

North Liberty Community Food and Clothing Pantry Procedures Manual

Table of Contents

- Daily Activities..... 2
 - Opening..... 3
 - Closing..... 3
 - Process..... 4
- Shopping..... 4
 - Guidelines..... 4
 - Records..... 6
 - Inventory..... 6
- Food..... 7
 - Guidelines..... 7
 - Sacking..... 8
 - Substitutions..... 8
 - Additions..... 8
 - Sacking Food Ahead of Shifts..... 8
 - Delivery Policy..... 9
 - Picking up Food for Additional Families..... 9
- Clothing..... 10
 - Guidelines..... 10
 - Records..... 10
 - Donations..... 10
 - Working with Clothing Donations..... 10
 - Straightening..... 12
 - Would you like some help?..... 12
 - Donation Receipts..... 12
 - Kidworks Clothing Pick-up..... 12
- Records..... 13
 - Paper Forms..... 14
 - Computer Records..... 14
- Processing Food..... 16
 - Shelving Donated Food..... 16
 - Shelving HACAP Food..... 16
 - Wonderbread Pick-up..... 17

HyVee Food Pick-up 17

HACAP Pick-up 18

Table to Table Delivery 19

Hawkeye Foods Pick-up 20

Inventory Process 20

Sanitation 21

 Dealing with Bugs 21

 Bulk Food and Food Safety 21

Miscellaneous Policies 21

 Monday Pantry Tasks 21

 Parking the Van 22

 Youth Volunteers 22

 Bicycle Project Procedure 22

Weather Closure Policy 23

 School Days 23

 Non-School Days 23

 During Pantry Shifts 23

 Pantry Meetings 24

Other Useful Information 24

 Health and Cleanliness 24

 Taking Care of Yourself 24

 Miscellaneous 24

Useful Hints to Manage Difficult People 25

 General 25

 Substance Use 25

 Children 25

 Child Abuse 26

Things to do if you have some time 26

SHARE Instructions 27

SHARE 28

Pantry Shift Duties 28

Organizational Chart 30

Daily Activities

Opening

- Adjust the thermostat to a comfortable level, using the up and down arrows.
- Sign in on the "Volunteer Time Sheet".
- Pick-up donated food from inside the church. Food is in the blue tub in the coat closet next to the church office. (The front doors of the church are open M-F 6am-6pm)
- Lock outside door from inside until ready to open the pantry.
- Unlock the beige file cabinet with the key on the Knox key ring in the desk drawer.
- Take records file and current record file folder out of the first file in the top drawer.
- Put on an apron and your nametag.
- Turn on the computer (the center button on the CPU under the desk).
- Start the "Food Pantry" database (double click).
- Enter the password (hint is in the file cabinet in the new records folder).
- Select "Forms" from the first column.
- Select "Family" from the second column (double click).
- Read the volunteer log calendar.
- Tie the door open with the white rope on the hour to let the families know we are open.
- Do not open the pantry unless two volunteers are present. If two volunteers are not present on the hour, check the notebook for the schedule and volunteer phone numbers. Call another scheduled volunteer either from a cell phone or from the church. There are names of individuals who can substitute at the bottom of the list of volunteers.

Closing

- Untie the door.
- Close the database (click the 'X' in the upper right corner).
- Turn off the computer by clicking "Start" in the lower left corner, click on "Shutdown," and click "OK" in the box that appears.
- Put records file and current record file folder back into the beige file cabinet.
- Lock the beige file cabinet.
- Write a note in the volunteer log notebook about the shift including any special information or just a note about how the shift went.
- Sign out on the "Volunteer Time Sheet".
- Adjust the thermostat to 80 in summer or 60 in winter.
- Turn off all lights.
- Close all doors, and lock the entry door (push lock symbol).

Process

- Greet the family and ask them if they have been to the pantry before (if they haven't, they will have to fill out new forms.)
- Ask the family for their name.

Process: New Family:

- Have them fill out the TEFAP and Family Record forms.
- Have them show you an ID of some kind (ex. driver's license, student ID, envelope with their name and address on it). If they don't have anything with them, you can add a note to their record (in the "Comments" field on the database) and have them bring an ID the next time. Please add your initials and date any "comments."

Process: Old Family:

- Look them up in the computer (see computer records section).
- If only their name is in the top of the record section then they need to update their records. They have not updated records since the yearly update.

Process: All Families:

- Get them a unit (one or two sacks depending on the family size).
- If they have not received their four items per family member in the past month, ask them if they want to look through the clothing.
- Invite them to add fresh items (bread, vegetables, frozen – they should receive one item from each refrigerator and freezer as available) and a toiletry to their sacks (see sacking section).
- Write down their visit information on the paper document current "Visit Record."

Shopping

We have had several months of shopping in the pantry. We think it is going well, but we are certainly seeing it get busier. We think this is, at least in part, due to shopping. Since it is busier, we are not planning to add either Coralville or Iowa City at this time. Please ask to see ID if people request to shop and are not in our records as living in North Liberty, Tiffin, Oxford, Shueyville, or Solon. Please look up family's information in the computer before you talk to them about shopping.

Guidelines

- Individuals must have a North Liberty, Tiffin, Oxford, Shueyville, or Solon address in order to shop for their own groceries.
 - Families will need to show an ID/envelope with address for verification prior to shopping for food.

- When the family record is entered into the computer a box will be noted in the computer regarding if a family can or cannot shop based on if they live in North Liberty or rural areas.
- Individuals must come to the pantry themselves in order to shop for their groceries. (someone else cannot shop for them)
- A family will be given one or two baskets to use to gather food to provide an approximate guideline.
 - Families with 1-4 people can have 1 basket of food.
 - Families with 5+ people can have 2 baskets of food.
- Families can take any items on the shelves or in the freezer or refrigerators that are available with the exception of:
 - Meat is limited to 1 frozen item and 1 canned item.
 - Toiletries are limited by day based on supply (usually 1 or 2 items).
- No more than four families at a time can be shopping for groceries. Additional families have multiple options.
 - Take a number and wait in the order they arrived.
 - Try to come back to the pantry later.
 - Accept a pre-sacked bag of food.
- The latest families can begin to shop is 15 minutes prior to the end of the shift. If families come to the pantry later than this time then they can have pre-sacked food.
- Volunteers will assist families to find items and answer questions as needed.
- Volunteers will weigh the family's food. Weighing the food is done because we report the amount of food we have distributed to funding sources.
- Volunteers will help sack the items that the family chooses in their basket. Plastic bags can be used for sacking this food.
- All food should be weighed.

