



Step by Step Volunteer Role Instructions:

(For all shifts, please arrive 10 minutes early. This will allow you time to sign-in, find your name tag on the board and settle into your role)

*****Also, all GFP volunteers are required to check their emails on a regular basis for the volunteer schedules, updates and any volunteer related events*****

Please notify the Volunteer Co-Ordinator 24-48 hours in advance if you can't make your shift.

SORTING (Mondays 8:30-12)

- 1.) **Sorting for warehouse storage:** When food items are well within their expiry dates, they are put into the sorting boxes. Once filled they are dated by the current month and year then they are ready to be placed onto the warehouse storage racks.
- 2.) **Sorting for client shopping shelves:** Food with an expiry date of 3 months after the current month. This avoids having food packed away and stored in the warehouse.
- 3.) **Sorting for the Out-of-Date rack in INTAKE:** Miscellaneous Items Only
- 4.) **WAITING AREA:** Food with expiry dates beyond 3 months but less than a year of their expiration dates. This rack is identified as such for clients to choose 2 items from it if they wish.

Sorting for trash or compost: Any dented cans or broken packages and food with expiry dates beyond a year.

*****Please also note any items that include alcohol must be taken off the shelf. We are not permitted to distribute any of these types of items. ie) Chocolates with liqueurs, soup with red wine, liqueur flavored coffee*****

Volunteers are welcome to these items or please toss.

PACKING for Thursday Delivery & Breakfast Club Packing

DELIVERY: (3rd Thursday of every month)

- 1.) Please arrive 10-15 minutes before your shift
- 2.) Potatoes, vegetables and fruit are packed on the Thursday morning of delivery day and the milk, eggs, meat, bread and dessert are packed by another team at the same time.
- 3.) Boxes are prepared on Monday morning before Thursday Delivery Day.
- 4.) Fill boxes according to the food distribution sheet in the warehouse and according to household size.
- 5.) Label boxes with white sticker labels (See Kim for these) (S – M – L) and 1 of 2 if M or L and the client's name.
- 6.) On "*Delivery Thursday*" the boxes and grocery bags are to be labeled with client's name and the delivery driver's name and pick up time and match the grocery bags to the boxes.
- 7.) Ensure that the Breakfast Club bags are included if clients have children 17 and under
- 8.) Also keep note to follow any Special Diet instructions and items.
- 9.) Include (from Kim) and staple NEXT DELIVERY notice to paper grocery bag.

BREAKFAST CLUB PACKING: (Wednesday's before "Delivery Thursday" 12 – 2)

- 1.) Ask Volunteer & Client Coordinator- Kim, how many BC bags are expected this week for delivery.
- 2.) Pack dry foods in green cloth bags and fresh foods in plastic bags according to BC packing food list.
- 3.) Place green cloth bags in metal bin under white board in the warehouse and cold bags in fridge with clear door.
- 4.) Ensure all cardboard leftover is broken down and taken to the recycling bin outside and that all crates and bins are sorted neatly in the loading dock area.

WAREHOUSE/GREETER

(Thurs 3-6 & Fri 9-12)

1. Arrive 10-15 minutes before shift. *(2:45 Thurs & 8:45 Fri)*
2. Sign in and put on name tag.
3. Get all Fruits and Vegetables from the Fridge and Bananas, Potatoes and Onions and place on counter, ready for shoppers as well as Bakery items to be placed on Bakery racks.
4. For clients that arrive early, it is recommended they sit in the numbered chairs in the hallway outside of the pantry to hold their place in line.
5. Unlock the front door at 9am Friday's or 3pm Thursday's for clients to begin entering the waiting area.
6. Clients in the hallway will be given a number first from the number dispenser and wait for their number to be called by INTAKE.
7. Once client traffic has slowed down you can go back to the warehouse and check on the stock and replenish the shelves as necessary, so they are ready for the Friday morning shift.
8. Towards the end of the night please be sure to tidy the waiting area and the warehouse and be sure all produce is put back in the fridge and shelves are restocked for the Friday morning shift.

SHOPPING ASSISTANT

(Thurs 3-6 & Fri 9-12)

- 1.) Arrive 10-15 minutes before your shift. ***(Thurs 2:45-6:15 and Fri 8:45-12:15)***
- 2.) Sign in and put on your name tag.
- 3.) Receive and greet the client by calling out the next number.
- 4.) Refer to the paper the client hands you and guide them through the pantry to shop for their items within the established guidelines posted on the pantry shelves.
- 5.) Ensure the shopping area is neat and tidy and obstacle free for clients to shop safely and with ease.
- 6.) When slow restock shelves and fresh vegetables as needed, with assistance from the Warehouse volunteer.
- 7.) When required, perform related tasks as requested by the GFP staff.

