



SOUTHEAST LINN
COMMUNITY CENTER

SELCC Food Pantry

TRAINING & BEST PRACTICES

Our Little Pantry...that's kind of a big deal

We serve on average 65 families a week.

We are a choice based food pantry service, serving the communities of Lisbon and Mount Vernon. This includes families with children enrolled in either school district, and/or if someone is employed within the two communities, they are also eligible for food pantry services.

What is “choice based?” This means we are not pre-packing bags or boxes of the same foods for anyone coming to the food pantry. Neighbors are provided a list each week that allows them to choose what they want, from that list.

We are a Partner Agency with the HACAP Food Reservoir.

Who Is HACAP? (Hawkeye Area Community Action Program, Inc.)

OUR STORY. We are HACAP - a diverse, community-focused nonprofit dedicated to the sustained improvement of human life in our communities. As one of sixteen Iowa community action agencies, we provide flexible and adaptive programs and services that work toward removing the barriers to self-sufficiency. HACAP provides service in nine counties in Iowa: Benton, Dubuque, Delaware, Iowa, Jackson, Johnson, Jones, Linn and Washington. We build collaboration among for-profit, nonprofit, faith-based, service groups and community members in order to make stronger, healthier communities.

OUR MISSION. Helping people develop skills to become successful and build strong communities

OUR VISION. A thriving community where all people have the opportunities for success

PROMISE OF COMMUNITY ACTION. Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and we are dedicated to helping people help themselves and each other.

GUIDING PRINCIPLES. We are innovative. We are partners. We are responsive. We are leaders. We are HACAP.

HACAP and SELCC

HACAP Services

- **Health and Nutrition**
- Energy Conservation
- Children
- Affordable Housing
- Veteran Support
- Homelessness

SELCC's Food Pantry is a Partner Agency with the HACAP Food Reservoir which falls under their health and nutrition service. This allows us to order bulk foods, USDA foods, and locally donated foods, which can be no to little cost for SELCC.

The Food Pantry

The Ins & Outs

What our VOLUNTEERS do in & for the pantry:

- YOU pack pantry orders,
- YOU deliver pantry orders,
- YOU pick-up and
- YOU unload bulk orders,
- YOU restock pantry items,
- and YOU do so much more:
 - Breakdown recycling
 - Repackage foods (i.e. fruit snacks)
 - Check-in donations
 - Stock Free Cart
 - ...and we are sure you can add to this list

We are incredibly grateful for all that you do to help us serve the L-MV communities each week!

Food Pantry (Front Desk) Volunteer Opportunities

Monday Mornings*, 9:00-11:00

- Take phone orders; write up for afternoon volunteers to pack up.
- Pack pantry orders for walk-in Neighbors.
- Total outgoing orders from previous week for distribution totals.
- As needed, if time allows: recycling, restocking, check-in donations, repackage food

*Food pantry help includes above along with light office assistance: answering phones and miscellaneous tasks as needed.

Monday MIDDAYS*, 11:00-1:00

- Take phone orders; write up for afternoon volunteers to pack up.
- Pack pantry orders for walk-in Neighbors.
- As needed, if time allows: recycling, restocking, check-in donations, repackage food

*Food pantry help includes above along with light office assistance: answering phones and miscellaneous tasks as needed.

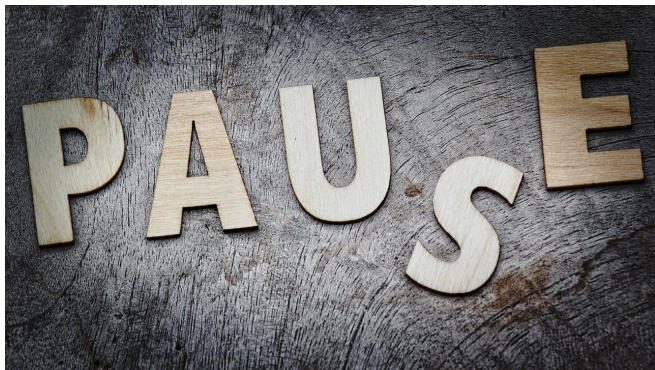
Food Pantry Volunteer Opportunities

Monday Afternoons, 1:00-3:00

- Orders received via email or phone are written up and sorted into folders: Tuesday pick-up, Tuesday am/pm delivery, Thursday pm delivery, and Wednesday-Friday pick-up.
- These orders (20-30) are packed up Monday afternoons by volunteers and placed on the correct shelf/cart for distribution throughout the week.
- Pack pantry orders for walk-in Neighbors.
- Restocking shelves for Tuesday morning, as needed and if time allows.

