

# Above and Beyond Free Food Pantry

## Volunteer Handbook

**Hours of Operation:** Monday - Friday 10:00 AM - 3:00 PM

**Location:** 817 S. Pulaski Rd., Chicago, IL 60624

**Summary:** Above and Beyond Free Food Pantry began as an initiative of the Above and Beyond Family Recovery Center, dedicated to ending food apartheid by supplying food and essential resources to Chicago communities.

## Forms to Complete

All volunteers must complete the following forms and return them to either the manager or director before beginning his/her first volunteer shift:

1. Above and Beyond Free Food Pantry Volunteer Application
2. Volunteer Waiver
3. Above and Beyond Free Food Pantry Volunteer Handbook Acknowledgment

## Documents to Keep

Pantry volunteers are welcome to photocopies of any or all of the above signed forms. Furthermore, volunteers will keep the Volunteer Handbook and also be given for reference the following documents:

Community Food Bank:

1. Understanding Food Dating
2. Storing Food Safely
3. Handwashing

## Time Commitment

Volunteer shifts are Monday through Friday and are generally 2 - 5 hours long. The shifts are staggered between 10:00 AM to 3:00 PM. Volunteer times may vary due to the needs of the pantry.

## Scheduled Absences and Sickness

The Above and Beyond Free Food Pantry highly depends on volunteers for pantry operations. If you won't be available for your committed time slot on a given day, the manager may need to contact other volunteers to cover for you. So we ask that you let us know 48 hours in advance if you will not be able to volunteer.

If you are sick or not feeling well, please let us know as soon as possible and do not come in until you recover from your illness. We value your health as well as the health of others. Please contact the manager or director by phone at (773) 823-1660 or email the Executive Director at [kcozzi@anbfood.today](mailto:kcozzi@anbfood.today) if you are sick or need to schedule an absence.

### **Personal Belongings**

Bring only what you need, and leave your valuables at home or secure them while you work. You may bring personal belongings while volunteering, but we cannot guarantee that it will be completely secure.

### **Dress**

Volunteers should wear clothing that they can work in and get dirty. Volunteers are highly encouraged to wear closed toe shoes and long pants.

### **Volunteer Identifier**

Every volunteer must wear an orange Above and Beyond Free Food Pantry vest provided by the pantry. It is important for visitors and other volunteers to know that you are a volunteer. At the end of a volunteer's shift, the vest must be returned to the pantry.

### **Health**

- Before you begin your shift, you must wash your hands for 30 seconds with warm water.
- You must wear new disposable gloves provided by the pantry for each shift.
- Change your gloves when you need to use the restroom, touch handles, or take a break to drink or eat.
- Refrain from touching your eyes and face.
- Use good respiratory hygiene. If you must sneeze or cough please step away from the food.

### **Key Volunteer Roles**

#### *Greater Chicago Food Depository Delivery - Unpacking Help*

Mondays - 7:00 AM - 10:00 AM: Assist with unloading pallets of food and supplies from the Greater Chicago Food Depository and putting away all the boxes into the back of the pantry for storage. (This role may be strenuous for some volunteers so we ask that they are capable of lifting continuously.)

#### *Pantry Weekday Shifts - Inventory Organizer/Food Line Helper*

Assist with stocking food on the tables before and during hours of operation, help keep food organized and plentiful on the tables and shelves, help pass out food from the refrigerators and freezers, breakdown boxes after setting the food out, help clean and organize the pantry after closing. Also, sort through food, disposing of items that are damaged, spoiled or expired.

### *Visitor Check-in and Food Distribution*

Before the Pantry opens for the day, these volunteers assist with setting up the check-in and distribution area. Once it is open, a designated volunteer talks with each visitor, taking their IDs and checking them in or adding them to the database, and having them complete paperwork when required. When the pantry closes at the end of the day, they assist with cleaning up and closing the pantry down.

### **Pantry Operations**

#### Food Pantry Schedule

The Above and Beyond Free Food Pantry is open for food distribution to the public Monday - Friday from 12:00 PM - 3:00 PM. Saturday from 10:00 AM - 12:00 PM. Pending services and programs being provided, the pantry may be open prior to the start of distribution and/or stay open after distribution.

