

**Shelburne Food Shelf
PO Box 763
Shelburne VT 05482**

Dear Potential Volunteer:

Thank you for volunteering at the Shelburne Food Shelf. We hope it is as meaningful and rewarding to you as it is to the Board of Directors. Our shoppers appreciate your willingness to devote some of your time to this effort.

This manual is intended to provide much of the information you need to volunteer here at the Shelburne Food Shelf. New volunteers will have an opportunity to shadow other volunteers before working directly with shoppers. It is organized as follows:

- Guiding Principles
- Key policies
- Confidentiality Policy
- Volunteer Application
 - Food Shelf Guides
 - School Distribution Assistant
 - Hannaford/Costco shopping
 - Food Bank Delivery/Stocking
 - Other opportunities

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SHELburne FOOD SHELF OPERATING PRINCIPLES

- We greet shoppers with a smile, a warm welcome and a message that we are there to assist in the distribution of foods to them.
- We are sensitive to the discomfort that some shoppers may feel at having to rely on the charitable food system.
- We wear name tags so that shoppers can recognize who is assisting them when they visit.
- First time shoppers are offered an overview of the operations: Days/hours of operations (handout), review of food/items available on that day, how food is distributed based on family size, information about any anticipated changes, other helpful community resources, etc. The shift leader professionally and confidentially collects shopper information for record keeping and to better meet their needs.
- We do not pass judgment on foods selected, appearance or personal hygiene of our shoppers.
- We will draw attention to the items not usually provided when they are available (e.g. turkeys and hams during the holiday season).
- The courtesy we extend to our shoppers is expected from them as well.
- If we are uncertain about how to respond to a request, we will consult the shift leader.

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SHELburne FOOD SHELF OPERATING POLICIES

- Confidentiality is paramount. A separate confidentiality policy is attached, and each volunteer applicant must sign this policy to ensure that they understand both the policy and its importance.
- Food Shelf Guides typically spend 3 hours each time he/she volunteers at the Shelburne Food Shelf. Costco/Hannaford shopping and Food Bank Delivery volunteers typically spend 2 hours per month.
- Volunteers who directly interact with clients must be at least 16 years old in order to ensure confidentiality.
- The Shelburne Food Shelf opens and closes on time. Early arriving shoppers may sit in the hallway and wait for the door to open.
- Shoppers are not allowed to help with the Food Shelf space set-up or setting out chairs. Politely decline their offer and tell them it is because of liability issues.
- Shoppers must be signed in by the shift leader before shopping.
- Any changes in shopper information should be recorded on the sign in sheet (or electronically – e.g., new child, change in members of the household, newly diagnosed celiac disease, etc.).
- New shoppers will be asked by the shift leader to fill out an information form that asks about household size, food security status, etc.
- Shoppers may visit the food shelf twice per month.
- Volunteers are provided information about food quantities depending on the household size. If quantity limits on any items are required, the shift leader will share that information before shopping begins. Suggested language to help shoppers select the appropriate amount of food is: “the suggested amount of (name of the food item) for a household of (___) is (___). A volunteer can make exceptions if they determine a special need or situation exists. The shift leader can provide guidance if needed.
- Shoppers will be offered assistance to carry food to their car.
- A Shelburne Food Shelf shopper may send someone to pick up food for them in exceptional circumstances. They must either call the SFS prior to pick up or they must write and sign a note designating the person to pick up their food.
- Under **no** circumstances shall a volunteer deliver food to a shopper’s home. If a home delivery is required a board member must be contacted and they will consider how to arrange delivery.

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CONFIDENTIALITY POLICY AND AGREEMENT

Shelburne Food Shelf (SFS) shoppers trust our volunteers to maintain the strictest confidence about who is shopping and their circumstances. The unauthorized use or copying of shopper records or the disclosure of any information of either a confidential or a personal nature about a shopper to anyone outside of the SFS is strictly forbidden. It is equally important to keep certain information about SFS and its volunteers and personnel confidential. The confidentiality also continues once a shopper, volunteer or staff person is no longer associated with the SFS. All information that is gathered through the food shelf must remain only with this organization

Misuse of confidential information is not only a serious breach of Shelburne Food Shelf policy and conduct but also can affect community relations and may prevent shoppers from visiting us for the food they need. Sharing confidential information outside of the organization may result in release from your volunteer position. The one exception to this is the Operations Coordinator or the Non-Food Support Coordinator who may need to share some confidential information with suppliers (e.g. Green Mountain Power, etc.) in order to effectively assist our shoppers.

Please read the above statement carefully and sign below. Your signature is your agreement to our confidentiality policy.

