



VOLUNTEER HANDBOOK

“Helping you to help those in need!”

LOCATION:

205 E Commerce Ct

Elkhorn, WI 53121

HOURS OF OPERATION:

Fridays 1 pm - 4 pm and Saturdays 9 – 11 am

WEBSITE/SOCIAL MEDIA:

Website- waworthcountyfoodpantry.org

Visit any of the following sites and “follow” or
“like” us: [Twitter.com/walworthcountyfoodpantry](https://twitter.com/walworthcountyfoodpantry)

[Facebook.com/walworthcountyfoodpantry](https://facebook.com/walworthcountyfoodpantry)

Table of Contents

Mission, Vision, Guiding Principles and Values...p.3

History...p.4

Board of Directors...p.5

About the Clients...p.6

Volunteer Opportunities and Jobs...p.7

While at the Pantry...p.8

Information for Volunteers...p.9



Our Mission

Our Mission is to provide individuals and families nutritional supplemental food, diapers and supplies during a time of crisis, in a cheerful, welcoming, nonjudgmental environment without regard to age, race, creed, color, national origin, physical or developmental disability.

Our Vision

We envision a community in which everyone has access to sufficient nutritious food.

Our Guiding Principles and Values

- *Family and Community*
- *Success through Partnership*
 - *Integrity*
 - *Focus on Stewardship*
 - *Continuous Improvement*
- *Cleanliness and Organization*



**FEED THE
HUNGRY**

We believe that access to nutritious food is a basic human right. We are committed to responding to the needs of our community through food distribution and support services.

Our History

The Walworth County Food Pantry was founded in the spring of 2009 by a group of Boy Scouts and their leaders and parents pulling their wagons and collecting food. Food supplies were provided solely by donations and distributed as efficiently as possible.

In 2017 the pantry was scheduled to close due to lack of resources and leadership. The pantry was reorganized in January of 2018 by a new group of volunteers. A plan for sustainability was put into place and a Board of Directors established to oversee the activities of the pantry.

This board consists of a diverse group of 9 individuals from the community. The board directs its energy solely to doing the best job possible in order to gather and distribute the food needed to meet the needs of the hungry in our community.

Food supplies were originally provided solely by the donations. Today, the pantry shelves are stocked by purchased foods and diapers as well as recovered food. Food recovery (gleaning) is an ongoing effort by a specialized team who act as an agent to Feeding America. In 2018, over 500,000 pounds was recovered and distributed by the pantry.

Government food supplies The Federal Emergency Assistance Program (commodities such as peanut butter, evaporated mashed potatoes and beef stew) and Trade Mitigated Products were picked up and distributed according to USDA rules. These food products are available to all families who self verify their income at or below 185% of The Federal Poverty Level. Today, any person who meets government guidelines may pick up commodities every 30 days when they visit the pantry and milk, bread and produce are available as often as needed.

Since its founding, the Walworth County Food Pantry has moved and expanded in order to keep pace with the growing need for food assistance in our community. In 2018, in order to remain in the current building, arrangements were made to purchase the building and have the pantry purchase it under a land contract. The pantry pays the mortgage of \$1400 per month with a balloon payment due in March 2023. The Board of Directors stays focused to keep the costs low and the building accessible to our guests. We hope to make this our forever home with the generosity of the community.



Currently, there are 9 Board members who serve the pantry. These individuals bring the same commitment and passion for serving those in need. The Board meets quarterly to stay updated on operations, fund raising efforts, increase community awareness and provide a keen eye of service to those who are in need. In addition, the Board is committed to providing quality, healthy food in the most cost effective manner. The Board receives regular financial reports to ensure the pantry is well managed, sustainable and good stewards of the resources donated. With the help of the community and its leaders, the Board is committed to learning and growing.

Letter from the Executive Board of Directors

Thank you for choosing the Walworth County Food Pantry as a place to volunteer your time. We know there are many places in Walworth County that you could share your time and talents, so we hope that your time volunteering at the food pantry is rewarding. Volunteers are the core of the operation and are vital to the pantry's efforts to serve our hungry neighbors for over 10 years. Volunteers, on average, donate over 13,000 hours of their time to help feed 1,314 unduplicated families in our community. With the volunteers like you, the pantry can squeeze more out of every dollar raised and is able to purchase more food such as milk, eggs, sugar, flour and other items to round out the food offerings for those in need.

