

ST. LEO FOOD PANTRY

Choice Food Pantry/Acts of Mercy Pantry Donor Program Handbook
Volunteer Assignment Descriptions & Guidelines

*How Your Role
Serves Others*

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PANTRY HANDBOOK

Our Food Pantry is open to clients on Mondays, Wednesdays & Fridays from 1:00-3:30 pm, except for certain holidays. To prepare, we pick up from the Freestore Foodbank and other donors throughout the week. We serve over 1,000 individuals a month, around 325-350 families. The Food Pantry relies on the support of over 50 regular volunteers to keep it running efficiently and effectively. It also provides an opportunity for scouts, community workers, and outreach groups to complete service hours and help those in need.

It's helpful to read through *all* other assignment descriptions to understand how the Pantry flows and your job within it!

Note that due to COVID-19, it may be necessary at times to adjust Food Pantry operation (ie temporarily restrict clients from entering the building, etc.). Any changes to the standard operation described in this manual will be communicated to you by the Pantry Coordinator responsible for that day.

WHAT IS A CHOICE FOOD PANTRY?

A client Choice Food Pantry allows clients to select their own food instead of receiving a pre-packed or standard bag of groceries. With this method, clients do not have to take items they already have, do not like, or cannot eat for health or personal reasons.

The concept is to stock shelves by category. If there is no more room on the shelves, the storage rooms are used as a backup for overstock. After checking in at the front desk and going through computer intake/update, clients are escorted through our aisles and select their own items based on the daily shopping guide, which is color-coded based on family size and reflects the shelves as well.

BENEFITS OF A CHOICE FOOD PANTRY

- Save money for the pantry
- Limit food waste - customers take food they will use and leave the rest for others
- Make ordering easier - pantries know what popular food to stock
- Uphold the dignity of clients
- Meet clients' health needs
- Make clients feel like they are food shopping for their own food

WHAT IS THE "ITEM" SYSTEM?

Since we receive much of our product from government programs, we must adhere to the Civil Rights Act which states that **we must treat everyone equally**. We must maintain the item system and serve the appropriate number of items on the Shopper Guide, no matter how small or large the family. This is why you should never give an "extra" little something to a client. A claim may be filed by someone if they see this happening. Help us keep the pantry open by observing this system to serve everyone equally.

INFORMATION FOR ALL VOLUNTEERS

1. All volunteers should sign-in on the Volunteer Sign-In Sheet. This helps *greatly* with our grant writing as we can show our broader impact on the community.
2. If you are a regular volunteer and know you'll be out, please note it on the calendar on the Volunteer Bulletin Board used for such purposes. It's also a huge help to call for a replacement volunteer for yourself and update the day's coordinator.
3. Normal hours for volunteers are noon-4 pm. We ask all to assist with restocking, clean-up, product repackaging, etc. in any way you are able, before and after client hours.
4. We gather and offer our special Serving Prayer around 12:45. It is also a time that any updates or changes are discussed.
5. Clients may not wait in the lobby, or come into the building, before 1:00 pm - no matter what the weather - due to unloading and stocking as well as the requirement that we treat all equally.
6. For liability reasons, clients are not permitted in the back hallways alone. If they ask to use the restroom, they **MUST** be escorted. Parents **MUST** go with their child, along with a volunteer, even if a volunteer is SafeParish trained. Keep the chain separating the back area from the client area hooked.
7. Referring to clients by name as well as introducing yourself and the next volunteer by name is wonderfully personal and gives a real sense of being connected.
8. Restocking may be done by all volunteers before, during (so long as respect is given to the clients that are shopping), and after Pantry hours, following the Product Placement Guide. See "Stocking Shelves" section below.
9. If forms, copies, supplies or anything else are needed, let the coordinator know or call the main office (513) 921-1044.
10. Things that go to St. Leo Office:
 - Volunteer Sign-In Sheets
 - Check-In Sheets with Shopper Slips clipped to them
 - Donation Information Slips
 - Civil Rights Volunteer Forms
 - If computers are down, signed hard-copy of JFS Forms.
11. There are occasional requests for handouts from clients – either monetarily or for food – and/or for transportation to/from the Food Pantry. Volunteers are required to adhere to the Shopper Guide and are not to give handouts or extra items. In addition, volunteers are not to give rides to/from the Food Pantry.
12. Every volunteer must initial and sign the Civil Rights Understanding Form once a year.
13. Listen to "cues" from clients. Many volunteers have listened to unspoken cues and have connected our clients to outside services. St. Leo has a network of references numbers for utilities, rent, and other needs. Feel free to give them St. Leo's office number, (513)921-1044.
14. If any volunteer or client is injured at the pantry, contact the Parish Office immediately and report the precise details of the incident. First Aid kits are located in the Produce Room on the shelf and the office.
15. If visitors ask to be volunteers, they should call the St. Leo Parish Office and ask for Amy.
16. Snow closings will be announced on Channels 9 & 19 as well as Facebook. If Cincinnati Public Schools announces closing due to hazardous road conditions, the pantry will also

be closed. (Pantry will not close when CPS closes due to extreme cold or COVID surges.)