Process

- At the beginning of the shift, put a basket on the scale and turn the scale on (push the "on/off" button). By having the basket on the scale it will automatically "tare" (subtract the weight of the basket from any items weighed on the scale).
- There should always be one person at the desk to check families in and one person near the scale table to weigh food.
- Each family who is shopping will be given a small slip of paper to record pounds. They can drop the paper in the bottom of the basket until they are done shopping.
- The person at the scale table will record the weight on the slip, keep the slips until there is a break, and then return them to the person at the desk.

- The person at the desk will record the number of pounds of food a family receives on the paper family record and in the computer. The slip of paper can be thrown away after the pounds are recorded.
- If the pantry is busy, the person at the desk will give families numbers as they check them in. They family will take the number back to the person at the scale table. That person will either direct them to a volunteer to receive a sack or have them shop when there is an opening (no more than 4 families may shop at one time).
- During each pantry shift volunteers are encouraged to assess the shopping procedures. Notes may include such items as:
 - Reaction from families
 - Problems that were encountered
 - Suggestions
 - Volunteer observations/comments
 - General comments made by families +/-
 - Logistical issues
 - Questions
 - Proposed changes for the next shift/week/month

Records

- The number of pounds of food a family receives will be recorded on the paper family record and in the computer. Families have previously received about 15 pounds of food in the sacks of food we have distributed.

Inventory

- Inventory will be taken weekly by Jon Maakestad.
- If the pantry runs out of any category of food during a shift volunteer should contact Jon at work and he may be able to stop with additional food on his way home from work.

Evaluation of the Process

- We are spending several months evaluating the process.
- Decisions on whether to include Iowa City and Coralville in the shopping process will be made as the process is implemented. This is done to avoid the possibility of a rapid increase in families requesting our services.

Additional Information

- Every family, whether they shop or take sacked food, can look in the refrigerators and freezer to pick their items. It is okay if families take items as limited on posted signs.

- If you find families are trying to “shop” out of their sacks please let them know that we are able to make only two trades within the category of food. If the pantry is busy (more than 4 families) it is okay to say we cannot trade items.
- We hope to be able to open up shopping to the larger cities in the future, but at this time we are allowing North Liberty and small town families to shop. It is okay to tell families in Iowa City and Coralville that we have had an increase in the number of families who have been using the pantry since we have started shopping, and we are making plans about how to adjust to these changes.
- If you have questions please feel free to email or call Judy or Tina.
- Please check the computer before asking further questions. Check to see if the family is able to shop and look for other notes as well.

Food

Guidelines

- Families can pick up food once a week, at any scheduled time during that week.
- If there is an emergency, the church office can give out food without having paperwork completed, but families who return (or come in at scheduled times the first time), must fill out a Family Record and TEFAP form before receiving food.
- A family can pick up for another family if we have a “Permission to Pick Up” form (and other forms) from that family. This information should be added to the “Comments” field in the computer record for the person giving permission.
- Please request that families picking up for more than them and another family to come to the pantry after 4:30pm during the week or on Saturday. This will help to move these families away from our busiest times during the week.
- Families who receive sacked food may ask if they can have more items that they see on the shelves. Generally, it is best to tell them that we make the sacks up ahead of time and have included something from that shelf in their sack.
- They may trade up to 2 items per family. The traded items need to be in the same category of food i.e. meat for meat or fruit for fruit. If the pantry is busy feel comfortable letting them know they cannot trade.
- Families must live in Johnson County to receive sacks of food from the pantry.
- If families come from outside of Johnson County they can receive up to 6 total items of the Government Commodity items at a visit. These items are dated and generally have USDA on them. These items might include dry potatoes, pasta, or canned goods. Do not turn the family away. Give the family a full unit of food at their first visit, but inform them of the policy if they choose to return.

Sacking

The cupboard towards the back of the pantry has sacked food:

- 6 units for families of 1-2 persons
- 6 units for families of 3-4 persons
- 3 units for families of 5-6 persons (split into 2 sacks)
- 3 units for families of 7 or more persons (split into 2 sacks)

Notes:

- Extra sacks may also be on the table.
- If you have time, make up new sacks as soon as you give a unit out.
- When taking food to put in a sack, take it from the front of the shelf
- The list of what goes into the sacks is hanging on the sacked food cupboard.
- Mark the number of people on the front of the sack. Put pairs of sacks together (front & back) in the cabinet.
- When making larger sacks of food for the 5-6 and 7+ families please use two sacks. Please mark them, so that it is clear which sacks go together (use a symbol on the sacks or a different color of marker for each pair).

Substitutions

If we don't have anything from one of the categories, check the substitutions list (behind the sacking list), and use something from the substitution category or use your own discretion.

Additions

If we have bread, refrigerated food, or frozen food, encourage the family to add these to their sacks. Also, let the family pick toiletries/cleaning item per visit.

Sacking Food Ahead of Shifts

- You are welcome to come in anytime the day before or the day of the pantry shift for which you are sacking. (i.e. Monday evening for Tuesday pantry shift)
- Please read the volunteer log to see if there are any new notes about things that have been happening in the pantry. Please leave a note in the log.
- Please check to see the following are in the cupboard:
 - 6 units for families of 1-2 persons
 - 6 units for families of 3-4 persons
 - 3 units for families of 5-6 persons (split into 2 sacks)
 - 3 units for families of 7 or more persons (split into 2 sacks)
- After making sure the cupboard is full, please make up and put on the table:

- 3 3-4 person sacks
- 3 sets of 5-6 person sacks (split into 2 sacks)
- If there are frozen items that can substitute for canned items i.e. meat please feel free to leave these items out of the sacks and write what is needed on the sack: “needs frozen meat”
- Please rotate sacks in the pantry. Take older sacks out of the cupboard and place on the table. Put new sacks in the cupboard. It helps to date the sacks when they are made so we can give out older sacks first.

