

Volunteer Coordinator's Training Manual



**REGIONAL
FOOD BANK**
OF OKLAHOMA®

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Volunteer Program Overview

Partner Agency Overview

Welcome!

Welcome to the Partner Agency team, and congratulations on your new role as Volunteer Coordinator! This manual is intended to serve you, in your role as Volunteer Coordinator, as you recruit, train, and retain your volunteers. The first section of this manual, the overview, is meant to provide you with the big picture of what a Partner Agency is, how it came about, and the role that both Volunteer Coordinators and the Volunteer Program have to play within the organization.

This manual is meant to serve as a *general*/guide of best practices for the Volunteer Coordinator in shaping their Volunteer Program. As each Partner Agency community is unique, please feel free to customize this manual so that it best reflects the needs, goals, and objectives of your Partner Agency. Please work with your Pantry Director to understand and determine how to best implement and address specific practices and policies at your Partner Agency. Now, let's get started. Where do we begin? Always, always, always with the Mission. 😊

Mission Statement:

- Input your specific Partner Agency's Mission Statement

Vision Statement:

The Partner Agency Vision Statement should address everything the program strives to change, for example, the larger community, the environment of the organization, and the well-being of the clients. Having a unique Partner Agency Vision Statement is helpful during tours and interactions with (potential) volunteers as it creates a personal sense of connection for the volunteers to the community at large. It can inspire passion for the work of the Partner Agency and create a sense of personal pride in volunteers by contributing and belonging to an important non-profit organization!

- What will the future be like because of the volunteer program?
- How does the work of the Partner Agency impact the community?
- Why is it important that your organization exists?

Thoughts to Incorporate into your Vision Statement:

- ✓ Every human deserves the right to access nutritious foods where and when they need it.
- ✓ Hunger does not exist in isolation. When people visit food pantries, they are not only struggling to put food on the table, they are often also struggling to pay for rent, utilities, childcare, medical bills, and to find stable employment. With food assistance, we hope it becomes easier for clients to manage their utility, child care, transportation, and/or healthcare needs, and build a crisis buffer.
- ✓ Did you know: 83% of client households reported using three or more coping strategies in the past year: purchasing inexpensive/unhealthy foods, watering down food or drinks, selling or pawning personal property, receiving help from friends or family, growing food in a home or community garden.
- ✓ Who we serve: families living paycheck to paycheck; children living in poverty; seniors on a fixed income; unemployed (and/or) under-employed.
- ✓ Throughout Oklahoma, hunger impacts one in six adults and one in four children. This means that there is a very real chance that someone you know may be struggling with consistent meals.

Quote from volunteer: "Hunger does not have to be a consequence of irresponsible decisions. We all share the same humanity and fall on hard times. It is the responsibility of us all to take care of our brothers and sisters in a way that we would hope to be treated should the circumstances be switched."

Quote from client: "I come to this Partner Agency to get groceries to help feed my family when money is tight. If it weren't for this place, I don't know how we would survive. The middle class has become the working poor and we struggle to make ends meet. We have three sons, ages 1, 6 & 8, and coming to the Partner Agency has truly been a blessing for us. We thank you for what you do."

At the Partner Agency, our neighbors/clients are served with customer service, treated with dignity, and offered increased access to food and local resources. As Partner Agency's increase visibility, sustainability and credibility of fighting hunger - it's an investment in the vitality of community.

Partner Agency's Offer Clients:

- Greater access to food with extended hours and days of operation
- Client-choice shopping to improve the overall client experience, giving the client the opportunity to choose foods they need and want, in a setting similar to a supermarket
- An emphasis on nutritional foods, especially fresh fruits and vegetables
- Offer additional resources and referrals to improve family stability
 - Hunger does not exist in isolation. When people visit food pantries, they are not only struggling to put food on the table, they often are also struggling to pay for rent, utilities, childcare, medical bills, and to find stable employment. Thus intake will assist in connecting clients with local resources to stabilize the family and make self-sufficiency more than a dream.
 - *Examples:* DHS Service Referrals, Nutrition Classes & Demonstrations, Case Management, Legal Aid, Job Training, Community Gardens, etc.
- Partner Agency's provide opportunities for increased volunteer activity in the community, and assist in raising awareness of hunger

Goals & Objectives of the Volunteer Program:

Work with the Pantry Director and fellow team members for their input when defining measurable goals and objectives for the Volunteer Program. These goals and objectives will give your volunteers a clear picture of what needs to be accomplished and provides the organization a way to evaluate the program. These goals can be both internal (number of volunteers) and external (benefits to volunteers and impact in the community). Measureable goals incorporate what will be accomplished, by whom, how often, and for what intended outcome. Also, as the volunteer program matures, the goals will evolve.

Here are some examples of a new volunteer program goals:

1. Develop and maintain a plan for at least 4 weeks of active volunteer recruitment, including short and long range goals and objectives.
2. Develop presentations, information, and display materials about volunteer and education opportunities to interested community partners.
3. Recruit volunteers to assist with sorting and packing food, off-site food deliveries, kitchen demonstrations, food pantry distribution, and special events.
4. Develop and Implement an organized program for volunteer recognition.
5. Create and manage volunteer surveys, including the creation of quarterly reports on survey results.
6. Record and report on number of volunteers recruited, trained, and/or managed.
7. Develop and document best practices to train, motivate, and supervise teams of volunteers who will be interviewing clients at intake, stocking shelves, assisting shoppers, and maintaining orderly and pleasing shopping environment.
8. Identify who, how, and when these volunteers will be trained.

Volunteer Program Budget:

Work with the Pantry Director to understand budget allowances for your Partner Agency's Volunteer Program. Offer input on any necessary budgetary items (ex: financial, in-kind, and/or human resource support) necessary to develop and sustain the volunteer program. For example: producing and distributing recruitment materials, obtaining training supplies, monthly fees for an online volunteer software program, volunteer appreciation tokens/gifts, and hosting recognition events. (Note: A mature volunteer program budget is approximately \$5,000/year.)

Building Investment among Staff:

How will you prepare staff to work with, train, and oversee volunteers? Work with the Pantry Director and fellow team members for their input in shaping this process, and when creating volunteer positions and key skillsets. Clarify the process in which volunteers will be trained on their assigned positions, per area. Keep team informed as the program and positions develop: report successes, ask for help in resolving problems, and provide training for team on the workings of the volunteer program.

Self-Care as the Volunteer Coordinator:

Being a volunteer coordinator is an amazing opportunity - you are charged with cultivating volunteers within your community and nurturing them when they are at the Partner Agency. Both having volunteers and training volunteers are vital to the successful daily operation of your Partner Agency. Some days it can seem as easy as pie, as fit as a fiddle, like taking candy from a baby; whereas other days it may feel like herding cats or nailing jelly to the wall. You will spend a lot of your time supporting the volunteers, and sometimes this can become stressful or overwhelming. As such, it is important for you to factor in self-care, or decompression time. Take this seriously, and take care of yourself. Nurture a support system, both at work and outside of work.

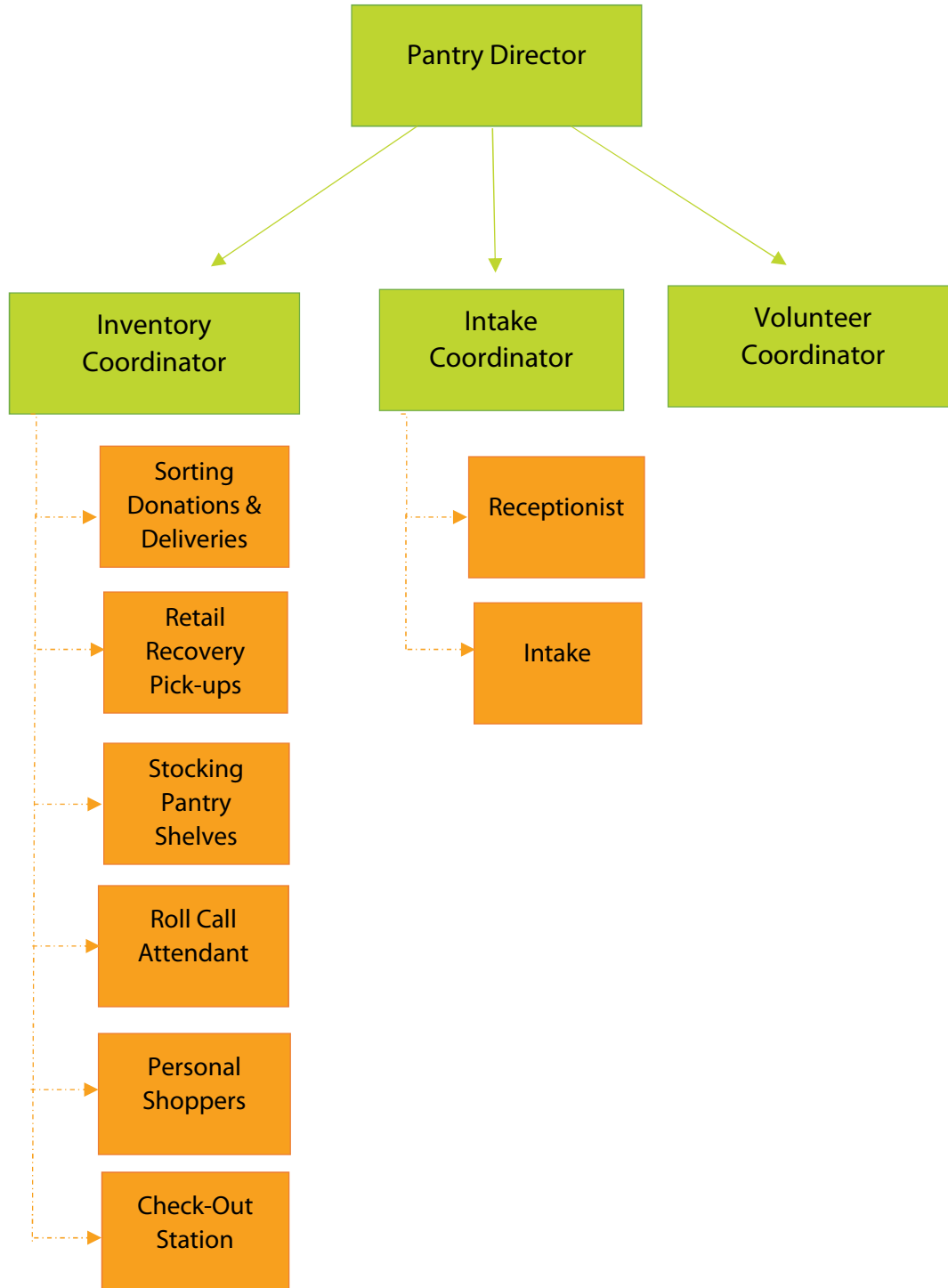
Here are some quotes from Partner Agency Volunteer Coordinators:

"You are not alone. It requires a lot of energy, but it's a very important job. I wouldn't trade it for the world."

"...Being polite and persistent with volunteers will get you a long way, but there are some that you won't be able to make happy every single time they come in. DO NOT take it personally. Remember that as long as you've done the best you can to schedule people, there WILL be days that half of them call in for one reason or another. Just go with the flow. You did your job. You had them scheduled. Life happens and you can't always account for when it does. Remember to celebrate every win no matter how big or small and remember at the end of the day you have to leave work at work. Without volunteers it doesn't matter how many donors you have, or how amazing your facility looks. Without help from your community your doors can NOT stay open. Remember how vital you are to the operation and know that if any volunteers are at your facility at all you've done an amazing job in helping your fellow Oklahomans and at the end of the day that is all that matters."

Partner Agency Organizational Chart

Having an Organizational Chart (with names and photos) posted in the Volunteer break area provides volunteers a map of “who’s who” and allows an avenue for communication should the volunteer have questions for specific staff members.



Volunteer Coordinator Job Description

Note: If you do not already have a job description, please work with the Pantry Director to customize this template to your specific role and community.

General Description: To manage and support all volunteer activities, including recruitment, orientation, training, and recognition.

Reports to: Pantry Director

Essential Duties:

1. Update and maintain the Partner Agency Volunteer Coordinator Manual
2. Tailor Partner Agency talking points to educate volunteers on food insecurity in their communities
3. Develop Partner Agency recruiting materials
4. Customize job descriptions for all volunteer positions
5. Develop volunteer training materials to ensure a dignified client experience
6. Implement and maintain volunteer records (ex: tracking hours, contact info, sign-ins, etc.), either manually or electronically
7. Create and promote volunteer opportunities through online volunteer matching websites
8. Update Partner Agency website postings for volunteer openings and opportunities
9. Work with team to coordinate volunteers for specific needs as they arise
10. Develop, maintain, and implement an on-going plan for new volunteer recruitment
11. Attends community events, campaigns, and fairs to communicate volunteer opportunities
12. Prepare and lead tours and orientations to volunteers and visiting guests
13. Implement a volunteer recognition and appreciation program
14. Continuously update best practices to recruit, train, motivate, and supervise volunteers in all positions
15. Design and conduct surveys on volunteers' experience
16. Assist Pantry Director in writing policies
17. Other duties as assigned

Qualifications and Experience:

- Must possess capable public speaking skills
- Must have keen time management skills and the ability to multi-task
- Need to work in a team atmosphere and possess good collaboration skills
- Ability to train, supervise, and empower a variety of volunteers and diverse groups
- Committed to the mission of the Partner Agency
- Proficiency in Microsoft Office Suite (Word, Excel, Power Point, Outlook) and Google Docs
- Some weekend work may be required
- Extended periods of sitting, standing, and/or bending
- Ability to lift up to 40 lbs.
- Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions

Volunteer Program Assessment

Consider conducting an annual Volunteer Program Assessment, using the below elements. Overseeing this assessment annually offers a good tool for reviewing the overall volunteer program, its' community impact, and identifying strategic planning initiatives (with Pantry Director and Board of Directors).

<i>Elements of Volunteer Program</i>	<i>Currently In-Place</i>	<i>Somewhat In-Place</i>	<i>Not Being Done</i>	<i>Not Applicable</i>
OVERVIEW:				
Written vision statement related to volunteer involvement				
Designated employee for overseeing management of volunteers				
Organizational budget reflects expenses related to volunteer involvement				
Training for new paid staff about why and how volunteers are involved in the organization's work				
Volunteer Coordinator and Pantry Director work closely together				
RECRUITMENT:				
Specific strategies for ongoing volunteer recruitment				
Written position descriptions for volunteer roles				
Standardized matching process for determining appropriate placement of volunteers				
ORIENTATION, TRAINING, & RECORD KEEPING:				
Written policies and procedures for volunteer involvement (<i>ex: Administrative Policies, Customer Service, Civil Rights, Food Safety, etc.</i>)				
Consistent general orientation for new volunteers				
Consistent training for new volunteers regarding specific duties and responsibilities (<i>ex: Intake, Oasis, Food Safety, Civil Rights, etc.</i>)				
Regular collection of information (numerical and anecdotal) regarding volunteer involvement (<i>ex: surveys, stories, etc.</i>)				
Volunteer Program Information is shared with board members and other stakeholders at least twice annually				
Designated supervisor for all volunteer roles				
Periodic risk management assessment related to volunteer roles (<i>ex: safety protocols –team vs volunteer activity</i>)				
RETENTION & APPRECIATION:				
Periodic Needs Assessment to determine how volunteers should be involved to address the mission				
Periodic assessments of volunteer performance				
Periodic assessments of team support for volunteers				
Consistent activities for recognizing volunteer contributions				

Volunteer Recruitment

Volunteer Recruitment

It's always best to understand your organization's Mission and needs, along with the volunteer shifts and positions before you begin recruiting in order to effectively communicate this during your outreach efforts.