17. There is a volunteer refrigerator, coffee pot & microwave oven in the Office. A “Break Room” with lockers is available for volunteers also.
18. Street Coverage lists are at every desk along with a Map with pantry coverage boundaries. Quarterly newsletters are in the waiting area. Newsletter sign-up slips for volunteers and clients are on the desk.
19. Cell service is sketchy in the building. To use the phone, dial 9 first.
20. If you are SafeParish trained, please add St. Leo as an additional location.
21. Most of all, remember that we do our best work *together!*

SOMETHING FOR EVERYONE! STOCKING SHELVES - HOUSEKEEPING

1. Similar items are kept together on the same shelf. It is important to rotate the stock so older items are taken first. Newer items are placed on the bottom shelf with older items on the upper shelves.
2. Double stack items - use the small stocking boxes to stack.
3. Unopened newer product goes on the bottom shelf (and sometimes 2nd bottom shelf), behind other product, in its still unopened/unwrapped condition. **DO NOT OPEN OR TAKE OFF SHRINK-WRAP.**
4. Our Food Pantry is covered under the “Good Samaritan Food Protection Act” allowing us to serve expired or damaged items. However, if a can is badly dented, the inner seal is broken, or the product inside is compromised, it must be put in the trash. This is the same for opened packages – ask the coordinator if you are unsure.
5. We often get unmarked brown bags. Please mark content and date on the bag before shelving.
6. "Treats" are single-serving snacks, cookies, granola bars, etc. that go at the end shelf of aisle 2. A White Board will indicate how many treats may be served on a given day. Single-serve items such as soups, cereal cups, macaroni cups, etc. go on the Treat shelf also.
7. K-Cups, water, etc., go on the Bonus shelf. Check with the coordinator before putting it there.
8. Bulk items are put into the back office to be repackaged.
9. Whole Bean Coffee goes to back office to be ground.
10. Emptied milk crates, large plastic grocery containers, flower containers and banana boxes go to the front foyer in the corner for the Pickup Team to put in the van. Smaller/Medium boxes are saved to use in the client shopping carts. Other cardboard boxes will need to be cut down with the box opener and put in recycling bins.
11. Upon closing, treats, pies, and cakes can be taken in the large plastic bin and cardboard boxes and put in refrigerator #6 with a note as to the date.
12. Part of stocking the shelves involves breaking down dry bulk items such as beans, diapers, and treats. Our meats and cheese also come in bulk and large packages. These need to be broken into single item size or marked as 2-Item selections. *Ask coordinator how to break down amounts.*
13. All products must be on a skid or shelving rather than stored on the floor.

Ask Coordinator if unsure where an item goes.

PANTRY IN ACTION

There are 8 “In-Action” roles:

- Check-in: Greets and coordinates client “path” (p. 5)
- Intake: Completes required computer data input on the client and the household (p. 6)
- Escort aka “personal shopper”: Walks through the aisles with the client (p. 7)
- Pantry Coordinator: The day’s Go-To person (p. 8)
- Cart Return Person: Accompanies the client to their car and brings the cart back into the building (p. 8)
- Meat/Frozen Person: Helps the client navigate what items are available (p. 9)
- Refrigeration Person: Helps the client navigate what items are available (p. 9)
- Produce Person: Helps the client navigate what items are available (p. 9)

CHECK-IN – Act as a greeter and coordinator for the client “path”

Needed: 1 person to remain at the check-in location to welcome clients. This person must **STAY AT THEIR POST** or find a SUB FILL-IN at the front desk.

