

Cakes for Causes New Volunteer Baker Checklist

Welcome and congratulations on becoming part of Cakes for Causes!

We are extremely excited to have you climb aboard our sugar ship, but before we set sail there are a couple things you need to do to get started. This guide will help walk you through the steps to take to become a certified baker and volunteer with Cakes for Causes. Feel free to use this checklist and mark off the steps as you complete them. You're almost there; we can't wait to have you on board!

Step 1: Review and sign the following documents.
Once these have been reviewed and signed please email them to Volunteer Director, Kristy Phillips at: kristy@cakesforcauses.org
☐ Cakes for Causes Communication Code of Conduct (Attachment 1)
☐ Cakes for Causes Bakers Agreement (Attachment 2)
Active Member Definition and Volunteer hold list policy (Attachment 3)
Step 2: Find us on Facebook
As you may have learned at your recent "coffee chat", our main way of communicating is through Facebook. If you don't already have a Facebook, we ask you please create one and find Rene Luedeman on Facebook and we will add you to the Cakes for Causes (CfC) group. If you have any concerns please let us know.
Step 3: Maintain a valid Food Handler's Certification for your county.
Please refer to Attachment 4 on how to do so. This attachment will also give you all the information you need to know once you've become a certified baker and begin baking.
Step 4: Register with the Arizona Homebaked and Confectionery Goods Program
Please refer to Attachment 5 on how to do so.

The other attachments you will find in this packet include the following:

- Reimbursement cheat sheet for baked goods
- Label Example for finished baked goods
- Baker/Lead Handbook/Guidelines

Cakes for Causes Communications Code of Conduct Policy

In keeping with our mission, Cakes for Causes (CfC) promotes positive interactions among our volunteers, with our clients, and with the community. This Communications Code of Conduct sets out the guidelines for maintaining those positive interactions in our communications on Facebook and other online forums, via email, in phone calls, and in public appearances. The following guidelines are not all inclusive and do not address all inappropriate communications or interactions.

The majority of CfC volunteer interaction takes place on the Facebook Active Group page and Committee pages. These Facebook pages work best when participants treat their fellow volunteers with respect and courtesy. Inappropriate and offensive posts are not permitted on the Facebook pages or any online CfC forums. In addition, rudeness, poor attitude, drama, and "nit-picking" will not be tolerated. Page moderators may remove any posts which are deemed inappropriate, impolite, offensive, or in poor taste, and additional disciplinary action may be taken.

Because our organization is coordinated through the use of social media, volunteers are required to have their notifications set in such a way that they will receive tags and private messages from other volunteers on the page, or check the pages regularly for messages. Volunteers who repeatedly do not respond to tags or messages regarding events or responsibilities in a reasonable time frame will be subject to disciplinary action for non-communication as deemed appropriate by the board. Volunteers are not required to respond to tags on new requests if they are unable to volunteer for that request. They may choose to respond that they are unavailable, or ignore the tag altogether.

In addition, volunteers are expected to adhere to the above guidelines in email and phone communications and when representing CfC at public events. It is especially vital that communication with our clients and the community is always kind, courteous, and respectful. Pay special attention to your tone, and when in doubt, be overly polite.

If you are having a negative interaction with another volunteer or a client, please contact any board member immediately for assistance.

Violation of any of these policies can result in any of the following actions: written warning, verbal warning, suspension from the Facebook page, involuntary volunteer hold status, or dismissal from service with CfC. The Board will discuss and vote on code of conduct violations on a case by case basis, and retains the right to administer any level of discipline it deems necessary at any time. However, harassment, threatening behavior, and continued/extreme inappropriate behavior shall result in immediate dismissal from CfC and revocation of active volunteer status.

