



## SOUTHEAST LINN COMMUNITY CENTER

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.

### Phones/Office Help

- To answer the phone, push line 1 or line 2, whichever is ringing. Say "Southeast Linn Community Center. This is \_\_\_\_\_. Can I help you?" or something similar
- At the desk there is a list of FAQs that will help you answer some common calls. But it is always ok to put someone on hold & ask a staff member, or take a message if no one is available. To take someone off hold, press the line that they called on.
- If someone is calling in their food pantry order, record their selections on a food pantry sheet. Then complete the half sheet with their name, address (if delivery), cold/frozen items, and delivery date/time. Refer to the printed list which provides addresses & delivery dates/times.
- Walk-in Pantry Orders: direct them to the table for forms, once they fill out the current week pantry list you can pack up their order for them.
- If someone brings in garden produce, thank them & ask which garden it is from. Follow the weighing & recording instructions next to the scales in the main room.
- If someone brings in a food or clothing donation please offer them a donation receipt. On the receipt, fill in the date, what they donated (write either food or clothing), print and sign your name on the indicated line. The rest is for them to complete.
- Refer to the clothing closet donation policy posted on the bulletin board for any questions about what we do or do not accept.
- If a client comes in to pick up a food pantry pre-order, you can find their labeled bags on the pick-up shelf in the main room. Look at the stapled half sheet to see if any cold/frozen items need to be added. Then find their order sheet in the cardboard flat on the shelf & place it on Nicole's desk. (This way we can record all inventory that has gone out)
- If a call comes from the media, do not answer any questions, just refer them to Nicole.
- If someone is calling to ask about the services we offer, ask if they live in Lisbon or Mount Vernon. Our services are only for Lisbon and Mount Vernon residents, or households that have children open-enrolled in the two school districts.



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## Checking In Food Donations (and Produce)

- Donations can come in at any time from any one.
- Offer a donation receipt. If they say yes, fill in the date, write 'food' under 'items donated', sign & print your name on the 'received by' line. Please leave blank the 'estimated value' line (per IRS instructions this must be completed by the donor).
- Check expiration dates first when sorting through what was received.
- Discard any items that are open or are severely damaged/dented/dirty.
- Items that are expired by 12 months should be discarded. Items that expired within the last 12 months can be checked against the expiration chart in the pantry (or ask a staff member). If approved, these items can be placed on the free cart.
- Non-expired items that are not typically stocked in the pantry can also be placed on the free cart.
- Non-expired items that are typically stocked in the pantry should be counted & tallied on a copy of that week's pantry list. (ex. 3 spaghetti, 2 diced tomatoes)
- Once counted/recorded, pantry items can be stocked in the pantry.
- Give the donation sheet to whoever is here or place it on Jaimie's desk.
- Summer Produce: weigh all incoming produce and record by pounds in notebook under LBC, Rehab Center, or Private Donation (community member).
- Place out on tables or in bins for incoming neighbors to select from.



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## Receiving Clothing Donations

- Clothing donations can come in at any time from anyone.
- We will usually accept almost any donation of clothing or shoes.
- Because of space limitations, we try to be strict regarding the list of items we do not accept; some unwanted items do get by us every now and then. Refer to the Donation Policy posted on the bulletin board. (This can also be found on our website & upstairs at the Freestyle desk.)
- Offer a donation receipt. If they say yes, fill in the date, write 'clothing' under 'items donated', sign & print your name on the 'received by' line. Please leave blank the 'estimated value' line (per IRS instructions this must be completed by the donor).
- All clothing donations we receive will first go to the closet next to the piano to be sorted later.
- Do not take any clothing donations directly upstairs after receiving them. (If a donor offers to do so, thank them but say we sort items downstairs first.)