



Food for Families Volunteer Responsibility Form

Personal Shopper & Clean Up Procedures

When you arrive:

- Cell phones are not available for use on site as they are often distracting
- Health codes do not allow food and drink at pantry locations so please do not bring it
- Wear Food for Families apron to ensure people know you are a volunteer
- When signing up for a distribution, please keep in mind that you are signing up to volunteer from 3:30 pm to 7:00 pm
- Volunteer orientation begins promptly at 3:45 pm. If you arrive late, you may miss important information
- There are no restrooms on site as the school is usually closed and Food for Families operates outside
- Food for Families operates rain or shine. Please dress appropriately for the weather, this includes: hats, gloves, rain boots, rain jackets. Dressing in layers is helpful if you get hot while working
- When you arrive, please leave all personal belongings at home or in your car. Unfortunately, there is not extra space to store backpacks, purses, etc.

Volunteer Responsibilities:

- All families need to sign in before entering the bus to shop
 - If they decline, say "The Oregon Food Bank requires we do this of all clients receiving food so that they are able to measure the community we are serving"
 - Families need put the number of people living in their household
 - If a family is worried that they do not qualify for food, say "None of this information you provide is verified. The Oregon Food Bank just wants to know how many families we are supporting"
- Each family receives one reusable shopping bag if they do not already have one and supplies allows
 - If the bag becomes too heavy with food or all of the food doesn't fit, use the plastic and paper grocery bags donated
 - Clients should also bring their own bags to use
- Personal shoppers wait at the front doors of the bus for clients to assist
- One personal shopper shops with one family
 - Have the family enter the bus first, personal shopper goes next
 - Share your name with the family to make the feel comfortable and make conversation
- When you enter the bus, take the family size card from them to understand how many people are in their household
- A client can only receive the amount of food product specified to them by the size of their family
 - Explain to clients that there are still more families in line, so we are only able to offer that number of products. Then describe that there are other food pantries in the area and the family is welcome to come back to the next distribution.
- Personal shoppers place groceries into the bags for clients

- After through shopping, say goodbye to your client and encourage them to come to the next distribution date
 - Leave groceries with clients; we do not walk clients to car because it is a safety risk for volunteers
- You may see people you know, do not say anything to ensure clients privacy
 - Saying anything would violate confidentiality agreements
- You may begin to give families extra perishables (vegetables and fruits) if the pantry coordinator says to do so
 - Do everything possible to give perishables to families

Clean Up Responsibilities:

- When food is gone or families stop attending, the distribution is done
- With leftover nonperishable food, pack away into plastic containers
 - Nonperishables and cold foods may be packed into plastic containers to be taken back for storage at Centennial High School
 - Double check all freezers and coolers for food
- Pick up all trash surrounding the bus and trash bags and take to trash bins
- Take all recycling to recycling bins (generally recycling is the boxes the food came in)
- The ramp needs to be folded and put back onto the bus
 - The ramp goes in the left back corner (if you're looking at the bus from the back)
- Wipe down all dry erase food signs
- Wipe down tables with cleaning supplies
- Put away all tables and tents outside the bus in the storage compartment
 - The storage compartment is on the right side underneath the bus (if you're looking at the bus from the front)