

THE MOUNT KISCO INTERFAITH FOOD PANTRY



Volunteer Handbook

Welcome to The Mount Kisco Interfaith Food Pantry ("Pantry"). We are grateful for your contribution of time and talent to help us fulfill our goal of building a stronger, healthier community by providing fresh, nutritious food to persons in need.

- Location: The United Methodist Church of Mount Kisco, 300 E. Main Street (at the corner of Smith Ave.), Mount Kisco
- Mailing Address: PO Box 834, Mount Kisco, NY 10549
- Phone: 914-610-5187
- www.mountkiscofoodpantry.org
- Volunteer Coordinator:
volunteer@mountkiscofoodpantry.org

The Pantry is a 501 (c)(3) not-for-profit corporation that partners with individuals, foundations, organizations, businesses and local faith-based congregations, and has been serving the community since 1991. Our weekly food distributions are staffed primarily by volunteers, who play a vital role in helping ensure we are fully staffed for each distribution. Community and congregational volunteers also provide valuable support by leading targeted food drives; picking up, unloading, sorting, and shelving donated food; packing bags with fresh produce; and assisting with home deliveries.

We are a "choice" pantry that consistently offers guests a selection of non-perishable staples such as rice, beans, pasta and cereal, as well as milk, juice, eggs, and frozen meat, poultry, or fish. Along with canned fruit and vegetables we are pleased to provide fresh produce weekly. Most Pantry food is purchased from Feeding Westchester (the regional food bank). Additionally, we receive weekly donations of fresh bread, bagels, and pastries; and we are grateful for generous donations of seasonal produce from local farms.

Thank you for volunteering!

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Volunteer Job Descriptions

Pantry operations adhere to safety & health protocols at all times. Upon arrival, volunteers should check in, sign in and put on a Pantry (pre-washed) apron. A face mask is available and optional.

DO NOT REPORT TO VOLUNTEER IF YOU ARE ILL, OR HAVE BEEN EXPOSED TO SOMEONE WHO IS ILL.

Current Opportunities at the Pantry include the following:

Weekly Food Distributions

Tuesday evenings **3:15pm - 5:00pm**
Volunteers arrive at 3:00pm
5:00pm - 7:00pm

Assist guests with their selections, using family size quantities as a guide. Make sure that shelves are full.

Wednesday mornings **9:00am - 11:00am**
Volunteers arrive at 8:30am



Start by packing bags of produce, bread/bagels, eggs and frozen proteins. During distributions, volunteers assist our guests in choosing staples, grocery items and restock shelves as necessary. Volunteers may assist the Stocking Assistant with restocking items as needed and breaking up empty cartons and boxes for proper disposal. Logistics are subject to change during cold weather months. **You must be 16 years of age or older.**

Packing Produce Bags

Tuesday mornings **10:00am - 12:00pm**
Help pack bags of produce for the weekly distributions. Prior to the evening distributions, assistance is needed packing bags of produce. Volunteers are needed on

Tuesday morning from 10:00am–12:00pm for this activity.

Friday mornings **9:00am - 11:00am**
Volunteers, **13 years old or older**, pack bags on Friday mornings from **9am-11am**.

Date-Checking, Weighing, Sorting, and Shelving Food Donations

The procedure for processing donated food items is: (1) date-check, (2) discard if expired, (3) weigh and (4) shelf. On a provided form, record the name and address of the donor organization or individual, as well as the weight and type of items donated.

Receiving Food Deliveries

Fridays **9:00am - 12:00pm**
Must be able to lift/push 50 pounds

Home Deliveries Operations

Every other Thursday morning **8:00am - 11:30am**
Help place bags in volunteer drivers' vehicles. Deliveries of groceries to homebound seniors.

Deliveries of groceries to homebound seniors are scheduled for **every other** Thursday morning. Volunteers, **13 years old or older**, pack bags on Friday mornings from **9am-11am**. Volunteers help place home delivery food bags in the drivers' vehicles from 8:00am–11:30am. Volunteer drivers make the home deliveries.



Packing "School's Out Supplement" Bags Tuesdays - 10:00am - 12pm

During the summer months, while school is not in session, volunteers help pack lunch items for our guest families. This takes place on Tuesdays from 10am-12noon.

Special Projects/Community Drives

Saturdays as needed.

Communications/Marketing, Finance, Fundraising, IT, and Grant Writing

From time to time, the Pantry also has volunteer opportunities for skilled professionals in these areas of expertise.

Volunteer Information

The Pantry's Commitment to Our Volunteers

Volunteers play an important role in helping the Pantry fulfill its mission. You can expect a brief orientation at your first assignment. We do not discriminate on the basis of race, ethnicity, religion, gender, age, disability, marital status, family, sexual orientation, or gender expression.

As a volunteer, it is understood that you will be providing services without monetary compensation. You may also choose to organize a food drive in your own community. If this is your preference, you are encouraged to communicate with our Director of Operations and Programs, who can advise you on needed food items.

If requested, the Pantry may provide a document confirming volunteer hours as community service.

Guidance and Oversight

Each food distribution is staffed by one or more of the following: Director of Operations and Programs, a member of the Operations Committee, and/or a member of the Pantry Board of Directors. They will provide guidance and are available to address any questions or concerns you may have. Do not hesitate to ask them for assistance.