I have read and agree to abide by the	e terms of the Communications and Code of Cond	uct Policy.
Signature	Date	_
Printed Name		

Cakes for Causes, Inc. Baker's Agreement

To be a baker for Cakes for Causes, Inc. I,	understand					
(p	lease print) understand					
and agree to the following terms:						
1. I will obtain my legal baking status in the Stat 36-136 (H)(4)(g) and A.R.S. 36-136 (H)(13)}	te of Arizona under the Home Baking Law 2011 {A.R.S.					
2. I will provide <i>Cakes for Causes, Inc.</i> , with a c state's registration certificate to be kept on file	copy of the county foodhandler's certificate, as well as the e.					
	e number, email address and ingredient content, as per the e on the label of each of the products that I bake and					
4. I understand that I am responsible and may be <i>Causes, Inc.</i>	e liable for any products that I provide to Cakes for					
5. I will not hold <i>Cakes for Causes, Inc.</i> and/or a may be taken against me, the baker.	any of its Directors responsible for any legal action that					
	ne the property of <i>Cakes for Causes, Inc.</i> and cannot be ithout a <i>Cakes for Causes, Inc.</i> watermark on the picture.					
7. I understand that by signing below, I am agreeing to a photo release statement giving <i>Cakes J Inc.</i> permission to use photos that I may appear in even after my volunteer time with <i>Cakes fo Inc.</i> has ended.						
Signed:	Date:					
Filed by: Cakes for Causes, Inc. Rep.	Date:					

ACTIVE MEMBER STATUS

"Active Member" is defined as a volunteer who completes three tasks per fiscal year (Feb. 1- Jan. 31st). Examples of tasks are: baking for an event; serving at an event; leading an event; teaching; program manager; board service; committee service; fundraising while out of the state/country; administrative tasks such as creation of newsletter; thank you letters; meeting minutes; financials.

If a member is not in an "Active" state, the Cakes for Causes Volunteer Director will contact the volunteer to discern if they will be able to continue with Cakes for Causes or to step away from CfC until they are able to meet the Active Member status.

Volunteer Hold List Policy

Cakes For Causes is an all-volunteer organization that relies solely on volunteer participation and active communication to ensure all of our events are staffed and requests are filled appropriately. When a volunteer is unable to meet the obligations they have agreed to (such as serving as lead, baking, or attending an event), other volunteers have to step in to cover them and/or CfC must notify the requestor that we need to back out of the scheduled event. While CfC understands that unexpected events and emergencies may cause a volunteer to have to back out of an event; CfC must also protect its reputation in the non-profit sector and protect the volunteers from undue stress.

The "Hold List" policy is meant to address those situations when a volunteer repeatedly backs out of their commitments. This policy outlines the procedures for volunteer placement on two types of hold lists: Involuntary and Lack of Communication.

In the past, CfC also maintained a Voluntary Hold List. That list is no longer maintained. If a volunteer is unable to participate as often as they have in the past, that volunteer need only ignore tags for new requests until such time as he/she is able to resume participation within that fiscal year (see above for further details on "Active Member" requirements). As a courtesy to other volunteers, a volunteer may inform the Board or post on the Active Group page that they are taking a break. The volunteer must fulfil events that he/she committed to or find a replacement volunteer to serve those events.

a. Involuntary Hold list -

- **a.** If a volunteer fails to meet any committed deadline 2 times in a 6-month period, he/she will be placed on the Hold List for 6 months.
- **b.** During this time they will not be allowed to volunteer for any event or participate in any CfC function. Violations will result in removal from the active volunteer Facebook group until the hold is lifted.
- **c.** The volunteer will be removed from any future event they may already be assigned to if that event falls within the 6-month time frame.
- **d.** Upon being placed on the Hold List the volunteer will receive an email from the CfC Volunteer Director with details on events missed and when the hold will be lifted.
- e. A missed event will not be counted against a volunteer if a request to be removed from an assigned event has been received by the event lead at least 30 days prior to the event taking place.
- f. A missed event will not be counted against a volunteer if the volunteer finds a replacement volunteer on their own. If the replacement volunteer fails to meet the deadline, it will count against the replacement volunteer. All substitutions must be communicated to the event lead as soon as possible.
- **g.** The Volunteer Director will inform the volunteer prior to the Hold expiration letting them know they will be placed back on the active member list.
- **h.** If a volunteer is placed on the Hold List 2 times within a 12 month period, he/she will be removed from the active volunteer member list.
- i. A volunteer may request to be reinstated as an active member; however, reinstatement is subject to mandatory volunteer training and approval of the Board.

b. Lack of Communication Hold List -

- **a.** If a volunteer has requested to participate in an event, he/she must respond to communication requests or tags on Facebook for that event, per the Communications and Code of Conduct Policy.
- **b.** If a volunteer repeatedly fails to respond to tags or messages regarding events or responsibilities in a reasonable time frame, the volunteer will be placed on the Hold List for 2 months.
- **c.** Upon being placed on the Hold List, the volunteer will receive an email from the CfC Volunteer Director with details on communication attempts and when the hold will be lifted.
- **d.** If a volunteer is placed on the Hold List 2 times within a 12 month period, he/she will be removed from the active volunteer member list.
- **e.** A volunteer may request to be reinstated as an active member; however, reinstatement is subject to mandatory volunteer training and approval of the Board.