Delivery Policy

The North Liberty Community Food and Clothing Pantry delivers food to “homebound” individuals.

Due to safety considerations, the following limitations and procedures apply to deliveries:

- Deliveries will be made only to families who live within the North Liberty City limits.
- Food deliveries can be made on Tuesday or Thursday between 5pm and 6:30pm.
- Requests for food deliveries can be made by calling the church office (626-2762) at least 24 hours before the delivery.
- Families requesting delivery must leave a name, phone number, and address.
- Deliveries will be made the Tuesday or Thursday after the request. Requests made on a Tuesday or Thursday will be delivered on the next scheduled day.
- Someone must be at home when we deliver. We will not leave food outside the door.
- Individuals who will be delivering food should make a safety plan, such as:
 - Call a pantry contact (Judy - 430-9881 or Char – 626-4026) before and after the delivery to verify it has been completed.
 - Take two people to deliver the food.

Picking up Food for Additional Families

- Families can have someone else pick-up their food.
- The family who wants to have their food picked up must complete our “Permission to Pick-Up” form. The form must have their phone number and signature. They can either bring that form to the pantry or send it with the person picking up the food.
- We may check with the family who is receiving the food to ensure that they receive the food that was picked up.
- Each family who comes to the pantry can pick up food for their family and as many as three additional families (1+3) total.
- Food picked up for other families cannot be exchanged (sacks will be given out “as is”).
- We encourage families who are picking up for other families to come to the pantry after 4:30 pm during the week so that the pantry is not as busy.

- Single families take priority and we may ask families that are picking up for multiple people to wait until single families have been served.

Clothing

Guidelines

- A family must fill out a Family Record before receiving clothing.
- A family can receive up to 4 items a month for each member of the family. It is fine if they want to pick more items for one family member and fewer for another, as long as the total doesn't exceed the limit (4 X number in family). They can pick out clothing at any visit as long as they do not exceed the limit for the month.

Records

- Family Record procedures are described in the "Records" section of the procedures.
- The number of clothing items received should be entered on the paper document of the current "Visit Record" and also in the computer.

Donations

- Clothing donated must be clean and in good condition.
- Children's clothing and shoes for all ages are accepted. Adult clothing and shoes are accepted as we have room for them. Larger sizes of women's clothing and maternity wear are particularly needed.
- A limited amount of bedding is accepted. When the bin is full, additional bedding will be donated to Goodwill.
- Clothing that is not given away by the end of the season (summer or winter) will be donated to Goodwill. When bins are full, additional clothing will be given to Goodwill.
- Other household items, toys, accessories, books, furniture, or baby items are not accepted.

Working with Clothing Donations

Donations are collected through a collection bin in the church next to the church office or dropped off at the pantry. Donations that have not yet been processed should be placed in the sorting bin at the end of the table in the clothing area. If you are not comfortable with sorting clothes please feel free to straighten clothing and/or complete a "presort" of clothing.

- The first step in working with clothing is to presort them. Decide whether to keep a piece of clothing or give it to Goodwill. Always put clothing in the Goodwill box if the item:
 - Is dirty or stained
 - Is torn or patched or has missing buttons or faulty zippers

- Is cut off or has ragged hems
- Has pet hair or smells of cigarette smoke
- Clothing that is very old or out of style – especially adult clothing
- Do not think that “someone” will use the clothes. Please make sure it is in-style.
- Is out of season (shorts in fall or winter – if the clothing is particularly nice it may be stored during off season times, but most items should be passed on to Goodwill)
- Once you have eliminated items listed above, consider the following:
 - Clothing should be in excellent repair, but some kid/teen jeans are made “damaged” and are in style
 - Adult items – the main focus for adults are items that could be worn for work or job interviews.
 - Keep collared shirts, dressy t-shirts, or golf shirts
 - Keep jeans or dress pants
 - Generally do not keep shirts with writing on them.
- The next step is to sex and size the clothing.
 - Men’s and boy’s shirts always have buttons on the right, button holes on the left. Women’s can be either side.
 - Shoulder pads always indicate a woman’s shirt. Women’s shirts may also have a taper around the waist creating the “hourglass” shape.
 - Sizes are usually found in the collar or waistband, but in some cases they are in the side seam. If there is no size tag, try to estimate the size. One way to do this is to hold the item up to clothing of a similar size.
- The next step is to put the clothing away. If you are not comfortable doing this, you are welcome to leave it to other volunteers who focus on clothing.
 - Keep in mind that the racks may be changed around over time to maintain interest in the items at the pantry. Look around to see where items are currently being placed.
 - Most clothing goes into bins, but you should check the racks to see what is there.
 - Check the signs for the type of clothing and sizes. The racks and bins should all be organized.
- When putting clothing away, remember:
 - For clothing in bins, please fold the item. If you find that the bin is already full, you can choose to put an item in the Goodwill box or sort through the bin and replace an existing item.
 - For hanging shirts, please button the top button and hang between the appropriate size markers.
 - For skirts, please use a skirt hanger or safety pins and hang between the appropriate size parkers.

- For pants, please fold over a plastic hanger and hang between the appropriate size markers.
- Please do not leave sorted clothing on the table or on top of other bins.

Straightening

The clothing area should be straightened at least once each shift, unless the shift has been very busy. Please:

- Pick up clothing that have been taken out and return them to their bin or rack.
- Pick up stray hangers, and put them in the hanger box.
- Refold items in bins that have been looked through.
 - Please fold items when straightening.
 - Items in bins should be organized i.e. shirts one side and pants the other side.
 - Verify the right sizes have been returned to the right bins.
- Put lids back on bins (they keep the critters out).
- Put bins away if they are sitting out.

Would you like some help?

- Please ask families if they need help when looking through the clothing. During pantry shifts take a look at what we have available so you can help answer questions for families.