Responsibilities:

1. Flip the “Open” sign and welcome clients at the front doors at 1:00 pm.
2. The Check-In person must take the clients’ names.
3. As clients are being checked in, ask if they have the necessary paperwork and verify they live in our coverage area. If not in our coverage area, provide the appropriate “Zip Code” slip.
4. Write the client’s name on the Check-in sheet and direct the clients to the waiting area. Call the clients in order of the sheet to go to intake and check their name off the sheet. Since some families take longer at Intake, the order they come in is not necessarily the order they are escorted into the shopping area. If the client leaves, please mark the intake sheet NS or scratch out their name completely.
5. When you receive the Shopper Slip from the client after intake, put it on the *bottom* of the stack on the Shopper clipboard and have the clients have a seat in the waiting area until they are called. (Escorts know to pick up the shopper slips.)
6. Then...immediately call the next client to intake.
7. At the end of the day, staple/paperclip completed Shopper Slips to the Check-in sheet. Place in the file box to go to St. Leo office.
8. When donations come in, assist donors in completing the “Non-Cash Donation Form” or fill it out for them. This is **VERY IMPORTANT!** (It goes to Amy in the office for acknowledgment.) Please fill out the form COMPLETELY.

INTAKE - PantryTrak information

Needed: 1-2 people for 1st 30 minutes; 1 thereafter.

Responsibilities:

1. Turning on the computer: “On” button is on the console; type in system password; click LEO User icon; click PantryTrak shopping cart icon; enter username and password.
2. Always start by Searching for a Family. **Do not “Add New Family”** unless both name *and* address are searched. Remember, the address may be different if they have moved.
3. ***Read prior notes before opening a client’s file. Please adhere to any notations.

4. Ask for client information **before** opening the family name, ensuring they're in our area & have everyone's PHOTO ID, **ORIGINAL SOCIAL SECURITY CARDS FOR THOSE TO BE SERVED & PROOF OF RESIDENCY** (utility, phone bill) dated within 30 days. All info is needed at **EVERY VISIT**. We *must* have verification to participate in the Freestore Foodbank USDA food program and the Acts of Mercy Pantry Donor Program even if they are "in the system".
 - a. **If there is no Proof of Residency – do not serve that individual!** If you feel uncomfortable telling them, call the coordinator to assist in explaining. We must have proof of 30 day updated residency for our Funding Program.
 - b. **If there is no Social Security Verification – do not serve that individual!** You can serve only for the number of presented SS/Medicaid cards.
 - c. Referrals from Bethany, Talbert House, or other agencies will give their client a Referral Letter with the client's name. It must be used within 30 days of the referral date. All supporting documentation must also be presented.
 - d. **If the client is not in our service area**, explain we will serve them only this one time. Make sure you enter them into the computer and type in Notes as one-time served and referred. Provide appropriate "Zip Code" slip or referral information.
5. Ask the client how they are getting home. If they do not have a ride, modify their order to enable them to get their food home.
6. Confirm all information in PantryTrak. Make/add notes as needed, especially if there is an issue with Social Security cards, address verification or other discrepancies.
 - a. Check phone numbers which change often
 - b. **Always** change the Address Verification **date & check the "yes" box**
 - c. Extra notes explaining relationships are immensely helpful
 - d. If the client is a Proxy, we must have an updated letter EVERY visit
 - e. If the client is a guardian of children, we must have certified order from the court
7. The client must "E-Sign" the JFS digital form (click the separate E-Signature tab at the top). Explain they can look at the paper copy on the desk to see what they're signing.
8. After getting the E-Signature, tap "Served" at the bottom of the Client screen, then close the window.
9. Fill out the shopper slip COMPLETELY, mark any special needs at the bottom (diapers, sizes) then give it to the client.
10. Instruct the client to give the Shopper Slip to the Check-in person. If the person is not served, inform the Check-in Person to mark N/S (not served)
11. When leaving, please leave the desk organized and cleared off for others using the desk.

IF THE COMPUTERS ARE DOWN:

1. Use the paper copy of the Service Visit Update form located in the file holder above phone – complete it as you would the online Service Visit. Use the back of the sheet for additional family members and the individual's details.
2. Have the client sign and date the paper copy of the JFS form. Under *How Did They Sign?* Mark "Signed Paper Form". (DO NOT MARK E-SIGNATURE.)
3. Put the JSF Form in the "To St. Leo Office" box. Jeremy will add it to the system later. DO NOT INPUT THIS INFORMATION INTO THE COMPUTER even if the computers come back on.