Obtaining a Foodhandler's Certificate

Pima County:

Requires that you take their foodhandler's class. Class is 4 ½ to 6 hours long. An open book test is administered at the end of the class. You must pass this test to obtain your foodhandler's certification. You will receive a certificate (not a card). Cost is approximately \$30.00

Go to: http://webcms.pima.gov/health/food-safety/food_and_pool_certification/ and scroll down to Food and Pool Certification and download the pdf schedule of classes. Once you determine your top three choices (classes are on a first come first served basis), download the registration form for the Food Certification class, fill out it out, and mail in with payment. You can also register in person at:

ABRAMS PUBLIC HEALTH CENTER

Consumer Health and Food Safety

3950 S. Country Club Rd. 2nd Floor Suite #2301

Tucson, AZ 85714

520-243-7908

Maricopa County:

Please follow this link and follow the instructions: https://www.maricopa.gov/EnvSvc/QC/FoodHandlerCard/FoodWorkerCard.aspx

For all other Arizona Counties:

Please follow the link to determine what your county requires for a foodhandlers' card:

http://azdhs.gov/preparedness/epidemiology-disease-control/food-safety-environmental-services/home-baked-confectionary-goods/index.php#food-handler-card

To Register with the Arizona Homebaked and Confectionery Goods Program:

Please go to this link, click the large red button registration button and fill out the form: http://azdhs.gov/preparedness/epidemiology-disease-control/food-safety-environmental-services/home-baked-confectionary-goods/index.php#registration

PLEASE NOTE: When it asks what you will be making, please state cakes, cookies, cupcakes, muffins but none of them will be perishable or require refrigeration.

Certified Baker Responsibilities and Guidelines



A Certified Baker is defined as any person who produces any edible goods to be distributed to a client or the general public on behalf of CfC, possesses a valid food handler's certification, and is registered with the Arizona Homebaked and Confectionery Goods Program or is working from a commercial kitchen. Certified Bakers with CfC must be at least 13 years of age.

Because the existence of CfC is ultimately governed by the State Health Department, there are specific rules and guidelines that our organization must follow in order to keep us in compliance with government regulations. And because we work together as a team, there are additional

rules and guidelines that we must follow in order to keep our sugar ship sailing smoothly! If we all do our part, we will be able to work seamlessly and joyfully with one another, bringing sugar love and healing to the community.

Responsibilities:

- Bakers must maintain a valid Food Handler's Certification for their county. It is the responsibility of the baker to keep this certification current, and to submit a copy of each renewal to the Volunteer Director as needed. Any lapse will result in removal from baker status.
- Bakers must be registered with the Arizona Homebaked and Confectionery Goods Program. Currently,
 this is a one-time registration that does not need renewal unless revoked by the state. Staying on the
 program requires that the food handler's certification be current at all times whether you are baking or
 not, and a lapse in food handler's certification can result in state revocation of your program
 registration. Revocation will also result in removal from CfC baker status.

As a volunteer baker and/or lead, you determine how busy you are with CfC by how often you volunteer for new requests that are posted. When you indicate an interest in helping with a request, be specific. Do you want to lead, bake, serve (if applicable), or transport/deliver? Once you volunteer, you are then responsible to:

- "Join" the event on Facebook once it is created in the group.
- Respond in a timely manner to tags, messages, emails or other communication regarding that event.
- Provide at least the number of items you have offered to make.
- Label each and every container every single time with all the required information.
- Deliver your treats to the designated drop-off point (in Tucson, this is currently the Client Services Director's residence), or in the case of Phoenix volunteers, deliver them to the Event Lead (unless other arrangements have been made with the Lead to meet halfway or pick up).
- You must provide specific product information to the Event Lead so that it can be posted in the event description. For example, "2 dozen boxed cake mix cupcakes with buttercream icing and fondant toppers," or "4 dozen, 2-inch scratch sugar cookies with royal icing." It is not the Lead's responsibility to hunt you down to find out the details of your treats. Whether or not you intend to take a payout, you still need to submit this information.
- If you are an Event Lead, the Client Services Director will create the Facebook event naming you as the lead and make you a co-host of that Facebook event. The Client Services Director will then make an introductory email between you and the client in which you must reach out to the client within 48 hours to make first contact with them. You can discuss flavors, decoration/theme,

quantity, and pick up date/day with them. **Please NOTE**: If you do not receive an introductory email to you and the client immediately after the Facebook event is created, PLEASE contact the Client Services Director to see if the email has been composed and sent.

Baking Requirements:

- All items must be shelf-stable and prepared in compliance with the Arizona Homebaked and Confectionery Goods Program requirements. You will find all requirements for production, and information on hazardous foods which are not allowed, on their website at http://www.azdhs.gov/phs/oeh/fses/goods/index.htm.
 Familiarize yourself with all of them, but some common basics that we need to be aware of are:
 - No butter, cream, milk, cream cheese, or any other perishable ingredient is to be allowed in icings. Only "hard icings" containing shortening, sugar, water, and flavorings are allowed.
 - Traditional meringue and ganache icings (containing egg whites or cream) are not allowed. Even though the items in these icings are cooked, we have decided that for the purposes of CFC we will err on the side of caution and not use them for our clients. You may use meringue powder in your hard icings, and you may use a water-based ganache, if desired.
 - No perishable fillings, toppings, or icings such as cream cheese, lemon curd, custard, pudding, or mousse. **NO cut melons, tomatoes, or figs are to be used!** Fresh berries, cut or whole, are fine to use in icings, fillings, or as toppers. Please just make sure to refrigerate them for quality reasons and that they are fresh when you deliver them.
- The flavors and appeal of your treats must be of good quality something you would sell to a client or serve to a special guest in your home! Please do NOT deliver treats that are over or undercooked, or unappealing in taste, texture, or appearance. If it is not up to standard, rebake or remake! Your treats are a representation to the community of CFC as a whole!
- Disposable foodservice gloves must be used any time you are handling ready-to-eat food that will not be cooked again before serving.

Labeling Requirements:

* Every container of every product must be labeled every time! It is your (the baker's) responsibility to provide a correct label on everything you provide to the Lead. Do you have five boxes of the same exact cookies? Then you will need five of the same exact labels, one for each box! Do NOT show up and hand your Lead unlabeled boxes of treats! Do not expect your Lead to make labels for you! If you are unable to print out labels on your computer, you must write them by hand and tape them to your containers.

There is a label program and template in the files section of the CfC website that you can access through the volunteer login portal, or you can just make your own! If your product is not in a box, you may print the information on a card to be given to the recipient.

All labels must include the following information:

CAKES

Where Sugar Art Meets the Heart www.cakesforcauses.org PO Box 16342, Tucson, AZ 85732 520.303.7893

Baked for you by Rene' <u>Luedeman</u> in her residential kitchen. 6402 E. Malvern Street, Tucson, AZ 520-250-7203

Sugar free Yellow Cupcakes with Sugar Free Strawberry Glaze:

Eggs, Vegetable Oil, Pillsbury Sugar Free Classic Yellow Cake mix sweetened with Splenda, Walden Farms Sugar Free/Calorie Free Strawberry Fruit Spread sweetened with sucralose; fresh strawberries.

NOTE: Products processed in facility which contains nuts, dairy, and gluten.

CfC contact information: Cakes for Causes, Where sugar art meets the heart!, www.cakesforcauses.org, PO Box 16342, Tucson,