The Recruitment Message: *(Appendix A - Partner Agency Talking Points)*

The Appendix of Partner Agency Talking Points offers ways to communicate what the Partner Agency does and why it exists; also providing an opportunity to educate your audience about food insecurity and the role they can play in helping their neighbors in need. You can use these talking points and your Vision Statement, to craft your core message (elevator speech). In short, each message should identify: the specific need (of clients and/or the Partner Agency), how the volunteer can alleviate the need, and the benefits to the volunteer. As you design the recruitment message, keep the tone inviting so as to encourage people to become involved with your organization.

You should have multiple recruitment messages tailored to the variety of volunteers being sought: students, retirees, families, working professionals, faith-based organizations, civic groups, neighborhood residents, or clients. Incorporate client or volunteer stories, as you think they could relate to your intended audience.

In crafting each message, ask yourself the following questions:

- Does the message honor the volunteer?
- Do I know why some people might not say yes?
- Is the message tailored to a target audience?
- Does my invitation include the needs of our clients?
- Have I listed ways that volunteers have contributed in the past, and are currently contributing?
- Do I include major milestones/achievements of the Partner Agency and how volunteers were involved?

Partner Agency Volunteer Positions & Descriptions:

A position description is an essential part of a satisfying volunteer experience. It is a means for both you and your volunteer to understand the volunteer's role in achieving the Partner Agency's vision, and it illustrates where volunteers can best contribute their talents. If any unique positions have qualifications or requirements (ex: driving box truck, lifting/bending), listing these are helpful for volunteers to understand the nature of the work.

See *(Appendix B – Volunteer Positions/Descriptions)* for examples of current Partner Agencies' volunteer position descriptions. Remember to tailor the content and depth to your specific community wants and needs. Here are some suggested volunteer positions and a brief description of each role:

- ❖ *Receptionist* – greets clients and explains eligibility process
- ❖ *Intake Coordinator* – assist clients in a one-on-one setting (this is trained position)
- ❖ *Pantry Roll Call* – call clients into grocery area
- ❖ *Shopping Helper* – assist clients through shopping experience, explaining the processes
- ❖ *Pantry Stocker* – stocking shelves and sorting produce
- ❖ *Checkout* – completes shopping experience with client, electronically records date of food assistance
- ❖ *Warehouse Receiving/Sorting Deliveries* – assist Partner Agency by ensuring the back room is organized
- ❖ *Retail Recovery Driver* – drive to locally assigned retailers and pick up donations in designated area, following food safety practices (may require CDL license; may need additional verification for insurance purposes)

Volunteer Hours / Shifts:

It is recommended to integrate volunteer positions into consistent shifts. These shifts should cover the timeframe that the Partner Agency is open to clients, while incorporating volunteer assistance in both preparing to open and cleaning up after closing.

We recommend volunteer shifts to be approximately three hours long. This way, time is factored in to provide each shift with an orientation, tour, and training, allowing for a smooth transition between shifts, and offers your fellow team helping hands to assist with set-up before opening and to clean-up after closing. For Example:

Partner Agency Open Hours are 10:00am – 2:00pm	Shift A:	9:00am – Noon
	Shift B:	10:30am – 1:30pm
	Shift C:	1:00 - 4:00pm

The Recruitment Brochure:

Fliers and/or brochures serve a dual purpose – providing Partner Agency information and generating a physical marketing item that you can hand-out and/or leave-behind during recruiting events. Ensure that your material is consistent with your mission and Partner Agency branding.

In designing your brochure, provide enough information about the Partner Agency to allow the volunteer to understand the context in which they will be working. This will help to ensure a good match between your organization and its volunteers, allowing them to decide whether their skills, values and experience are a congruent fit. In a nutshell, the flyer should explain: who you are, what you do, why you do it, what volunteer opportunities look like, what volunteer timeframes are available, where you are located, who to contact, and how to sign up. (*Appendix C - Moore Food & Resource Center Volunteer Brochure*)

Volunteer Applications: (*Appendix D - Volunteer Application*)

Applications provide a way to formally review who a potential volunteer is, and the skills they might be able to share. The application can be very simple or more detailed, depending on the Partner Agency and its preference. The goal of the volunteer application should be to get the right volunteer into the right position.

Through the application (whether online or paper), aim to gather these pieces of information:

- Preferred method of contact
- Name
- Address, including zip code
- Telephone numbers, including area code
- Email address
- Referral source
- Specific activities the potential volunteer may be interested in doing as a volunteer

The Recruitment Process:

Always remember that recruiting volunteers is a process – an active and continuous process! Just as you wish for potential volunteers to have a positive view of volunteering, you must keep a positive attitude about recruitment. The best way to remain positive is to prepare and plan. In preparation for recruiting events, it is recommended to have available copies of Recruitment Brochures, Volunteer Applications, and Volunteer Position Descriptions.

People most often volunteer when they feel they are being asked to get involved personally. Don't assume a general advertisement in a newspaper will attract all or most of the volunteers you need. Repetition is key - people may need to be asked again and again!

Remember that volunteer recruitment is an organizational priority that involves everyone. When recruiting volunteers, involve the entire organization, from the Pantry Director to the board of directors to the clients and current/active volunteers – utilize your current network. To make it fun with your colleagues, you could host some fun themes for internal competitions to see how many volunteers each team member (or even

board member) can recruit. Some theme suggestions: Four Friends February, Motivated in May, June Jubilee, Testify July, Amateur August, Soul You Know September, etc.

In membership groups, such as Kiwanis or Rotary, note that the Pantry Director may be the better choice to deliver the recruiting message. In addition, your peers may be especially good at recruiting students and professionals.

Recruiting Approaches:

There are many techniques available for recruiting volunteers. You must decide which is best for disseminating the recruitment message for your organization and for your specific volunteer positions. Some recruitment techniques to try are:

- Media – print and broadcast
- Articles in local newspapers and newsletters of other organizations
- Public speaking
- Outreach to membership or professional organizations
- Presentations with photos and/or videos
- Direct mail
- Referrals from individuals associated with your organization
- Volunteer fairs
- Internet websites

Where to Recruit:

In addition to posting volunteer opportunities on the Partner Agency's website and social media, consider promoting the volunteer positions on volunteer matching websites.

Online Recruitment Websites:

- [All for Good](#)
- [AARP's Create the Good](#)
- Hands On
- [Idealist](#)
- [Serve.Gov](#)
- [Serve Net](#)
- [Volunteer Match](#)
- [Just Serve](#)
- Craigslist
- (local) County Websites
- Partner Agency Website
- Partner Agency Social Media (Facebook, twitter, YouTube, etc.)

As you begin creating your recruitment plan, connecting with various community groups in your service area(s) will allow you to create a diverse group of volunteers.

Community Recruitment:

- **Places of Education** – High Schools, Career Techs, Colleges, Universities, Boy/Girl Scouts, FFA, 4-H, Boys & Girls Clubs, Fraternities, Sororities, Honors' Clubs, Libraries, PTA Meetings
 - Most have service learning and community service requirements
- **Public Gatherings** – Conferences, Special Events, Conventions, County Fairs, Parades, Farmer's Markets, Auctions, Festivals, Holiday Festivities, Book Fairs
- **Local Civic Groups** – Rotary Clubs, Kiwanis Clubs, Junior League, the Urban League, Chamber of Commerce, Lions/Elks Lodge, Coalition meetings, City Councils, USPS, Police & Fire Departments, AmeriCorps/VISTA, Employment Assistance Programs, Rehabilitation Agencies, United Way
- **Places of Worship** – Churches, Synagogues, Mosques, Temples or Shrines
 - Hold a "Pastor's Breakfast"

- Place volunteer opportunities as an announcement in local church bulletins
- **Places of Businesses** – Corporations, Small Businesses, Wineries, Unions, Trade Associations, Factories, Telephone Companies, Hotels, Janitorial Services, Computer Services, Self-Employed
 - Frame as a team-building activity
- **Recreational/Social Areas** – Coffee Shops, Neighborhood Parks, Tourist Destinations, Nature Preserves, Vacation Spots, Malls, Local Stores, Restaurants, Fitness Centers, Salons
 - Host Recruitment Booths
- **Cultural Centers** – Museums, Historic Sites, Movie Theatres, Performing Arts Centers, culturally-specific Food Stores or community bulletin boards
- **Health-Related** – Hospitals, Clinics, Family Practices, Residential Treatment Programs, Mental Health Services
- **Real Estate Agents** who have their own newsletters - ask them to include an announcement
- Speak to Donors to also volunteer
- Media - Newspapers, Radio and TV stations, School Sports Program Booklets, Yearbooks, Public Service Announcements (PSAs), Social Media
- Ask active Volunteers to bring their friends
- Ask your friends!

Initial Contact:

When you make the initial contact with potential volunteers, whether by telephone, email, or in-person, be prepared to provide some basic information about your Partner Agency and the volunteer opportunities available. Also, get a general idea of what the volunteer is interested in doing and why they wish to serve your organization. Sometimes applications provide this information, but always confirm. It provides a personal touch and shows you are engaged with him/her and their preferences. You may also take a moment to confirm with the volunteer on the preferred attire. For example, where comfortable and durable clothing, including closed-toe shoes.

Be aware that you will have volunteers serving for a variety of reasons, some reasons will require strict record keeping and paperwork tracking: High School & College service hours; Court-Ordered Community Service; Business employees. Knowing this ahead of time helps you to prepare for reporting their dates and number of hours completed, etc.

In addition, if there are youths that will be coming, be sure to discuss signed permission forms in advance of the scheduled volunteer day. If you have volunteers under the age of 18, the Regional Food Bank encourages you to have a signed permission/release form on file from their parent or guardian in order to volunteer. In addition, any volunteer under the age of 16 should be accompanied by an adult over the age of 21, and volunteers should be at least 8 years old to participate in Partner Agency volunteer activities. (*Appendix E - Parent/Guardian Volunteer Permission Form*)

Note – because of the nature of the Partner Agency work, and working with a vulnerable population, it is important to understand your volunteers' background or motivation for volunteering. A general rule is that Court-Ordered Community Service volunteers are welcome, as long as their charges are not violent or sexual offenses.

Confirming Appointments:

With new volunteers and/or volunteer groups, it is recommended to call them about a week before they are scheduled to volunteer, to remind them of the date, time, location, and dress code.

Volunteer Orientation, Training, & Record Keeping Manual

Volunteer Best Practices – How to Work with Volunteers

(Compliments of Mitch Ditkoff's The Blog)

- 1) Clearly (and often) **communicate the vision**.
- 2) Provide clearly written **volunteer position descriptions**.
- 3) Take the time to **authentically welcome** volunteers and orient them to their new role.
- 4) Ensure that volunteers know exactly **what's expected** of them.
- 5) Start new volunteers off **small**. Don't scare them off with too huge of a commitment too soon.
- 6) Keep the **workload manageable**.
- 7) Communicate **progress** being made on a regular basis. Volunteers need to see that their efforts are having an impact.
- 8) Where there are **setbacks or breakdowns**, learn from them – and share your learnings with others.
- 9) Be **prepared** so you don't waste people's time.
- 10) Create a **trusting environment** that ensures open communication, teamwork, and respect for diversity.
- 11) Provide opportunities for volunteers to **switch to different roles** they might find more enjoyable.
- 12) Give and receive **feedback** (both formally and informally).
- 13) **Honor your commitments** (and if, for any reason, you cannot – renegotiate them with volunteers).
- 14) Give volunteers the opportunity to **take breaks**.
- 15) Make sure volunteers know they can **say "no"** if they are over-extended or overwhelmed.
- 16) Enthusiastically **acknowledge successes**, especially "small wins."
- 17) **Be kind and respectful** in all your interactions.
- 18) Have fun! Do your best to make sure everyone is **enjoying the process** of participating.
- 19) **Respond** to input, questions, and feedback as soon as possible. Don't leave people hanging.
- 20) Build some **interpersonal chat time** into your meetings and conference calls.
- 21) Teach volunteers, in leadership positions, how to **delegate**.
- 22) Even when you are stressed or behind deadlines, take the time to make sure your emails have a **feeling of warmth** to them.
- 23) Conduct **exit interviews** whenever a volunteer ends their extended involvement, or is asked to step aside.
- 24) **Share your learnings** from exit interviews with other team members.
- 25) Follow the **Golden Rule**: Do unto others as you would have them do unto you.

Volunteer Orientation

Providing an Orientation to your Partner Agency helps volunteers see their service within the context of the organization. Even the most menial tasks can become meaningful if presented in such a way that the volunteer understands how the task fits!

Additionally, treating volunteers as part of your organization's team helps them to feel they are part of a team and fosters commitment and retention. Volunteers, as team members, help to represent your organization to the public. The more they know and understand about the nature of your operations and your cause, the more they can contribute to public relations, future recruiting, and advocacy.

Topics to Incorporate into the Orientation:

- Greet volunteers
- Explain the Sign-In and Sign-Out procedures (*Appendix F - Sign-In Sheets*)
- Let them know where they can store their personal belongings
- Inquire about the volunteers
 - o What brought them to the Partner Agency today?
 - o How did they learn about the Partner Agency?
- Thank them for donating their time to Partner Agency and helping their neighbors
- Offer a brief description/history of the Partner Agency
 - o Why does your organization exist?
 - o The Mission, Vision
 - o Educate volunteers on what Food Insecurity is (*Appendix G – Food Insecurity Myth Busting*)
- Emphasis on Customer Service Expectations
- Are there any announcements?
 - o Noteworthy timelines, milestones, events?
 - Grand Opening Anniversary
 - Volunteer Birthday recognitions
 - Food Drives from special community event
- Introduce Team
 - o Point to a bulletin board with their photos, names, areas of responsibility
 - o Explain who's who and who does what, if any questions come up throughout their shift.
- Location of the restrooms
- Highlight general safety protocols (ex: closed-toe shoes for WH, forklift, awareness of surroundings, etc.)
- Mention any arrangements for breaks or refreshments
- Host a Tour of the Partner Agency (*Appendix H – Moore Food & Resource Center's Orientation/Tour Script*)
 - o Check this Video to glean more talking points:
<https://www.youtube.com/watch?v=KDIHZOPSVDU>
- Assign Volunteers to their positions /areas
- Encourage volunteers' to ask questions, make suggestions, for ask for assistance at any point during the shift
 - o Emphasize that they may have a great idea that will help improve the clients' experience for years to come!