Tuesday Mornings, 8:45-10:45

- Pack any remaining orders from Monday afternoon and new email/phone orders; place on the correct shelf/cart for distribution throughout the week.
- Pack pantry orders for walk-in Neighbors.
- Retrieve packed pantry orders for Neighbors who come in to pick up their orders.
- As needed, if time allows: recycling, restocking, check-in donations, repackage food



Don't hesitate to bring a book or a crossword, something to do during the downtimes of your shift.

How this helps: During volunteer shifts there can be and oftentimes will be downtime. **We don't know when a large donation will appear**, and we are grateful for when it happens, especially when our volunteers are here to help sort, count, put away! **We don't know when a Neighbor or Neighbors will walk-in to place an order**, but **YOU BEING HERE HELPS** them and us!



Food Pantry Volunteer Opportunities - HACAP

Thursday Mornings, HACAP Pick-Up

The goal is always a 9AM pick-up time at HACAP; unfortunately we sometimes lose that spot and have to reserve for 8:30AM instead.

- Picking up our reserved bulk food items each week from the HACAP Food Reservoir.
- These are usually large and heavy orders, 5-10 count cases of canned foods, cooler or freezer items, bagged/boxed produce or other misc items.
- Unloading at SELCC, and at times/if able, assist with putting the order away in the stockroom.

Sample Emails sent to volunteer picking up HACAP order:

- ❖ *Below is the list of what we are expecting for our HACAP order this week. Reminder, order pick up time is 8:30am. Please call 319-455-2844 if you have any questions.*

Order #594889 | 09/21/2023 | 8:30AM

- SNAP Flyers
- 7 cases - USDA Cream of Chicken Soup (24 / 10.25 oz cans)
- 2 cases - USDA Hazelnuts (dry, 24 / 1 lb bags)
- 2 cases - USDA Lentils (dry, 12 / 2 lb bags)
- 3 cases - USDA Raisins (24 / 15 oz packages)

-
- ❖ *The HACAP order (#594490) is scheduled for 9am pick up on Thursday, 09/28/2023 for the following items:*

- 10 cases - Whole Young Chickens (frozen, 8 count per box)

If you have any questions or concerns, please do not hesitate to call us.

Packing Pantry Orders ~ The DOs and DON'Ts

Packing Orders - the DOs:

- Double bag, especially cans, sharp edges (pasta bags and various boxes).
- **Securely staple** info sheet to packed bag, **write last name** on additional bags, and **write total number of bags** on info sheet and the pantry list once order is completed.
- Remember we alternate between canned meats and frozen meats from week to week - so always check the top section of the pantry list
- **Remember the correct quantities** - we can alter this at times depending on our inventory. You may have to clarify with a Neighbor at times. Ask us if you have any questions.
- Pack pantry orders from food pantry inventory (not the stockroom). First in, first out - pull from the top flat first and always.

Packing Orders - the DON'Ts:

- Don't overfill making it too heavy for carrying to cars or deliveries.
- Don't tie bags together. Do you know why?
- Don't use boxes to pack orders unless absolutely needed for an unusually large pantry order (i.e. J. Phillips).
- Don't pull product from an unopened flat or a flat that sits beneath the top flat on the shelf.
- Don't pack a different size/weight (technically this shouldn't be on the shelf, but sometimes...).
- Don't pack items that are not offered, even if requested. There are rare exceptions; always good to check with Jaimie, Nicole, or Molly.

Packing Toiletries

Packing toiletries in a separate bag when it comes to soaps or detergents helps keep perfumes from getting absorbed into some food items.

The opposite would be dental floss or toothbrushes or razors, etc, things without a perfume - those items can be added to the pantry order bags as is.

Basically we don't want Saltine Crackers to have a Dial soap "taste" or smell.

AVAILABLE toiletry items will be listed on the weekly pantry list. If it's not on the list...but the door is open (or it isn't) you may get asked to add kleenex or shaving cream or toilet paper to their pantry order, even though it's not on the list. **It's okay to say "I'm sorry, that's not available this week."** Here's a great explanation to help with the communication:

We will not be able to give out toiletries if they are not on the weekly pantry list. We continue to make every effort to build our inventory so we can offer as many items as possible to all of our Food Pantry Neighbors.



