Brothers - Friends of the Elderly invites lonely and isolated elders who would otherwise be alone to join us at our holiday meals. We serve people age 60 and older.

NOTES TO KITCHEN VOLUNTEERS

Please follow all food safety guidelines as outlined by the health department (details on pages 8-11 of this manual). Please prepare all food. Any leftovers should be distributed first to the elderly guests, then to the volunteers.

All food brought to your site needs to be prepared and served according to the menu. Special thought and thorough planning was done to ensure a special dinner. **Please don't make changes to the menu.**

Only carve the turkey or ham one at a time and leave the others in the fridge to maintain food safe temperatures.

Determine how many people you need to feed (both sit-down and home-delivered) and equally divide the food. Please be generous with the home-delivered meal serving sizes.

Coordinate the serving with the dining room volunteers. The salad should be served as the first course, then the entrée, and finish with the champagne toast followed by dessert. Inform all servers they need to wash their hands and they should not touch any food with their bare hands.

The meals need to be served **restaurant style**. We have moved away from serving family style for food safety and to eliminate food waste. Any remaining food that was left on the table had to be thrown out for food safety, therefore it could not be used for leftovers.

Serving restaurant style gives us the opportunity to treat our elderly friends like special guests by serving them, eliminating the need for them to handle heavy platters and bowls. Please take time to plate an attractive meal. Many elders have small appetites.

First portions can be small; encourage everyone that seconds are available.



NOTES TO KITCHEN VOLUNTEERS

Please accept all desserts – even if they are not on the list or if you already have enough. Always **serve the desserts brought in by volunteers first before the ones delivered from the office.** Leftover dessert can go home with the elderly guests.

When the kitchen crew is finished with the main jobs in the kitchen, please take this opportunity to take a break and relax. Do not move into the dining room to set up unless you signed up to help with set-up as well. There are other volunteers coming in to do this!



CHILDREN UNDER THE AGE OF 14 MUST STAY OUT OF THE KITCHEN due to hot food, and brisk movements of the cooks.

Record leftovers or any food or supply shortages.

If a 3-compartment sink is not available, you must sanitize in a clean and sanitized Rubbermaid bin or in a dishwasher.

Leftovers should be bagged in Ziploc bags or containers. If a container is used (especially Styrofoam) please place a food safety instruction label on each container. There may not be enough leftovers for every elderly guest to receive every food item.

We provide paper bags for the elderly guests to take home their holiday treat, flower, and leftovers. Please distribute these bags to the elderly guests as they leave.

HEALTH DEPARTMENT INSPECTION

Any site that Little Brothers - Friends of the Elderly uses for our holiday meals, that isn't already licensed, will be inspected by the Western Upper Peninsula District Health Department. The sites that will be inspected are Laurium, Mohawk, Ontonagon and Tapiola. If your site does not need to be inspected, you still need to follow the proper food safety protocol.

WHAT YOU CAN EXPECT:

An inspector from the health department will come early and will stay about one-half hour. They will be looking for the following...

The **person in charge**.

A **hand-washing sink** located in the kitchen and supplied with soap and paper towel. If your facility has no hand-washing sink, another sink can be used, but the sink should be empty when used for hand washing. Hands need to be washed after each of the following: touching bare body parts, using the restroom, coughing/sneezing, eating/drinking, handling soiled equipment/utensils, and as often as necessary.

No sick volunteers. Volunteers need to be turned away if they show signs of sickness.

Good Personal Hygiene. Volunteers need to have their hair tied back and wear a baseball cap. Beards need to be covered with a beard net. Ponytail holders and caps are provided by Little Brothers. Caps cannot be reused so volunteers can either keep them or they should be thrown away.



HEALTH DEPARTMENT INSPECTION

Gloves worn when carving the ham or turkey, when dishing up food on plates for restaurant style serving, when dishing up food in trays for home-delivered meals, when handling ready to eat food such as the dinner rolls and desserts, and when dishing up leftovers. Waiters do not need to wear gloves when serving already dished up plates of food.

Proper refrigerator storage (at or below 41 degrees Fahrenheit).

Proper dry storage (boxes should be off the floor).

A 3-compartment sink for dish washing; a wash sink, a rinse sink, and a sanitizing sink or commercial dishwasher. If you do not have a third sink, a plastic bin needs to be used. This sanitizing sink should be tepid water with bleach added. Please use the litmus test strip to ensure the concentration is 50 to 100 parts per million. Air dry if possible but towel drying is okay if towels are used only for drying dishes and not overused.