Sign-In and Sign-Out Procedures:

Whether this process is completed manually or electronically (i.e., using an online volunteer management software), it is important to have volunteers sign-in and sign-out for their shifts for several (behind the scenes) reasons:

1. Capturing this data enables you to gather contact information, to keep them connected to the Partner Agency and its Mission, especially through use of newsletters and any retention/recognition opportunities.
2. It allows you to record all volunteer hours, throughout the day, week, month, quarter, year, etc.
3. You can track new versus returning volunteers.
4. All sign-in sheets have liability waivers and photo release waivers intertwined, covering the Partner Agency.
5. You can separate out volunteers according to adult, youth groups, and/or Community Service.

Sample Orientation Script:

- The vision of each Partner Agency is to restore a high level of dignity, customer service, and respect to our community. One way we do this is by creating an inviting atmosphere. When serving clients, we consistently extend empathy, care, and excellent customer service as our core values and method of operation. Our volunteers carry out a variety of functions and duties, but all share a common role as an ambassador for the Partner Agency to every guest. A smiling face and a friendly attitude are important to ensuring that visiting the Partner Agency is a pleasant experience for everyone. First impressions are everything, and with your help we can impact lives, empower those in need, and address the roots of poverty in our county. Thank you so much for your support!
- *(Also, find a way to incorporate in a reminder sign-out before they leave that day)*

Communicating Volunteers' Impact at Partner Agency:

While it may not be feasible to summarize the impact each volunteer shift has made (ex: number of clients served, meals provided, pounds stocked, etc.), it is important to communicate the impact volunteers make at the Partner Agency. The more volunteers know and understand about the work of the Partner Agency in their community, the more they can contribute to public relations, future recruiting, and advocacy.

In the Volunteer break area, design a section of the bulletin board, or white board, that shows the impact volunteers' service has had – in a day or in a week (ex: yesterday, or last week...)

- Thank you's for their service
 - Inspire them with a message like "we can't do what we do without help from amazing volunteers like you!"
- How many households served
- How many meals were distributed
- How many hours have been volunteered
- Types of "Resources" or events that were hosted and the impact it's had on clients
- Show group photos of Volunteers
- Highlight a Volunteer of the Month (or Quarter)

Returning Volunteers:

When you have repeat volunteers, they will most likely not need to have the Orientation/Tour again. However, you still want them to come at the assigned start of the shift. Be sure to confirm with them, that they still need to arrive at the scheduled start of the shift, and not just come closer to when the doors open. Explain that the Partner Agency always needs help preparing to open for the day: stocking shelves, selecting produce, preparing the coolers and freezers, etc. Communicate that if the Partner Agency doesn't have volunteers in advance of opening, it is difficult to be able to start off on the right foot and efficiently serve clients.

Clients Volunteering:

Work with the Pantry Director to understand the current process and/or protocol for when clients volunteer at the Partner Agency. In general, you will have several clients that wish to volunteer and give back to the Partner Agency. It is important to communicate any policies or procedures that you may have in place with them.

For example: Make it clear that volunteering does not give them any special treatment or added perks. Also, if they are volunteering on the day they are eligible to shop, they cannot shop until the end of their volunteer shift.

Volunteer Training

Before volunteers can be trained on their specific position, there are some foundational elements that the Volunteer Coordinator needs to be reviewed with every volunteer:

- Civil Rights training (required by DHS & USDA)
- Customer Service expectations
- Food Safety (if working with pantry floor produce or in the warehouse)

Civil Rights Training:

Civil Rights training is required by the Department of Human Services, for every team member and volunteer, to ensure that individuals seeking food assistance are not discriminated against, either intentionally, by neglect, or by lack of awareness, due to their race, color, national origin, age, sex/gender, and/or disability. *A few examples include:*

- Treating or speaking to a child differently (using slang terms, for example) or in a friendlier manner because of race or color.
- You should not offer smaller portions to women compared to men. The same size portion should be offered to each individual, regardless of their gender.

In a nutshell, the goal of Civil Rights Legislation is to provide equal and consistent treatment for all eligible applicants and participants, knowledge of rights and responsibilities, elimination of illegal barriers that prevent or deter people from receiving food, and to provide dignity and respect for all.

There are two versions of the Civil Rights Training –

1. A full training for frontline volunteers– those that have the ability to decline service, access personal information, and/or have frequent interaction with clients (ex: reception, intake, shopper helper)
2. An abbreviated version for infrequent volunteers- who do not handle clients' personal information and who may infrequently interact with program participants. (ex: roll call, checkout, stocker, warehouse, retail recovery)

As you determine which positions (new) volunteers will be assigned, be sure to have each volunteer review the appropriate Civil Rights training and then have them acknowledge the training by printing/signing/dating their name in the training log. The good news is that once a volunteer is trained on Civil Rights, it is good for one year! However, you will need to file/store these signed training logs for three years, plus the current year, at the Partner Agency. (Note, this will ALWAYS be part of DHS/USDA audit, so make sure to maintain this.)

As the Civil Rights Training and The Emergency Food Assistance Program (TEFAP) Applications are updated each July 1, at the start of each new fiscal year, this may be a good time to set a reminder on when returning volunteers need to be re-trained, and sign again. Note, these documents are sent separately, and are not included in this manual.

Mental Models & Poverty Quiz: *(Appendix I – Mental Models & Poverty Quiz)*

While some of the Civil Rights training can become robotic, one helpful way to illustrate the importance of this is to share the two-page summary of "Mental Models" with volunteers. It provides an insightful awareness into various situations that our neighbors face and the opportunity that volunteers have to serve their neighbors without judging them. It then sheds light on the importance of following through with Civil Rights code of conduct. One additional tool is to share this (6-page) Poverty Quiz:

<https://www.ahaprocess.com/wp-content/uploads/2013/08/Social-Class-Hidden-Rules-Quiz.pdf>

Customer Service Expectations: *(Appendix J – Customer Service Best Practices)*

In a continuous effort to provide clients the best shopping experience possible, driving home best practices on customer service is a must with volunteers! This can be done at any point during the volunteer's shift, not just at the beginning. Again, first impressions are everything, so we want to make sure that both the

volunteer and the client have a very positive experience at the Partner Agency. Use this handout to help communicate customer service expectations.

Food Safety: *(Appendix K – Food Safety: Expiration Dates)*

Safe Food Handling practices should be seen throughout all areas of the Partner Agency – it is how to keep you, your volunteers, and your clients safe. There is a short Food Safety training PowerPoint/PDF that is available to share with volunteers, that covers a handful of topics (this is a separate document and not included in this manual).

However, these two are items that should be reviewed with every volunteer, and that each volunteer should be able to see ingrained with each team member:

- 1) *Sanitation:* Wash hands as often as possible, use gloves whenever directly handling food, avoid wearing jewelry, eating/drinking, or chewing gum in food packing/sorting areas, and sanitize all surfaces before and after food is sorted, or when a spill occurs.
- 2) *Food Dating:* There are several types of food dating. The Appendix will walk you through the lingo and the extended life of several types of products. Be sure that when distributing food items, you're handing out the food items that are the oldest that arrived to the Partner Agency first ("first in, first out").

Volunteer Position Training: *(Appendix L – Volunteer Position Training)*

The Volunteer Coordinator will need to work with team to determine who provides the in-depth position training for the volunteers. Encourage the design of each position's training to be:

- Specific to the requirements of the role
- Keep it simple, repeatable, memorable... for any skill level
- Throughout the shift, periodically evaluate if volunteer is on track with instructions
- Have fun!

The Appendix handout offers a detailed explanation of the different areas of the Partner Agency, to begin developing unique position training relative to the shopping floor, safe food handling, the warehouse, and tips on cleaning.

Client Confidentiality:

We ask that volunteers respect the client's right to privacy. It is never appropriate to identify or confirm someone as a client without their consent. Do not share client identifying information on social media without the Partner Agency's and the Client's consent. Volunteers should only use and disclose personal information for the purposes in which it was collected.

As a general rule of thumb, ask yourself – Is it my story to share? If the roles were reversed, would I want others sharing this about me? Am I respecting others' right to privacy?

Volunteer Record Keeping

It's a good idea to develop a tracking system to maintain and record volunteer data. In order to organize, schedule, and manage volunteers, it's important to find a tool that you can input your volunteers into and have the proper information to refer to. Whether it be Excel or an electronic Volunteer Management software, having a place where you house all of your volunteer information will make it easier for you to manage the volunteers and share updates on your work to colleagues.

Volunteer Information Collection:

- Contact information (Individual's name, phone, email)
 - o *T-Shirt Size*
 - o *BirthDay*
 - o *Skills/Preferences*
- If a group, the organizations name
- Youth signed permission forms
- Copy of Community service charges/hours
- Dates & Hours volunteered

Volunteer Program Data Collection:

- Civil Rights training log
- Monthly recruiting events
- Community contacts/network
- Weekly snapshot of volunteers' scheduled
- Appreciation activities
- Volunteer Newsletters

Scheduling of Volunteers – Weekly Snapshot:

Everyone on the team should expect to see an overview of the shift times and when volunteers are needed and scheduled. Posting a printed schedule or updating a white board, are a few ways to share this information with your team. You can make it as high-level or detail-oriented as you and your team prefer.

Here are a few examples:

Volunteer Calendar													
Day:	Monday			Tuesday	Wednesday			Thursday			Friday		
Hours Open:	2:00pm - 6:00pm			Closed	10:00am - 2:00pm			10:00am - 2:00pm			10:00am - 2:00pm		
Volunteer Shifts:	Shift A	Shift B	Shift C	Warehouse / RR	Shift A	Shift B	Shift C	Shift A	Shift B	Shift C	Shift A	Shift B	Shift C
	1pm - 4pm	2:30pm - 5:30pm	4pm - 7pm	10am-1pm	9am - 12pm	10:30am - 1:30pm	1pm - 4pm	9am - 12pm	10:30am - 1:30pm	1pm - 4pm	9am - 12pm	10:30am - 1:30pm	1pm - 4pm
Receptionist	1	1	1		1	1	1	1	1	1	1	1	1
Intake	1 2	1 2	1 2		1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2	1 2
Personal Shoppers	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7		1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7	1 2 3 4 5 6 7
Checkout	1	1	1		1	1	1	1	1	1	1	1	1
Warehouse & Pantry Stockers	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

September							NOTES
S	M	T	W	Th	F	S	
				29	30 conv meal	1 Happy Weekend	- Throughout Thursday of seas
2	3 LABOR DAY!	4 New Sofa ideas	5 Kitchen Plans	6 Doubt wedding	7 Sasha will come	8	- Round up links @ EOM - Designer's Favorites (email)
9	10 Always Mond	11 Soo/ PANTS	12 SQU Party planning & playroom	13 GDCP you sorry	14 Sawatch celebrate (pics!)	15	- Bus proposal - Fashion Fridays (Recipes for?)
16	17 No peaking!	18 Are you going cheating?	19 You will you know	20 Maybe a DIP?	21 I'll my reader	22	
23	24 He gonna be good!	25 Just get wait!	26 So work be surprised!	27 The thing this whole board!	28 Need to work on my board board writing! Get	29	

Volunteer Program Measurements & Reporting: *(Appendix M – Volunteer Program Report-Out Template)*

When creating reporting measurements for your Volunteer program you should collect quantitative and qualitative data, such as the number of volunteers, the total time that volunteers commit to your organization, what duties the volunteers perform, achievements of the volunteers, stories on why volunteers volunteer, and the effectiveness of volunteers and paid staff working together.

When developing this report, consider the audience and how the information will be used, who is it intended to inform or influence:

- Pantry Director
- Board of Directors
- Funders
- Staff / Team
- Volunteers
- General Public

Volunteer Retention & Appreciation

Volunteer Retention

The most effective recruitment of volunteers comes from personal referrals by a friend or current volunteer. That is why it is vital that you treat your volunteers well – because in most cases, if they have had a positive experience from volunteering at your Partner Agency, they will both return and tell others of their experience.

Retention requires consideration of who the volunteer is and why they are helping. Get their background story and make sure that what they are doing is in alignment with preferences or goals. Like all people, volunteers' need to feel seen and heard so take note of what they do and what they say. Ask for feedback during and at the end of their volunteer experience.

Understanding volunteers' motivations and remaining sensitive to their needs are essential to retaining volunteers. People's reasons for volunteering can differ dramatically. Regular and open communication will help determine the motivating element specific to each volunteer. Remember, also, that personal motivations can change over time.

Assessing Volunteers' Motivation:

The better you get to know a volunteer, the better you'll be able to identify that volunteer's motivation. Two-way communication is the key to success. Some strategies for keeping abreast of a volunteer's satisfaction include:

- Regularly sharing new developments in the program, the organization, and the field.
- Periodically soliciting the volunteer's suggestions about the program.
- Finding out what the volunteer likes most about his/her volunteer assignment and, if necessary, moving her/him to a position that includes more of what they enjoy.
- Promoting exceptional volunteers to more responsible positions. Think of a volunteer "career path" at your organization. A volunteer for an event, for example, might be recruited to become a volunteer for a sustained position and eventually be placed on an advisory committee or Board of Directors.

Volunteer Feedback Surveys: *(Appendix N – Volunteer Survey)*

If you want to find out if your volunteers are pleased with their experiences, or if they have suggestions for improvements, you can ask them to complete a brief survey about their experience. Let them know that their input is very important and will help provide a (continued) quality experience for all volunteers.

There are several options on how you can administer volunteer surveys:

- 1) Ask volunteers to complete before they leave for the day, with pen & paper.
- 2) With a designated tablet, through online Survey Monkey, ask volunteers to complete at some point during their volunteer experience that day *(to avoid a back log of using one or two iPads before everyone leaves for the day)*.
- 3) Send via email (with a link to Survey Monkey) to volunteers with emails on file, within 24 hours of their volunteer shift.

One note on survey question design, if you ask a question with a rating scale of 0 – 10, consider applying the "Net Promoter Score" (NPS) theory to the results of this question. In short, the NPS is a formula behind this rating scale, designed to rate satisfaction or loyalty. It's a measure of how likely clients are to recommend the organization to their friends or family members. Volunteers respond on a scale of 0-10 and their responses are separated into three categories:

- 1) Detractors (responses of 0 – 6) ... these are your unhappy volunteers
- 2) Passives (response of 7 -- 8) ... these are your satisfied volunteers
- 3) Promoters (responses of 9 -- 10) ... these volunteers love the organization

Calculating the NPS score is not simply an average, but a formula of the percentage of the promoters minus the percentage of detractors; hence calculating the Net score (note: passives are not included in the calculation). A chart example is below.