Packing DOs and
Packing DON'Ts.



Food Pantry Volunteer Opportunities - Pantry Deliveries

Tuesday Mornings, 9:30 - 10:30

- Meyers Meadows, Lisbon
- Chapel View Manor, Mount Vernon
- Other L-MV home addresses as needed

Tuesday Afternoons, 1:00 - 2:00

- Lisbon and Mount Vernon Trailer Courts
- Lisbon and Mount Vernon addresses as needed

Thursday Afternoons, 1:00 - 2:00

- Lisbon and Mount Vernon addresses as needed

Thursday deliveries can often times include a Tuesday delivery that wasn't delivered due to the Neighbor not being home or late email/phone orders that didn't make the Tuesday delivery routes.

Delivery sheet sample - let's take a look.

Sample Delivery Sheet

FOOD PANTRY DELIVERY

-----CALL 319-455-2844 WITH ANY URGENT ISSUES-----

Tuesday 02/06/2024 MORNING (9:30 - 10:30)

Volunteer: Volunteer Rockstar

LISBON

Name	Address	Phone	Total # Bags	Frozen Strawberries	Hamburger	Hot Dogs	Pork Loin
Feeny, Shirley	0987 This Way St Apt C	123-456-7890	1	strawberries		hot dogs	
Defasio, Laverne	159 Any Way Z8	123-456-7890	6	strawberries	hamburger		
Cunningham, Richie	159 Any Way Y2	123-456-7890	1	strawberries			pork loin
Weber, Potsie	159 Any Way W1	123-456-7890	2		hamburger		
Malf, Ralf	809 Over There Apt L	123-456-7890	2	strawberries	hamburger		
Tuscadero, Leather	16 That Way St	123-456-7890	1	strawberries		hot dogs	

MOUNT VERNON

Name	Address	Phone	Total # Bags	Frozen Strawberries	Hamburger	Hot Dogs	Pork Loin
Fonzarelli, Authur	751 Outskirts Dr	123-456-7890	1	strawberries		hot dogs	
Cunningham, Joanie	4879 Nowhere Ave SE	123-456-7890	1	strawberries	hamburger		

If a pantry order has perishables (cold/frozen) items, **do not leave at unanswered doors**; please call as a last attempt to reach person. If NO ANSWER at door or on phone, please return pantry order to SELCC

Frozen Strawberries	Hamburger	Hot Dogs	Pork Loin
7	4	3	1

Delivery and Pick-up Orders



Delivery Best Practices

- We typically let you load the orders in the manner you prefer based on the route/direction you want to go. If you want help with loading, never hesitate to let us know.
- Always knock. Meaning don't just leave the pantry order at the door and leave. Someone should be home to receive a pantry order if they have requested delivery.
- Do not leave a pantry order if no one is home. It will need to be returned to SELCC.
- Neighbor addresses and phone numbers are always provided; don't hesitate to call the Neighbor or SELCC if needed.
- Should there be any special instructions, we do our best to add that information to the delivery sheet.

Pantry Stocking/Restocking ~ The DOs and DON'Ts

Stocking/Restocking - the DOs:

- Restock like packaging (i.e. jars w/ jars; small cans with small cans, etc.). Outgoing inventory is also recorded by weight to report accurately as possible pounds distributed.
- Place all cans inside a flat (no cans on top of cans) to help avoid falling cans; use selected boxes to help keep product contained and stocked in an efficient manner.
- Restock from the lower pantry shelves first; let us know if there is not anything to stock. Reuse flats to restock boxed canned items, etc.
- Restock 24-ct flats (canned beans: pork-n-beans, black beans, refried beans) into 12-ct flats for consistency and space purposes. Exception to this would be soup cans - they remain best in 24ct flats.

Stocking/Restocking - the DON'Ts:

- Don't breakdown boxes that help with placing/restocking loose items on the shelves.
- Don't overstock the pantry shelves (height), making it hard for hands to grab items when packing orders.
- Don't pull from the stockroom unless given the okay. We will do our best to have restocking available in the pantry.
- Don't remove a flat/box if you can restock from boxes below - go ahead and restock (the pastas are a great example of this, as are some of the misc items listed each week).

Questions - ask us.



**Some
DON'Ts**

**Do you
know
why?**



**These two images
target DON'Ts for
both stocking
and packing. Can
you tell me why?**





**Generally speaking,
there are more DOs
than don'ts here.**

What stands out to you?



**Let's talk
questions.**