Smooth and easy to clean food contact surfaces.

Thermometer use. The ham needs to reach 145 degrees Fahrenheit and hold for 15 seconds before serving. The turkey and stuffing needs to reach 165 degrees Fahrenheit and hold for 15 seconds before serving.

The inspector will ask you questions about proper food handling techniques and proper food temperatures. If you don't know, they will inform so they know you have the knowledge to continue once they're gone. Their priority is to educate us on food safety techniques for the well being of our elderly friends and volunteers.

MICHIGAN FOOD LAW HIGHLIGHTS

HEALTH POLICY (for establishments serving general population)

Food employees with symptoms of vomiting or diarrhea must be EXCLUDED from working.

Food employees who have or are living with someone who has NOROVIRUS, HEPATITIS A, SHIGELLA, E.COLI, SALMONELA Typhi must be EXCLUDED from working.

Food employees sick with sneezing, coughing, or runny nose, must be RESTRICTED from handling food, utensils, equipment, single service items, or clean linens.

FOOD HANDLER HYGIENE ILLNESS PREVENTION

- **Hands shall be washed before handling food and whenever contaminated.**
- Fingernails shall be kept trimmed and clean.
- Jewelry shall not be worn on hands or arms.
- Disposable gloves shall be worn or utensils used when handling food.
- Hair net or hat shall be worn.
- Clean clothes shall be worn.
- Wounds on hands shall be properly bandaged and gloves worn at all times.
- Smoking, eating, and drinking are prohibited in food preparation areas.

MICHIGAN FOOD LAW HIGHLIGHTS

CLEANING AND SANITIZING

In-Use food equipment including DISHES, UTENSILS, CUTTING BOARDS, PREP TABLES, SLICERS, etc. shall be:

- WASHED, RINSED, SANITIZED, AIR DRIED AFTER EACH USE or at least every 4 HOURS of continuous use.
- Chlorine Concentration should be 50 to 100 parts per million.
- Wet wiping cloths shall be stored in a clean, warm sanitizing solution between use.

BARE HAND CONTACT

Employees shall NOT CONTACT READY-TO-EAT FOOD WITH THEIR BARE HANDS. Disposable gloves, tongs, utensils, or deli paper shall be used.

DISPOSABLE GLOVE USE

Hands shall be washed before and after glove use.

Gloves shall be used for a single task.

Gloves are disposable and shall not be reused.

Gloves protect the food, not your hands.



SETTING THE DINING ROOM

Set the tables with a cup and saucer, flatware, drinking glass, and napkin. If the facility does not have enough drinking glasses, we do provide a paper cup with handle for the cider or punch.

Please use the diagram as a guide.



Courtesy of Emily Post

Remember to put on the table:

- Salt and pepper shakers
- Sugar and creamer
- Flowers (set aside some for home-delivered meals)
- Candles
- Decorations
- Butter and Dinner rolls

Set and decorate the dessert, punch, coffee, and check-in tables

Sort, count, and cut desserts

Fill the Easter Baskets and Thanksgiving Goody Baskets with candy to be distributed at the end of the meal with the flowers.

Plate the **Christmas Cookies** (5 per plate) and seal in a Ziploc bag to be distributed at the end of the meal with the flowers.

HOSTING AND SERVING TIPS



Greet the elderly guests outside and assist them into the building. Hang their coats (it's helpful to label their coat with a nametag if available) and **place a check next to their name on the guest list**. Give them a nametag and help them find a seat.

Offer them a refreshment. We serve water, coffee, tea, and cider or punch.

Before serving, welcome everyone, thank the volunteers, introduce the entertainment and have someone say grace.

Serve table by table, ensuring **elderly friends get served first**.

Volunteers are encouraged to sit and socialize with the elderly guests when not busy. Please assist the elderly guests with refills, seconds, and dessert.

Give a champagne toast between the entrée and dessert. Go around the room and give the elderly guests a chance to share a toast as well. We use non-alcoholic sparkling juice.

Don't rush clean-up. We want to encourage a relaxed holiday atmosphere. Allow time to relax and listen to the entertainment before the champagne and dessert is served. You may need to make an announcement so our guests do not get anxious to leave.

Please make sure that all of our elderly friends go home with leftovers (if available), a wrapped flower and an Easter basket, Thanksgiving goody basket or Christmas cookies.