- Best possible NPS: $100\% - 0\% = 100\%$
- Worst possible NPS: $0\% - 100\% = -100\%$



As a general rule of thumb, and a good measure of practice, is to “close the loop” or share the results in some way, with the constituents. Describe the key themes that emerge from the survey feedback and how you are going to respond to them, particularly areas identified for improvement. This can be done in a variety of ways: focus groups, general flyers posted on the volunteer bulletin board, send an email summary, mention it in a newsletter. Regardless of the method chosen, take the time to close the loop. It lets people know that their voices were heard and leads to more candid feedback over time!

Volunteer Assessments: *(Appendix O – Volunteer Assessments)*

Work with your Pantry Director to determine how and when to provide Volunteer Assessments. This can be a formal or informal process. The goal is to offer periodical feedback on how volunteers are performing assigned duties and meeting current objectives. The assessments can be two-way: Partner Agency team assesses the volunteer and the volunteer assesses the Partner Agency/Team, offering opportunities to set new goals for the volunteer, identify additional training needs the volunteer may have, and determine the effectiveness of the volunteer program procedures.

Establishing Pillar Volunteers: *(Appendix P – Pillar Volunteer Application & Responsibilities)*

Pillar Volunteers are skills-based volunteers who repeatedly donate their time serving at the Partner Agency and are dedicated to supporting the Partner Agency’s mission. Along with recognition of their extended service, officially “promoting” these volunteers to Pillar Volunteers is a great way to focus efforts on continued retention. Each Partner Agency has so many volunteers that give so much. This program will be a great way to express appreciation for their dedication.

In establishing these roles, Partner Agency team should identify repeat, responsible, and trustworthy volunteer candidates who can serve as a “captain” in a particular Partner Agency area.

- Based on your volunteer records, you can pinpoint volunteers who serve weekly, bi-weekly, or monthly.
- Next, and internally, the team should identify their ideal Pillar Volunteer positions - specify the needs, skill-sets, time-frames, and who would supervise them.
- From here, a designated team member should reach out to the selected volunteers and inquire about their interest in becoming a Pillar Volunteer. Ask them to complete a Pillar Volunteer Application.
- Once Pillar Volunteer candidates have applied, are selected and committed, implement the specific trainings required for their identified Pillar areas.

Additionally, all Partner Agency team needs to be unified in providing training, communication, leadership, and support for the Pillar Volunteers. It should be widely understood and accepted that Pillar Volunteers are

not a replacement for team responsibilities. The goal should be for trained Pillar Volunteers to become your first point of contact with volunteers, with the capability to answer questions. They are not supervisors or trainers, nor should they be expected to address policies or consequences with clients. These functions should be handled by team members.

Pillar Volunteers should be visually distinguished from other volunteers with either a specific colored T-Shirt or an official Partner Agency nametag/lanyard.

Volunteer Appreciation

Volunteers contribute their time and energy to help your organization run smoothly and successfully, and in order to keep those devoted, highly skilled, and giving individuals part of your Partner Agency workforce, it's vital that you take the time to acknowledge their hard work and contributions.

Recognition should be frequent and personal, here are some *daily* pointers to incorporate:

- To keep them, you must thank them
- Listen when they have comments or concerns
- Appreciate their individuality
- Notice their good work and compliment them on their specific achievements
- Make yourself visible and available
- Make sure there is meaningful work for them to do

There are several ways to appreciate volunteers, from casual everyday suggestions to formal, planned celebrations. April is officially designated as the National Volunteer Appreciation Day/Week/Month. Many organizations hold events to recognize volunteers during April, though timeframes vary. Based on your community, your Partner Agency, and your budget, you can find any number of ways to appreciate your volunteers:

- ❖ In confirming with new volunteers, communicate "what to expect" in preparation for their shift
- ❖ At the beginning of every "shift" make sure to cast vision for "why" volunteers' service is critical to the vision of the organization
- ❖ Make sure everyone has a name tag on
 - *Pillar Volunteers should receive permanent or official Partner Agency Name Badges and/or Lanyards*
- ❖ Make sure there is enough work for volunteers to do when they arrive ... don't waste their time!
- ❖ Have coffee and a few snacks available when they arrive
- ❖ Assign some people to spend time with new volunteers on the first time they volunteer
- ❖ Take time during each shift to brag about how amazing your volunteers are
- ❖ Reinforce *regularly* with paid staff that it is EVERYONE's role to support our volunteers
- ❖ Take pictures of your volunteers serving and post them on various Social Media channels
- ❖ At the end of every "shift" take time to hear what the volunteers think could be improved on for the future
- ❖ Create easy channels for your volunteers to communicate with the leadership
 - *Host (daily/morning) volunteer meetings*
- ❖ Make sure your volunteers are "first to know" about exciting things happening in the near future
 - *Create a Monthly or Quarterly Newsletter*
- ❖ Present Volunteers with a Certificate for Recognition of Service for 20+ hours donated
- ❖ Highlight a Volunteer of the Month, nominated by staff or volunteers
- ❖ Give them a team t-shirt (*Appendix Q – Loaves & Fishes of NW Okl. FRC's Volunteer Recognition T-Shirt Program*)
- ❖ Make it easy for your team leaders to send regular thank you notes* to their team members
- ❖ Send birthday cards
- ❖ Send them a hand signed Christmas card
- ❖ Throw parties regularly
- ❖ Calculate how many hours your volunteers have served in that last year and celebrate that!
- ❖ Host a Pot luck/BBQ lunch or dinner, or BINGO night, for volunteers to network and socialize
- ❖ Allow some volunteers to gain more influence & take on more responsibility
- ❖ Don't impose new policies and procedures without at least talking them through with your team
- ❖ Write letters of reference for those (students) volunteering with you

- ❖ Send out a press release to your community paper celebrating your team when they do something “above and beyond”
- ❖ Use quotes from your team members in your “annual report” ... or other donor targeted communications

* A note on Thank You Cards:

This is a great opportunity to further illustrate the impact their service has had on their community. It creates the opportunity to reiterate the message that is displayed on bulletin/white board in the Volunteer Break Room....

Example script= “Thank you for your service on _____ (date)! We had ___ families come through. This means, with your help, we were able to provide approximately _____ meals to our friends and neighbors!”

Volunteer Burn-Out

Burnout may happen to the best of our volunteers. It can be caused by a number of factors, some reasons that you may never find out about, but some other reasons could also be associated with a sense of being over-worked, over-whelmed, and/or under-appreciated.

When recognizing and accepting that burnout happens, it is important that you learn not to take it personally. Burnout is an individual hurdle that affects people in a lot of different ways. If you lose a volunteer due to burnout, don't let the experience burn you. Be sure to let the volunteer know that they will be missed and that the door is always open if they are able to return at a later date.

Through preparation and Volunteer Program planning, you can work with your Pantry Director to actively attempt to curtail burnout through implementing some organizational policies. Here are a few examples:

- Set clear expectations of the task/project they are assigned to
- Establishing recurring intervals of check-ins meetings/visits for updates and relationship building
- Creating open channels of communication – having team members available to answer questions
 - Debrief emotionally-draining roles (ex: reception or intake)
- Incorporating “opt-out” opportunities
- Recognize stamina diversity & offer position rotations (ex: Retail Recovery vs. Stock Pantry Shelves vs. Calling Names)
- Implementing possible limits on number of days/week or hours/month that one volunteer may undertake (note: this would need to be addressed universally without identifying specific individuals)
- Resist the “Oh, by the ways” style of delegation (ex: be mindful of the number of tasks assigned to one volunteer)
- Conduct Exit Interviews to solicit feedback

Volunteers are people and life happens to all of us. Being flexible and mindful about how your Partner Agency can best work with them and those busy lives they lead.

Appendices

Appendix A – Partner Agency Talking Points

(Note: these statistics are updated annually, according to Regional Food Bank of Oklahoma’s fiscal year. Displayed below are FY17)

You can locate county-specific data via RFBO’s website: <http://www.regionalfoodbank.org/learn-more/hunger-in-oklahoma> (Select your county, then click the link that says “view county info” to get the PDF)

Hunger in Oklahoma:

- Oklahoma is one of the hungriest states in the nation
 - 17% or 656,000 Oklahomans are Food Insecure
- One in Six Oklahomans struggles with hunger
- One in Four Children in Oklahoma struggles with hunger every day
- One in Six Seniors struggles with hunger

Partner Agencies are designed to offer:

- Partner Agencies are designed for food distribution and community collaboration in the fight against hunger by offering:
 - A dignified and respectful environment for all families
 - Client-choice shopping to improve the overall client experience, giving the client the opportunity to choose foods they need and want in a setting similar to a supermarket;
 - Greater access to food through extended hours and days of operation
 - Increased access to fresh fruits and vegetables to improve health
 - A venue for connecting clients to other community resources to help individuals and families get back on their feet.
- Partner Agencies provide an opportunity for increased volunteer activity in the community, and assist in raising awareness of hunger.

Partner Agency Need in Community

- Hunger in _____ County
 - XXXX people are hungry
 - Including XXXX Children
 - XXXX% of Seniors live in Poverty
- Partner Agency Resources/Referral Services Offered:
 - abc
 - xyz
- Since Open, XXX Volunteers have donated YYY hours of service

Partner Agency Impact:

- 1.2 pounds of food = 1 meal
- XXX Clients Served (duplicated), with an average family size of YYY
- Volunteer Story
- Client Story
- Donor Story



SHOPPING ASSISTANT

&

CHECK-OUT & BAGGING

Monday // 9:00 a.m. – 12:30 p.m. // 11:30 a.m. – 2:30 p.m.

Tuesday // 1:00 p.m. – 4:30 p.m. // 3:30 p.m. – 6:30 p.m.

Thursday // 9:00 a.m. – 12:30 p.m. // 11:30 a.m. – 2:30 p.m.

4th Saturday // 8:00 a.m. – Noon

Responsibilities:

Pulling the clients' shopping card from the file, calling the names of the clients from the waiting area to the grocery market, explaining the client choice system, and accompanying the client through the grocery market, properly bagging groceries as the client's shop if the situation allows. When clients have completed shopping, the Shopping Assistant will direct the client to the Check-Out and Bagging volunteers. After the client has completed check-out, a Check-Out & Bagging volunteer will assist the client in carrying out their groceries to their vehicle.

Requirements:

Shopping Assistant and Check-Out & Bagging volunteers are expected to represent the mission of the Weatherford Food & Resource Center. The Weatherford Food & Resource Center, Inc., is a not for profit corporation that helps people of all ages, ethnic groups, and religious affiliations. We are united in a common effort to put the principles and values of Jesus Christ into practice and to enrich the quality of life of people in our communities.



WAREHOUSE & STOCKING

Monday // 9:00 a.m. – 12:30 p.m. // 11:30 a.m. – 2:30 p.m.

Tuesday // 1:00 p.m. – 4:30 p.m. // 3:30 p.m. – 6:30 p.m.

Wednesday // 9:00 a.m. – Noon

Thursday // 9:00 a.m. – 12:30 p.m. // 11:30 a.m. – 2:30 p.m.

Friday // 9:00 a.m. – Noon

4th Saturday // 8:00 a.m. – Noon

Responsibilities:

Warehouse and Stocking volunteers will assist in rotating stock on a daily basis, filling shelves in the store area, and place them in the appropriate areas of the facility, remove debris daily, prepare boxes and material for recycling or removal, assist warehouse workers as delegated, stock the freezer and cooler areas on a daily basis and rotating the stock, sweeping and mopping the warehouse as needed or directed.

Requirements:

Warehouse and Stocking volunteers are expected to represent the mission of the Weatherford Food & Resource Center. The Weatherford Food & Resource Center, Inc., is a not for profit corporation that helps people of all ages, ethnic groups, and religious affiliations. We are united in a common effort to put the principles and values of Jesus Christ into practice and to enrich the quality of life of people in our communities.



CLIENT INTAKE

****Weekly Commitment****

Monday // 9:30 a.m. – 12:15 p.m. // 12:00 p.m. – 2:30 p.m.

Tuesday // 1:30 p.m. – 4:15 p.m. // 4:00 p.m. – 6:30 p.m.

Thursday // 9:30 a.m. – 12:15 p.m. // 12:00 p.m. – 2:30 p.m.

4th Saturday // 8:30 a.m. – 11:30 a.m.

Responsibilities:

Confirming the client's identity, home address, income qualifications, and the number of people in the household, and then entering that information into the client management computer program, Oasis Insight, and keeping all client information confidential. A Client Intake volunteer will also serve as the source of the Weatherford Food and Resource Center news – informing clients of any upcoming events (nutrition classes, annual TEFAP re-verification, etc.). It is preferred that the Client Intake volunteer be proficient in Spanish, but is not required.

Requirements:

The Client Intake volunteer must always maintain the confidentiality of client's information.

The Client Intake volunteer is expected to represent the mission of the Weatherford Food & Resource Center. The Weatherford Food & Resource Center Inc., is a not for profit corporation that helps people of all ages, ethnic groups, and religious affiliations. We are united in a common effort to put the principles and values of Jesus Christ into practice and to enrich the quality of life of people in our communities.



RECEPTIONIST

****Weekly Commitment****

Monday // 9:30 a.m. – 12:15 p.m. // 12:00 p.m. – 2:30 p.m.

Tuesday // 1:30 p.m. – 4:15 p.m. // 4:00 p.m. – 6:30 p.m.

Thursday // 9:30 a.m. – 12:15 p.m. // 12:00 p.m. – 2:30 p.m.

4th Saturday // 8:30 a.m. – 11:30 a.m.

Responsibilities:

Greeting clients and visitors to the Weatherford Food and Resource Center, answering phones, assigning intake numbers to clients, providing information to clients regarding eligibility for shopping at the WFRC, ensuring clients are well informed regarding the WFRC process, assisting in maintaining order in the waiting area, communication any concerns to the WFRC Executive Director, and providing excellent customer service to all who visit the WFRC. The Receptionist may be required at times to assist the Client Intake Coordinator by entering client information in Oasis and Google.docs. It is preferred that the Receptionist volunteer be proficient in Spanish, but is not required.

Requirements:

The Receptionist must always maintain the confidentiality of client's information.

The Receptionist is expected to represent the mission of the Weatherford Food & Resource Center. The Weatherford Food & Resource Center Inc., is a not for profit corporation that helps people of all ages, ethnic groups, and religious affiliations. We are united in a common effort to put the principles and values of Jesus Christ into practice and to enrich the quality of life of people in our communities.



RETAIL RECOVERY DRIVER

Weekly Commitment

Monday // 12:00 p.m. – 2:30 p.m.
Wednesday // 12:00 p.m. – 2:30 p.m.
Friday // 12:00 p.m. – 2:30 p.m.

