

# Volunteer Information Sheet

## Reception Volunteer Information:

1. Host/Hostess (Reception):
  - a. 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.
  - b. 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 one at a time when they are called by the Anytime Room Monitor.
  - c. **MONDAYS:** Upon identifying that a client will be visiting the Bonus / Anytime Room, the Host/Hostess (Reception) will tell the client to have a seat and wait to be called. The Anytime Room Monitor will help them.
  - d. **FRIDAYS:** Upon identifying that a client will be visiting the Bonus / Anytime Room, the Host/Hostess (Reception) should explain to those arriving that they can shop the Anytime Room once. They can either shop early and take advantage of the Kum & Go Rescue food OR they can wait for the food truck. They can't do both. If they show up at the start of pantry wanting food from the truck, please ask them to return after 10 AM. We don't want people showing up before 9:00 and wanting a number for Anytime Food right away if they're planning to sit there waiting for the food truck. If they're also shopping for clothes, they can take an early clothes number but a later Anytime Room number. Suggest that they can come later next time if they want food from the truck. When their number is called, the Anytime Room Monitor will help them.

- e. 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.
  - f. On the tally sheet on the desk, make a tally of how many visited the Anytime Room and how many visited the Clothing Room.
  - g. Please inform all who enter that we have a policy of no food or drink in our facility.
2. 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:

3. 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.
4. Regarding Food Rescue items:
  - a. At the beginning of pantry (or when receiving rescue food), double check the dates on the prepared foods in the fridge. Make sure the "prepared on" date is within five days of the current pantry date. If a prepared food (something already cooked or assembled and ready to cook) is more than five days old, throw it away. If it was made five days ago, let the client know that they should either consume it (if it's precooked) that day or cook it that day.
  - b. At the end of the day, either (a) take home, (b) take to someone else, or (c) throw away remaining food rescue items. Exceptions include cheese, eggs, milk that's close to date, shelf stable items, etc. The point is to be reasonable and stop leaving everything in the fridge/on the shelf by default. We will get new food rescue by next pantry, so use it up, take it home or throw it out if it won't reasonably be good by next pantry. Also, don't put it in the freezer. Nobody wants a frozen meal or bread loaf when there are fresher ones in the fridge.

- c. In the anytime room, aim for an empty fridge and fresh food shelf at the end of pantry. If there's a lot of food and not many people in the lobby, be more generous. If there are a lot of people in the lobby, slow the flow a bit. On Fridays, be generous from the beginning because most likely your shelves will be replenished by the food rescue truck around 10:30-11:00.
  - d. Don't break down food rescue items into smaller quantities. This includes large containers of pastries and boxes of pizzas. If a client says they only want part of it, then it's at the volunteer's discretion to put on gloves and break out a portion into a ziploc bag.
  - e. Don't offer any family a large amount of breads or sweets, even if we have a lot. Our mission says we're trying to make people healthier. It's ok to take less bread and sweets than offered by a food rescue provider. It's also ok if excess gets thrown out at the end of the day. We're in the business of providing nutritious food. Let's stop saying we have so much, please take more sweets. Instead, take less sweets than you're being offered (this is for people taking food from the food rescue truck).
5. 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.
6. 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.
7. 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.
8. 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.

9. 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.
10. 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.
11. 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.
12. 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.
13. 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!
14. If we have dairy, follow the instructions on the front of the refrigerator. Larger families will get larger containers.
15. You will see that the shelf next to the freezer has been cleared of optional items. Some of these shelves will hold breads and other items clients can have. There may be a shelf with a sign limiting items on that sign. Follow signage accordingly. Also check for signs taped to the fridge to see if there are limits to any non-DMARC items. There may be some Kum & Go and food truck items in this fridge for clients to take. Consider practical limits to how much they can take. If there are a lot of clients coming through, consider limiting them to X number of sandwiches, X loaves of bread, X milk or cheese, etc. Use your judgement to balance between how many more clients you expect to see and whether the food needs to be gone by the end of the day or will hold over to the next pantry. We don't want to encourage greed or have to throw things out.
16. 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.