GRACE

“In the light of love and the warmth of our Little Brothers’ family members, we give thanks for all that we have, and pray that others not so well blessed will find comfort and hope in the future. Amen.”

Jack J.

A PRAYER OF THANKSGIVING

May God be gracious to us and bless us
And make his face shine upon us.
The earth has yielded its increase;
God, our God, has blessed us.
May God continue to bless us;
Let all the ends of the earth revere him. Psalm 67

We thank you for your gifts, merciful God,
And we ask you to give all people the food they need.
May we all be united one day
In the eternal singing of your praises,
Through Christ, our Lord. Amen

Lord God,

On this day of Thanksgiving,
We ask your blessings on our family,
Our friends, our home, our health, and
Organizations like Little Brothers.



We thank you for this time together and
The many gifts that you have given us.
Help us to remember in this time of bounty those less fortunate.
And may your love consume us all
That we might share in your glory. Amen.

HOME-DELIVERED MEAL ASSEMBLY

Set up tables in rows with no chairs for the decorated grocery bags to be placed on.

Open the decorated grocery bags and place on the tables leaving space for these items to be put next to the bag:

Napkin

Christmas cookies, Easter basket, or Thanksgiving goody basket

Dinner roll

Butter pat

One wrapped flower

Assemble the cold food in the small aluminum tray with the foil side down. The cold tray includes:

Salad

Cranberry Sauce or Applesauce

Dessert

Assemble the hot food in the large aluminum tray with the foil side down. The hot tray includes:

Turkey or Ham

Mashed Potatoes and gravy or Roasted Red Potatoes

Sweet Potatoes

Dressing at Thanksgiving and Christmas

Vegetables

The decorated grocery bag should be filled in this order:

Hot Food Tray

Cold Food Tray

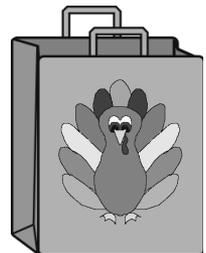
Napkin

Thanksgiving goody basket, Christmas cookies or Easter basket

Dinner roll, Butter pat

Flower

Have a volunteer inspect all bags to make sure there are no missing items.



HOME-DELIVERED MEAL DISTRIBUTION



Each elderly person or couple receiving a home-delivered meal has **2 duplicate cards** with their name, address, phone number, and directions. The number of meals they need to receive will be highlighted and the name of the volunteer delivering it has been reserved.

The reserved cards should be spread out on a **reserved table** or reserved area of a table. The other cards should be spread out on the table or tables according to location.

There should also be an area for maps to be spread out in case people need to look at or even take one.

We have also provided “Tips for Delivering Meals” handouts that should be given to new volunteers.

Have all volunteers sign in or check their name on the list. Have unexpected volunteers sign in

Encourage volunteers to deliver only 1 or 2 meals so they have time to visit as they deliver without feeling rushed. If not all of the cards have been chosen for delivery, you may ask the volunteers to return to pick up more if they still have time.

Volunteers need to PRINT THEIR NAME on one of the cards for our records. Make sure their name is legible. **Little Brothers keeps the signed copy and the volunteer keeps the unsigned one.**

If they need directions, they can refer to maps and/or ask the volunteer in charge for help.

Before the volunteer leaves with the meals, have a volunteer match the number of meals on the cards to the number of bags they have.

TIPS FOR DELIVERING MEALS

Thank you for sharing your holiday with our elderly friends.



The emphasis today is on friendship. For this reason we ask that you to visit with the elderly recipient.

The home-delivered meal recipient cards will list directions to their home, important notes, and the **number of meals for that household**.

Each person receiving a home-delivered meal is expecting you. Knock on their door and identify yourself as a volunteer from Little Brothers.

If they prefer a visit, offer to open their meal, get them something to drink, or put their flower in water.

If they do not want a visit and prefer to be left alone, respect this.

If your second or third meal deliveries are running late, let the next elderly person know if you think their meal may not be hot and offer to reheat it. **If the food is to be reheated in a microwave, it must be transferred from the aluminum tray onto a microwave safe plate.**

We don't personally know all of the elderly friends who receive a meal. Please inform us of any elderly friends who appear to be lonely or in need of assistance. After the holiday we would like to inquire after them to see if they would like to be more involved with Little Brothers.