Responsibilities:

The Retail Recovery Driver volunteer will pick up Wal-Mart donations on Monday, Wednesday, and Friday mornings. The Retail Recovery Driver will pick up supplies for various Weatherford FRC programs and building needs, record all trips in the mileage log and turn in mileage log sheets to the Director of Operations. The Retail Recovery Driver will clean the interior and exterior of the Weatherford FRC box truck, fill up the box truck with gasoline at Hutch's in Weatherford with the WFRC fuel card. The Retail Recovery Driver will assist the Director of Operations in sorting deliveries, stocking racks and shelves, and organizing and cleaning the warehouse.

Requirements:

Must be able to lift 50 lbs. and have a valid Oklahoma driver's license with a clean driving record. The driver must be able to maintain a positive, peaceful and appreciative attitude.

The Retail Recovery Driver volunteers are expected to represent the mission of the Weatherford Food & Resource Center. The Weatherford Food & Resource Center Inc., is a not for profit corporation that helps people of all ages, ethnic groups, and religious affiliations. We are united in a common effort to put the principles and values of Jesus Christ into practice and to enrich the quality of life of people in our communities.

Appendix B –Volunteer Positions/Descriptions



Skyline Urban Ministry- Food Resource Center **FRC Pantry Stocker**

Available Shifts Mon. 8:00-1:00, Tues. 8:00-10:30, Wed.8:00-1:00,
Thurs. 8:00-10:30, Fri. 9:00-12:00, and Sat. 9:00-12:00

Position Statement

Skyline Urban Ministry is that a ministry. The mission of Skyline Urban Ministry is to impact lives, empower persons in need and address the roots of poverty in Oklahoma. Our vision is to nurture disciples of Christ to a new level of compassion and respect for those living on the margins by promoting a change in heart through relationships built by serving shoulder-to-shoulder with one another. All who enter the doors of our ministry are treated with hospitality and dignity. The Skyline staff and volunteers are a team; when there is a need, all hands respond. Flexibility is our motto.

Volunteer shifts may be needed from 30 minutes before opening until approximately 30 minutes after closing.

Ministry Description

Under the general direction of the FRC Warehouse Manager, helps with stocking items, sorting and washing produce, breaking down boxes for recycling.

Duties and Responsibilities

- A. Arrive at designated hour (Flexible depending on personal time needed)
- B. Upon arrival all food needing to be stocked will already be placed inside warehouse
- C. Open the new cases of food and neatly arrange the cans on the shelves label facing out
- D. Freezer, refrigerator, and produce items will be pulled and ready to be stocked
- E. Break down all cardboard boxes and stack them in recycling bin or appropriate area
- F. Help in any sorting of groceries that we may receive from food drives, if asked and properly label according to FRC Manager or Warehouse Manager
- G. Assist in washing produce as requested
- H. The position of pantry stocker is under the direct supervision of the FRC Managers

Some extra information: Part of the mission of Skyline is to restore a certain level of dignity and respect to our community. One way we do this is by creating an inviting atmosphere. When stocking the pantry- make sure all of the like items are together, all labels are facing outward, all cans are neatly organized, and rotated. Think of what the most wonderful grocery store looks like. This attention to detail lets members of our community know we care. With your help we can impact lives, empower those in need, and address the roots of poverty in Oklahoma. Thank you so much for your support!

Appendix B –Volunteer Positions/Descriptions



Skyline Urban Ministry - Food Resource Center **FRC Shopping Assistant**

Available Shifts Mon. 1:00-4:00, Tues. 10:30-2:00, Wed. 1:00-6:00, Thurs. 10:30-2:00, Fri. 9:00-12:00, Sat. 9:00-12:00

Position Statement

Skyline Urban Ministry is that: a ministry. The mission of Skyline Urban Ministry is to impact lives, empower persons in need and address the roots of poverty in Oklahoma. Our vision is to nurture disciples of Christ to a new level of compassion and respect for those living on the margins by promoting a change in heart through relationships built by serving shoulder-to-shoulder with one another. All who enter the doors of our ministry are treated with hospitality and dignity. The Skyline staff and volunteers are a team; when there is a need, all hands respond. Flexibility is our motto.

Volunteer shifts may be needed from 30 minutes before opening until approximately 30 minutes after closing.

Ministry Description

Under the general direction of the FRC Manager, ensures shopping bags are accessible, assists in explaining the process, and assists with shopping and/or bagging, carrying-out groceries and returning cart.

Duties and Responsibilities

- A. Arrive at designated time
- B. Asses what items are available for the day. (Check freezers, refrigeration, shelves, and carts)
- C. Ensure enough shopping bags are in the carts, and accessible
- D. After the shoppers have been interviewed, address them by name and wait for them to approach the pantry. Receive them with a kind word and a handshake- introduce yourself
- E. Provide each shopper a shopping list according to the number of family members
- F. Explain the process to them and assist as needed or instructed by FRC Managers
- G. Ensure shopper is receiving correct amount stated on shopping card
- H. Assist with loading groceries where needed

Appendix B –Volunteer Positions/Descriptions



Skyline Urban Ministry - Food Resource Center **FRC Interviewer**

Available Shifts- Monday 1-4, Tuesday 10:30-2, Wednesday 1-6,
Thursday 10:30-2, Fri. 9-12, Saturday 9-12

Position Statement

Skyline Urban Ministry is that: a ministry. The mission of Skyline Urban Ministry is to impact lives, empower persons in need and address the roots of poverty in Oklahoma. Our vision is to nurture disciples of Christ to a new level of compassion and respect for those living on the margins by promoting a change in heart through relationships built by serving shoulder-to-shoulder with one another. All who enter the doors of our ministry are treated with hospitality and dignity. The Skyline staff and volunteers are a team; when there is a need, all hands respond. Flexibility is our motto.

Volunteer shifts may be needed from 30 minutes before opening until approximately 30 minutes after closing.

Ministry Description:

Under the direct supervision of the FRC Manager, assists in explaining the process, ensures completion of intake forms, and verifies date of previous visit, hands out shopping card.

Duties and Responsibilities

- A. Organize all shopping lists according to family size
- B. Greet and welcome shoppers
- C. Make sure intake forms are complete, with signatures, yours and theirs
- D. **Visually** verify all identification for each household member and proof of address
- E. Interview clients using the registration and *Oasis* program
- F. Enter all information into the Oasis program
- G. Communicate that the client can only attend once a month (every 30 days)
- H. If client isn't in our zip code refer them to zip code friendly FRC
- I. Place participant on shopping sign in, and give client appropriate shopping card
- J. After last client, tidy the desk and re-sort the shopping lists by family size

Some extra information:

Please note: Generally speaking shoppers can only receive food for individuals living in their home, which have identification. However, some of the most marginalized members of our society do not have a driver's license or a social security number, so we can use other forms of ID that show who lives in the home. We can accept almost any form of identification. Also, if participants do not live in one of our zip code areas (73108, 73109, 73110, 73115, 73117, 73119, 73129, 73130) you can refer them to a pantry closer to them. If it is their first time, they might have not known, or they may just prefer Skyline's pantry. Part of the mission of Skyline is to restore a level of dignity and respect to our participants. One way we do this is by creating an inviting atmosphere for people to shop. Please remember to be kind, patient and respectful. If anyone is angered or just not doing well, please do not hesitate to contact the director on duty. When in doubt--ask.



Moore Food & Resource Center



2635 N. Shields • Moore, OK 73160

What Is The Moore Food & Resource Center?

The Moore Food & Resource Center (F&RC) is designed to be one of the most efficient systems in the country for food distribution and community collaboration in the fight against hunger. The Moore F&RC provides:

- Greater access to food with extended hours and days of operation
- Client-choice shopping to improve the overall client experience, giving the client the opportunity to choose foods they need and want in a setting similar to a supermarket
- Additional services/resources and referrals to improve family stability including: increased access to nutrition education, connecting clients to other services available in the community, and partnering with other agencies and nonprofit organizations that provide strategic resources (dental, vision, employment, housing, case management, etc.).

How does the Moore F&RC impact the local community?

- The Moore F&RC provides groceries to over **1,750 households** from Moore and South OKC each month.
- On average, a family takes home **90lbs** of food, which is equivalent to **75 meals**
- In FY15, the Moore F&RC provided **1.8 million lbs** of food to nearly **22,000 households** in Moore and South OKC

How can I help?

The Moore Food & Resource Center needs **Volunteers!** Volunteer jobs include:

- Client Support -- assist a client in a one on one setting to help ensure a first class experience.
- Sorting/Stocking – primary job duties include stocking shelves, sorting produce, and assisting the F&RC by ensuring that the back room is clean and organized.
- Intake – use outstanding customer service to conduct intake interviews. This is a trained position.
- Bring a GROUP- The Moore F&RC can accommodate groups of up to 30 people.

What are our volunteer hours?

<u>Monday:</u>	9:00 a.m. to noon 12:30 p.m. to 3:30 p.m. 2:00 p.m. to 5:00 p.m.
<u>Tuesday:</u>	9:00 a.m. to 12:00 p.m.
Groups Only	4:00 p.m. to 7:00 p.m.
<u>Wed. Thurs. Friday:</u>	9:00 a.m. to 12:00 p.m. 10:30 a.m. to 1:30 p.m. 1:00 p.m. to 4:00 p.m.
<u>3rd Saturday of each month</u>	9:00 a.m. to noon

*"Fighting Hunger...
Feeding Hope."*



How do I sign up?

- Sign up online at www.regionalfoodbank.org/volunteers and click on the Moore F&RC link.
- Or contact Alex Strout at 405-600-3188 or astrout@regionalfoodbank.org.
- Volunteers must be at least 16 years of age. 8-15 year olds must have a parent or guardian present.

"Fighting Hunger...Feeding Hope"™

Appendix D – Volunteer Application

(add your agency's logo here)

Volunteer Application

Are you interested in making a difference in our community? You can be a part of enacting lasting change in families. Are you gifted with organization or numbers? We have a place for you! Do you like working with people? Volunteer to be a personal shopper. Do you prefer to work behind the scenes or are you handy with projects? We need you! Volunteer to sort, stock, and distribute food. Gain the satisfaction that comes from giving life through nourishing food and human interaction. You can help to make our community stronger and healthier by volunteering at our Partner Agency.

CONTACT INFORMATION:

Are you interested in volunteering as an individual or with a Group? *(Circle one)* **Individual / Group**

Group Name: _____

Contact Name: _____

Phone Number: _____

Email: _____

Are you, and/or the majority of volunteers in your group, under the age of 18?

- Yes
- No

VOLUNTEER INFORMATION:

Number of volunteers: _____

Available Date(s): _____

Available Times: *(Circle one)* **Morning / Afternoon / Evening**

Desired Project(s):

- Receptionist* – greets clients and explains eligibility process
- Intake Coordinator* – assist clients in a one-on-one setting (this is trained position)
- Pantry Roll Call* – call clients into grocery area
- Shopping Helper* – assist clients through shopping experience, explaining the processes
- Pantry Stocker* – stocking shelves and sorting produce
- Checkout* – completes shopping experience with client, electronically records date of food assistance
- Warehouse Receiving/Sorting Deliveries* – assist Partner Agency by ensuring the back room is organized
- Retail Recovery Driver* – drive to locally assigned retailers and pick up donations in designated area, following food safety practices (may require CDL license; may need additional verification for insurance purposes)

Appendix E – Parent/Guardian Volunteer Permission Form

(add your agency's logo here)

Parent/Guardian Volunteer Permission Form

Partner Agency Youth Volunteer Policies:

Volunteers must be at least 8-years-old to participate in the activities of the Partner Agency.

Volunteers under the age of 18 must have a signed Volunteer Permission Form in order to participate.

Volunteers under the age of 16 must be accompanied by an adult over the age of 21, in order to participate.

I verify that _____ (print youth's name) is currently _____ years of age

and I, _____ (print parent/guardian's name), give permission for her/him to participate in a volunteer activity at this (insert agency name here). I also acknowledge that he/she may have his/her photo taken, be interviewed and/or filed for marketing purposes. I further grant permission to this (insert agency name here), and its partners, to use, without cost of approval, any photographs, videos or audio recordings taken of my child while they are volunteering/participating in this (insert agency name here) activities. I acknowledge that I have read and understand this release and am voluntarily executing this release.

By my signature below, I do release and indemnify, defend and hold harmless, this (insert agency name here) from and against any and all claims, actions, suits, or proceedings of any kind or nature arising as a result of the actions of my child.

I also release the officers, staff and Board of Directors of this (insert agency name here), without limitations, from damages, liabilities, penalties, costs, expenses, legal fees and claims.

Please print the following information:

Name: _____ Date: _____

Relationship to Youth: _____

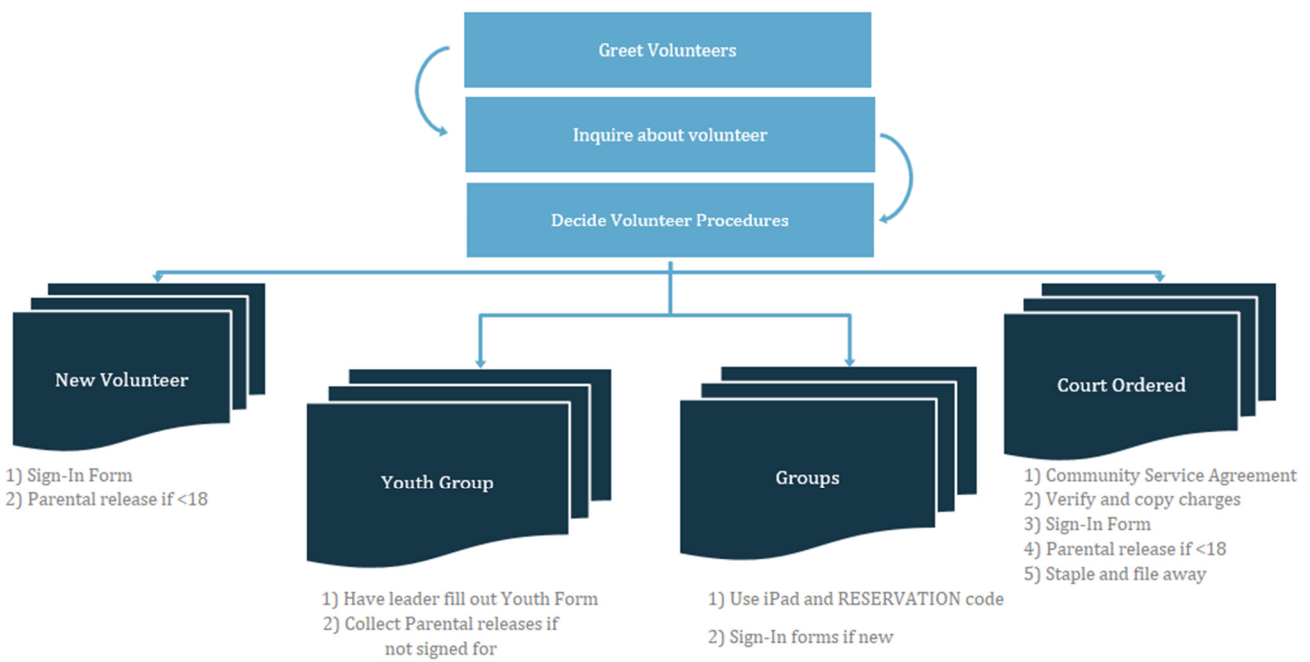
Signature of Parent or Guardian: _____

This permission form is valid for one year, beginning on the above date.