#### Holidays

The Above and Beyond Free Food Pantry is closed for the following observed national and city holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

### **Emergency Closures**

At times, emergencies such as severe weather, fires, power failures, or health emergencies can disrupt Above and Beyond Free Food Pantry's operations. In such instances, the Executive Director will decide on the closure or modification of operations. Please speak to the Executive Director for instructions.

### **Food Handling and Storage Guidelines**

#### Common Sense

Since many of our clients are in fragile health, any food with mold, mildew or spoilage must be disposed of. If food looks and/or smells bad, please do not give it out. If you would not eat it, please don't expect other people to eat it.

## Labels and Expiration Dates

All items given out inside the pantry must not be expired, damaged, or opened, All packages must be labeled. If you see food that does not meet these requirements, please speak to the manager for further instructions.

## Baby Food

Never distribute expired baby food or baby food close to expiration. Please see the manager or the director for proper disposal.

## Off the Floor

All food must always be off the floor during set-up and in storage. The standard is 6" off the floor and away from a wall to provide proper ventilation.

## Freezers and Refrigerators

Freezers must be kept at 0 degrees or cooler. Daily (days of operation) temperature logs are to be posted and kept on the side of each freezer. The director and/or the manager usually records the temperature on the temperature log, but they may delegate that responsibility to a regular volunteer.

Refrigerators must be kept at 40 degrees or cooler. Daily (days of operation) temperature logs are to be posted and kept on the side of each refrigerator. The manager or director usually records the temperature on the temperature log, but the manager may delegate that responsibility to a regular volunteer.

## Proteins (such as meat or eggs)

Never store a protein on top of other foods such as produce. The protein may leak on the produce and contaminate it with dangerous bacteria. Eggs can only be out of refrigeration for 2 hours before risk of contamination of bacteria.

## Rotation of Stock

Rotation of stock is imperative and should be done on a regular basis to ensure that you are distributing the highest quality of food. A good rule of thumb is to give it out when you receive the donation. Don't hoard food for a rainy day because storage is limited.

## Repackaging

Packaged foods must not be divided into smaller portions unless it is approved by the director. Large packages of meat cannot be broken down and repackaged into smaller portions.

Large boxes of packaged food such as a bulk box of granola bars may not be opened and distributed individually unless all of the nutritional information, ingredients and best by dates are

present on each individual serving (each bar). Volunteers should let the manager know if they plan to bag donated farm produce, garden produce, or bread.

## Gloves

All produce and unwrapped food must be handled only with gloved hands (boxes of gloves are available) to reduce the risk of sharing harmful viruses and bacteria with our clients. Many of our visitors have fragile immune systems and must therefore be considered in handling food.

## Food Distribution

The Above and Beyond Free Food Pantry provides a dependable and reliable source of emergency food for residents of the Garfield Park community. With that in mind, everyone is welcomed to the pantry.

## Distribution Procedures

A ticket dispenser with numbered tickets is given to clients when they enter the front door. The door person will call out numbers chronologically in order to maintain efficiency with the food distribution process.

When the Pantry opens at 12:00 pm for food distribution the volunteer working at the check-in desk invites those who are next to approach the desk. At the check-in desk, the volunteer asks each visitor for a Greater Chicago Food Depository ID and signs them in.

Visitors are then directed to the pantry area, where they can choose from a selection of shelf-stable food, fresh dairy, eggs, fresh produce, fresh bread, frozen meat or frozen fish, pending the day.

## Lack of ID

Not everyone has an ID. Many people who are homeless or are distrustful of the government may not have a current ID. Go ahead and serve them, and note in the computer that the visitor does not have a current ID.

## New Visitors

Pantry visitors do not need to live, attend school, or work in the Garfield Park community to obtain emergency groceries. We do not ask for proof of residency.