Donation Receipts

- Please remember to offer a receipt to individuals who donate items to the pantry. There are half-page receipts in the lower drawer on the right of the desk. These receipts can be used by donors to receive tax deductions. We want to be sure to encourage donations and these receipts may motivate additional people to donate.

Kidworks Clothing Pick-up

Kidworks

111 Stevens Drive

Iowa City, IA 52240

(319) 337-3921

- Clothing can be picked up from Kidworks on Wednesday mornings after 11:00 AM. Please call the above number before each pick up to ensure that clothing is available. Be sure to have a large vehicle as multiple bags of clothing may be available.
- Kidworks is located on Stevens Drive in Iowa City. If driving on South on Gilbert Street you will cross over Hwy 1 at a 4 way stop light. Hills Bank will be on your right and a Mexican

restaurant will be on your left once you cross the highway. Kidworks is on the right hand side of the road about 1 block past Hills Bank.

- If more than 3 bags of clothing are available for pick up, please contact Lisa Potter at (319) 626-3437 to find out where the clothing should be stored until it can be sorted. If 3 bags or less are available for pick up, please drop these bags off at the pantry to be sorted.

Records

Paper Forms

See “forms” following the pantry procedures for copies of the paper forms. Blank copies of all forms are stored in the lower right hand desk drawer.

Note: Please help families that may have difficulty with reading and/or writing complete the necessary documentation, but please ask them to sign their name.

Family Record

- The family name will be the one used to look them up in the computer, so if there is more than one last name, just ask them which they will generally use.
- The address should be in Johnson County to receive sacks of food. Linn County residents should go to a pantry there. A list of pantries in surrounding counties is in the procedures notebook.
- If families come from outside of Johnson County they can receive up to 6 total cans/bags of the Government Commodity items at a visit. These items are dated and generally have USDA on them. These items might include dry potatoes, pasta, or canned goods. Do not turn the family away. Give the family a full unit of food at their first visit, but inform them of the policy if they choose to return.

TEFAP (HACAP) Form

- A family member should fill out Name, Address, and Number of people.
- They do not need to mark how much income they have, but if they want to, that is OK.
- They should check if they receive Supplemental Security Income (SSI or SSDI), Food Stamps, or FIP (Family Investment Program). If they don't know if they receive one of these, they probably don't.
- They must sign and date the form.

Permission to Pick Up Food form

- These forms can be picked up and brought back by another family
- Someone from the family giving permission must sign and date the form.

- This form needs to be completed only once, and the information should be entered into the computer “Comments” section for the individual giving permission.

Current Visit Record Form

- The Current Visit Record form should be completed at the time the family visits the pantry.
- The volunteer working should complete the name, ID number, number of sacks or number of pounds, and number of clothing items. Also mark if the family is new and when the information is entered into the computer.

Volunteer Time Log

- Volunteer name, hours, and task should be recorded.
- This record should be kept on the clipboard in the back corner of the pantry. Please do not put it out in view for the privacy of our volunteers.

Paper Form Storage

- All completed Family Record, TEFAP, and Permission forms are stored in the Current Visit Record file until they have been entered into the computer.
- Family Records, TEFAP forms, and Permission forms should be filed in the beige file cabinet after they are entered in the computer. They should be in alphabetical order behind the letter in the file cabinet and in alphabetical order for each letter.
- Current Visit Records and Volunteer Time Logs can be placed in the desk draw when completed.
- Additional copies of the forms should be in the file drawer of the desk.

Computer Records

Family Lookup:

- Be sure you are in the Food Pantry database (double click “Food Pantry”, double click “Forms”, double click “Family”)
- To find a family, select the “Last name” field on the record that appears by clicking on the last name that is currently in view.
- Click the “Find” key (a set of binoculars in the row of buttons at the top of the screen). This will bring up the “Find and Replace” box.
- Enter the last name in the “Find what” field.
- Click the “Find next” key.
- If the last name appears in the “Last name” field, check to see if the first name matches. If it does you have the right record. You can then close the Find and Replace box.

- If the name does not match, click the “Find next” button again until you find the right family or you get the message saying that no more records can be found.
- If you don’t find the family, we will need to create a new family record. Be sure that the family fills out both a Family Record and TEFAP form, so we can add them. Leave the completed documents in the file folder labeled “New Records” in the front of the beige file cabinet. Someone enters this information in the computer weekly.

Existing Family Records

- These should have a last name, address, first names, sex, and birthdates of as many people as are in the family.
- If any of the info is missing, please ask them to tell it to you and write it on their Family Record, and enter it into the computer if you are comfortable with the computer.
- Also, the “TEFAP form” field should be checked. If not, have them fill out a TEFAP form and file it after marking the box in the computer.

New Family Records

- New family records are entered weekly.
- Put the paper records for the new family in the file cabinet in the “New records to be entered” file.
- Do not enter the visit record for the new family. This will be done when the new family record is entered.

Current Visit Records

- To enter current visit data, find the correct family record. See above “looking up a family” as needed.
- Check the “Comments” field for any special instructions.
- In the bottom (blank) record of the visit area, enter the data from the paper form.
- Enter the date, number of bags of food or number of pounds, and number of items of clothing.
- Do not mark the “Delivery” box unless we will deliver the food to their house.
- Be sure to check the “entered” column on the paper form.

General Notes

- You don’t have to save what you do. The database automatically saves it. This also means if you accidentally overwrite a record (such as change an address or family member name on a record, etc.) the computer will save these changes.

- If you make a mistake that you cannot correct please write a note in the log for someone else to correct the mistake.
- Permission to Pick Up Food forms should be entered as a note in the Comments section for the family who is giving permission for their food to be picked up.
- One residence should equal one family based on the entire number of people living at the residence.
- If an individual is listed under a family's record then they can not have their own record.
- Ensure that accurate information is being entered into the computer particular with new family records when families enter as a group. For example a family may have 2 adults listed separately in 1 household with 3 children who overlap on records. We want to be sure to provide each family with the appropriate amount of food so that we are able to serve all families.
- Please add your initials and date for any information added to the "Comments" section.