17. On the shopping card that the Intake Official fills out, he/she will indicate whether or not a client is to receive laundry detergent.
18. 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.
19. 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.
20. The door to Utility Room should stay shut during Pantry hours.
21. 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.)
22. At the end of each Food Pantry session all refrigerators & freezers should be latched shut using child latches affixed to side of unit.
23. Special Notes:
  - a. If a client is looking for pop top cans or says they don't have a can opener, we have can openers on the intake room table and you can give one.
  - b. If the bottom of the card says Pregnant client, give them a pack each of size 1 and 2 diapers. (There is signage by the diapers to guide you.)
  - c. If the bottom of the card says no USDA or no TEFAP, the client cannot have any products identified on the shelves (or via note on the front of fridge or freezer) labeled as USDA.
  - d. Conversely, if the card says USDA only, you can offer one USDA item per household member designated USDA only.
  - e. If the bottom of the card says birthday bag, help the client shop the birthday bags on top of the first aisle. Follow any signage with the bags that may offer guidance as to which ones to give out first (because of dates) or which bags should be boy or girl themed or considered neutral to help the client shop. If they want to mix and

match between a couple bags, that's fine. Maybe one has the flavor of cake they want and another has the frosting or plates they want.

#### Anytime Room Monitor Information:

24. Call one client at a time in to shop with you. Your job is to control traffic into the room and determine limits on item types. You'll be seeking a balance between fairness (enough item choice for all the clients) and getting rid of the items that probably won't be good by the next pantry. This will take trial and error. If something's going too fast, slow down how much clients can have. If there's too much of something, let the next clients take more.
  - a. Ten items from the canned/dry goods shelves as usual. Bags have been moved into the Anytime Room, so you can give them a bag and invite them to take ten canned/dry good items and some sample size toiletries as needed.
  - b. X items from the bread/produce shelves and fridge. This amount will vary by amount available. If there's a small amount of an item, encourage them to take one. If there's a lot of something, invite them to take more. Also gauge by the number of clients waiting for food after them. Seek balance between everyone getting food to choose from and getting rid of items with a short shelf life.
  - c. When there are desirable items with a longer shelf life (or a limited amount of a desired item, such as milk, eggs, cheese) limit it to one per client.

#### 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. Special note for **Friday**: When the Kum & Go Food arrives, put one bin in the Anytime Room fridge and one bin in the DMARC pantry fridge. Remember to count the items as stocking them and record on the sheet in the food intake room.
4. Special note for **Friday**: When the Food Truck arrives, volunteers should push all food truck items back to the work room and sort as usual. Roughly split the items between DMARC and Anytime Room shelves. When the truck arrives, shut the door to the Anytime Room and go get the food and put it away. Clients won't want to go through the Anytime Room until the extra food is available anyway.
  - a. Frozen Meat –put all meat into the pantry freezer. If it is fully stocked, put it in the overflow freezer in the kitchen.
  - b. Items with a longer shelf life (such as milk with a later date) is better sent to the DMARC side.
5. During Food Pantry Hours, clients should stay in lobby, pantry or restroom.
6. 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.....)
7. 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. Also - Cardboard boxes accumulated during pantry should be cut down and put in the cardboard recycling bins on the north edge of our building.
8. **Friday** - At the end of each Food Pantry session - If there are items left on the DMARC pantry shelf/fridge that won't last until Monday, move them to the Anytime Room. Invite the Parent Mentor class to take these items when their class ends at 1:00.
9. 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.

- a. 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.
- b. A cordless phone is available for use at the reception desk.
- c. 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.
- d. 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.
- e. 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.
- f. 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.
- g. 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:
  - a. If less than one year out of date, put in Anytime Room.
  - b. 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.



- c. 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!
  - d. It is illegal to distribute baby formula past the expiration date so it must be thrown out.
  - e. FYI – “Best By” Date is for flavor and food quality.
  - f. FYI – “Sell By” Date is for retailers to know when they must remove the food from their shelves.
  - g. 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.
  - h. Even if a product is within its expiration date, if it looks bad, smells odd or looks compromised, throw it out.
  - i. 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.
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.

7. USDA food must be labeled as such and can only be stocked in the DMARC pantry. When USDA food goes past expiration date, we have to call Becky at DMARC or Lexi at Food Bank for permission to destroy/dispose.

2/9/20 SH