## More Help and Resources

Some visitors may need more than the Above and Beyond Free Food Pantry provides to them. We wish we could give an unlimited amount of food, but we need to be able to supply everyone who shows up that day with something. To help them locate more food, you can give them:

- Chicago Food Depository website: ChicagosFoodBank.org. They can use it to find out where the nearest pantry is to them.
- Direct them to call 2-1-1. This is a free easy-to-access helpline. They provide information and referral resources, helping people connect to food, housing, utility payment assistance, health care, transportation, childcare, employment, mental health, disaster information and assistance, and more.
- Direct them to call 3-1-1. This is a free system for Chicago residents. This connects clients with non-emergency City Services and for information on events, programs and agencies within the City of Chicago.

## **Working with Clients: Best Practices**

### Customer Service

The Above and Beyond Free Food Pantry serves a diverse clientele from all walks of life, some of whom may be in crisis. Please be open that you may have unconscious bias, and try to maintain an attitude of non-judgmental positivity and respect in your interactions with all visitors. Above and Beyond Free Food Pantry strives to provide high quality service to all visitors.

Volunteers should:

- Treat everyone equally with respect and politeness.
- Evaluate whether there are barriers (e.g. language, disability) preventing individuals from receiving benefits and try to eliminate them.
- Be a good listener.
- Offer assistance.
- Provide service in a timely manner.

### Visitors Inside the Pantry

For safety, insurance, and other business considerations, only authorized visitors are allowed in the pantry. When making arrangements for visitors, employees and volunteers should request that visitors enter through the main entrance. Visitors must never be unattended. If a volunteer notices a person without a Above and Beyond Free Food Pantry name tag or orange vest, or has not been authorized entry by the manager or director, the volunteer should immediately inform the visitor that they must wait outside.

### Disorderly Behavior

If a visitor is playing loud music or smoking on the property, is disorderly or threatening, or trying to re-sell food, please notify the manager or director immediately.

### Parking/Transportation

There is plenty of street parking in front of, and on the side of, the food pantry property. Public transportation is available as well. You can take the Green Line to the Pulaski stop, then take the

53 bus south to Pulaski and Polk.

## Conflict Resolution

Some visitors are visiting the Above and Beyond Free Food Pantry at a time of stress. If you encounter conflict with or between visitors, remain calm, non-defensive and respectful. If you are unable to resolve the conflict, ask the manager or director for assistance. The manager or the director will take action such as calling for other assistance and/or recording a complaint.

## Pantry Opening and Closing Checklists

These checklists are intended to make you aware of all the tasks that need to happen in order to open the pantry. The manager will talk with you about what duties you would like to take on during your time volunteering at the Above and Beyond Free Food Pantry.

### Pantry Opening Checklist

- Make sure the trash dumpster, and recycling dumpster are in their spots in the alley south of the pantry. If the dumpsters are moved or missing, please alert the director or manager.
- Record refrigerator and freezer temperatures (if directed by the manager to do so).
- Sort food items (discard any poor or inedible food in the trash).
  - Assemble food bags for in-person distribution. These tend to be for fresh perishables.
- Set up the food distribution area.
- Set out and turn on the computer and/or tablet five minutes prior to opening. (Only designated volunteers approved by the manager and director may operate the computer.)

### Pantry Closing Checklist

- Shut down the computer and disinfect the keyboard.
- Shake out and fold tablecloths. Wipe tables down.
- Pick up garbage and sweep the entry area if necessary.
- Store perishable food properly.
- Place all leftover produce into the refrigerator (exceptions: potatoes, onions, apples and citrus.)
- Put leftover bread into the freezer
- Break down cardboard and place it into the cardboard container.
- Place garbage and recycling into the proper dumpsters.
- Sweep and/or vacuum floors.
- All workspaces should be cleaned with disinfectant with wipes.
- Check to make sure refrigerators and freezers are properly closed and at the proper temperature.
- Check to make sure no open containers are left out on surfaces (we will develop an ant/rat problem if food or drink is left out.)
- Turn all the lights out.

- Check to make sure the doors and gates are properly locked.