Age Requirements

Volunteers of all ages can participate at the Pantry, though we ask that volunteers interacting directly with guests at our distributions be 16 years of age or older. Younger volunteers may assist with other pantry activities such as packing, sorting donations, and stocking shelves as needed. Volunteers 13 years of age and under must have an accompanying adult. Youths ages 14 – 17 must provide a Pantry Volunteer Permission form signed by a parent or guardian.

Time Reporting/Volunteer Sheets

We track and recognize the amount of time our volunteers donate. Please sign in and record the expected amount of time you will be volunteering in the Sign-In book in the distribution room.

Dress Code Attire should be appropriate for volunteering. OPEN-TOED SHOES ARE STRICTLY PROHIBITED FOR REASONS OF SAFETY.

Standards of Conduct

Please:

- Be prompt and reliable.
- Provide as much notice as possible if you can't make a shift you signed up for.
- Be courteous, friendly and helpful to guests, staff, and other volunteers.
- Respect the privacy of our guests.
- Carry out the role to which you have been assigned.
- Ask for support when you need it.
- Adhere to all Pantry policies and procedures as described in this handbook and at your orientation.
- Report to volunteer ready, willing, and able to perform your responsibilities, unimpaired by alcohol or (non-prescription/medicinal) drugs of any kind.
- Display appropriate conduct or behavior that reflects positively on the Pantry's mission.
- Follow standards of conduct that will protect the interests and safety of all guests, staff, and volunteers.

Parking and Personal Property

Volunteers can park in the lot behind the United Methodist Church for all volunteer activities.

Please do not bring valuables to the Pantry, as we are unable to secure them for you. We do not assume responsibility for loss or damage to a volunteer's personal property resulting from theft, fire, automobile accidents, or any other condition, nor do we assume responsibility for theft of or from, or damage to, any vehicle while the volunteer is at the Pantry or performing volunteer activities for the Pantry.



Volunteers Who Are Also Guests of the Pantry

Please pick up your food at the beginning of your volunteer shift and store it in your vehicle or out of the way. You may not take extra food or have food that is not part of that day's distribution.

Weather Policy

The Pantry follows the weather-related openings and closings of the Bedford Central School District. The Pantry is closed (1) if schools are closed; (2) on Tuesday if there is an early dismissal; or (3) on Wednesday if there is a delayed school opening, you will be notified if the Pantry will open. Please check our home page (www.mountkiscofoodpantry.org) for up-to-date information, or call the Pantry at 914-610-5187.

Privacy

No guest or donor information, including their identities, or proprietary information may be shared

outside of the Pantry. Our guests are often our neighbors; please respect their privacy. Do not post any photos of Pantry guests on social media sites, including but not limited to Facebook, Snapchat, Twitter, and Instagram.

While it is central to the Pantry's mission to warmly welcome our guests, interact with them respectfully, and recognize their individual dignity, for reasons of privacy and safety we discourage the exchange of personal details, including address and contact information, between guests and volunteers. Appropriate boundaries contribute to the effectiveness and inherent fairness of our operations. *If a guest makes a special request, please refer them to our Director of Operations and Programs or to a member of the Board of Directors.*

Safety

For your safety, Halstead Hall is equipped with smoke detectors, and a fire extinguisher is located outside the Pantry door.

Please be aware that some volunteer jobs may include lifting and carrying heavy items; it is your responsibility to know your limitations, communicate them as needed, and refrain from activity beyond your abilities.

The Pantry strives to maintain a safe environment in compliance with federal, state, and local safety regulations. The Pantry does not undertake comprehensive background checks on volunteers, staff or guests. Volunteers should report any unsafe conditions to the Director of Operations and Programs, a member of the Operations Committee, or a Board member.

Smoking is not permitted in the Pantry or anywhere on church grounds.

Risk Management Procedure for Volunteers

In the unlikely event that you encounter a guest or other person who becomes disruptive, please notify the Director of Operations and Programs or another Board member immediately and leave the Pantry. Following any incident, volunteers are expected to respect the privacy and confidentiality of Pantry matters. Additionally, in the unlikely event of a visit from a law enforcement or Immigration and Customs Enforcement officer, volunteers should immediately refer the

Officer(s) to the Director of Operations and Programs or another Board member.

Dismissal

Volunteers who are not in compliance with our Standards of Conduct or Confidentiality requirement, who engage in unsafe or unseemly behavior at the Pantry, or who violate our practices or policies as detailed in this Handbook, are subject to dismissal. The Pantry may request a volunteer to leave immediately if warranted by the circumstance.

Driver Policy

Volunteers performing driving duties (“Drivers”) on behalf of the Pantry must at all times meet these criteria. Drivers must have a current, valid driver’s license and maintain personal auto insurance as required by state law. Any volunteer driving on behalf of the Pantry must observe all safety, traffic and criminal laws of this state. Volunteers may not drive while under the influence of any substance that may cause impaired judgment. All persons driving on behalf of the Pantry must be a minimum of 21 years old. Any volunteer who violates any part of this policy, or who becomes uninsurable as a driver, will be subject to reassignment and possible termination from the Pantry. **Drivers need to submit a Drivers Policy and Application Form** on the Volunteer page of the website.

Important: Please review the **Release and Waiver of Liability** on the volunteer application.

