

Pantry Shopping Volunteers

Before Shift

- If you're signed up for a shift and cannot make it, let someone know as soon as possible. Delete yourself from signup genius, call the office at 515-257-8550 or email volunteers@clivecommunityservices.com.
- Plan to **arrive 5-10 minutes before pantry** starts if possible. If it's your first time or it's been a long time since you volunteered, plan to arrive 10-15 minutes before pantry begins.
- **Park** either on the south end of our lot away from our doors or in the lot of the building to our north, closer to Hickman Road. Try to keep parking spaces closer to our front door open for clients and donors.
- Make sure intake worker and parking lot volunteer know you're there. Check if there's anything special they want you to know before your shift.
- **Sign in** before your shift in the volunteer log in the pantry back stock room. Include the date and indicate the number hours worked in the department worked (in this case, pantry).
- You are welcome to **drinks and snacks in the kitchen**, as available, as long as they aren't labeled for a particular person. Remember to clean up after yourself and dispose of your leftovers or take them with you.

Main/DMARC Pantry Shopper

- Intake worker will bring you the **shopping card** for each client. If you're busy, the intake worker will clip the card to the side of the canned fruit shelf, above the grocery bags. The card will tell you the client's first name so you can find them in the lobby.
- The **number on the top left is the household size**, which tells you how much they can take from different categories. The order of the categories follows the first aisle and back up the second, stopping at the freezer/fridges, then produce, then household cleaning, baby supplies, and personal care products.
- **Shopping bags** are located at the beginning of the first aisle. Take several and double bag them. New grocery bags are located between the fridge and produce shelf; use these for produce and fridge/freezer items.
- Tell the client how many items they can choose from (reading the intake card) 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.
- You may need to indicate what the items are for **clients who cannot read/speak English**. You may need to hold up how many fingers for the number of items they can take and point to the shelves they can take it from.
- Marking the amount taken on the card is optional.

- 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.
- Boxes on the top and bottom of shelves are back stock, not for clients to take or shop from.
- Note that there are hang tags to identify gluten friendly items and food containing pork.
- **Birthday bags** – the intake worker may write on the bottom of the card that the client needs a birthday bag. These are located on the top shelf in the first aisle. Pull down a couple of them to show the client the different contents so the client can choose their preference. The bags vary by cake and frosting flavors and paper plate and napkin patterns (if the client wants the chocolate cake from one but the Lego patterned plates and napkins from the other, feel free to mix and match).
- **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 (or there may be a sign inside the freezer).
- **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.
- **Household cleaning products** – every client receives toilet paper and laundry detergent, as indicated on the intake card. Note if larger households indicate two packs of toilet paper and/or laundry detergent. There may also be shelf signage indicating larger bottles of detergent are for larger households only.
- **Follow signage** for how many household items a client may choose, based on household size. Note that toilet paper and laundry detergent are not included in this selection.
- If the card indicates a client needs **diapers**, give them the size(s) as indicated. One sleeve of diapers in the given size. If we're out of that size, offer them to size up or down one. One wipes container for each family. If the client indicates interest in formula, baby food, or other baby items shelved next to diapers, they can take what they can use.
- If a client says they need diapers but they aren't marked on the intake card, go ahead and give them diapers if you believe there's a young child in the household. The intake worker may have forgotten to ask the client if they were needed.
- If a client indicates interest in **adult incontinence products**, help them find what they're looking for and take what they need. If they ask for a baby wipes container, give them one.
- **Personal care products** – amounts are listed by household size. There may be other signs indicating additional items, such as offering each household a package of feminine hygiene products or toothbrushes. Follow the signage.
- When a client is finished shopping, offer to **help take their items to the car**. If they are also shopping for clothes, explain that we don't have room to keep their cart inside, so please take the food to the car, then come back in to shop for clothes.
- If there is **time between clients**, feel free to straighten shelves. You can move cans forward, turn them so the labels face forward, and open boxes or shrink-wrapped flats from the bottom shelf. You can also prepare grocery bags by shaking them open, making sure they're clean and hole-free, and double bagging them.

Anytime Pantry Shopper

- The Parking Lot volunteer will bring in one client at a time to shop the anytime room. You will bring them into 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 (the number of items changed occasionally – follow current signage). If you have trouble communicating with a client and they take one or two over, no need to make a big deal out of it. If someone is particularly difficult, get the intake or parking lot volunteer and they'll handle 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.
- Show the client what'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.

Lobby Info

- The tables in the lobby with miscellaneous items is freely available to all, including volunteers. Feel free to take books home to read and return them when you're done.
- Excess clothing and food items may also be in the lobby; these are unpoliced unless a sign says otherwise. Clients are welcome to shop these items before or after they shop in pantry or clothes
- Some items are set aside in the office to be put out after the first wave of clients leaves. This is to discourage the early birds from taking everything.

End of Pantry

- Check the short-shelf-life food (produce, refrigerated items, baked goods, etc.). 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.
- Put fridge and freezer locks back in place.
- If you used kitchen dishes or utensils, wash them.
- Take your partially finished drinks home or pour them down the kitchen sink and put the empties in the recycling containers below the sink.

Cleaning

Monday volunteers review the following cleaning advice.

Friday volunteers don't need to clean because our cleaning service comes Friday afternoon.

- Take smelly garbage to the dumpster in the adjacent parking lot (looking north toward Hickman). Liners for the big pantry garbage bin are on the produce shelf. Smaller garbage bags are in the kitchen cupboard (the door is labeled "garbage bags").
- Vacuum/sweep if floors are particularly dirty. The vacuum and broom are in the storage closet behind the pantry fridge.
- Bathroom cleaning supplies are in the bathroom cupboards if needed, as is spare toilet paper. Additional office paper products and cleaning supplies are in the kitchen.

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