## Building Security

Each and every volunteer should follow the building security rules and regulations listed here:

- Volunteers need to inform the employee(s) that he/she is leaving the premises. - Volunteers are not allowed on/in Above and Beyond Free Food Pantry property outside of the regular workday hours of 9 AM -5 PM . or Above and Beyond Free Food Pantry events without prior authorization from the manager and/or the director. Above and Beyond Free Food Pantry assumes no risk for any loss or damage to personal property and recommends that all volunteers only bring what they need and to secure their valuables when at the pantry.

## Medical Emergency

Staff and volunteers should report all work-related injuries and accidents immediately to the manager and/or director, and then follow these steps:

1. Call 911
2. Contact the injured volunteer or staff member's emergency contact person 3.

File an incident report with the pantry manager or director

## STANDARDS OF CONDUCT

### Affirmative Action/Diversity

Above and Beyond Free Food Pantry is committed to affirmative actions that will build on the strengths of our current workforce and continually enhance the diversity of our organization. We encourage people of different racial backgrounds, ages, abilities, and people of different sexual orientations and gender identities to apply for volunteer and paid positions.

### Harassment

Above and Beyond Free Food Pantry does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, email jokes or statements, pranks, intimidation, abusive language, physical assaults or contact, or violence.

Anyone experiencing or observing harassment should immediately contact the manager or director.

### Sexual Harassment

Above and Beyond Free Food pantry does not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.



Anyone experiencing or observing sexual harassment should immediately contact the manager or director.

#### Violence in the Workplace

Above and Beyond Free Food Pantry has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect Above and Beyond Free Food Pantry or which occur on Above and Beyond Free Food Pantry or client property, will not be tolerated.

Anyone experiencing or observing violence in the workplace should immediately contact the Above and Beyond Free Food Pantry manager or director.

#### Confidential Information and Nondisclosure

The Above and Beyond Free Food Pantry handles sensitive information pertaining to our clients. This information is confidential and must be treated with care. Please do not disclose personal information or sensitive documents to anyone. If a law enforcement officer arrives at the pantry and requests clients' personal information such as home addresses, please ask them to leave their card and the director will speak or contact them as soon as possible. No information can be disclosed without a signed subpoena or court order from a judge.

#### Smoking

No smoking of any kind is permitted inside the Above and Beyond Free Food Pantry or on the property. If you must smoke it must be off the Above and Beyond Free Food Pantry property.

#### Alcohol and Substance Abuse

It is the policy of Above and Beyond Free Food Pantry that it be free of illicit drugs and alcoholic beverages, and free of their use. If a volunteer arrives under the influence, the manager will send them home.

#### Use of Pantry Equipment

Above and Beyond Free Food Pantry will provide volunteers with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of Above and Beyond Free Food Pantry—unless it is approved for a job that specifically requires use of Above and Beyond Free Food Pantry equipment outside the physical facility. Any Above and Beyond Free Food Pantry property issued to volunteers, such as computer equipment or building keys, must be returned to Above and Beyond Free Food Pantry upon request or if the individual ends his/her volunteer status with the Above and Beyond Free Food Pantry. Volunteers will be responsible for any lost or damaged items.

#### Above and Beyond Free Food Pantry Van

The Above and Beyond Free Food Pantry van is the property of Above and Beyond Free Food Pantry and should only be used for Above and Beyond Free Food Pantry business. The Above and Beyond Free Food Pantry van should not be used for employees and volunteers' personal business, errands, and/or other business ventures unless it is approved beforehand by the director.

All employees and volunteers who use the van must submit a copy of his or her valid driver's license to Above and Beyond Free Food Pantry and must have a clean driving record. When a volunteer or employee drives the van, he/she should record the mileage and check the gas and tire pressure. If the gas or tire pressure is low, please let the manager know. If you are in an accident or notice damage to the van, please notify the manager or director as soon as possible.

#### Volunteer Suspension and Request to Leave

A volunteer who commits any violation of the above standards of conduct can be asked to temporarily or permanently leave by the manager or director.

#### ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Above and Beyond Free Food Pantry Volunteer Handbook, and I do commit to read and follow these policies.

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Volunteer's Printed Name

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Volunteer's Signature Date