Thank you for your generosity!
Walworth Food Pantry Executive Board

About the Guests

Who can come to the food pantry? People living within Walworth County are eligible for the food bank services. We also serve all other local food pantries on a regular basis, helping them increase their capacity and service. The diaper bank partners with other local agencies to provide these critical items and allow them to focus on their mission without worrying about acquiring diapers.

How often can guests visit the food pantry? Guests may visit once a month for food and diapers and as often as needed for milk, bread and produce, if available. The pantry abides by the guidelines of the USDA, TEFAP and TMP Regulations. The application process is simple and first time guests are asked to present a photo ID and a piece of legal mail with their current address. Since the pantry receives some food through a federal program referred to as Commodities, guests must state they are under the income guidelines for the family size at 185% of The Federal Poverty Level. This is referred to as "self-validation".

How do the guests select their food? The volunteers are very respectful and responsive to the guests and assist them in a caring and sensitive manner. The pantry values and protects the guest's privacy and work to ensure a safe environment. The pantry honors the guest's dignity by offering useable, nutritious food and distributes it in a convenient and equitable manner. Most of the food is given out in proportion to family size.

What does a guest's visit look like? Upon arrival our guests sign-in and receive a service number. They are informed of any special opportunities for food or other products. A guest greeter will invite the next family to shop the pantry. Guests are free to select the items needed. Again, the pantry offers over forty separate categories of food items so there is much to choose from. The pantry is set up much like a small grocery store. Guests will bag their food as they shop and this process takes about 15-20 minutes. Their cart is then handed off to a volunteer 'personal shopper' who completes their order of dry goods and meats based on the shopping list they have completed. After shopping the guest leaves through the front entry door and brings their vehicle to the pick-up area in the back of the pantry building and then collects their cart of food.

Where does the pantry get the food given out to the guests? The community is very generous with their help and support. The pantry receives food and cash donations from businesses, generous people and civic groups. Also, the pantry is part of a growing program referred to as "Food Rescue". Local grocery stores donate dairy, produce and bread, which translates to about 50,000 pounds of food per month. This type of donation allows the pantry to expand its food offerings and offer better nutritional value beyond canned and dry food. The pantry purchases food from Feeding America for as little as \$.19 per pound. Fresh produce is provided by our local farmers and gardeners when in season. The rest of the year it is purchased through wholesalers. The food bank is not a wholesale company and the pantry may not be able to purchase all the foods it would like to offer all the time. The pantry participates in The Emergency Federal Assistance Program as well as the Trade Mitigated Products and so the pantry is able to receive Commodities through the USDA program. The food pantry is also the only site in Walworth County for the distribution of the Hunger Task Force, Senior Stock Box for those living at or below 135% of the Federal Poverty Level. The Senior Assistance Mission (S.A.M.) was developed by the pantry to also provide a bag of essential toiletries to these families each month. With low cost buying, additional offerings of commodities, food resource and donated food, the pantry is able to offer over forty types of food items.

Volunteer Opportunities and Jobs

The Walworth County Food Pantry is a volunteer run organization, with no employees. It could not operate without your spirit of willingness to help.

Most of our volunteer opportunities are on-going which means that the food pantry needs volunteers on a daily basis. With the expanded space, volunteers are needed to process community food donations, food rescue delivery and receive the monthly orders from Feeding America, Hunger task Force, TEFAP and TMP.

How often and how many times you volunteer at the food pantry is up to you. There are so many people appreciative of your efforts. You are making a commitment to help over 4,000 people in need of food in your community. Every volunteer matters as everyone makes a difference in our community.

As the pantry grows and changes, there may be updates to the policies and procedures relating to volunteers. You will be notified of any changes.

Below is a list of jobs at the pantry that allow volunteers to get food into the hands of those that need it. Complete job descriptions are available by request or through your team leader.

Back Room Volunteer

Inventory Stocker

Client Greeter/Advisor

Front Desk Volunteer

Exit Door Volunteer

Special Event Volunteer

Speakers

While at the Pantry

- **Food Safety** is the number one concern at the pantry. There are many instructional hand washing posters throughout the building. Please wash hands often and gloves are available if requested. Sanitation Stations are also provided. It is vital that everyone that works in the pantry understand and practice proper food handling practices. Safe steps in food handling and storage are essential to prevent food borne illnesses. You can't see, smell or taste harmful bacteria that may cause illness. If you would like further information about the Health Department guidelines, please ask a team leader. However, let common sense guide you. **If you would not eat the food, please don't serve it to the clients. When in doubt, toss it out!!**
- No one under the influence of drugs or alcohol will be permitted in the building.
- No guns or any type of weapon are permitted in the building or on the grounds.
- No headphones or cell phones are to be used in the client service areas.
- There is no smoking, running, horseplay, climbing on equipment or use of any equipment not assigned.
- Some assignments include operating equipment or driving trucks. You will be trained on the use of the equipment and you must show proof of a current driver's license if operating a vehicle. There is a section in the job description of our Driver Safety Policy.
- In case of an Emergency, please follow the signs that are located throughout the pantry for evacuation procedures.
- There are security cameras throughout the building for the safety of our volunteers and guests. Activities are recorded and stored for 6 months.

