

Pantry 2022, Shopping Volunteers

All will be masked, volunteers and clients.

Recommend turning on fans throughout the front rooms, as increased air circulation is supposed to reduce the amount of covid particles in the air.

Continue putting tables out front with non-food miscellaneous items as needed (books, toys, household items, bedding). If there are excess clothing items that the clothes closet designates should go out, leave those outside as well. No need to police it.

Main Pantry Shopper

Intake will bring you the **shopping card** for each client, which tells you the number of items they can choose from each food category. The order of the categories is intended to walk down the first aisle and back up the second, stop at the freezer/fridges, then produce, then personal care products.

Shopping bags are located at the beginning of the first aisle. Take several and start double bagging them for canned goods. Tell the client how many items they can choose from and show them where they are shopping from for each section (for example, show them that the first category is X number of items from canned vegetables, canned beans and canned tomatoes. Let them make their choices and keep a mental count of how many items they select. Offer to help bag the items but let them make their selections. Then move on to the next category. Mark the amount taken on the card. If they take less than they're allotted from categories 1-4, you can add the un-taken items to the amount they can choose from the **optional items** shelf.

Note that the shelf next to optional items is the **bonus shelf**. As it's labeled, it invites them to take what they will use, so no limits on this shelf.

Note the **USDA food tags** hang above the USDA food products. You may occasionally receive a shopping card that says "no USDA food" or "USDA only". In those situations, the USDA hang tags are to steer you toward or away from food a client can have. If the intake card doesn't have an extra note attached about USDA food, you can ignore those hang tags.

Note that there are also hang tags identifying **gluten friendly** and food with **pork**. This is to help you shop with clients with a gluten sensitivity or who do not eat pork. You may need to point out what the items are for clients who can understand spoken English but cannot read in English.

Freezer – read the white board on the freezer for the contents of the freezer. If there are non-meat items, it will also indicate what they are and how many items to offer per household.

Refrigerated foods – follow signage in/on the fridges about how many items to offer per household or per number of people in the household.

Produce may have written signage to follow in addition to the numbers on the intake cards, as availability changes.

When a client is finished, send them out the door with their shopping cart. If you think a client needs help putting the food in their car, feel free to help them. Otherwise send them out the door. If intake finished with

another client, they will leave their shopping card hanging up by the canned fruit. Check the card for their first name and retrieve the next person from the lobby.

Anytime Pantry Shopper

The Parking Lot volunteer will bring in one client at a time to shop the anytime room. You will bring them in to the anytime room, get shopping bags ready for them, and guide them through.

On the **main shelves**, invite them to select up to **12 items** (if they want a couple over 12, no need to make a big deal out of it). Follow whatever **notes** are **on the fridge and freezer** for guidance as to how much of each item to offer. Do the same with the **produce/baked goods** shelf.

Also show the client whatever's available on the **non-food shelf**. Follow the signage on the shelf indicating if quantities are limited.

If a client asks for more of something and tells you they have a big family and need more or they're having an extra hard time and need a little more of something, **err on the side of grace/compassion**. If you're not sure, either ask someone else or just give them a little more.

End of Pantry – All Volunteers

At the end of the night, **check the produce and refrigerated items**. If things need to be refrigerated or thrown out, please do so. If fresh items are good today but won't be by the next pantry, take it home for yourself or a neighbor. If no one can use it, toss it. If it's reasonable to refrigerate or freeze it for next pantry, you can do that too.

Cleaning:

- Empty garbage into big garbage bag in main pantry. Take garbage to dumpster in adjacent parking lot. Liners for big garbage bin are on top of fridge in food storage room. Smaller garbage bags in kitchen cupboard (the door is labeled "garbage bags").
- Sweep entry tile.
- Sweep pantry. You can roll out produce shelf and sweep under it if needed. Brooms in storage closet past pantry fridge.
- Vacuum front rooms. Vacuum is in storage closet past pantry fridge.
- Clean toilets and other bathroom surfaces as needed. Cleaning supplies in bathroom cupboards. Spare toilet paper rolls in kitchen. Restock if running low.
- If you used kitchen dishes or utensils, wash them.
- Put fridge and freezer locks back in place.