



Thank you for volunteering! We are so grateful for you sharing your time and talents with us. Here is some basic information for your volunteer role.

- If you are ill, please do not come in for a shift. Let us know as soon as possible so we can schedule a substitute.
- We strive for a positive experience for all volunteers & clients. If you have any questions or concerns please don't hesitate to let us know.

## Food Pantry Shifts - Tuesdays

- Please arrive at the start time listed for your shift (8:45 or 1:30). Staff will let you know of any specific instructions for the day.
- First priority is assisting any walk-in food pantry clients. Please be mindful of the door so clients are not waiting too long for assistance.
- Some clients will be picking up pre-packed orders. These will be on the wire shelf marked "Pick-up". The half sheet will tell you how many bags the client has, and what cold/frozen items need to be added. Please provide all of these items to the client and offer to help them to their car if needed. They are also welcome to use a cart for loading. Find the full order sheet on the shelf and take it to Nicole's office. (This helps us keep track of who has picked up & also track inventory.)
- Other clients will come in to fill out an order sheet. Once they have it ready, take the sheet back to the pantry and fill bags with their items. You do not need to label the bags or staple the sheet, since they will be taking their order with them. If they brought their own bag you can use it instead of plastic bags.
- When bagging orders - please double bag & do not overfill bags. Many of our clients are elderly and cannot lift a heavy bag. Do not tie or staple bags together.
- Place household items in a separate bag when possible.
- If you cannot find an item or are unsure which item it is, please ask a staff member. Do not substitute for missing items.
- When there are no walk-in clients, please check with staff to see if there are pre-orders to fill or other tasks to complete.