Volunteer signature

Date

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Volunteer Information

Contact Information

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
Cell Phone	
E-Mail Address	

Interests

Tell us in which area(s) described in our Volunteer Guide you are interested in:

_____ Food Shelf Guide (2nd & 4th Tuesday 8:30 – 11:30 am & Thursday 4:30 – 7:30 pm)

_____ Help distribute food at Shelburne Community School for vacation weeks (10 weeks in the summer and 4 vacation weeks during the school year) 3:15 – 6:15 pm on Thursdays

_____ Costco and Hannaford shopping (prior to Tuesday distributions)

_____ Food Bank Delivery/Stocking Shelves (2nd Tuesday 8:00 – 10:00 am)

_____ Other (please describe)

Person to Notify in Case of Emergency

Name	
Street Address	
City, ST, ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	
Relationship to you	

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Understandings between SFS and Volunteer

I understand that while working at the SFS as a volunteer I will not be paid nor compensated for my services.

I have entered into the SFS of my own free will. I will assume responsibility and will hold harmless the SFS for any injury I might sustain while on these premises

I know of no important fact about me that would prevent me from being a good, effective, and competent volunteer.

With that knowledge, I, _____, do hereby expressly agree that all my activities shall be at my sole risk and that neither the Shelburne Food Shelf or its Board or Volunteers shall be held liable for any claims, demands, injuries, damages, action, or cause of action whatsoever to person or property arising out of or connected with my volunteer activities.

Agreement and Signature

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in a reversal of this volunteer opportunity.

Name (printed)	
Signature	
Date	

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Our Policy

It is the policy of this organization to serve and provide equal opportunities to all individuals without regard to race, ethnicity, national origin, gender, gender identity, sexual orientation, age, religion, creed and/or disability status.

Thank you for completing this application form and for your interest in volunteering with us.

VOLUNTEER JOB OUTLINES

- Food Shelf Guide
- School Distribution Assistant
- Costco and Hannaford Shopping
- Food Bank Delivery and Stocking

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**Job Outline
Food Shelf Guides**

Food Distribution

- Escorts shoppers through food shelf to help them choose and pack food
- Converses with shoppers to develop ongoing relationship
- Listens to shoppers for potential issues that may be able to be addressed by Food Shelf (e.g., application for Three SquaresVT/WIC, heating problems, etc.)
- Ensures appropriate amounts of food are given to clients (e.g. bread, eggs, etc.)
- Helps shoppers carry food to car, when requested
- Assists in shelf restocking at close of food distribution shift
- Helps break down and recycle cases

Skills and capabilities

- Desire to make a difference in community
- Good listening skills
- Willingness to help pack clients groceries and assist to car when needed
- Willingness to manage shelf restocking at close of shift
- Some walking, heavy lifting (~5 – 10 lbs), and lengthy periods of standing are required
- Dependable regarding volunteer hours

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**Job Outline
School Distribution Assistant**

Food Distribution

- Help set up tables for distribution and place food for families on tables
- Help families and kids choose the appropriate number of items (dependent on number of children and family size)
- Help families pack food in reusable shopping bags
- Converses with shoppers to develop ongoing relationship
- Ensures appropriate amounts of food are given to clients (e.g. bread, eggs, etc.)
- Helps break down and recycle cases
- Helps return items to either food shelf (during school breaks) or to SCS kitchen (during summer) at end of distribution

Skills and capabilities

- Desire to make a difference in community
- Good listening skills
- Ability to control judgements and not let them affect demeanor during distributions
- Willingness to help pack clients groceries
- Willingness to help set up and take down distribution items and tables and run flattened boxes to school recycle area
- Managing table set up, walking, heavy lifting (~5 – 10 lbs), & lengthy periods of standing are required
- Dependable regarding volunteer hours

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**Job Outline
Costco and Hannaford Shopping**

Before each distribution week, we usually supplement what we get from the Vermont Food Bank with items from Costco and Hannaford. This job can be done when it fits your schedule, as long as the items have been purchased and delivered to the Food Shelf by Monday evening before a Tuesday distribution.

- Receive shopping list from Board member. Possible items could include: sugar, flour, ketchup, baking items and hearty soups (Clam chowder, beef and potatoes, etc.) from Hannaford. A typical Costco list might include a case of Kirkland butter, popcorn, snacks, kidney bean cases, and toilet paper.
- Pick up gift card from Shelburne Town Offices.
- Shop at Costco or Hannaford. Be prepared for a lot of items (6-12 cans/boxes/etc).
- Deliver items to the Food Shelf and return gift card & receipt to Shelburne Town Offices.

Skills and capabilities

- Desire to make a difference in community
- Access to own vehicle. Mileage is not typically reimbursed but may be tax deductible.
- Ability to lift heavy items
- Dependable

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**Job Outline
Food Bank Delivery and Stocking**

The 2nd Tuesday of each month the Vermont Food Bank delivers pallet(s) of items to the Food Shelf.

- Assist with unloading the items from the pallet(s)
- Help ensure everything ordered was delivered
- Stock the cage with the ordered items

Skills and capabilities

- Desire to make a difference in community
- Ability to lift heavy items
- Dependable