I. Opportunities

Walworth County Food Bank requires enthusiastic volunteers armed with diverse sets of knowledge and skills. Below are general areas of need with a brief outline of the required duties. This list is by no means complete and we invite you to contact us if you have any additional skills you wish to bring to assist the food bank. We want your expertise to help us better serve the community.

Office Support-Greeter

We need help answering phones, filing, data entry (Word, Excel), greeting clients, preparing promotional material, making copies, preparing mailings, and other duties as assigned.

Client Services

Provide support as a Client Intake Assistant. This requires some additional training with specific software prior to signing up for shifts.

Warehouse

Assist with food pickups, loading/unloading vehicles, distributions, food handling/sorting, checking the condition of all foods (appearance, expiration dates, etc.), general cleaning of work areas (including vehicles), stocking shelves, and preparing orders.

Drivers

Transport volunteers to retrieve donated food items, assist in loading/unloading vehicles, conduct vehicle safety checks, and transport food and volunteers to food bank distributions.

Landscaping/Gardening

Weeding, watering, mowing, edging, pruning, assisting with various tasks on partnering farms, and assist in maintaining various community garden sites.

Special Projects/Events

Event planning, promotion, and acting as food bank ambassadors by representing the food bank to the public.

Speaker's Bureau

Speak at public gatherings and meetings to promote the numerous ways people can help the Food Bank to continue its mission. Must be at least 18 years old, have reliable transportation, and be familiar with PowerPoint. Training and presentation materials will be provided.

Our Web Site

Our web site is our store front!

www.walworthcountyfoodpantry.org

We are always interested in adding information, stories and photos and appreciate any that you send along to us. Please be sure to check it out and see all that is happening here.

II. The Basics

Confidentiality

Volunteers may be exposed to private information about food bank clients or volunteers in the regular course of their duties. To respect the dignity and privacy of all people affiliated with the

Information for Volunteers

Below are answers to frequently asked questions from volunteers to help you become familiar with your time at the food pantry.

Where should I park? There is adequate parking behind the pantry building. Please do not park in the area that the guests will be using to pick up their food.

Where do I enter the building? There is a volunteer door off the parking lot; it is marked with a 'volunteer entrance' sign.

What are the hours I will need to work? Once it's determined what job you'd like to perform, the hours will be given to you. Please try to commit to these hours so you have adequate time to complete the task. An email is sent out each month requesting the days and times you are available. Please respond to the email as quickly as you are able to so that a complete schedule can be emailed back to you before the beginning of the next month.

Should I wear any special clothing? Please wear comfortable clothing and closed toe shoes, if possible. Some volunteers bring an apron as working with food can be messy and we have some red aprons available for you to wear. Please also wear your name tag!

Where should I leave my things? There is a closet next to the diaper repacking station where you may leave your things.

What do I do if I or another volunteer gets hurt? If the injury is serious, call 911. If the injury is minor, let your fellow volunteers know and the team leader so they can assist you. There are first aid kits on site in the front office drawer near to the large copier.

Is there a sign-in sheet for volunteers? Yes, please be sure to sign in and indicate the hours you are working on the sheet posted in the warehouse area.

Can I donate food to the pantry? Yes, you can donate in several ways. You can donate money which will go to the operating fund or to the building fund (to help offset the purchase of our new building). You may also designate funds to food or diapers or to our annual events, just designate where you would like your funds to be used. You can donate food to the pantry or sponsor a food or diaper drive. Our preference is a peanut butter drive and Tool Kits for both Peanut Butter drives and Diaper drives are available on our website or in person at the front desk.

Is my donation tax deductible? Yes! The Walworth County Food Pantry is a non-profit charitable organization, IRS Code 501 © (3). EIN 26-4560796

All Volunteers are expected to understand and abide by the USDA Civil Rights Regulations and policies as follows;

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, gender, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc. should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.