

FOOD PANTRY VOLUNTEER GUIDELINES

I cannot thank you enough for volunteering your time and ideas to me. It is your support and that of Pickerington that makes the Food Pantry successful. Please read the following guidelines and contact me if you have any comments, suggestions or questions. Thanks! Beth

1. All clients (individuals or families using the Pantry) **must** reside within the Pickerington School District boundaries.
2. All clients **must** bring valid, government issued photo ID and proof of residence in the form of a utility bill by their second visit. Indicate that you have received this with a check mark on the upper left hand corner of the client card.
3. This proof will be required in February and July – twice annually.
4. If proof has not been received by the second visit, that client will not be served again until such proof is received (not even that day).
5. Any first-time clients from outside the Pickerington area will be given a small food order and the “other Food Pantries” list for them to locate a Pantry closer to their home.
6. No client residing outside the Pickerington School District will be served more than once unless Beth has given approval to the volunteer on staff at the time the client comes in or it is indicated on the client card.
7. Clients who came to the Pantry as Pickerington residents and moved out of our boundaries are no longer eligible to use this Pantry. They may be served once and given a copy of the “other Food Pantries list”.
8. Clients who are no longer eligible to receive food from us should have a thick red line drawn across the top of their card, so that we all are aware of their status.
9. Food Pantry hours are: Monday 7 – 8 p.m.; Thursday and Saturday 10 a.m. to noon. These are the only hours that the Pantry is open.
10. When parking your vehicle upon arrival for your shift, please do not park your car in the “bump-out” – the loading/unloading area between the Fire Station and the parking lot. If there are Fire Fighters’ vehicles parked there, please feel free to ask that they be moved while the Pantry is open – you know how hard it is to push a heavy shopping cart over those speed bumps!!!
11. Clients **must arrive** not later than **15 minutes** prior to closing time in order to receive a full food order. If they arrive later than this, you, the volunteer, are within your rights to ask them to return the next time the Pantry is open.
12. Each client may come to the Pantry **once** a month – that is, every 30 days - for a complete food order and every week for bread and baked goods. *****

13. When a client comes in, have him or her fill out a “certification for receipt of food” form and pull their client card from the card box.
14. **After verifying that the client has not been to the Pantry within the last 30 days (give or take a day or three!) AND that there has not been a change of address or family size,** write the date on the card and re-file it in the box.
15. **PLEASE complete steps 12 & 13 PRIOR to starting on a client food order.** In this way, we know before we start that the client is indeed eligible to receive food.
16. **There can be only 1 food order given per address** (except for apartment buildings where different unit #s are listed). Families sharing a house and multiple generations sharing a house are considered 1 family for our purposes and are to be given food according to the total # residing at the home, rather than as individual families. If a client disagrees with this issue, have them call Beth.
17. Clients may choose their own soups and cereal. Everything else will be selected and boxed or bagged by the volunteer on duty. Feel free to ask clients their preferences, if you are comfortable doing so.
18. **PLEASE** follow the guideline for the quantities of items to be given to each client. **PLEASE** do not give out any more than is specified on the list. I know it does slow us down to have to refer to the list, but it’s the best we can do for the present. We are considering quantity labels for the shelves.
19. Smokey Bones meats, soups and gravies are to be given **INSTEAD** of similar items, rather than in addition to them.
20. A resident of Pickerington has donated every item that we have. We have no endowments, grants or public funding whatsoever. The number of clients we serve continues to increase and thus if we serve clients outside of the school district we are allowing items to be taken from Pickerington residents in need.
21. Requesting certain “brand name” items (such as Kraft mac & cheese or Jif peanut butter) is absolutely not allowed.
22. If a client is found to be “shopping”, they will be asked to remain at the top of the stairs while their order is filled.
23. If a client is rude or unpleasant, it is within your rights to ask them to leave and return another time. *Also please let Beth know immediately of the incident and the clients involved.*
24. If you feel that a client is abusing the system, or taking advantage of the Pantry in any way, please let Beth know immediately.
25. There is a shopping cart in the meeting room that belongs to the Pantry. Please get it out at the beginning and return it at the end of each shift.
26. Please try to read the logbook before you do anything else at the beginning of your shift. This will bring you current with anything that has happened since you were last here.

27. While you have no clients to serve, please put away any stock on the floor or sort food that is unsorted, check the shelves for neatness and order, and check expiration dates on the product.
28. If you receive a donation, please log it in the donation log and get the donor's name and address (for acknowledgement purposes).
29. Between March 1st, and the 1st week of December, we MAY NOT leave donations in the large meeting room. This room is used by other organizations as well.
30. Please remember that we are no longer using the front door to the building, but please check it for security before leaving at the end of your shift.
31. Before you leave at the end of your shift, please check the restroom to ensure that it is not a mess, put away the shopping cart, and write a note in the logbook. Note any unusual happenings, the # of clients served, any donations received, etc.
32. PLEASE feel free to email me or call me at 837-2691 or on my cell phone at 352-4641 if you think there is anything I need to know or if you have any questions. Unless you need me immediately, email (bethmc15@sbcglobal.net) is the best way to reach me.
33. PLEASE do call or email me (bethmc15@sbcglobal.net) if you receive any large donations that need to be put away.
34. I am usually in at least 3 times each week. Any cash or check donations can be placed in the front of one of the file card boxes. I monitor these and will remove them ASAP.
35. The following days in 2007 the Pantry will be closed: January 1, May 28 (Memorial Day), July 26 & July 28 (the Violet Festival), Monday, September 3 (Labor Day), Thursday, November 22 (Thanksgiving), Monday, December 24 (Christmas Eve) and Monday, December 31.
36. The dates for distribution of Thanksgiving and Christmas dinner boxes are: **Sunday, November 18 and Thursday, December 20. Boxes will be given out between 6:30 and 8 p.m. these days only.**
37. Sign up sheets for these boxes will be started on November 1 for Thanksgiving and December 1 for Christmas.
38. Thanksgiving and Christmas dinner boxes are provided so that families do not have to go without special meals on these special days. They may NOT be picked up after the holidays have passed.
39. Before you leave the building, please turn off all lights and lock 3 doors (door to the pantry, inside back door and outside back door).
40. Feel free to check out our new website, www.pickeringtonfoodpantry.com. We will begin to update this shortly.