- AZ 85732, 520-303-7893. The logo is not required, but is preferred. You may download our trademarked logo from the files section of the active volunteer Facebook group page.
- ➤ Baker's personal contact information/homebaked disclosure: First and last name / full home or commercial kitchen street address / baker's email address or phone number, or both. For example, "This treat was baked for you by Rene Luedeman in her residential kitchen...." with contact information to follow. You may NOT, under any circumstances, use your business name, if you have one. This treat is not from your business, it is from Cakes for Causes, donated by you personally. It has become the property of CfC once provided. If you have baked your treats in the commercial kitchen of your business, just list the street address of the business, not the business name, logo, website/email or phone number. This is non-negotiable and required by law for our organization.
- Product name and ingredients: For example, "Chocolate Cake with Vanilla Buttercream: cake flour, sugar, brown sugar, eggs, butter, baking soda, buttermilk, salt, vanilla, vegetable shortening, powdered sugar, water, fondant, sprinkles." If you are using mixes, you only need the name of the mix and ingredients you added to it, you do not need to name every component contained in the mix itself.
- Allergy warning: CfC desires to go the extra mile to provide important allergy information to our clients. All labels must include this warning, even if produced in a commercial kitchen: "Products processed in a facility which contains nuts, dairy and gluten." You may also include your homebaked disclosure at this time if you did not put it with your address. For example: "This product was baked in a residential kitchen which handles nuts, dairy, and gluten."

Packaging:

- All items should be in packaging that will protect them from dirt, dust, and breakage (items such as larger, tiered cakes may be an exception). You can use bakery style boxes which can be purchased at Michael's (or any restaurant or cake supply store) for cakes, cupcakes, cookies, cake pops, brownies and bars, etc.
 Pizza boxes also work great for packaging cookies, as do plain white shirt boxes lined with parchment paper.
- If your treats are sensitive to drying out, or will be sitting for more than a day before delivery, or will be stored in the freezer for ANY amount of time, the boxes need to be double wrapped in plastic wrap, and then wrapped in aluminum foil. It is the responsibility of YOU, the baker, to make sure your baked goods are properly wrapped for storage and transport. The label goes on the box itself,



then the proper wrapping goes over that, then briefly note on the outermost foil wrapping what the box contains and what event it is for. For example, "4 doz chocolate cupcakes, Erik Hite Run," and then initial it with your initials. This is the only way we know where that box of goodies goes.

Pictures

After you have finished creating your beautiful treats, please remember to take a nice picture of them and post it on the event page for that specific event. You don't need a picture of every single serving, but rather a representation of each different item that you made. We need pictures of all of our baked goods to use for content on our main page, website, flyers, and other forms of "advertising" and public relations for CfC. Our clients and their event guests love to see us post pictures of the treats we have provided them, and it is part of a common courtesy to them as we work together in the community. Also, this provides a method of accountability and quality control within our organization, and the pictures of what everyone is creating often serve as a great inspiration and learning opportunity for our other baking volunteers. Pictures are a part of our much-needed system of documentation, as the majority of our clients are returning



organizations from one year to the next. Sometimes they request the same treats they had "last time", and it is helpful for us to have pictures so that we can fill the request properly. *All pictures of the treats you make become the property of Cakes for Causes, just as the treats themselves do.* As such, we require that if you choose to post pictures of your CfC creations on social media, through email, or in any other type of distribution, that you disclose that the treat was created for Cakes for Causes. You do not have to name the event for which it was created, but it's always a nice nod to our clients if you do. Watermarking is not required, but if you would like to watermark the picture, you may simply watermark it as "Cakes for Causes" (with or without our logo), or you may watermark it as "Created by (baker's name) for Cakes for Causes" or "Cakes for Causes by (baker's name)". *You may not watermark the picture with your business name, only your personal*



name. However, you are free to share pictures of your treats on any forum, business or personal, as long as Cakes for Causes is also credited in some way.

Operational Fast Facts:

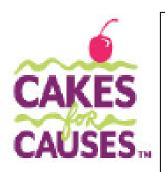
- 1) Cakes for Causes asks that all clients, with the exception of Birthday Cakes On Call Children's Hospital Program and the Make-A-Wish Program, give at least one month's advanced notice for a request.
- 2) All requests are received through our Request System on our website. (www.cakesforcauses.org).
- 3) The request, as it was received, is shared in the Active Member Facebook group. If we have a lead and enough bakers available, we will fill the request. **NOTE**: If we have a lead, but not enough bakers, we can offer the client a smaller amount of items as most of the time they are happy with anything that we can provide.
- 4) All board meetings and committee meetings are open to the Active Members. If distance is an issue, Skype or Facetime can be made available if enough advanced notice is given.