Appendix F – Sign-In Sheets

This is a Flow Chart overview of the Volunteer Orientation Procedures, note the different processes based on categories of volunteers (New, Youth, Groups, Court Ordered).

Volunteer Orientation Procedures



Appendix F – Sign-In Sheets

(add your agency's logo here)

Volunteer Sign-in Form

Name:	Volunteering Date:
Phone Number:	Volunteering Shift (Circle): Morning Afternoon Evening
Email Address:	Group:
Would you like to receive our monthly newsletter? (Circle): YES or NO By volunteering with the (insert agency name here), I acknowledge that I have read, understand, and accept the volunteer terms and conditions listed below.	

Volunteer Terms and Conditions

Volunteer Waiver of Liability:

By volunteering at this (insert agency name here), you are assuming all risk of injury associated with your volunteer participation on the premises of this (insert agency name here) or this (insert agency name here) activities conducted off-site. You are not considered an employee of this (insert agency name here) and are not, therefore, covered by this (insert agency name here) workers' compensation insurance. By volunteering, you also release this (insert agency name here) and its representatives, sponsors, and supervisors from any and all claims, causes of action, and liability arising from or relating to your activities as a volunteer. You agree to comply with all posted safety instructions and follow the directions provided by this (insert agency name here) staff and assigned supervisors. Firearms and weapons are not permitted on this (insert agency name here) premises.

Photo/Video Release:

By entering our premise, you agree that this (insert agency name here) and its representatives may take photographs, videos, and other images of you, and you consent to the (insert agency name here)'s use of the photographs, videos, and other images taken or produced. The (insert agency name here) may use those items in fundraising, for marketing and promotional purposes, and in electronic media for an unlimited time period, and you will not be entitled to receive any compensation, payment, royalty or other remuneration from the (insert agency name here). We hope you aren't camera shy and that you'll still join us in "Fighting Hunger...Feeding Hope!"

Appendix F – Sign-In Sheets

(add your agency's logo here)

YOUTH VOLUNTEER SIGN-IN FORM

VOLUNTEER NAME	AGE
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

INSTRUCTOR/GROUP: EMAIL:

TIME (CIRCLE ONE):

PHONE NUMBER:

Morning / Afternoon / Evening

Volunteer Terms and Conditions

Volunteer Waiver of Liability:

By volunteering at this (insert agency name here), you are assuming all risk of injury associated with your volunteer participation on the premises of this (insert agency name here) or this (insert agency name here) activities conducted off-site. You are not considered an employee of this (insert agency name here) and are not, therefore, covered by this (insert agency name here) workers' compensation insurance. By volunteering, you also release this (insert agency name here) and its representatives, sponsors, and supervisors from any and all claims, causes of action, and liability arising from or relating to your activities as a volunteer. You agree to comply with all posted safety instructions and follow the directions provided by this (insert agency name here) staff and assigned supervisors. Firearms and weapons are not permitted on this (insert agency name here) premises.

Photo/Video Release:

By entering our premise, you agree that this (insert agency name here) and its representatives may take photographs, videos, and other images of you, and you consent to the (insert agency name here)'s use of the photographs, videos, and other images taken or produced. The (insert agency name here) may use those items in fundraising, for marketing and promotional purposes, and in electronic media for an unlimited time period, and you will not be entitled to receive any compensation, payment, royalty or other remuneration from the (insert agency name here). We hope you aren't camera shy and that you'll still join us in "Fighting Hunger...Feeding Hope!"

(add your agency's logo here)

Community Service Agreement

- I agree to arrive 10-15 minutes before my scheduled shift begins.
- I agree to be responsible for signing in and out for each of my volunteer shifts.
- I agree to dress appropriately and safely. I understand that no open-toe shoes, revealing or offensive clothing may be worn.
- I agree to follow staff instructions, keep on task and remain in assigned work areas except during planned break times.
- I agree to use only appropriate language and gestures with staff members and other volunteers.
- I agree to abstain from all tobacco or electronic cigarette use while on the grounds of this Partner Agency, except in my private vehicle.
- I understand that this Partner Agency reserves the right to deny community service opportunities to any volunteer not abiding by these guidelines.

First Name: _____ Last Name: _____

Phone Number: _____ Email: _____

Signature: _____ Date: _____


**** The first time you volunteer you must bring the following: ****

1. Official documentation of your charges (we do not accept any court-ordered volunteers with violent or se-related charges).
2. This completed form.

Appendix F – Sign-In Sheets

This is an example of Volunteer Time Sheet that can be used to keep track of Community Service Volunteer Hours.

(add your agency's logo here)

Food & Resource Center Volunteer Time Sheet				
DATE	START TIME	END TIME	TOTAL HOURS	SUPERVISOR SIGNATURE
 <p>F·R·C FOOD & RESOURCE CENTER <small>Affiliated with the Regional Food Bank of Oklahoma</small></p>		I hereby certify that _____ has completed _____ hours of volunteer work here at the Moore Food & Resource Center. For additional inquiries, contact the volunteer coordinator at 405-600-3188 or volunteer@regionalfoodbank.org		

Appendix G – Food Insecurity Myth Busting

What does “food insecurity” *not* mean?

- Food insecurity is not “the government’s definition of hunger.” It is a broader term that describes outright hunger and the coping mechanisms that households use to avoid hunger.
- Food insecurity is a household situation, not an individual situation. While food insecurity affects everyone in a household, it may affect them differently. Specific individuals in a home (such as children) may be shielded from some aspects of food insecurity by caregivers.
- Food insecurity is a year-long measure. It is impossible to say whether a food insecure household is “hungry right now,” “going hungry tonight” or “does not know where their next meal is coming from.” Research shows that food insecurity tends to be episodic and often cyclical.
- Food insecurity does not mean that a household lacks access to grocery stores, lives in a “food desert,” or does not have time to shop/cook. It only refers to lack of food access based on financial and other resources.

Appendix H – Moore Food & Resource Center’s Orientation/Tour Script

BREAKROOM

- Welcome/glad you are here. Throughout the day, if you need a break, we have bottled water in fridge, some snacks on the counter, and restrooms are located around this corner.
- We started out as crisis relief after the May 2013 tornadoes, and then due to the real need in this area, in 2014, we remodeled the building into what you will see today, which is a food and resource center.
- Food and resource centers are designed to focus on 4 things
 - Reduce food waste
 - Provide more access to nutritious foods
 - Restore client dignity
 - Connect clients to other community resources
- Insert a client story of your choosing 😊

WAREHOUSE

- This is our warehouse. We work with 5 retail partners in Moore, which provide about 100,000 – 110,000 pounds of food each month. The rest we get from the Regional Food Bank of Oklahoma.

WAREHOUSE – NEAR THE CRATE BIN/CARDBOARD RECYCLING AREA

- We recycle everything we can, so as you are working today, if you come across a:
 - Crate – Please, break it down. Crates will either have handles that pull up on the side or tabs on the short side so that you can fold it in. (demonstrate breaking down a crate) Then we put all used crates in this stand by number. Find the number on the crate, and stack it in the appropriate area. If you come across a number that is not listed, you can set it on top.
 - Banana boxes – These boxes are the premium in food standard boxes, so we keep these in-tact and send them back to the food bank to re-use. (Demonstrate taking a box apart and putting it back together.) We put banana boxes on this pallet. Once we get boxes stacked 3 deep and 3 across, and 8 high, let a staff member know, and we will get it wrapped to send back.
 - RFBO boxes – The other specific box you will see is boxes with this logo on it. If you use these boxes, please just fold it in to condense it, and then put it in that back area (point to the RFBO recycling)
 - All other cardboard can be broken down and put it in our recycling areas (point).
 - And any plastic that does not contain food, can be put in our plastic recycling bin (point).

SHOPPING FLOOR

- This is our shopping floor. We are set up like a grocery store and families are able to choose items from each section based on the size of their household.
- Cards – clients receive cards that show them how many items they can select from each section. Sections are outline with these signs above the shelf. The card is written in order of our store, so clients should follow the card to follow the flow as well. We do not allow substitutions or special requests. So if they don’t want anything in one section, they cannot choose extra from another.
- 3=1/4=1, etc. – Today, you may also notice some signs that say 3=1 or 4=1. This means clients can choose 4 of those items to equal one item on their card.
- Signs – Anything that is not on their card has a sign designating how many items in that section. So, our freezer and cooler doors and bread and sweet sections show how many items households can select – this will be the same for everyone that comes in.
- Stocking – If you are stocking at any point today, we will show you how to do that specifically, but we do to make it as easy as possible.
 - Flats - So, if you are stocking items on these flats, you can leave the flat and just place it directly on the shelf.
 - Outward facing - Also, just make sure products are facing outward, where clients can see their choices easily.

STATS (ON THE SHOPPING FLOOR)

- The food that families receive today is meant to provide a supplement of 5-7 days of food per household. The average household leaves here with about 90 pounds of food, depending on the size of their house.
- Last month we saw ____ households.
- Households are able to come once every 30 days as much as they need to.
- But, approximately 70% of households come less than 4 times per year.

Questions?

Throughout the day today, if you have any questions, concerns, or comments, please feel free to chat with us. Also, we never want anyone to feel uncomfortable, so please get a staff member if there is anything you need, whether that's lifting a box, stocking a shelf, or talking to a client. Feel free to grab a staff member at any point today.

Appendix I – Mental Models & Poverty Quiz

MENTAL MODELS OF POVERTY

Before jumping to conclusions about people living in poverty, take a moment to examine your mental model of poverty.

Sometimes details of an individual's story distract us from the beauty of the personal transformation that person is sharing. Instead of celebrating a woman's heroic efforts to break the cycle of generational poverty for herself and her daughter, we might find ourselves focusing on her freshly manicured fingernails, or her clothing or car. With assistance from Regional Food Bank partner agencies, *Tori** was able to meet some of her family's basic needs until she completed her education – which was no small task! But we may find ourselves passing judgement on her for what we consider a poor use of limited resources.

It's helpful to ask ourselves what our mental model of poverty is: What is our internal picture of what poverty looks like in our community, or what a person in poverty looks like? We may have a mental model of someone who is dirty and wearing tattered clothing. It may be confusing when someone in poverty looks like you and me, but in reality may be in very different circumstances economically.

It is also true that sometimes people living in poverty might make what we consider poor choices with their limited resources. Phil DeVol has done a lot of research on moving people out of generational poverty in his "Bridges out of Poverty" series of training. He teaches that people from different socio-economic status commonly have different mental models. People in poverty have a mental model focused on RELATIONSHIP, while those in middle class may have a model based on ACHIEVEMENT, and those coming from a position of wealth may have a mental model based on CONNECTION.

In poverty, PEOPLE resources replace FINANCIAL resources. So someone may have used their "people" resources and traded services to obtain what we may think was an inappropriate use of funds had they paid for the service. So for example, someone may trade childcare services with a neighbor in return for getting her nails done.

People in poverty are often more concrete thinkers, rather than abstract. They are excellent problem solvers and live in the "tyranny of the moment." If a woman finds herself with an unexpected \$20, for example, and has had very little opportunity to build her own self-esteem and do something pleasant, she may spend that money in the moment on a set of nails – a very concrete thing – rather than consider putting that \$20 away to save for the future – a more abstract decision. She is making those trade-off decisions daily – focused on TODAY – not the future.

It's important not to judge or stereotype, but to make an effort to understand each other's environment. In order for a dialogue to occur, we have to suspend our mental models.

**refers to Tori in the Regional Food Bank's video, [Tori's Journey](#)*

References

DeVol, P. (2015). *Bridges to Sustainable Communities*.

Additional examples:

- I do have nice clothes, and I buy them at thrift stores and vintage stores. And my really expensive Android? It was free from my cell provider when they were running a special for new customers. And the nice haircut? My dad did it for me at home.
- Bad luck can send any of us spiraling down. People just like our neighbors. Houses are upside down due to declining values and the cars were leased or also upside down. Foreclosure and repossession were probably in the near future for many of these people if they don't find a job quickly.

- As for what you see, my mother would drive our brand new very nice car to the grocery store and buy \$200 worth of food with food stamps. We lived in a 4-bedroom brick house and took vacations. Of course, she was using my aunt's food stamps to buy food for my aunt and her 7 children, because my aunt was poor and dying of cancer, and her husband was an alcoholic.
- Not long ago, I was a carry-out volunteer at our church's food pantry. One client was a bewildered-looking woman in designer clothes. As I pushed her cart to her fancy car, she kept talking nervously; the previous month, she would have thought about donating to the pantry. Then her husband lost his job, a thief got their bank account information, and here she was. You never know what is going to happen to you in this world.
- My wife and I took in her mentally-retarded 42-yr old brother after their mother died. He receives food stamps as part of his social subsidy.
- There is always the chance that the person shopping with a nice car and food stamps at the grocery store is a friend, neighbor, relative, or fellow church member doing the shopping for someone who is elderly or disabled.

<https://www.ahaprocess.com/wp-content/uploads/2013/08/Social-Class-Hidden-Rules-Quiz.pdf>

Could You Survive in Poverty?

Put a check by each item you know how to do.

- ___ 1. I know which churches and sections of town have the best rummage sales.
- ___ 2. I know when Walmart, drug stores, and convenience stores throw away over-the-counter medicine with expired dates.
- ___ 3. I know which pawn shops sell DVDs for \$1.
- ___ 4. In my town in criminal courts, I know which judges are lenient, which ones are crooked, and which ones are fair.
- ___ 5. I know how to physically fight and defend myself physically.
- ___ 6. I know how to get a gun, even if I have a police record.
- ___ 7. I know how to keep my clothes from being stolen at the Laundromat.
- ___ 8. I know what problems to look for in a used car.
- ___ 9. I/my family use a payday lender.
- ___ 10. I know how to live without electricity and a phone.
- ___ 11. I know how to use a knife as scissors.
- ___ 12. I can entertain a group of friends with my personality and my stories.
- ___ 13. I know which churches will provide assistance with food or shelter.
- ___ 14. I know how to move in half a day.
- ___ 15. I know how to get and use food stamps or an electronic card for benefits.
- ___ 16. I know where the free medical clinics are.
- ___ 17. I am very good at trading and bartering.
- ___ 18. I can get by without a car.
- ___ 19. I know how to hide my car so the repo man cannot find it.
- ___ 20. We pay our cable-TV bill before we pay our rent.
- ___ 21. I know which sections of town “belong” to which gangs.

Could You Survive in Middle Class?

Put a check by each item you know how to do.