4. If the computers come back up on the same day, resume entering the next client input on the computer.

ESCORT – Shop with the client; stay with the client and guide them through

Responsibilities:

1. It is important for Escorts to arrive in time to hear all announcements. Special quantities, number of treats, bread or extra items available may be announced. Walk through the shopping area to get acquainted with what products we have: new products, produce, meats, free items in the meat section, refrigerated, vegetarian, gluten-free, etc. Also, keep in mind how many pizzas (as available) and "treats" are being given out for the day.
2. From the Check-in desk, take the daily Shopping Guide listing the family size and quantities needed for shopping.
3. Take the Shopper Slip from the top of the stack on the clipboard at the Check-In desk.
4. Get a shopping cart prepared with boxes, bags, etc. Call the client. Introduce yourself. As a courtesy, ask if they prefer bags instead of a box. Otherwise, a box is in the cart for easy loading. If clients walk or take the bus, there are often cloth bags and rolling luggage available to make transport more secure and easier for the client.
5. Delicately explain to the client that they must watch and discipline their child/ren while shopping. Explain if the child/ren becomes disruptive or starts touching things, they will have to come back at another time.
6. Guide the client through the shopping area, mention the different types of soups, veggies, etc. and help by handing their choice to them. This helps keep things moving and keeps the client from handling every single item.
7. Keep your eyes open for "2 Items" or "3 Items" on the slip on products, especially meats, rice, cleaning items, and cooking products.
8. DO NOT take items from the bottom shelves while shopping. DO NOT take items from the tops of perimeter shelves (personal/hygiene, baby, cereal, miscellaneous) while shopping. DO NOT open shrink-wrapped or boxed packages on any shelf during serving
9. Please stay with the client and be active in guiding them. Do not serve for more than the quantity on the Shopper Guide
10. **Please stick to the numbers on the Shopping Guide. We must enforce compliance with the Civil Rights Act.**
11. Clients do not *have* to take the quantity or item if they don't wish; however, **do not substitute another item.**
12. Meats, Refrigeration Items and Produce Section: There are usually guides stationed there to assist. If no one is there, ask the client what they might want. Use good judgment considering the number of people in the family, as well as what we have to offer. The escort, not the client, should reach for items to avoid contamination and the client moving items around.
13. Bonus Shelf/Flowers/Other Extras: Clients may select items of their choice. One of any type of item.
14. Oftentimes, there are bread and other items. They are permitted to take what the coordinator suggests, giving consideration to how many clients we have that day.
15. Place the Shopper Slip upside down in the "Completed Shopper Slips" box on the front desk.

16. At the end, the client may take the cart to the parking lot to unload as long as it is with you or with a Cart Return person to bring the cart back inside.
17. Prepare the cart with box, bags, etc. for next use.
NOTE: Be mindful of how long it may be taking for your shopper to make decisions and encourage them to keep moving, trying to avoid a log-jam. Persons behind a slower shopper may “pass” them to keep things moving.

PANTRY COORDINATOR (3)

Need: One each for Monday, Wednesday, and Friday.

Responsibilities:

1. To maintain a smooth flow, the coordinator ensures and enforces the procedures and systems, including volunteer job duties, stock placement, and facility’s needs on their given day.
 - a. See that refrigerated treats: miscellaneous and produce are put out and returned at end of the day.
 - b. Overages or older produce can be put out in the foyer for clients to take.
 - c. See that meats, frozen items and other unusual items are put out.
 - d. Measure freezer, refrigerator, and storage/stocking area temperatures.
 - e. Direct volunteers in the repackaging of meats/cheese and breaking down bulk items.
 - f. Direct volunteers in restocking of the shelves.
 - g. Address special requests.
 - h. See that bread, treats, produce and refrigerated/dairy items that will not keep are disposed of.
 - i. Ask one of the volunteers to take trash over to the dumpster at end of the day.
 - j. Lock the outside doors at 3:30.
 - k. Secure the aisle doors. Lock the office door, the main storage door, the freezer room door and the produce door. Turn out the lights, lock the outer door, etc.

CART RETURN PERSON - Ensure carts come back into the building

1. Escort the client to their car. You do not need to unload anything.
2. Return the shopping cart to the shopper area, help prepare the cart with a box, bags, etc. for the next use.

MEAT/FROZEN PERSON

Stock from FIFO board in the Freezer Room. Ask the escort how many people are in the family. Along with the escort, help the client navigate what’s on hand and ask what they would like to have based on Shopping Guide. (Do not allow clients to reach inside the units.)

REFRIGERATION PERSON

It's helpful to provide a bit of salesmanship to push the oddball items we receive! Along with the escort, help the client navigate what’s on hand, ask what they would like to have with

consideration to the size and the makeup of the family. (Do not allow clients to reach inside the units.)