Processing Food

Shelving Donated Food

- If there is new donated food to be shelved, it will usually be on the brown table.
- Check for expiration dates, and throw away if it is
 - Canned food over 2 years old
 - Boxed food over 1 year old
 - Jars or bottles over 1 year old
- Also, check plastic-wrapped and boxed food to make sure there are no holes or bugs.
- Put new food toward on the side of the shelf labeled "in," so that the older food will be used first.
- Where there are several shelves of the same food (ex. cereal, bread), move the older food up, and put the new food on the bottom shelf.

Shelving HACAP Food

- HACAP food must be entered in the database before it can be shelved. This is completed on the day it is brought to the pantry.
- Some of the HACAP food is government commodities. These must be dated with the date when it was received. This date should be written on the box when the food is received from HACAP.
- When the box is opened the date written on the box should be noted. There is a yellow dating sticker gun in the cabinet in the back corner of the pantry. Be sure to mark each can or package of food with the date written on the box.
- Then, it can be shelved. You do not have to check dates on HACAP food.

Wonderbread Pick-up

- There are cardboard flats on top of the refrigerator in the pantry to use for picking up bread at the Wonderbread store
- On Monday or Tuesday mornings, go to the Wonderbread store.
- Talk to an employee, and identify yourself as the person to pick up bread for the North Liberty Food and Clothing Pantry.
- Ask the employee what bread would be best to have. Help them find bread with an expiration date of the date that you are picking up the bread on the white bread, and look for some wheat bread. Fill up two cardboard flats with bread, the employee will count the bread that you take.
- Bring the bread to the pantry. Look through all of the bread, and baked goods in both refrigerators, throw away any bread that will be greater than 7 days old by the next pantry opening date (Tuesday).
- Bread is delivered fresh to stores 5 days a week, and each day as a different color twist tie on the bag. The colors go alphabetically by color, so it's easy to remember. Even the ones with plastic clips have different colors.
 - Monday = Blue
 - Tuesday = Green
 - Thursday = Red
 - Friday = White
 - Saturday = Yellow
- Move the soon to expire, yet still edible bread to the top shelf of the refrigerator. Place the new bread towards the bottom of the refrigerator.
- Take the old bread to the dumpster by the church. Keep the cardboard flats for the next week.

Hy-Vee Food Pick-up

- You will want to take 2-4 boxes or a couple of big laundry baskets with you to hold the bread.
- It is best if you go to pick-up the bread before noon or they may throw it away before you arrive.
- You will want to park in the back of the store; because that is the door you will use to bring the bread out. You will need to come in the front door (Hy-Vee's rule), so that means walking around the building to get in.
- When you get into the store, you should stop by the Customer Service counter to let them know that you are there to pick up bread for the pantry. They usually just say, "OK" and send you on your way.

- To get to the bread, you go to the left of the store and down the vegetable aisle. At the end of that aisle is a hallway that goes past the bathrooms and ends at the back of the store. Take a left into the storage area, then another left at the end of that hall. Go about halfway down that hall, and there is an open area. The back door is on your right. There should be a couple of carts with bread in them sitting somewhere in that open area. If you meet staff in the back area, you may want to just let them know what you are there for (most don't really care, but some have asked).
- You can take anything that is in the carts. Please don't get more than a couple of laundry baskets full of stuff, because there won't be room for it in the pantry. Our priority is sliced bread, but there is often not much of that. It is okay to get bread, buns, and desserts.
- When you get to the pantry, put the food in the bread frig (the one on the left) if you can. Put it on the shelves below whatever is already there (you may have to move things up). If you run out of space, you can use the right frig or just leave the bread on the brown table. Put the desserts in the right frig.
- Occasionally they do not have any bread at Hy-Vee when we go to pick it up. While this does reduce our available bread, we do have two other sources of bread (Wonderbread and Table to Table), so you do not need to be too concerned about a shortage.

HACAP Pick-up

We pick up food from HACAP once a month. Usually the pick-up is the second or third Thursday, but it must be scheduled at the time of the order, so it sometimes varies.

The HACAP Food Reservoir is located at 1515 Hawkeye Dr. in Hiawatha. It is in a warehouse area and a bit tricky to find. Directions and a map are below. When we get there one person checks us in, and we take turns backing into the warehouse and loading the food.

Directions:

Go north through Cedar Rapids on I-380.

Take the BOYSON ROAD exit- EXIT 25.

Turn RIGHT onto BOYSON RD.

Turn LEFT onto N CENTER POINT RD.

Turn RIGHT onto STAMY RD.

Turn RIGHT onto KACENA RD.

HACAP is directly ahead of you at the end of KACENA RD.