- 1. I know how to get my children into Little League, piano lessons, soccer, etc.
- 2. I have an online checking account and monitor my bills online.
- 3. Every bedroom has its own TV and DVD player.
- 4. My children know the best name brands in clothing.
- 5. I know how to order in a nice restaurant.
- 6. I know how to use a credit card, checking account, and savings account—and I understand an annuity. I understand term life insurance, disability insurance, and 20/80 medical insurance policy, as well as house insurance, flood insurance, and replacement insurance.
- 7. I talk to my children about going to college.
- 8. I know how to get one of the best interest rates on my new-car loan.
- 9. I understand the difference among the principal, interest, and escrow statements on my house payment.
- 10. I know how to help my children with their homework and do not hesitate to call the school if I need additional information.
- 11. I know how to decorate the house for the different holidays.
- 12. I/my family belong to an athletic or exercise club.
- 13. I know how to use most of the tools in the garage.
- 14. I repair items in my house almost immediately when they break—or know a repair service and call it.
- 15. We have more than one computer in our home.
- 16. We plan our vacations six months to a year in advance.
- 17. I contribute to a retirement plan separate from Social Security.

Could You Survive in Wealth?

Put a check by each item you know how to do.

- 1. I can read a menu in at least three languages.
- 2. I have several favorite restaurants in different countries of the world. I use a *conciierge* to book the best restaurants as I travel throughout the world.
- 3. During the holidays, I know how to hire a decorator to identify the appropriate themes and items with which to decorate the house.
- 4. I know who my preferred financial adviser, legal firm, certified public accounting firm, designer, florist, caterer, domestic employment service, and hairdresser are. In addition, I have a preferred tailor, travel agency, and personal trainer.
- 5. I have at least two residences that are staffed and maintained.
- 6. I know how to ensure confidentiality and loyalty from my domestic staff.
- 7. I have at least two or three “screens” that keep people whom I do not wish to see away from me.
- 8. I fly in my own plane, the company plane, or first class.
- 9. I know how to enroll my children in the preferred private schools.
- 10. I know how to host the parties that “key” people attend.
- 11. I am on the boards of at least two charities.
- 12. I contribute to at least four or five political campaigns.
- 13. I support or buy the work of a particular artist.
- 14. I know how to read a corporate financial statement and analyze my own financial statements.
- 15. I belong to at least one private club (country club, yacht club, etc.).
- 16. I own more vehicles than there are drivers.
- 17. I “buy a table” at several charity events throughout the year.
- 18. I have worldwide coverage on my cell phone for both text and voice messages, as well as e-mail.
- 19. I have the provenance for all original art, jewelry, antiques, and one-of-a-kind items.
- 20. I easily translate exchange rates for currency between and among different countries.

Appendix J – Customer Service Best Practices

Customer Service Best Practices

It all comes down to respect and communication: Treat each client as if they are paying customers at a for-profit center!

Make sure clients are comfortable while they are waiting - this should include having water and snacks available in the waiting area.

Ensure there is enough seating so that clients do not have to sit on the floor.

Always smile and greet every client.

Treat each client as you would want your grandmother, your sister, or your best friend to be treated.

Provide the best service possible, even if it means offering alternative locations for food assistance.

Keep shelves stocked at all times throughout open shopping hours.

Treat all clients the same, promoting civil rights.

Provide proactive communication - Explain what you are doing while you are doing it with clients. Your goal is to minimize confusion and maximize client confidence in you.

Have resources available for clients, whether that is pamphlets, posters, etc. (again, goal is to maximize client confidence in you).

Have reading materials, activities, coloring sheets, etc. available for clients and their children while they wait.

Always be positive. Clients should not feel like they are an inconvenience. If your goal is to help people have food, you should be glad when you are busy or a client is taking a lot of time.

When explaining how to select foods in a client choice setting, be certain to use phrases such as “you have a selection of up “X” amount items” or “take what you can use” NOT “pick 3 things” or “take what you want.” You want all communication with client to instinctively support and promote client choice.

Use words that clients understand. (i.e. Don't say USDA; those are acronyms they don't know)

Reassure clients when needed and listen to their stories with compassion.

Appendix K – Food Safety: Expiration Dates

Learn the Lingo of Expiration Dates

The actual term "Expiration Date" refers to the last date a food should be eaten or used. Last means last - proceed at your own risk. More commonly spotted terms are:

"Sell by" date

The labeling "sell by" tells the store how long to display the product for sale. You should buy the product before the date expires. This is basically a guide for the retailer, so the store knows when to pull the item. This is not mandatory, so reach in back and get the freshest. The issue is quality of the item (freshness, taste, and consistency) rather than whether it is on the verge of spoiling. Paul VanLandingham, EdD, a senior faculty member at the Center for Food and Beverage Management of Johnson & Wales University in Providence, R.I., tells WebMD the "sell by" date is the last day the item is at its highest level of quality, but it will still be edible for some time after.

"Best if used by (or before)" date

This refers strictly to quality, not safety. This date is recommended for best flavor or quality. It is not a purchase or safety date. Sour cream, for instance, is already sour, but can have a zippier, fresh taste when freshly sour (if that's not an oxymoron!)

"Guaranteed fresh" date

This usually refers to bakery items. They will still be edible after the date, but will not be at peak freshness.

"Use by" date

This is the last date recommended for the use of the product while at peak quality. The date has been determined by the manufacturer of the product.

"Pack" date

You will find this one on canned or packaged goods, as a rule, but it's tricky. In fact, it may be in code. It can be month-day-year-MMDDYY. Or the manufacturer could revert to the Julian calendar. January would then be 001-0031 and December 334-365. It gets even weirder than that.

Appendix K – Food Safety: Expiration Dates

Fruit Juice		
(Unopened)	Pantry	Refrigerator
Safe to Use Past Printed Date		
Fresh Apple Cider lasts for	--	7-10 Days
Bottled Apple Juice lasts for	2-3 Months	2-3 Months
Canned Apple Juice lasts for	6-9 Months	6-9 Months
Bottled Grape Juice lasts for	2-3 Months	2-3 Months
Orange Juice lasts for	--	1-2 Weeks
Canned Hawaiian Punch lasts for	6-9 Months	6-9 Months
Cranberry Juice Cocktail lasts for	6-9 Months	6-9 Months
Apple juice boxes last for	2-3 Months	2-3 Months
Capri Sun Juice Boxes last for	6-9 Months	6-9 Months
Minute Maid Juice Boxes last for	2-3 Months	2-3 Months

Bread			
Opened/Unopened	Pantry	Refrigerator	Freezer
Safe to Use Past Printed Date			
Bakery Bread lasts for	2-3 Days	Not Recommended	6 Months
Packaged Bagels (Soft) last for	5-7 Days	7-14 Days	6 Months
Bakery Bagels last for	2-3 Days	Not Recommended	6 Months
Packaged Bread (Soft) lasts for	5-7 Days	Not Recommended	6 Months
Refrigerator Biscuit Dough	2 Hours	1-2 Weeks	Not Recommended
Frozen Bread Dough	1 Day	2-3 Days	1 Year

Appendix K – Food Safety: Expiration Dates

Yogurt		
Safe to Use Past Printed Date		
	Refrigerated	Frozen
Frozen Yogurt lasts for	--	2-3 Months
Drinkable Yogurt lasts for	7-10 Days	1-2 Months
Greek Yogurt lasts for	1-2 Weeks	1-2 Months
Reduced Fat Yogurt lasts	1-2 Weeks	1-2 Months
Yogurt lasts for	2-3 Weeks	1-2 Months
Yogurt With Fruit lasts for	7-10 Days	1-2 Months

Salad	
Stored In Refrigerator	Safe to Use Past Printed Date
Packaged Lettuce lasts for	3-5 Days
Caesar Salad (Undressed) lasts for	3-5 Days
Green Salad (Dressed) lasts for	1-5 Days
Egg Salad lasts for	3-5 Days
Chicken Salad lasts for	3-5 Days
Tuna Salad lasts for	3-5 Days
Potato Salad lasts for	3-5 Days
Macaroni Salad lasts for	3-5 Days
Pasta Salad (Non-mayonnaise)	5-7 Days
Fresh Fruit Salad lasts for	3-5 Days

Canned Items	
Safe to Use Past Printed Date	
Canned Vegetables last for	1-2 Years
Canned Soup lasts for	1-2 Years
Canned Fruit lasts for	1-2 Years
BBQ Sauce lasts for	6-12 Months
Canned Meats last for	2-5 Years
Jams & Jellies last for	12-18 Months
Ketchup & Mustard lasts for	12-18 Months

Milk & Dairy	
Safe to Use Past Printed Date	
Lactose-Free Milk lasts for	7-10 Days
Non-Fat Milk lasts for	7-10 Days
Skim Milk lasts for	7 Days
Reduced-Fat Milk lasts for	7 Days
Whole Milk lasts for	5-7 Days
Buttermilk lasts for	7-14 Days
Low-Fat Buttermilk lasts for	7-14 Days

Appendix L – Volunteer Position Training

Customize these instructions to your specific operations.

(add your agency's logo here)

Volunteer Training Info Sheet

Grocery Floor

CALLING NAMES

After calling names to the shopping floor, please make sure to discuss the following items with EVERY client.

1. Here is your shopping list. Make sure to keep this out and select your items based on this card.
2. You will start at the freezer and cooler doors. Follow the signs on the doors to select your items. After that, you will use your card.
3. Follow the order of the card to go through the store.
4. Today is ___ number of bread items.
5. Then go ahead and bag your groceries. Once you are finished, you will proceed to checkout. You will give your white card and your shopping list to checkout and select sweets and produce.
6. Then don't forget to bring your cart back in.
7. **We have volunteers and staff available to assist you. If you have any questions at all, please just ask anyone with a nametag, and we will help you.**

SHOPPING WITH CLIENTS

- Use the following words while shopping with clients: Choose, Select, Grocery Floor, Take as much as you can use, (Please do not use the words, buy, free, shopping, or take as much as you want.)
- Bags are provided for Produce (Follow the Signs for how much Produce each client can have)
- Put the rest of the groceries in the cart. They will be bagged after checkout.
- For the Freezer and Cooler Doors, there is a numbered sign listing the amount of groceries clients can select from each door.
- From here, follow shopping lists and colored signs above shelves. (Household sizes are different so if you are assisting someone please look at their list for the appropriate amount.)
- Make sure clients shop both sides of the aisle at the same time. (Each shopper should only go down each aisle one time, except for the Freezer and Cooler Aisle)
- Bread and Sweets dry erase signs specific to their section.
- We do not allow substitutions. If someone does not want an item, they cannot exchange it for another.
- Make sure clients have their return date card following the Bonus section so they can be checked out quickly and efficiently.
- Help them bag their groceries and if necessary, help them out to their car.

CUSTOMER SERVICE

- ALL clients must be treated with respect. Treat them like you would if it was your own family member. We would like for this to be a safe place where people feel welcomed, important, and valued.
- If a client problem escalates to a level to where you feel uncomfortable, do not promise the client anything you cannot deliver. Find a staff member or manager to explain to them the situation and let it be handled by staff.

CHECKING OUT

1. Ask for their shopping card and their white card with their return date.
 - a. You will return the shopping card to the person calling names.
2. Enter their Oasis case number on the IPAD and confirm their name.

3. Add assistance and return their white card.
4. REMINDER** Once you are finished with your cart, please bring it back in through the sliding doors.

RESTOCKING

- Condense and organize the shelves to see exactly how much space is available on the shelf.
- Product should always be stocked out in the following order if available.
 - Donated Items (Wal-Mart, Sam's Club, Tinker)
 - USDA Products
 - Products Sourced from the Food Bank
- Please ask a staff member before stocking anything out.
- Make sure to mark all products on the inventory board before stocking them out. (Donated items do not need to be marked on the board.)
- Make a tally mark for each box or case you stock out. If the product is not listed anywhere on the board please let a staff member know.
- All USDA products will be marked on the shelf with a USDA label. Please make sure that all USDA product is identified correctly on the shelf.
- Fill the shelves and make sure all like products are together. Be sure that product is not overlapping into another section. Make sure all product is fronted and looks nice.

Safe Food Handling Procedures

PRODUCE

- Wash hands in the restroom sink (do not wash at the three compartment sink).
- Using soap and water, wash for at least 20 seconds, washing all parts of the hand including between fingers and fingernails.
- Wear gloves when working with produce or eggs.
- Make sure each crate has been cleaned and sanitized before putting in new produce.
- Place all produce in the black crates separating the produce by: 1. fruits and veggies requiring cooler temperatures (packaged grapes, strawberries, lettuce, carrots, etc.) 2: loose fruit or vegetables that can be put out on the grocery floor (apples, oranges, pears, onions, potatoes, etc.). Sort in a way that is both appealing and presentable.
- If you touch anything that could contaminate the produce i.e. a trash can, eggs or any other contaminant please remove gloves immediately, go to the restroom and wash your hands again.
- Put all waste in the gray trash cans. For trash containing lots of produce, use boxes that are sitting on a pallet.
- Do not put black crates or any food directly on the floor. They should always be placed on a pallet or a cart.
- Once finished with sorting all the produce, clean up the area by:
 - Removing all boxes, cardboard, and shrink wrap
 - Removing all pallets
 - Breaking down any black crates
 - Sanitizing tables and sink area by wiping with sanitizer solution
 - Sweep, then mop the floor and surrounding areas using sanitizing solutions.
 - Wash out all mop heads in mop bucket and squeeze out excess water.
 - Dump the dirty bucket water in the mop sink and hang dry, clean mops where they belong.
 - Put all cleaning supplies away and organize all gloves, paper towels, sanitizer bottles and trash bags.

CRATES

- Following usage, all black crates need to be washed, rinsed and sanitized in the three compartment sink.
- All dirty crates need to be broken down and placed on the table to the right of the three compartment sink.
- Check each crate to see if it should be washed. Crates that are used to hold packaged meals, or cans do not need to be washed every time—only sanitized.
- All crates need to be organized by size. Each crate has a size listed on the side in white numbers.
- All other size crates can be stacked on a pallet behind the warehouse.

Warehouse

SORTING

- All retail donation needs to be sorted onto pallets by type of food. I.e. produce, grocery, eggs, frozen, bread and sweets.
- Food can be sorted into banana boxes and placed on pallets. If food needs to be refrigerated it should be put in the cooler organized by item i.e.(yogurt, juice, milk)
- All Frozen food needs to be put into banana boxes, dated on the outside, and placed in the freezer on the empty “new frozen” pallet.
- Frozen should be divided by: (Meat, Boxed Meals/precooked meals, ice cream/desserts, frozen vegetables and miscellaneous)
- All food items should be checked for a use by or sell by date. Dairy items need to be checked with the best by date chart.
- Shelf stable items, as long as they are still in good packaging, are good for at least 12 months after the “use by” date.
- Bread can be kept 5 to 7 days depending inspection and if it is still soft. You must check all bread for mold before putting on the shelf. If the packaging is broken throw the bread away.
- Sweets can be kept about 7 to 10 days past date. They need to be spot checked and organized by type.
- If a box is broken or torn open, but the packaging inside is still good, then the box can be taped up and placed on the shelf. If there is no inside packaging, or the inside packaging is damaged, the item must be thrown away.
- All cans need to be checked in three different places: the top seal, the bottom seal, and the middle piece. Check around the top and bottom seals for damage or separation from the middle piece. If there is any separation or damage to the top or bottom it must be thrown away. If the middle portion of the can has a dent that has a deep crease with sharp points on the end, then that can must also be thrown away. If the can has a dent that does not create a crease with pointed ends, and the top and bottom of the can are intact, then the can is safe to put on the shelf. If cans have holes, rust, they do not have a label, or are bulging they cannot be put on the shelf.
- Any product that is placed on the shopping floor must have 4 things: Expiration Date, Weight, Ingredients and Manufacturer’s name. If any one of these items is missing you cannot put it on the shopping floor. Please see a staff member about how to dispose of these products.