PRODUCE PERSON

It's helpful to provide a bit of salesmanship to push the oddball items we receive! Along with the escort, help the client navigate what's on hand and ask what they would like to have with consideration to the size and makeup of the family. (Do not allow clients to serve themselves.) Move overage out to lobby.

PANTRY BEHIND THE SCENES

DRIVER/PICK UP PERSONS –Pick up groceries, etc. at area food stores

Needed: 2-4 people on Monday; 3 or more people on Tuesday; 3 people on Wednesday; 2-4 people on Friday. (Also need “Backups” in case our regulars cannot help.) This involves heavy lifting, loading/unloading from the store and at the pantry.

See Appendix A for details on pickup locations.

Responsibilities:

1. Pick up items at the assigned vendor. In black marker, put the received date on the cartons/boxes. Thermal blankets should be used to keep frozen/cold foods to appropriate temperatures.
2. Unload at the Pantry. Measure food temperatures and log on the record sheet.
3. For Kroger & Whole Foods: Log the poundage on the Poundage sheet in the Freezer Room.
4. For Freestore Foodbank: check for “free” items.

ASSOCIATE DIRECTOR

Responsible for:

1. Acquisition of purchased and donated food, evaluation of weekly inventory, and management of weekly orders with the Freestore Foodbank and other food resources for the pantry needs.
2. Determine Shopping Guide for the day and the pizza and treat quantities. Transfer items to the “Bonus” shelf, if needed, and update the coordinator.
3. Lock access pantry doors (4) and the office door.
4. ORDERING from Freestore/Foodbank:
 - a. Our pick-up day is Tuesday. Order online *early* on Friday to get the 9:00 am pickup time.
 - b. There is usually a limit on items. We are able to order every day from Friday through Thursday for pick up the following week
 - c. In the event of a holiday and closure for the FreeStore FoodBank, our schedule for ordering is changed. Order cut-off is three working days before the pick-up date.
 - d. Copy of the order should be sent to the Tuesday driver via email.

APPENDIX A – FOOD PANTRY PICK UP INFORMATION

Day	Vendor	Pickup Address	Time
Monday (2 teams)	Kroger	Montfort Heights 3491 North Bend Rd Cincinnati, OH 45239	7-9 am
	Whole Foods	Mason 5805 Deerfield Blvd Mason, OH 45040	8:00 am
		Rookwood 2693 Edmondson Ave Cincinnati, OH 45209	9:00 am
Tuesday	Freestore Foodbank	1250 Tennessee Ave Cincinnati, OH 45229	9:00 am
Wednesday	Whole Foods	Rookwood 2693 Edmondson Ave Cincinnati, OH 45209	7:50 am
Friday (2 teams)	Kroger	Montfort Heights 3491 North Bend Rd Cincinnati, OH 45239	7-9 am
	Whole Foods	Rookwood 2693 Edmondson Ave Cincinnati, OH 45209	7:50 am

APPENDIX B – ST LEO STAFF LIAISONS

EXECUTIVE DIRECTOR

Father James Schutte, 513-921-1044 ext. 21

DEVELOPMENT

Amy Kleeman, 513-921-1044 ext. 22

Responsibilities:

1. Tends to publications, pamphlets, hand-outs, and notices. Checks to make sure literature is updated and accessible.
2. Acknowledges gift-giving and donations.
3. Coordinates volunteer opportunities, grant writing and funding needs, and other development aspects for the Pantry.

BUSINESS ADMINISTRATOR/STATISTICAL REPORTING

Jenni Lindgren, 513-921-1044 ext. 20

Responsibilities:

1. Tends to financial and operational concerns of the Pantry Programs, as well as statistical reporting, compliance, and certification of the Pantry.
2. Oversees the overall administration and operation of the St. Leo Food Pantry.

APPENDIX C: SPECIAL INTAKE INFORMATION FOR BURUNDIANS/GUATEMALANS

1. Names – what we believe is the Burundians first name is sometimes their last name, i.e., with Stephan Nguribi, the last name would be Stephan.
2. Birthdates of January 1st are common with Burundians. They are the assigned dates when coming from Africa since there are no formal birth records.
3. Hispanic spouse's last name is often different. Sometimes a Hispanic person will have two last names that are the same.

APPENDIX D - POUNDAGE HELPFUL HINTS

1 lb. = 16 oz = 1 pint (2cups)

Bread loaf = 14oz

1 quart = 2 lbs.

1 gallon = 8.6 lbs.

Cans = 12.5 oz or 15 oz

Dozen eggs = 24oz