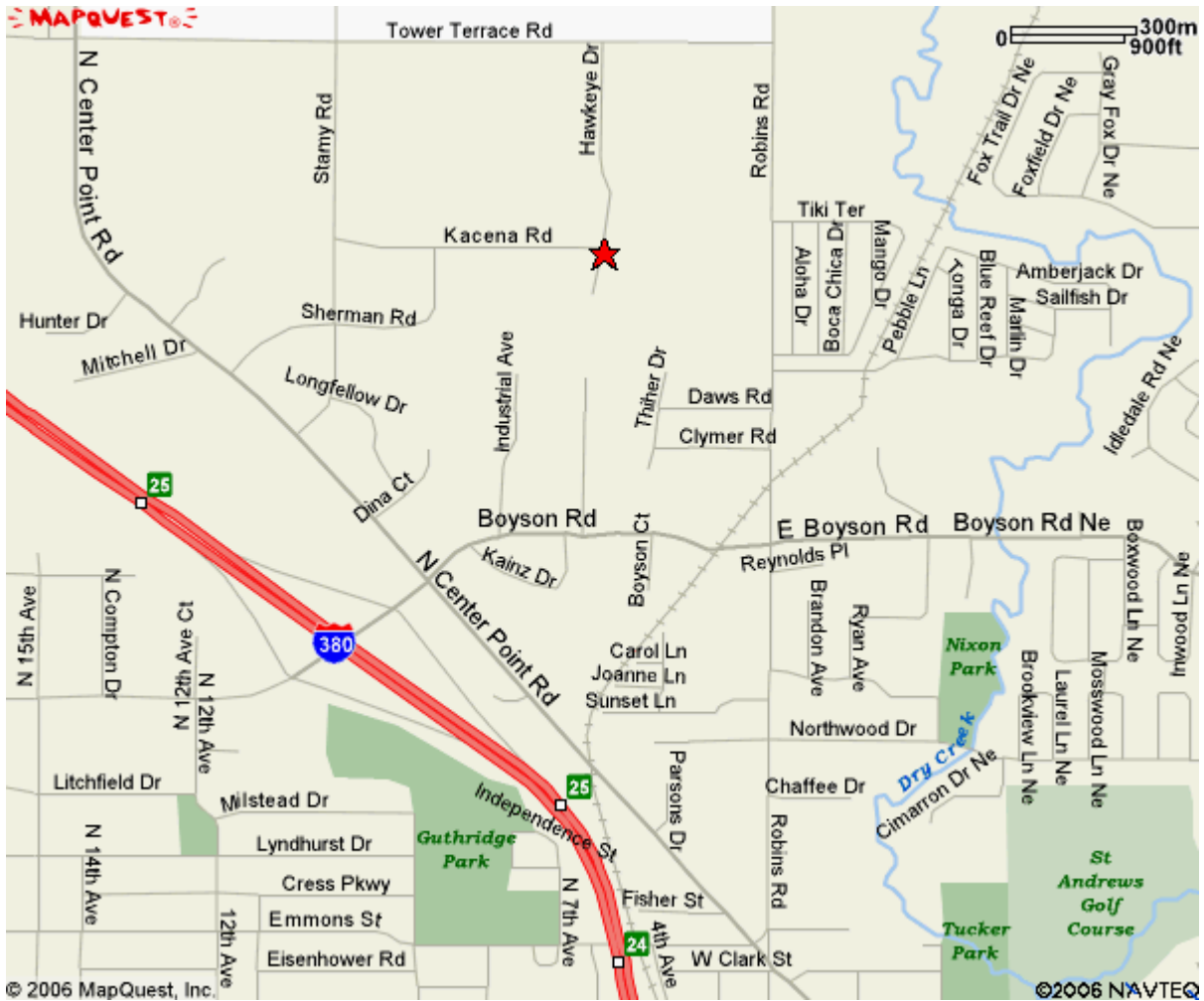


Table to Table Delivery

Table to Table is a food rescue program that delivers bread and occasionally milk products or vegetables to us once a week.

- They generally come out to the pantry near the time that we open. If they are early or need to deliver on a different day, they put the bread in the entryway of the church.
- It is always wise to check at the church at the beginning of a Tuesday or Thursday shift to see if there is bread there.
- The bread they bring has few preservatives and needs to be refrigerated quickly so as not to spoil.

Hawkeye Foods Pick-up

Hawkeye Food Distribution
3550 2nd St
Coralville, IA 52241
(319) 645-2193

- Food can be picked up from Hawkeye on Saturday mornings between 10:30-11:00 AM.
- Tell the person at the cash register that you are from the North Liberty pantry and ask them if food is available for the pantry. If food is available, this person will show you which food can be taken.
- You will load the food on a cart and take it out to your vehicle. Only take as much as will fit into the pantry freezer.
- After loading the flat cart, you can leave it by the overhead door. Then back up to the area with your tailgate down, so you can get close to the wall. Then go in and open up the door. They are OK with this and may even help hand the item to us if they are not too busy.
- Whoever is picking up items from Hawkeye will need a truck as well as a strong back as some boxes are heavy.
- Once food is picked up, it should be taken to the pantry and put in the freezer.
- Hawkeye Foods is located about 2 miles west of Lowes Hardware on the left hand side of 2nd Street in Coralville (it is between Coralville and Tiffin). Food is picked up at the Hawkeye Foods Warehouse (second entrance for Hawkeye Foods) located behind the tall rectangle Hawkeye Foods building. You will see a sign that says "Open to the Public 8:00 AM to noon".

Inventory Process

- Inventory is generally taken weekly. Inventory may be taken more frequently if the pantry stock is low.
- Blank inventory sheets are stored in the right-hand lower desk drawer.
- If there is a lot of a particular item it is okay to say "lots" rather than counting every item.
- All items on the shelves and in cases should be counted.
 - Cases may be averaged by counting the number of items in one case. Counting the number of cases. Then multiplying the two numbers.
- Items that tend to have a high turnover rate:
 - Peanut butter
 - Packaged dinners
 - Meat
 - Tomato products
 - Fruit

Sanitation

Dealing with Bugs

If you find meal worms or other bugs in shelved food:

- Throw out any packages that are infested. For plastic wrapped stuff, you can just check to see if the sack is intact. Boxed items are trickier, so use your judgment, and toss if it looks suspicious.
- Take everything out of the cabinet where the worms were found (they spread fast). Things that look OK need to be frozen for at least a couple of days (this will kill any eggs, etc). In cold weather, you can just take them to the grey cabinet on the other side of the MOC. In warmer weather, you will need to put them in the freezer.
- After food has been frozen it is okay to give to families.
- Check the sacked food for any of the suspect items, and toss as necessary.
- Take the infested items to the dumpster right away.
- Clean the cupboard out with cleanser (in the small wood cupboard).
- Put a note in the volunteer log, and call the operations team leader to let them know. The team list is in the notebook at the end of the volunteer list.

Bulk Food and Food Safety

- Do not thaw frozen meat or prepared meals and repackage (it is okay to break frozen burgers apart as long as you do not thaw them or other meats).
- Feel free to thaw fruits or vegetables in the refrigerator and repackage (this is safe as long as they do not get moldy). These foods can then be refrozen.
- Wear the food handling gloves stored on the top shelf of the grey cabinet near the back corner when working with the food.
- Clean up after yourself.
- You are welcome to take the food into the church to repackage if you would prefer to have running water or if this is necessary for safety purposes. If you take food into the church kitchen please be sure to clean-up after yourself and leave the kitchen the same as when you found it.