Reimbursements for Baked Goods

ITEM BAKED	Total Reimbursement				
	including				
	overhead				
UN-ICED Cakes					
Cakes - Round					
2 - 8" x 2" layers	\$3.70				
2 - 9" x 2" layers	\$5.90				
2 - 10" x 2" layers	\$5.90				
Cakes - Square					
2 - 8" x 2" layers	\$5.90				
2 - 10" x 2" layers	\$8.10				
1 - 12" single layer	\$6.40				
Sheet Cakes					
9" x 13" single layer	\$5.90				
11" x 15" single layer	\$6.40				
12" x 18" single layer	\$8.60				
American Buttercream/Icings					
Amer. Buttercream - 1 Batch	\$2.25	shortening, sugar, and			
			flavorings		
Amer. Buttercream - Double Batch	\$4.50				
Royal Icing - 1 Batch (3 cups)	\$2.00				
Royal Icing - Double Batch	\$4.00				
Chocolate Water Ganache - 1 recipe	\$3.50	Covers 2 doz			
		cupo	akes		
Cupcakes	40.10				
1 dozen Unfrosted cupcakes	\$2.10				
24 Unfrosted cupcakes	\$4.20				
1 dozen Frosted cupcakes	\$3.25				
24 Frosted cupcakes	\$6.45				
1 dozen Unfrosted Mini cupcakes	\$0.70				
6 doz (72) Unfrosted Mini cupcakes	\$4.30				
1 dozen Frosted Mini cupcakes	\$1.10				
6 doz (72) Frosted Mini cupcakes	\$6.55				
Gluten Free - 1 dozen Unfrosted cupcakes	\$5.00				
Gluten Free Cupcakes - box mix ylds 18 total	\$7.50				
Gluten Free - 1 dozen Frosted cupcakes	\$6.20				
Gluten Free Frosted Cupcake, EACH	\$0.53				
Sugar Free - 1 dozen Unfrosted cupcakes	\$2.15				
Sugar Free Cupcakes, Std unfrosted (ylds 2 doz)	\$4.25				
Sugar Free - 1 dozen Frosted with SF canned icing	\$3.30				

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	\$1.50 \$1.85 \$1.50 \$1.95 \$5.85 \$2.60	\$1.75 \$1.50 \$1.85 Include Oatme Peanurand Ve Cherry Oat \$1.50 Include mix, ar Sugar cookie: \$1.95 Approx rounds \$5.85 \$2.60 \$20.00 \$4.80 \$2.40 \$1.20 \$2.00	\$1.75 \$1.50 \$1.85 Includes Tollhour Oatmeal Raisin, Peanut Butter, Oand Vegan Cherry Choc Oat \$1.50 Includes Cake mix, and Sugar mix cookies. \$1.95 Approx. 2-1/2" rounds \$5.85 \$2.60 \$4.80 \$1.20 \$1.20 \$2.00	\$1.75 \$1.85 Includes Tollhouse Choc Chip Oatmeal Raisin, Peanut Butter, Orange Dream and Vegan Cherry Choc Oat \$1.50 Includes Cake mix, Root Bee mix, and Sugar mix cookies. \$1.95 Approx. 2-1/2" rounds \$5.85 \$2.60 \$20.00 \$4.80 \$2.40 \$1.20 \$2.00	

Person who teaches club that month gets \$25.00	\$25.00	Covers snacks and extra supplies		
Instructional /Teaching Classes				
Person who teaches class receives reimbursement	Receipts	Includes Hope Women's Center and		
based on receipts		any other CfC Classes		



Where Sugar Art
Meets the Heart
www.cakesforcauses.org
PO Box 16342,
Tucson, AZ 85732
520.303.7893

Baked for you by: NAME HERE In a residential kitchen:

- My Street, City, State, Zip
- Phone Number

Baked for: EVENT TITLE

TYPE OF Baked Good

Ingredients, More Ingredients, ...

(Baked in a facility that contains: gluten, nuts, soy)



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520.303.7893

Baked for you by:

Isela Howlett and Christine Howlett
In residential kitchens:

- 2427 S. Palm Springs Drive, Tucson, AZ 85710
- 10101 E. Emily Drive, Tucson, AZ, 85730
- 5204659214

Baked for: Great Strides Cystic Fibrosis

Pineapple Mini Cupcakes

Yellow Cake Mix, Crushed Pineapple, Powder Sugar, Butter Flavor, Salt, Vegetable Shortening, Artificial Color

(Baked in a facility that contains: gluten, nuts, soy)