



Guidelines For Volunteers



St. Vincent de Paul Emergency Food Pantry Welcomes you as a Volunteer!

The Emergency Food Pantry is open six days a week because of people like you who generously volunteer their time to serve members of the Tigard community. The following guidelines help us to do our jobs efficiently and fairly.

Work Schedules

Please arrive at the time stated on the schedule (about 15 minutes before the Pantry opens). This gives the volunteers the opportunity to stock shelves, check that the computer is working, and be ready for clients when the Pantry opens. Volunteers are asked to stay long enough after the Pantry closes to re-stock shelves and take the garbage and recyclables to the bins next to O'Reilly Hall.

Parking

When you arrive, please park away from the Pantry entrance. This allows the clients to park close enough to conveniently load their cars.

Opening Procedures

- Enter your code to open the door
- Check that 'number' tags are in order
- Turn on computer using the instructions on the pullout drawer of the desk
- Restock* shelves/refrigerators
- Change sign from CLOSED to OPEN
- Help serve clients in a friendly and welcoming manner

**Food items are delivered to the Pantry almost every day, usually before the Pantry opens. Sometimes, however, it may be necessary to ask clients to wait a few minutes while the volunteers restock eggs, bread, etc.*

Restocking Shelves/Refrigerators

Most non-perishable food is stored in the small pantry directly across from the entrance door and in the Conex/pod in back of the Pantry. Perishable foods, such as eggs and margarine, come packed in large cardboard boxes and are stored in the cooler and then unpacked and transferred to the shelves in the refrigerator.

In restocking shelves, place items above the appropriate labels on the shelves—new items in back. Restock an entire case rather than a few cans from the case to keep the inventory accurate.

Computer Intake

One person is appointed to take the information from the client, enter it into the computer, and print out a sheet that the client signs. The client database is an important function of the Pantry so accuracy is essential.

Instruction sheet for using the computer and the SVdP program is located on the pullout board, left-hand side of the desk. Paper for the printer is stored on a shelf, left-hand side of the storage room.

Accompanying Client to Choose Food

The volunteer takes three or four boxes from the supply and places them on a rolling cart. The computer operator places the food distribution chart and signed printout on the left-hand corner of the desk. The volunteer takes the printout and distribution chart on top and calls the person forward—use first name only so as to preserve privacy. Place the printout on the shelf the operator indicates. Keep the chart.

The distribution chart is arranged as closely as possible to the pantry shelving. The amounts given are highlighted according to the number in the family. The volunteer reads the name and number of items the client can take and the client chooses the packaged/canned food and places the items in the boxes. The volunteer can suggest dividing cans among boxes so the box doesn't get too heavy.

Keep in mind that the Pantry serves to **supplement** the groceries a family needs for a month not to give a month's supply. If we carefully follow the guidelines for amounts of food then there will be enough to "feed the multitudes." **Also, please Note:** *Due to health regulations, items in the refrigerators and freezers are to be handled only by the volunteer.*

- Beef/chicken/pork and sometimes turkey and/or fish: Ask the person his/her preference then select a size appropriate to the family for one meal. Example: 1 lb. of ground meat for family of 1-4 persons; 2 lbs. of ground meat for family of 5 or more. (Tuna and the ground meat can be added to pasta or rice for casseroles that will stretch to more meals.)
- Lunch meat/hot dogs/etc.: one package of some type of lunch meat/chicken or sausages or hot dogs.
- Eggs: ½ dozen for one-two persons; 1 dozen for family of 3 or more. (Check the chart—it can change according to availability of items.)
- Some shelves have miscellaneous household or personal items, as well as books. Clients are welcome to take several items from these shelves.
- The Pantry receives generous donations of bagels, rolls, etc. These are usually in large plastic bags on the carts in the back of the Pantry. Volunteers are urged to bag these bagels/rolls, etc. by putting 4-6 of them in a twist-tied bag to avoid handling by too many people. Clients may take as many of these as wanted. Place a supply of clear plastic bags (above the produce shelves) on a shelf nearby for the client's use.
- Extra items such as pretzels from *Auntie Anne's* may be stocked in the freezer and are usually plentiful, as are bakery items from *Starbuck's*. Please offer as many as the client can use!

Donations

If a donor needs a receipt, fill out the form located in the top drawer of the desk, give the donor the white copy, and place the yellow copy for SVdP's records back in the drawer.

Closing Procedures

- Restock shelves and refrigerators for the next shift. Make sure there are a few cartons of ½ dozen eggs
- Break down boxes that are too small or too large to use for client food boxes and place in the 'grocery cart' that is used for recyclables
- Check produce and throw away any spoiled items
- Check through bread and discard moldy items
- Empty garbage cans (bathroom, sink, and waiting area) into one large plastic sack or two smaller ones and line the cans with clean sacks
- Take garbage and recyclables to bins in the fenced area next to O'Reilly Hall
- Sweep floor if necessary

Entering Hours Worked

The hours listed on the schedule are the hours entered as worked for reporting purposes. The hours are rounded up to the next hour. If you work more than those listed on the schedule, please enter the additional time volunteered on the log at the twice-monthly meetings or on the sheet attached to the clipboard behind the monitor.

Meetings

Meetings of the St. Vincent de Paul Society Tigard Conference are held every other Monday at 11:00 a.m. in O'Reilly Hall. The meeting day is noted on the schedule. **Everyone is invited!**

Special Notes

- **The Pantry serves persons in the 97223 or 97224 Zip** code areas, registered parishioners out of area with verification from the Parish office, and homeless individuals. For the latter, enter "homeless" in the address field on the computer
- **If you cannot make your assigned shift**, please trade with someone by calling another volunteer listed on the calendar.
- **If you are the computer/intake person and the "Team Leader"** and you need to request a substitute for your scheduled day to work at the Pantry, please be sure to ask a person who has computer ability, and then notify your team members of the change. A small 'c' in front of the name identifies a volunteer who can operate the computer.
- **The restroom is NOT a public restroom.** It is used for storage and for volunteer use only. DO NOT allow clients to use it. It leads to liability problems.

Pantry Telephone

The telephone number for SVdP is 503-684-8280. When a person calls this number he/she gets a greeting and then instructions: "If you want to know the pantry hours press 1, if you want help with Tigard water billing then press 2, if you need help with rent or utilities press 3," etc. As SVdP grows, additional 'message boxes' will be added.

Contact

If you have questions or need additional information, please call Gerlinde Lamer at 503/639-4179 x122.

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The Society of St. Vincent de Paul serves those in need regardless of creed, ethnic or social background, health, gender, or political opinions.

No work of charity is foreign to the Society. It includes any form of help that alleviates suffering or deprivation and promotes human dignity and personal integrity in all their dimensions. (Rule of the International Confederation of the Society of St. Vincent de Paul.)

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