Miscellaneous Policies

Monday Pantry Tasks

These are activities that need to be done weekly on Sunday or Monday at times when the pantry is not in use. They include:

- Checking for outdated food in the right refrigerator (left is done by our Monday bread volunteer), and taking that to the church garbage bin (on the south side of the church in the wooden enclosure).
- Emptying wastebaskets as needed and taking that to the garbage bin.
- Checking the freezer for food that needs to be broken down into smaller packages (remember not to thaw meat, milk products, or prepared meals).
- Reorganize the freezer as needed so that it is easier to find different kinds of food.
- Checking the church for donations.
- Putting away donated food.

Parking the Van

During the colder months on Tuesday pantry shifts, a volunteer will need to park the church van (the big one) in the MOC late in the shift. The Creation Kids workers can not get it into the door because our families are parked outside.

- Creation Kids staff will leave us the key
- We will park the van in the garage when the traffic slows down.
- The van should be parked in the stall furthest from the pantry.
- The key should be left in the van, and the MOC door should be locked at the end of the shift.
- It is very important to complete this task, since the van does not start in the morning if it has been left outside.

Youth Volunteers

- Must be in 6th grade or higher to work a regular pantry shift.
- It is recommended that youth are mainly involved in supportive activities. They can interact with families as they feel comfortable with this role.
- Younger children may be at the pantry when it is not open to the public. Activities may include food drives, sacking, and picking up food.
- Youth who are completing community service projects must have a mentor/supervisor assigned. They must sign the confidentiality form. They do not need a name tag.

Bicycle Project Procedure

The bicycle project is a church program that provides bikes for a small "loan fee" (\$5 or \$10). Descriptions of the program are in the bottom shelf of the document holder attached to the wall next to the desk. Copies of the application form are in a folder in the lower right drawer of the desk.

If a family is interested in getting a bike, give them an information sheet and have them fill out an application. Then put the application in the file folder on the workbench in the big room marked "bike applications". Someone from the bike project will call them to set up an appointment to look at bikes.

Weather Closure Policy

It may be necessary for the North Liberty Community Food and Clothing Pantry to close occasionally because of bad weather.

School Days

- On Tuesdays and Thursdays during the school year, the Pantry will remain open at all scheduled times unless the Iowa City Community School District [ICCSA] cancels school due to bad weather, such as snow and ice. A Pantry contact will call KCRG with the information. The closing will be included on channel 9's list of cancelled activities and on the station's website, so both volunteers and clients can get the information promptly.
- If the ICCSD dismisses school early because of weather conditions, the decision to close the Pantry will be at the discretion of the volunteer workers on that day's shift. If the volunteers are able to travel safely to and from the Pantry, it will remain open, but if the volunteers determine that travel is dangerous the Pantry will close. A Pantry contact will call KCRG with the information. The closing will be included on channel 9's list of cancelled activities and on the station's website, so both volunteers and clients can get the information promptly.

Non-School Days

- On Saturdays and other non-school days, such as during Christmas vacation, Glenn Siders will call a volunteer, who has been selected in advance, if a bad storm is predicted. Glenn is on the church's Board of Trustees, and he is a trained weather spotter for KCRG television station, Channel 9.
- The volunteer who speaks with Glenn Siders will then decide whether or not to close and, if closing, will call KCRG with the information. The closing will be included on channel 9's list of cancelled activities and on the station's website, so both volunteers and clients can get the information promptly.

During Pantry Shifts

- A radio is kept in the Pantry so volunteers can keep informed of weather situations.
- A cell phone is kept in the desk drawer for emergency purposes.
- In case of a tornado, the Pantry should be evacuated and the doors closed. Volunteers and any clients present should go immediately to the restrooms in the church until there is no longer any danger.

Pantry Meetings

- All meetings for the pantry will be cancelled if the Iowa City Community School District [ICCSA] cancels school due to bad weather, such as snow and ice.
- If school is out or poor weather conditions begin later in the day, the meeting leader will determine if the meeting will be cancelled and contact all other individuals who would attend the meeting.

Other Useful Information

Health and Cleanliness

- There is a first aid kit on top of the refrigerator.
- There are cleaning supplies in the volunteer cabinet.
- There is hand sanitizer on the wall. Use it as often as you like.
- If you have extra time, vacuum the floor or clean tables and other surfaces.
- Please take out the trash if there is food that has been thrown away. The dumpster is located on the front-left side of the church in the wooden enclosure.

Taking Care of Yourself

- Feel free to adjust the thermostat to a temperature that is comfortable for you.
- There is water in the dispenser in the back corner and extra cups beside it or in the volunteer cabinet.
- If you are hungry, feel free to take snacks from the Miscellaneous shelves in the tall grey cupboard or eat perishable food from the refrigerators.
- You are welcome to leave purses, cell phones, etc. in the volunteer cabinet during open hours.
- If you need to leave the pantry unattended for a short time, lock the outside door.
- If you need to use the restroom please feel free to go to the church. When the church is locked, you can use the key on the Knox key ring to open the door.

Miscellaneous

- Food from the pantry should not be taken home with you, unless it is perishables that are too old to give out.
- There are toys, markers and paper in the drawer of the small wooden cabinet under the bulletin board for children to play with. There are also books under the desk for use by children in the pantry.

- Please write in the Volunteer Log when food has been dropped off at the Pantry or anything else noteworthy has occurred. Please write at least minimal information, including weather information, in the log each shift.
- If individuals have larger items they would like to donate then they can put a note describing them on the cork board or side of the cabinet next to the corkboard.

Useful Hints to Manage Difficult People

General

- Remain calm.
- Maintain a calm posture – arms and hands at your side or in front (do not cross your arms).
- Speak softly.
- Do not argue.
- There is a cell phone in the right upper desk drawer that can be used to dial 911 in case of an emergency.
- Any time that a patron has made you feel uncomfortable please be sure to discuss the experience one of the team leaders who should be listed on the last page of the pantry team list. If you cannot reach the team leaders please be sure to contact the pantry coordinator, Judy McRoberts.

Substance Use

- We will serve individuals who are under the influence of substances as long as they remain respectful
- If you feel uncomfortable be sure to check-in with other volunteers on the shift to get assistance.
- Feel free to help them briefly and then help them leave the pantry.
- Individuals may need to “close” the pantry if they need to “use the restroom” or if it is time to end the shift.

