



Join us here at Food Finders for upcoming volunteer events:

Serving with Compassion: Exploring the Barriers of Poverty and Service, Second Tuesday of every month, 9-10am

Volunteer Breakfast Social, Second Friday of every month, 9-10am

Check-In Steps

1. Click Client, then click "Client Search"
2. Enter and click on name from dropdown menu
3. Click "Services" tab
4. Click blue "New TEFAP Pantry Visit" button
5. Scroll to bottom, under "Signature Type" dropdown menu select "Hard Copy"
6. Check "Client Has Signed Hard Copy"
7. Click blue "Save" button.

New Guests

- First-time guests should fill out an intake form and meet with a resource coordinator (RC), if possible.
 1. Direct new guest to RC in waiting room office.
 2. If guest would like to meet with an RC and Elizabeth is not available, first call guest's assigned RC (**A-K Elizabeth, L-R Abby – ex 215, S-Zach – ex 209**). If unavailable, reach out to any RC.
 3. If no RC is available, provide guest with their RC's card and leave a note under their profile with "#RC".
- If no RC is available, new guests can go through the pantry when their number is called and their intake form is completed. Intake forms should be placed in "New Intake to Review" file.

Profile reviews: If an RC is available, ask the guest if they would be willing to meet with an RC to update their info. If the guest is resistant (likely the case if they have been waiting long) or an RC unavailable, confirm the street they live on and the last four digits of their phone number to maintain confidentiality in the waiting room (ex: "Do you still live on Columbia Street? Is your number still 8763?"). Click through the save and next buttons until you are able to sign the guest in.

Pro tip: Searching for a guest's name can be wonky. You may need to try their first name, then last name, repeat. You can click on the date of birth tab and search by year-month-day as a last resort. If a guest came for the first time in the past week, they may not yet be in our database. In this case write a note to staff and let them through.

Additional things to keep in mind:

- If client's household has already been through pantry, and you are unable to check them in, make a note with "#Household" each time.
- Watch for bottleneck in the check-out line, and allow about 7 households in the pantry at a time.
- At the end of your shift, please bring in the orange cones from outside.

Proxy Guests

Proxying is when a person picks up food for another household

1. In order for guest to proxy, a red alert must appear on top of both proxy and recipients profile indicating proxy arrangement.
2. Guests must have a note with them from the recipient each time they proxy. The only exception is when they are proxying for the first time.
3. Check-in the proxy as well as absent recipient in Link2Feed.
4. Give guest a proxy card found in the desk drawer. *(The color of proxy cards will randomly change, to ensure clients don't keep and reuse them.)*
5. Proxy forms are on file at check-in desk. If you give one out, remind guest they must bring a signed note each time they proxy.

Classes

- Class schedules are available in the waiting area on the wall, and on the check-in desk.
- All Food Finders classes are free, open to the public, and registration is not required.
- Occasionally guests will need to be let upstairs for classes, and first-time attendees may need to be shown the classroom. Please inform a staff member.

Computer Login: UN: fprecep@food-finders.org PW: FFFB##1981

Link2Feed Login: UN: fprecep@food-finders.org PW: FRECJuly2019%\$

Things to keep in mind

- Our **resource coordinators** connect guests to resources including applying for SNAP.
- Classes at the FREC are always free and open to the public. Class schedules are in the waiting room – feel free to join us for a class or encourage guests to attend.
- Many other resources and hand-outs are displayed in check-in area. Feel free to check them out and refer guests to them.
- Check the pantry cleaning check-lists in the volunteer area for additional tasks.
- Food is not allowed for consumption by volunteers.
- Formal USDA Civil Rights complaint forms are on file at the check-in desk.
- If anything happens that makes you feel uncomfortable, or if you have an issue with a guest or another volunteer, please promptly inform a Food Finders staff member.
- If you feel it appropriate, do not hesitate to call 911. You must dial 8 first on Food Finders phones.





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Tips for Stocking the Pantry

- Keep shelves, coolers, and bread rack full.
 - *Because our guests are food insecure, they may be anxious about having enough food. Keeping our shelves full visually reassures guests that we will not run out of food.*
- When stocking produce and bread, inspect items for mold. Throw out any rotten items in the green trash bins (that say recycling).
- When an item runs out that we are not re-stocking, erase from limit sign. Add new items to limit sign.
- Help guests bag and carry food items out of the pantry.
- Prep green carts with on-deck food and consolidate pallets throughout shift.
- Wipe down any messes that occur, sweep pantry throughout shift.
- If stocking is complete, refer to pantry cleaning check-list.
- If there is time, place nutrition signage (third drawer of cart) on the shelves and coolers, indicating stocked items.

Boxes: Rules to live by

- Do not place full or empty boxes on the floor.
- Banana boxes: stack them on pallets. Slide the tops off, rather than ripping them open, as they will be reused. Guests are not permitted to take these boxes home.
- Small boxes: break down and recycle in totes.
- Medium & Large boxes: place on pantry shelf for guest use.

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Meat Freezer Attendant Tips

- Read “guidelines for discussing limits with guests” on volunteer bulletin board.
- Welcome guests to choose 1 item from the meat cooler (or whatever the limit is).
- Hand guests a recipe or class schedule, and engage with them about the food. If you don't have anything to hand them, tell them about an upcoming class at the FREC.
- Guests with a proxy card are picking up for another household, and are welcome to take twice the limit.
- Ensure pantry is clean and organized, including the meat freezer and coolers. If no guests are in the pantry, refer to pantry cleaning checklist.

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Check-Out Steps

- Weigh each guest's food, subtract 4lbs for carts with wheels & 2lbs for regular carts.
- If a guest hands you a proxy card, divide the total weight of their items by 2, and enter it into two separate cells.
 - *We weigh the food to track our impact, helping us get grants and funding to run the pantry!*
- Guest's names are not required at check-out.
- Guests can skip the waiting room after attending a class, which is why you might see guests entering through the stocking area.
- Notice when a guest needs help getting around the pantry, bagging their groceries, or carrying items out of the pantry. Ask volunteer stockers to help the guests as needed.

Proxying

- Guests are allowed to proxy for one other household, and they will hand you a proxy card indicating this.
- The color of the proxy cards randomly changes. Ask staff or the check-in volunteer the color of the day, and notify staff if a guest hands you a card that differs from the color of the day.

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