FREEZER / COOLER

- Stocking out of the Freezer should only be done with a staff member.
- You must wear gloves and coats when going into the freezer.
- Stock out shelves with donated frozen product first. Then with product sourced from the Food Bank. (See Staff Member for difference)
- Please remove all empty boxes, crates, and sweep up any spills before you leave the Freezer.
- Mark all the boxes of frozen product sourced from the Food Bank on the Inventory board located on the outside of the freezer door. For each box, put a tally mark next to listed item.
- Cooler is stocked out by items that are similar in size and type. It is important to speak with a staff member before stocking out the cooler. Product placement and shelving selection are well thought out and calculated based on expiration dates. Therefore, if you are asked to stock the cooler, you will be told how, what, and where to place items.

CLEANING

- All areas where produce or eggs are being processed needs to be sanitized, swept and mopped.
- All boxes need to be broken down.
- All pallets need to be stacked outside.
- Any food that is spilled on the floor needs to be swept or mopped up immediately.
- The mops need to be washed out and with the water squeezed out before putting them away.
- Mops need to be hung in the appropriate spot.
- Any spilled food in the freezer and cooler need to be swept and mopped.
- All brooms and dustpans need to be put in the appropriate place.

Volunteer Supplies/Break Room

SUPPLIES

- There are utility knives, gloves, aprons, masks, scissors and tape available to volunteers
- In addition, sanitizer, all-purpose cleaner and glass cleaner can be used to clean different areas. Use the DS-33 degreaser for floors only.
- Use all-purpose cleaner for countertops and tables.
- Use the sanitizer for all tables and areas that have been used for produce/eggs as well as areas that hold produce. Please use the sanitizer for shelves when needed.
- Spray bottles can be filled at the mop station by turning the black knob to the appropriate cleaner and placing the bottle over the small white tube. Just engage the gray plastic piece by pushing the bottle up.
- The mop bucket can be filled with the white hose to the left of the filling station. Press up on the grey button located on the upper left side of the fill station box. This is already pre-mixed with DS-33 and hot water.

BREAK ROOM

- Water bottles are available to volunteers in the refrigerator. Write your name on your bottle with the marker provided. There is coffee available and snacks. Lockers are available if necessary. Please see the volunteer coordinators about how to use them.
- Clean up after yourself and make sure all trash and recyclables are put into the appropriate bins. Any dirty dishes need to be washed and put away.

Appendix M – Volunteer Program Report-Out Template

What to include on a monthly Volunteer Report:

- Targets for your volunteer program:
 - Days/Hours the Partner Agency is open
 - Number of volunteer positions
 - Number of volunteer shifts
 - Minimum number of volunteers needed, per position and shift

- Volunteer Activity:
 - Total number of volunteers that signed in
 - How many of these were NEW volunteers
 - Any key Groups or Individuals that volunteered
 - Total number of volunteer hours

- Volunteer Training Events:
 - Hunger Simulations
 - Cultural Sensitivity Training
 - Food Insecurity Education & Myth Busting
 - Civil Rights Training (Annual or Biannual)

- Volunteer Recruitment Activities:
 - Events attended this month
 - Planned for next month

- Volunteer Recognition & Appreciation:
 - Thank You notes
 - Social Media activity
 - Number of posts, likes, etc.
 - Newsletter (ex: Mail Chimp)
 - Volunteer of the Month Award
 - T-Shirts
 - Other communication strategies?

- Volunteer Surveys & Results

- Other items of note or concern

Appendix N – Volunteer Survey

(add your agency's logo here)

- *This is an opportunity for you to honestly tell us how we are doing as an organization and how we could do better.*
 - *Your responses to this survey are anonymous.*
 - *At the end of the year, we will provide collective feedback results.*
 - *Thank you for your participation!*
-

1. How did you hear about Volunteering at our Partner Agency?

2. What was your specific volunteer role today at our Partner Agency?

- Receptionist
- Intake
- Roll Call
- Shopping Assistant / Aisle Guide
- Check-Out
- Pantry Shelf Stocking
- Warehouse Sorting/Stocking
- Other: _____

3. How would you rate your volunteer experience with our Partner Agency?

Poor										Excellent
0	1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. What did you like about your experience today?

5. What improvements would you suggest?

6. How likely are you to recommend our Partner Agency to a friend or colleague for volunteering?

Not likely at all	1	2	3	4	5	6	7	8	9	Extremely likely
0										10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. What is your age? *(Optional)*

- Under 18 years old
- 18 – 24 years old
- 25 – 34 years old
- 35 – 44 years old
- 45 – 54 years old
- 55 – 64 years old
- 65 years or older

8. What is your gender? *(Optional)*

- Male
- Female

9. Would you like us to follow up with you about your volunteer experience today? If yes, please indicate your contact information including name, email, and phone number below:

Appendix O – Volunteer Assessments

Volunteer Assessment Form

(To be completed by the Partner Agency Staff Supervisor)

Name of Volunteer: _____

Dates of Volunteer’s Service / Evaluation Period: _____

Partner Agency Staff Supervisor: _____

Rating Scale: 5=Superior, 4=Very Good, 3=Good, 2=Fair, 1=Needs Improvement, N/A=Not Applicable

PROFESSIONALISM	5	4	3	2	1	N/A
Understands the Mission, Vision, and goals of Partner Agency						
Upholds Customer Service Expectations						
Understands &Complies with Confidentiality in Client Relationships						
Exhibits poise in Handling Difficult Situations						
Exhibits Sincere Interest and Enthusiasm Towards Clients and Work						
<i>Comments:</i>						

RESPONSIBITIY	5	4	3	2	1	N/A
Reliable about Schedule and Time Commitments						
Helps Out in Areas Where Assigned						
Pays Attention to Detail When Necessary						
Willing to Take on Assignments						
Adheres to Partner Agency Policies and Procedures						
<i>Comments:</i>						

EFFECTIVENESS	5	4	3	2	1	N/A
Welcomes Opportunities to Learn Info/Opportunities to be More Effective						
Follows through on Projects and/or Assignments						
Willing to Ask Questions when in Doubt						
Uncovers and Communicates all Pertinent Facts						
<i>Comments:</i>						

List out the benefits this Volunteer provides to Staff and/or the Volunteer Program:

Additional Comments:

Signature of Supervisor: _____ Date: _____

Signature of Volunteer: _____ Date: _____

Appendix O – Volunteer Assessments

Volunteer Assessment Form

(To be completed by the Volunteer)

Name of Volunteer: _____

Dates of Volunteer's Service / Evaluation Period: _____

Partner Agency Staff Supervisor: _____

Rating Scale: 5=Superior, 4=Very Good, 3=Good, 2=Fair, 1=Needs Improvement, N/A=Not Applicable

ORIENTATION & TRAINING	5	4	3	2	1	N/A
The goals and purpose of the Partner Agency were clearly explained						
The volunteer position description was reviewed and procedures were explained						
Training was effective and provided the tools needed to perform assigned duties						
<i>Comments:</i>						

SUPERVISION	5	4	3	2	1	N/A
Supervisor was available to you when you had questions or needed info						
Supervisor's attitude was one of professional regard						
Lines of supervision are clear						
<i>Comments:</i>						

What other training opportunities would you like to see offered?

What additional tools would make your work more effective?

What are some suggestions or goals you would offer for the Partner Agency Volunteer Program?

Additional Comments:

Signature of Supervisor: _____ Date: _____

Signature of Volunteer: _____ Date: _____

Appendix P – Pillar Volunteer Application & Responsibilities

(add your agency's logo here)

Pillar Volunteer Application

Pillar Volunteer Information (please print):

Name: _____ Date of Birth: _____

Address: _____ City/ State/ Zip: _____

Email Address: _____

Phone Number: _____ T-Shirt Size: _____

Please note if you are interested in being recognized for your birthday or volunteer anniversary:

Birthdays: ___ Yes, I would like to be recognized ___ No, I would prefer not to be recognized

Anniversary: ___ Yes, I would like to be recognized ___ No, I would prefer not to be recognized

Emergency Contact Information (please print):

Name: _____ Relationship: _____

Address: _____ City/ State/ Zip: _____

Home Phone Number: _____ Cell Phone Number: _____

Employer Name: _____ Office Phone Number: _____

Statement of Understanding (please check):

___ Civil Rights Training

___ Food Safety Training

___ Background Check

Pillar Volunteer Signature

Date

Partner Agency Volunteer Coordinator Signature

Date

Appendix P – Pillar Volunteer Application & Responsibilities

Pillar Volunteer Overview of Responsibilities

Pillar volunteers (which will be referred to hereafter as “Pillars”) are any volunteers that commit to coming to the Partner Agency at least 12 times a year. They are willing to accept all of the responsibilities afforded to them by the staff.

They will complete a Civil Rights Training, a background check and specific in-depth training in the area they would like to work. Pillars can also be cross-trained in several different areas if they desire to serve in different capacities.

- ✓ Pillars are to be an extension of the Partner Agency staff.
- ✓ Pillars should never be a replacement for the Partner Agency staff.
- ✓ Pillars should not tour or oversee volunteer groups or individuals. (That should be done by the Partner Agency Staff.)

Shopping Floor Responsibilities (Do’s and Don’ts)

- Pillars can help answer questions from new volunteers on how to shop with clients, how to stock, how to call names of clients to the floor, and how to do check-out once they have experience in these areas and have been properly trained by staff members.
- Pillars can stock shelves and help stock the cooler, freezer and produce areas once they have been trained.
- Pillars can answer client questions about how to shop and the shopping policies.
- Pillars can ask clients to return product to the shelves and/or check their cart.
- ❖ *Pillars are not allowed to make any decisions regarding the signs of how much product clients can take, they cannot allow clients to substitute food from different sections/doors, or fulfill any requests of specific food items made by clients.*
- ❖ *Pillars should defer to a staff member for any client issues, complaints, or any questions they cannot answer. (This includes, any injuries that happen, non-compliance from a client in following the shopping policies and any abuse of the rules set in place by Partner Agency Staff.)*
- ❖ *Pillars should never need to argue with a client. (They should immediately get a staff member.)*
- ❖ *Pillars should never have to enforce the consequences of the shopping policies.*

Warehouse Responsibilities (Do’s and Don’ts)

- Pillars can help answer questions of other volunteers in the areas of: egg recovery, produce recovery, dry goods sorting, freezer sorting, stocking the cooler, stocking the freezer and stocking the produce area once they are properly trained.
- ❖ *Pillars should not supervise other volunteers in these areas nor should they set up projects for other volunteers as this is the job of the staff.*
- ❖ *Pillars are not allowed to drive the forklift.*
- ❖ *Pillars are not allowed to use the cardboard compactor.*

Intake Responsibilities (Do’s and Don’ts)

- Pillars can perform normal intake duties once properly trained by a staff member.
- ❖ *Pillars must take all difficult or unique client situations to a staff member for approval before any actions are taken.*
- ❖ *Pillars cannot allow any clients to shop early or be allowed to shop without proper identification and or paperwork that has been set by the staff.*

Appendix Q – Loaves & Fishes of NW Okl FRC’s Volunteer Recognition T-shirt Program

What are the volunteer hours and respective colors?

- 25 Hours = Green w/ L&F lapel logo
 - 50 Hours = Black w/ Yellow and white Loaves & Fishes
 - 75 Hours = White w/ I <3 L&F
 - 100 Hours = Teal w/ I am a volunteer
 - 125 Hours = Royal Blue w/ Hunger Hero
 - 150 Hours = Yellow w/ Loaves & Fishes garden print
 - 175 Hours = Plastic Magnetic L&F Nametag w/ First Name
 - 200 Hours = Pink w/ Loaves & Fishes on Oklahoma
 - 225 Hours = Coffee mug w/ L&F logo
- Start back at top



Are these hours accumulated annually (and then reset), or rolled-over during the entire lifetime of the volunteer?

They are calculated throughout the lifetime of the volunteer. We start over giving them a second T-shirt from each category because they get dirty or they can give it to someone in their family.

Are the hours calculated at month-end, or quarterly, or just whenever the volunteer reaches that goal?

The volunteer coordinator calculates them at the end of each month. She will mark on the upcoming schedule who has met at T-shirt goal and have them ready when they come in for their next shift.

How do you present the t-shirts to volunteers, as they earn their "color"?

They are given out at the "team meeting" prior to the start of pantry. We all clap for those receiving a T-shirt award that day. Warehouse volunteers don't typically come to those meetings, so we just make sure they get their t-shirt while they are in the building.

In the beginning (or even now), how did you approach the donors for the t-shirt sponsorships? For example: in-person visits, letters, presentations, press-releases, etc.?

We started with board member contacts of business owners. They either called, emailed, or visited them in person to tell them how the program works. The benefit to the sponsor is their logo is printed on the sleeve of the T-shirt showing their involvement/support with our organization.

How did you go about calculating how many t-shirts to initially produce and then stock/inventory?

We guessed on inventory. We tried to get 25 in each size per color, but noticed we run out of the 25 and 50 hour shirts faster, so make sure they are donors you can go back to and ask for more money. We also noticed we run out of the L, XL, & 2X sizes the fastest so we get more printed in those sizes and less Smalls.

Do you order the t-shirts online and then screen print locally? Or...?

We have a great partnership with a local t-shirt shop. We started with a basic color t-shirt in mind and they help us brainstorm about graphics. We also have a volunteer who does graphic design, so she will google images and work out different designs and have staff or board vote on them to give feedback. We have also talked with each donor to ask if they want to help with the design process, for instance they want the colors to match their company colors or they have a particular idea in mind.

What has worked well that you recommend?

We have found that volunteers LOVE shirts. They like being able to wear a L&F shirt on their shift to look officially part of the team. They also get asked questions in the community when they wear their shirt to the grocery store, etc. It's great PR for us.

What would you change or do differently?

We could've done better bookkeeping. Most of our sponsorships were through verbal commitments, so we didn't get them to pledge amounts or multi-year commitments. It should've been a more formalized agreement.

Is there anything else that is pertinent that I may not have asked?

Here is our storage for shirts:

