**Volunteer Information Sheet**

Reception Volunteer Information:

1. Host/Hostess (Reception):
   1. When people come in, please ask them if they have been to a DMARC pantry within this calendar month. If they have not (or they don’t know), they need to wait and see the Intake Official for system intake. Give them a green number card. If they know they have visited a DMARC pantry within this calendar month, they are welcome to shop in the Bonus / Anytime Room. Give them a blue number card.
   2. The Bonus / Anytime Room is reserved for people who are not shopping the DMARC pantry. Those clients who do shop the DMARC pantry are asked not to visit the Bonus/Anytime Room. The room is small - clients can go in a few at a time in order of their blue number.
   3. Upon identifying that a client will be visiting the Bonus / Anytime Room, the Host/Hostess (Reception) will give the client two grocery sacks and advise them there is a 10 item limit. They may come each Monday & Friday, but there is a 10 item limit at each visit. You do not need to check what they take. We hope they follow the rules.
   4. In addition to the green Food Pantry number for service or the blue Anytime Room number, ask the client if they will be shopping for clothing. If yes, give them a pink Clothing Room number. They will be called back for service when there is space in the room. Due to overcrowding issues, clients are asked to wait their turn.
   5. On the tally sheet on the desk, make a tally of how many visited the Anytime Room and how many visited the Clothing Room.
   6. Please inform all who enter that we have a policy of no food or drink in our facility.
2. If we have bread on the lobby racks, it is technically unlimited. But the hostess should advise people to take what they can use while leaving some for other people.
3. Clients can only visit the DMARC pantry once a month, but on other days they can visit the Bonus / Anytime Room by the office during pantry hours.

Food Shopping Volunteer Information:

1. When first opening, a volunteer should review what’s in the refrigerator (Specifically - dated products such as milk, packaged foods, etc.) and dispose of anything that is too far out of date. If you won’t eat it, throw it out.
2. When non-perishable donated product comes in, please put it on the table in the work room. Do not count, sort or package anything unless you are asked to do so. We have a designated Food Management Volunteer for this task. If perishable product comes in, check the date and put it in the refrigerator.
3. Only 2-3 clients should be going through the pantry area at a time. This depends on the rate of the person in front of them. If you see that a client is moving slowly, do not bring a new client into the pantry area.
4. Start the shopping process by grabbing about 10 bags from the bag dispenser located by the canned fruit. You will sack a client’s groceries as you shop with them. By the end of the shopping, they should be ready to roll out the door.
5. Volunteers should be prepared to move clients quickly through the process. Use your words & body language to keep the process moving. You move that cart! If a client is particularly slow, explain that there are people waiting and they need to move through faster.
6. Volunteers should be prepared to remind clients not to dig through the shelves. They should shop from the front to help keep the shelves orderly. Use your judgement as some digging is normal, but you can tell when a client is really going overboard.
7. The top shelf and the bottom shelf are backstock items. This means that these are items with the farthest out expiration dates. Clients should shop from the middle three shelves and STAY OUT of the backstock. Backstock boxes should be covered or closed to prevent client shopping. If a client has a specific request (ie: easy open lids), the volunteer may look through the backstock for them.
8. When the Intake Official brings back the card, if the volunteers are all busy, he/she will hang the cards in order from the magnet clip on the side of the canned fruit shelf. When you are done with one client, see if there is a new card for you to take. Call that client in from the lobby.
9. On the shopping card you get from the Intake Official, it will tell you how many items a client can receive in each category. If they choose not to take certain items, please indicate the quantity they did take by writing this on the card.
10. If a client doesn’t take items in a certain category, they can get that number of extra items out of the optional items. ONLY THE OPTIONAL ITEMS! They cannot trade between any other categories!
11. If we have dairy, follow the instructions on the front of the refrigerator. Larger families will get larger containers.
12. If we have bread in the pantry area, it is technically unlimited. But be aware of how many people we generally serve. We have been serving 12-15 families in the pantry area, so bread should be divided according to this estimate as best we can.
13. On the shopping card that the Intake Official fills out, it will indicate how many DMARC fruits & vegetables the client can receive. This means one piece of fruit. (1 banana, 1 apple). There may be signage overriding these limits if fruit is ripe and needs to be distributed. All other fruits & vegetables have no restrictions on quantity, but administration will give guidance based on availability and expected number of clients.
14. On the shopping card that the Intake Official fills out, he/she will indicate whether or not a client is to receive laundry detergent.
15. On the shopping card that the Intake Official fills out, he/she will indicate whether or not a client has requested diapers and what size is requested. Baby wipes are given one package per family.
16. When shopping with a client for household items, limit them to one like item. For instance, if they are allowed three household items, they should not take three bottles of dish soap. In this way, supplies can be stretched to meet the needs of more clients.
17. The door to Utility Room should stay shut during Pantry hours.
18. Before closing up, be aware of when we are next open. Will products in refrigerator still be good by then? If not, dispose of them. (Specifically - dated products such as milk, packaged foods, etc.)
19. At the end of each Food Pantry session all refrigerators & freezers should be latched shut using child latches affixed to side of unit.

For All Volunteers:

1. Employee personal storage is in the Intake Room in the cabinet on the West Wall.
2. Volunteers should sign in on the log each time and record their hours. These hours are important to compile statistics necessary to receive funding & grants. This log is located on the credenza outside the administrative office.
3. During Food Pantry Hours, clients should stay in lobby, pantry or restroom.
4. At the end of each Food Pantry session, please check the condition of the bathrooms and clean if necessary. Pay particular attention to toilet bowl, rim & seat, top & bottom. Our cleaning person comes only once a week and with increased use of the building, more frequent cleaning is often needed. (Sorry – I know we all hate to clean bathrooms…..)
5. At the end of each Food Pantry session, the trash should go out to the dumpster in the next parking lot north of us. Volunteer should collect trash from each room including bathrooms in case of dirty diapers! Food trash in milk crates also needs to go out.
6. Our clients are generally delightful people and we have never had a problem with anybody in our facility. Nor have we ever had a fire or weather emergency. Nevertheless we attended a safety seminar last spring and have implemented some ideas.
   1. Canned air horns are discreetly located at reception, in the office and in the pantry area. Please take a minute to locate one in the area you are working. Should the need arise to communicate danger throughout the building, please make use of one.
   2. A cordless phone is available for use at the reception desk. Due to the lack of power at the reception desk, its charging base is located in the windowsill of the window near the lobby refrigerator. Before you begin your shift, you may move the handset to the reception desk.
   3. Cans of wasp spray are located in the office, the pantry and the medical reception desk drawer and are intended to be used defensively if necessary.
   4. Emergency procedures for many scenarios are hung on clipboards around the building. When you have a minute, familiarize yourself with these procedures. If there is an emergency, consult these procedures. These are similar to procedures you would see in your church or school.
   5. The buddy system is best. Always have two workers in the back (pantry/clothing) when clients are present. Never go sit in the lobby when your co-volunteer is alone in the back with a client. Always go with a buddy to take the trash to the dumpster after dark.
   6. A wireless doorbell that rings in the office may be used to summon administrative help without alerting the client. These doorbells are located in the food intake room above the light switch & another one is on the medical receptionist’s desk. Please take a minute to locate these.
   7. Window breaking tools are located next to the window in the pantry & next to the window in Exam Room 2. Should your exit route be blocked in an emergency, you should use one. Please take a minute to locate one in the area you are working.

SPECIAL NOTES FOR: Food Management Volunteer ONLY!

1. Expired food:
   1. If less than one year out of date, put on free shelf in little room by Linda’s office.
   2. BUT – if it’s an acidic food like tomatoes, oranges, pineapples – put on free shelf in little room if less than six months over date. If more than six months over date, throw out.
   3. Any food over one year expired should be thrown away in milk crates. Do not put food trash in trash cans since the bags cannot support the weight!
   4. It is illegal to distribute baby formula past the expiration date so it must be thrown out.
   5. FYI – Best By Date is for flavor and food quality.
   6. FYI – Sell By Date is for retailers to know when they must remove the food from their shelves.
   7. FYI – Use By Date is the last recommended date companies use to ensure peak quality of their product. It’s still good after this date.
   8. Even if a product is within its expiration date, if it looks bad, smells odd or looks compromised, throw it out.
   9. Swollen or rusted cans should be thrown out.
2. Do not stock shelves when clients are present in the section you’re stocking. This leads to congestion and slows down traffic.
3. The top shelf and the bottom shelf are backstock items. This means that these are items with the farthest out expiration dates. Clients should shop from the middle three shelves and STAY OUT of the backstock. Backstock boxes should be covered or closed to prevent client shopping. If a client has a specific request (ie: easy open lids), the volunteer may look through the backstock for them.
4. Intake volunteers should be aware of food expiration dates. Observe the shelves and backstock situation. If a product is needed on the shelf, then any current date can go out. If a product is overabundant, then some newer food should go into backstock so that the older food can be moved out first. Do not put anything on the shelves until you determine what we have in backstock.
5. If the shelves are suddenly full of a certain item, then volunteers might have to date sort what is on the shelf. Newer food would move into backstock, while older food would remain on the shelf. Regarding shelf placement, older food (soonest to expire) should go in front and newer food should be placed in back.
6. If backstocking an item, it is helpful to label the box with the name of the item, the year of expiration, number of items in box. Ie: Tomato Sauce, 2018, 156 cans.

2/13/19 SH