



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 & neighbors. If you have any questions or concerns, please don't hesitate to let us know.

Food Pantry - Packing Pre-Orders

- If we have food pantry pre-orders, we will give those sheets to you so they can be packed. If there are no orders to pack, you will be asked to do other pantry tasks. Staff will give you instructions for other tasks.
- For each order, you will fill plastic bags with the items selected. Always DOUBLE BAG and do not overfill. Each bag should contain no more than 6 cans/items. Write the neighbor's last name on each outer bag. Remove the half sheet from the order form and staple it to one of the bags. On the half sheet, make sure to write the total number of bags for the client. DO NOT tie or staple bags together!
- Toiletry/household items should be placed in their own bag; NOT with food.
- Items listed on the half sheet will be added to the order when the neighbor picks up. Please do not add these items when packing pre-orders.
- If you cannot find an item or are unsure which item it is, please ask a staff member. Do not substitute for missing items.
- Place the packed order & order sheet in the appropriate place in the main room - cart or shelf, depending on whether it is a pick-up order or delivery.
- If we have neighbors walk in to place an order while you are here, we will ask you to fill those as well. For walk-ins, you do not need to label the bags or staple the sheet, but you do add the cold/frozen items since they are taking the order at that time.
- If you use the last of an item, or open the last box or case, please let a staff member know.



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Food Pantry - Assisting Neighbors

- First priority is assisting any walk-in food pantry neighbors. Please be mindful of the door so neighbors are not waiting too long for assistance.
- Some neighbors will be picking up pre-packed orders. These will be in the main room either on a shelf or table labeled "Pick Up Orders." The half sheet will tell you how many bags the neighbor has, and what cold/frozen items need to be added. Please make sure the neighbor has all of their bags and cold/frozen items. They are welcome to use a cart to take their order out. Grab their full order form (usually in a flat next to pick-up orders) and put it in the folder on staff's desk.
- Other neighbors will come in to fill out a pantry order. 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 a half sheet to their bag since they will be taking their order with them. Make sure to DOUBLE BAG! If they brought their own bag you can use it instead of plastic bags, but do not take it into the pantry with you (for health/sanitation reasons). Put the bag on a cart outside of the pantry and fill it there.
- 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 neighbors, please check with staff to see if there are pre-orders to fill or other tasks to complete.