Must be 18 years of age and have excellent customer service skills to fulfill this role. You must be able to work in a team environment and communicate effectively with clients, fellow volunteers, and staff.

You must be patient and be able to express empathy & compassion and be sensitive to our client's needs.

INTAKE

(Thurs 3-6 and Fri 9-12)

(2:45 on Thurs & 8:45 on Fri)

- 1.) Please arrive 10 minutes before your shift. This gives you time to sign in, get your name tag, log in and get settled.
- 2.) Our intake volunteers are here every Thursday for Food Distribution between 2:45 and 6:15 pm and Fridays between 8:45 am – 12:15 pm. They deal directly with our clients. We have 2 INTAKE volunteers on per shift.
- 3.) The INTAKE VOLUNTEER must always maintain respectful and show empathy and compassion towards our vulnerable community members that need access to The Food Pantry without any judgement. The Intake volunteer will call the first number and welcome in the first client to their cubicle. It is the Intake volunteer's responsibility to call the next number unless the greeter is calling numbers that day.

The ONLY questions that need to be asked are if there have been any changes to the household. The INTAKE person can add new members and delete household members and update addresses and contact information. You can also add alerts if a client is new and forgot to bring ID for themselves and other members of the household. ***We never refuse food on distribution day, however a note can be made to say, "was given food today and told to bring ID on next months visit".***

The intake volunteer can feel free to ask if the client is in need of any special dietary items ie) Gluten Free, Lactose free, vegan products and a note will be made on the schedule for the Volunteer & Client Coordinator to contact Karen Forbes (Special Diet Volunteer) and give her the clients name and number.

The clients visit, or delivery and Breakfast Club will be recorded in our Link 2 Feed database.

*****See Step by Step Instructions in INTAKE 1 and INTAKE 2 binders*****
(Currently working on)

At the end of your shift, please close the laptop and ensure the workspace is tidy.

RECEIVING

(Wed 8:30-12)

The Receiving team helps to unload, sort through, and put away what the PICKUP DRIVER has picked up. Items in the fridge and coolers must be arranged by best before date and clearly labeled. Any other donations or delivery's on this day are also sorted through and put away according to Best Before Date.

PICKUP DRIVER

(Wed 8:30-12)

The Pickup driver volunteers on Wednesdays from 8:30-12. This person is responsible for picking up dairy and ground meat from Sutton Sobey's between 9-9:30 and fresh produce from NO FRILLS in Sutton between 10-10:30 and comes back to help unload and put away.

We also receive our deliveries from Clear Water (Lettuce) and Life Core (Misc items) between 10-11 which are put away by the PICKUP Driver and Receiving Volunteer team.

*****Mon / Tues PICK UP DRIVERS*****

We also have a separate pick-up driver who picks up groceries in Keswick from Food Basics and pizza's from Little Cesar's on Mon or Tuesday morning's between 9-12. The other driver picks up items from the NO FRILLS and SOBEY'S donation bins and brings them back to the food pantry and unloads and leaves them in the big silver donation bins in the warehouse.

DELIVERY DRIVERS (3rd Thursday of every month)

Our delivery drivers deliver to our clients that meet our specific requirements in order to qualify for delivery from us. They deliver every 3rd Thursday of each month. The Driver's each have a specific route and pick up time here at the Food Pantry. They receive their schedule a week or more in advance and this is sent to them by the Volunteer & Client Coordinator. If they are unable to do their delivery, they are to let the Volunteer & Client Coordinator know in advance so they can have another volunteer driver cover the route for them. It is up to the driver if they wish to contact the client to confirm they will be home for their delivery or to let them know they are on route. The responsibility is on the client to confirm at the beginning of the month with the volunteer and client coordinator that they require a delivery that month. When Kim (VCC) sends you your route, it will say "CONFIRMED" in red if she has confirmation from the client. If you DO NOT see "confirmed" beside the client's name on your sheet, do not deliver to that client.

Also note from time to time a client will confirm they will be home to accept their delivery and not answer when the driver shows up.

The driver is then required to bring the items back to the pantry unless other instructions have been made.

OFFICE ADMIN

This volunteer role is available at least 1x a week to help the Office Admin Staff with any Administrative duties required. ie.) Filing, Mail Outs, Taking Messages, Volunteer Schedule updates and checks, Proof reading and any other misc. tasks.