If you have any problems getting an answer at any house, please go back to the meal site and talk to someone in charge! **Do not leave the meal on their porch or outside their apartment door for food safety reasons.**

Our meals are free; if someone insists on making a donation, encourage him or her to mail it to Little Brothers.

CLEAN UP

We want to leave the facility clean at the end of the day so please follow all steps for clean up.

- Review the checklist to identify which items belong to the facility and which items belong to Little Brothers.
- Wash, dry, and put away all dishes, utensils, pots and pans.
- Clean and sanitize the ovens, stovetops, counters and sinks.
- Remove any leftover food from the refrigerator (we don't want any food left at the facility) and wipe up any spills.
- Return all pans marked MTU to Little Brothers. We borrow these each holiday and are responsible for returning every one. Please refer to the checklist in the packet.
- Return dessert containers to Little Brothers so we can return them to volunteers.
- Combine all dirty towels, dishcloths, and potholders and send home with a volunteer for washing. Volunteers may either return them to the meal site or to Little Brothers if they are clearly marked with the name of the meal site.
- Empty and line the garbage cans. If the garbage cannot be left there, it can be brought to Little Brothers.
- Clear and wipe down dining room tables with sanitizing spray.
- Put away salt & pepper shakers, creamers & sugar bowls, and vases.
- Vacuum carpeting or sweep and mop dining room floor.
- Check the bathrooms, emptying any wastebaskets and cleaning as needed.
- Return supplies to Little Brothers or they may be left in one spot for us to pick up the next day.
- Sweep and mop the kitchen floor.
- Before you leave confirm that the ovens, fans and lights are turned off.



OTHER VOLUNTEER OPPORTUNITIES

Volunteering at a holiday dinner party is a great way to meet our elderly friends. Sign up as a Visiting Volunteer in the *Friendly Visiting Program* if you want to create a lasting friendship with an elder. Your commitment to visit an elder at least twice a month helps to relieve their isolation and loneliness. We ask you to commit to this program for one year but the time you commit per month is flexible and can accommodate your busy schedule. This is also an opportunity for your whole family and to introduce your children to volunteering.

Volunteer Drivers are needed for our *Medical Transportation Program*. Drivers provide our elderly friends with “door-through-door” transportation to their medical appointments (picking up passengers at the door of their home and delivering them through the door of their destination). Each transport requires approximately three hours of your time in a five to fifteen mile radius. Drivers are also needed to drive our elderly friends to our nearest regional hospital in Marquette, 100 miles away.

Volunteers are needed for our *Supplemental Firewood Program* to cut, split, stack and deliver firewood to our elderly friends who heat their homes with wood. Volunteers can work with other individuals, or groups can sign up such as fraternities, church youth groups, or service clubs. This volunteer opportunity requires 2-3 hours of physically demanding work and volunteers should be in good health and follow all safety precautions.

Additionally, we need volunteers for the numerous *programs and activities* we host throughout the year for our Forever Friends including: holiday celebrations, picnics, intergenerational events, fun activities, and birthday parties.

Please call 906-482-6944 for more information or to sign up.



FREQUENTLY ASKED QUESTIONS

Q. Do I have to follow the menu exactly or may I make changes?

A. Please follow the menu. A lot of preparation goes into the planning the holiday meal for 12 sites. We don't have the resources to honor special requests for individual sites.

Q. You sent us too much food; do I have to prepare all of it?

A. Please prepare ALL of the food. For the sit-down sites, we send enough food for the meal and leftovers for all of the elderly guests. For the home-delivered meal sites, we send enough food for generous portions.

Q. There's not enough work to keep me busy. What should I do?

A. Sometimes we have walk-in volunteers. That's okay, the more the merrier. Volunteers who don't have a job to do, should do the most important task of the day ~ **VISIT** with the elderly guests. It would be appropriate to assign yourself as a table host to attend to the needs of the elderly guests.

Q. Why do I have to sign in?

A. First, we would like to thank you for sharing your holiday with us to volunteer. Records also help us accurately track the needs of each party and we use the information for grant writing.

Q. Why am I asked to limit myself to one or two meal deliveries?

We encourage volunteers to visit with the elderly person receiving a meal. You may be their only visitor of the day so we don't want you to feel rushed because you have additional meals in the car. If you still have time to deliver more meals, you can return to the meal site.

Q. What should I do if I deliver a meal and no one is home?

A. Please return the meal to the meal site and have the person in charge follow-up. They may have had a last minute offer but they may also be in distress. For food safety reasons, do not leave their meal on their porch or outside their apartment door.

Q. Do you accept walk-in volunteers at your holiday meals?

A. Yes, though we do request you sign-in and include your contact information so we can thank you for your service and follow-up with you after the holiday.

FREQUENTLY ASKED QUESTIONS

Q. Why do you host a party at a nursing home?

A. We host a private party at the Houghton County Medical Care Facility since we have Forever Friends who reside there and we have limited resources to provide transportation.



Q. What are the flowers for?

A. Our motto “flowers before bread” expresses our belief that the pleasures that make life worth living are as important as food is to the body. The flowers can be used as centerpieces before being distributed to each elderly guest.

Q. How many elders does Little Brothers serve each holiday?

A. We serve approximately 800 elderly friends throughout a five-county area.

Q. How do I refer an elderly person to receive services?

A. Please call our elder services coordinator at 906-482-6944.

Q. Can I bring my children?

A. Little Brothers welcomes families to volunteer. Your children are welcome at our events; however, children under the age of 14 are not allowed in the kitchen and childcare is not available.

Q. How many volunteers do you need each holiday?

A. We utilize the skills of over 400 volunteers.

Q. How can I make a donation to Little Brothers?

A. Donations can be sent to 527 Hancock Street, Hancock, MI 49930. Donations can also be made through our website: houghton.littlebrothers.org

Q. How long has Little Brothers been in the Upper Peninsula?

A. Little Brothers began in Houghton County in 1982.

Q. How is Little Brothers supported financially?

A. Through individual contributions, foundation grants, special fundraising events, and in-kind donations.

HISTORY



Little Brothers of The Poor was founded in Paris, France, in 1946 by Armand Marquiset, a French nobleman who saw the plight of the elderly living in war-ravaged Europe. Marquiset wanted to help and began alone by sheltering the homeless elderly and taking meals and clothing to them. He noticed, however, that material goods were not enough. They longed for those moments that most people cherish, like being remembered on their birthday or celebrating a holiday with someone they love. Marquiset found not just a poverty of material things, but a poverty of the spirit.

Marquiset realized this was an opportunity for people to discover, express, and develop their gifts for helping and loving others.

From this modest beginning his vision was to spread his organization to as many people and places as possible. *"I saw Little Brothers spreading across the earth igniting little fires of love,"* he said. Today, in fulfillment of this vision, thousands of Little Brothers' volunteers bring love and service to elderly people throughout the U.S. and the world.

In 1982, the Upper Michigan Chapter began in Houghton County under the direction of Mike Aten. Since then we have steadily grown expanding into five counties in the western U.P. The U.P is characterized by long, severe winters. Ours is the only rural program in the country and we located here because of the tough climate, high population of elderly people, high poverty rates, lack of family support, and shortage of services for the elderly. Here, through the efforts of hundreds of volunteers, we have continued the tradition of making friendship the foundation of all our services. For us, *service to the elderly begins by being a friend.*

GLOSSARY

Forever Friends—When we have determined an elderly friend would benefit from in-home visits, we commit to being their friend for life.

Ready-To-Eat-Food—Any food which does not need cooking or has already been cooked. For example, dinner rolls or cooked turkey slices. These foods are ready to be consumed and should not be touched with bare hands to prevent contamination. Use serving utensils or wear clean disposable gloves when handling ready-to-eat food.

Restaurant Style—The meals are plated in the kitchen and served to the elderly guests by volunteers table by table. It's best for the servers to start at one end of the room and serve table by table. Serve all of the elders at the table first and then the volunteers before moving on to the next table.

Home-Delivered Meals—Meals are delivered to our elderly friends who cannot join us at the sit-down meal site. These meals have bigger serving sizes than the sit-down dinner guests so they can enjoy any leftovers as a second meal. Volunteers delivering these meals should stay and visit with the elderly, rather than just drop off the meal.

To-Go or Takout Meals—Meals taken by guests at the sit-down dinner sites to take for someone who could not attend. We send a few extra home-delivered meal containers just for this purpose.

Leftovers—Food remaining after all meals (sit-down, home-delivered, and to-go meals) have been distributed. We send generous amounts of food so we expect there to be leftovers, though there may not be enough leftovers for every elderly guest to receive every food item.



527 Hancock Street
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houghton.littlebrothers.org