Children

- Speak softly but firmly.
- Offer a board book or magna doodle if there are items in the cabinet near the door. These items are meant to be kept at the pantry.
- Offer a paper and markers out of the cabinet near the door.
- Monitor potential safety concerns such as glass jars, climbing, etc.
- Sometimes there are extra toys to be distributed on the toiletry shelf or refrigerator.
- Children are often grumpy if they are hungry. Feel free to offer children a non-messy snack from the snack basket.

- Explain “the rule is you have to sit in your chair. You can pick (an activity/snack) but you have to sit in the chair.”

Child Abuse

- Volunteers are NOT considered Mandatory Reporters.
- Anyone who has concerns about treatment of children is free to report it to DHS.
- Situations that have been witnessed can be discussed with individuals who have some experience with child abuse reporting. These individuals are: Lori Hilmer, Judy McRoberts, Tina DuBois, and Audrey Halden.

Things to do if you have some time

- Make up additional sacks of food as needed to keep the cupboard full (*see sacking guidelines*)
- Put away donated food (remember to check dates)
- Sort through donated clothing – size and put away (*see clothing guidelines*)
- Enter visit data into the computer
- Refill the “extra stuff” basket
 - Can use perishable items such as chips, extra misc. items, or other individual serving items
- Check refrigerator for outdated produce
 - Anything starting to look rotten should be disposed of
- Break down boxes and recycle
 - Flatten boxes, you can use the cart in the MOC to take the boxes to the other side of the church where there is a recycling bin next to the trash bin
- Unpack extra cases of food
 - Date any items from HACAP with the date received using the dating gun
 - Try to shelve items in the back of shelves as much as possible to keep moving the older items to the front
- Move shelved food forward to leave room for new food in back
- Vacuum
 - Please do not sweep, it causes dust in the pantry.
- Clean surfaces
 - There should be paper towels and cleaning spray in the bottom of the volunteer cupboard in the back corner of the pantry.
- Make up recipes
 - There is a “recipe” file in “My Documents” in the computer.

SHARE Instructions

SHARE is a coop food program that offers food for about half the regular price. There are several boxes of food offered in any given month, and a family can sign up for as many as they want. The Community Pantry is a sign-up location for SHARE. The family signs up early in the month and pick the food up on the third Saturday at the North Liberty Rec Center between 9:30 and 11:00 AM.

Anyone can sign up for SHARE. All they need to do is volunteer 2 hours a month to help a person or program. There is a list of volunteer ideas in the red SHARE fold. If they volunteer for an organization, they will need to have the organization sign their receipt showing that they have volunteered. If they volunteer to help a neighbor or friend, they will need to write that person’s name and phone number on the receipt. Volunteer hours can be waived for the first month that a family participates.

Families can pay by cash or check when they sign up. Families who receive food stamps can use their food stamp card to pay for the food when they pick it up.

The sign-up deadline and the distribution date for the current month are listed on the sheet in the front of the SHARE folder.

To sign a family up, you need to fill out the red fields in the receipt (see below). The organization they are volunteering for needs to fill in the blue. A sample form would look like:

0-41 Receipt No.	Judy McRoberts Participant	430-9881 Phone No.	13.75 Amount	2 # Pkgs.
Host Site:		<i>List the packages here</i>		
Representative:		B-Veggies		SHARE IOWA
Date Paid:		F – Pork Roast		OSKALOOSA, IA
Community Service:		DATE	HRS	PICK UP DATE:
Site:				Oct. 23
Authorized by:		PHONE:		LOCATION:
NO REFUNDS-NO CREDITS UNCLAIMED UNITS WILL BE DISTRIBUTED				C. Center 9:30-11:00

You will also need to fill out one line on the record sheet for the month with the order information.

SHARE (Self Help and Resource Exchange)

SHARE is a coop food program that offers boxes of food for about half the regular price. There are several boxes of food offered in any given month, and you can sign up for as many as you want.

You must sign up early in the month (on or before the sign-up deadline), usually at least 2 weeks before you get the food. This is so that the SHARE people know how many boxes of food to order. The Community Pantry is a sign-up location for SHARE. When you sign up you will get a receipt that you need to bring with you on the food distribution day.

You pick the food up on the third Saturday at the North Liberty Rec Center between 9:30 and 11:00 AM. The dates are listed on the SHARE description of what you can order.

Anyone can sign up for SHARE. All you need to do is volunteer 2 hours a month to help a person or program. We have a list of suggestions for volunteer activities if you want one. If you volunteer for an organization, you will need to have the organization sign the receipt that you showing that you have volunteered. If you volunteer to help a neighbor or friend, you will need to write that person's name and phone number on the receipt. If you want, you can skip doing the volunteer work the first month that you participate.

The price of packages is usually between \$12 and \$18. You can pay by cash or check when you sign up. If you receive food stamps, you can use your food stamp card to pay for the food when you pick it up.

Enter HACAP in database?

Pantry Shift Duties

All Shifts Should:

- Make sure wastebaskets are emptied - if full or have spoiled food in it (take to garbage dumpster)
- Break-down boxes and take to recycle dumpster south of church
- Pick up food and clothing donations at the church before shift begins
- Complete Food Delivered Log In Sheet on door of volunteer cabinet (inside) as food is donated to the pantry. (All bread/baked goods left on the tables are from Table-to-Table and should be recorded.)
- Straighten clothing bins
- Restock shelves as needed
- Restock sacked food cabinet as needed
- Sort clothing as time allows
- Contact inventory guy (Jon) if we run out of a food category (i.e. pasta, canned dinners, etc.)

Tuesday AM Shift

- Vacuum floor
- Clean up any spots on the floor (The brush with handle works good for this with a little Spic and Span in a bucket of water)

Tuesday PM Shift

- Straighten shelves

Thursday PM Shift

- Straighten shelves
- Clean smudges from deep freeze and refrigerators

Saturday AM Shift

- Clean counter tops
- Put away frozen food

Organizational chart

