



## **Guidelines for Volunteer**

First I want to thank you for helping us! You are an answer to our prayers and a blessing to us.

### **Getting Started:**

- Sign a Volunteer Release Form. Each person who helps is required to do this.
- Record your volunteer time from the time you leave home. Record your time at the end of your shift.
- Check in with the lead volunteer helpers to know what needs to be done.
- Ask the lead volunteer for an orientation tour if this is your first time helping HSCSI.
- Make the lead volunteer aware of any physical limitations you may have that might hinder your helping activity. Your safety is of utmost importance.

### **Reinforcing the Guidelines:**

Although it may be uncomfortable, volunteers may need to talk to participants about following the guidelines.

Here are some things to remember:

- Enforcing item limits
- A minimum of two hours per person is required every time a person work in the warehouse.
- Shopping time is not considered part of the two hour minimum.
- Participants can get up to ONE cart full of groceries. PLEASE NOTE: Participants are not to unload the cart and go back for another shopping time. We want to have enough for the other families as well.
- It is NEVER acceptable for someone to be rude to you. If a shopper is unpleasant with you, the lead volunteer must know right away.



### **Drivers:**

Drivers have a great responsibility to represent Hope Station to our donors. Here are some things to remember:

- Be courteous to everyone.
- Defer graciously if an argument arises about whether you should be picking up items. Report any incident to the executive director.
- NEVER joke with suppliers about "selling" ANYTHING. We do not sell our donations.
- Let us know if you can't make your designated drive so we can get a substitute.
- Write your pick up into the record book.

### **Work to be done:**

#### Sorting Food Items

- Wipe or wash unclean items
- Remove unsafe items (Does this look clean and safe?)
- Group 'like' items together
- Repackage items in appropriate quantities
- Store sorted boxes in designated areas
- Keep the shelves clean and orderly always
- Boxes containing food may never be on the floor

#### Stocking Shelves

- DO NOT lift boxes that are too heavy for you! Ask for help. Lift crates, or use a hand truck; do not drag crates across clean room floor. Your safety is FIRST!
- Keep 'like' items in the same areas; i.e. canned vegetables together, fruit, spaghetti sauce, etc.
- Face the labels so that they can be read at a glance
- Check for expiration dates and place them accordingly (i.e. items with longer validations goes in the back of the shelf).



#### Food Breakdown

- In the clean room food items that we receive in bulk are repackaged or placed on trays for distribution. Food safety is of vital importance.
- Wash your hands first and ALWAYS wear clean rubber gloves.
- Wipe down the surface with disinfectant first and between every job.
- Label individual items as they are packaged. Pastry flour and unbleached flour look alike, but don't bake the same!
- Clean up after each job, wiping floor if necessary.

#### Clothing Sorting and Organizing:

- Sort clothing according to their own categories (age and gender)
- If clothing is not in good condition, place it in a separate bag.

For more information, please refer to the participant guidelines.

Thanks again for your help and may God bless you in a very special way!

Pastor Marci Mattoso