



North Liberty  
**Community Pantry**

# **Operations Manual**

**(Last Updated: 1/24/2018)**

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## ORGANIZATIONAL PHILOSOPHY AND STRATEGIES

### MISSION, VISION, AND VALUES

**Mission Statement**—The North Liberty Community Pantry exists to engage our community in feeding and clothing our neighbors.

**Vision Statement**—We will become the model for other community food pantries as reported by colleagues and leaders in community pantries.

**Value Statements**—We believe:

- Everyone has the right to be free from hunger
- Everyone deserves to be treated with dignity and respect
- Families need community support to be successful
- Families have the right to self-determination
- The community has a role/social responsibility in providing for their members
- Everyone deserves healthy nutrition choices, along with the access to knowledge and resources to implement healthy eating

### STRATEGIC PLAN

The Strategic Plan contains the Goals and Objectives of the North Liberty Community Pantry. The Board of Directors sets direction for the Pantry through the Strategic Plan. Pantry committees, staff, and volunteers implement strategies to reach the objectives and goals. The Strategic Plan is updated annually and approved by the Board of Directors. **See Appendix (“Strategic Plan”).**

### ORGANIZATIONAL CHART

The Organizational Chart shows the structure of responsibility amongst Pantry staff, the Pantry Boards of Directors, and Pantry Committee Members. It is updated annually. **See Appendix (“Organizational Chart”).**

## GENERAL INFORMATION FOR ALL VOLUNTEERS

### CONTACT INFORMATION

**ADDRESS:**

89 N Jones Blvd  
North Liberty, IA 52317

**PHONE:**

(319) 626-2711

**EMAILS:**

[director@northlibertycommunitypantry.org](mailto:director@northlibertycommunitypantry.org)

Email to contact the Executive Director with specific questions and/or concerns.

[events@northlibertycommunitypantry.org](mailto:events@northlibertycommunitypantry.org)

Email to contact staff/volunteer about Pantry event information.

[garden@northlibertycommunitypantry.org](mailto:garden@northlibertycommunitypantry.org)

Email to contact the Garden Coordinator/staff about Garden events, volunteering, etc.

[purchasing@northlibertycommunitypantry.org](mailto:purchasing@northlibertycommunitypantry.org)

Email to contact staff/volunteers about purchasing wholesale.

[schedule@northlibertycommunitypantry.org](mailto:schedule@northlibertycommunitypantry.org)

Email to contact staff/volunteers about volunteer schedules and sign ups.

[volunteer@northlibertycommunitypantry.org](mailto:volunteer@northlibertycommunitypantry.org)

Email to contact staff/volunteers about volunteer opportunities at the Pantry

**PANTRY DISTRIBUTION HOURS:**

Monday	10:00 AM-Noon
Tuesday	10:00 AM-Noon and 3:00-6:00 PM
Wednesday	10:00 AM-Noon
Thursday	10:00 AM-Noon and 3:00-6:00 PM
Saturday	10:00 AM-Noon

**PANTRY DONATION HOURS:**

Monday–Friday 9:00 AM-5:00 PM or during distribution hours

**VOLUNTEER ROLES**

**REGULAR VOLUNTEERS**

Individuals who would like to volunteer on-shift for the Pantry must attend a volunteer orientation. At orientation, participants will receive an overview of Pantry history, activities, and services. They will fill out a Volunteer Application and have a background check and reference check completed before volunteering regularly. **See Appendix (“Volunteer Application”).** Volunteers are also required to commit to following the guidelines in the Pantry’s Volunteer Handbook and will be required to read, review, and sign the Volunteer Expectations, Confidentiality Statement, and Code of Conduct. **See Appendices (“Volunteer Expectations”; “Confidentiality Statement”; “Code of Conduct”).**

All volunteers are responsible for their children while in the Pantry.

## OPEN VOLUNTEERING & SPECIAL CIRCUMSTANCES

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### *OPEN VOLUNTEER TIMES*

The North Liberty Community Pantry provides open volunteer times on the 2<sup>nd</sup> & 4<sup>th</sup> Mondays of the month from 3:30-6:00 PM for new volunteers and community volunteers to become involved at the Pantry. We reserve the right to refuse any community volunteer at our discretion.

### *COMMUNITY SERVICE*

Individuals needing Community Service/Service Project verification must preregister. Volunteer hours will not be confirmed if a volunteer is not preregistered. Volunteers requiring Community Service Hours must have a background check completed prior to volunteering. Individuals seeking fulfillment of community service hours must meet with the Executive Director to determine volunteer opportunities.

### *YOUTH VOLUNTEERS*

Youth are able to complete the general orientation and become regular volunteers. The Pantry is able to accept a limited number of students in the spring and fall for youth service projects. Students must make arrangements with the Executive Director. Specific dates and times will be scheduled in advance. All students are required to read, sign, and agree to our confidentiality standards. The Pantry may not be able to accommodate all youth who need service project hours. Other youth volunteer requirements include:

- Youth must be in 6<sup>th</sup> grade or higher to work a regular pantry shift.
- Only one student is allowed per pantry shift. A minimum of two weeks' notice is required.
- 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, stocking, 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

### *UNIVERSITY/COLLEGE STUDENT VOLUNTEERS (INDIVIDUAL)*

The Pantry can accommodate one or two college students who have service learning requirements per semester. Students should contact the Executive Director a minimum of four weeks prior to the date they would like to start their learning experience. Specific information about the hours and activities required to meet the class specifications are needed. The Pantry may not be able to accommodate all college students who need service learning hours.

### *GROUPS*

Most groups will be encouraged to volunteer during our Open Volunteer Times. Volunteer groups such as church, university/college organizations, or businesses seeking special volunteer opportunities at the

Pantry may be accommodated on a limited basis. The Pantry requires a minimum of one month notice to schedule group volunteer opportunities. Volunteer opportunities may not be available at all times and all days. Contact the Executive Director to discuss a possible day and time to volunteer.

## SCHEDULING VOLUNTEERS

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Volunteers are scheduled on a monthly basis. Volunteers who have arranged a set schedule are added to the schedule prior to it being sent to all volunteers. Volunteers can contact the Volunteer Coordinator if you would like to have a set schedule. About one-third of Pantry activities are filled by volunteers with a set schedule.

The scheduling process starts about the 15<sup>th</sup> of the month before. A volunteer creates the schedule in Sign up Genius. A notice is sent to all volunteers and a notice is placed in the newsletter. The schedule is completed prior to the 1<sup>st</sup> of the coming month. Multiple email requests and phone calls may be made to ensure the schedule is filled.

## JOB DESCRIPTIONS

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The Job Descriptions document contains information about all general Pantry volunteer activities and is updated annually. **See Appendix (“Job Descriptions”)**. Other volunteer involvement is described in the Administrative Manual.

## THINGS TO DO WHEN SHIFT IS SLOW

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There are always things to be done at the Pantry! **See Appendix (“Things to Do When Shift is Slow”)**.

## VOLUNTEER DIRECTORY

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The Volunteer Directory includes the name, phone number, and email address for all active volunteers. Please utilize the directory for Pantry purposes. The directory cannot be utilized for solicitation or political purposes.

The directory can be found:

- 1)** Under the printer in the reception area in the brown cabinet. It is in the blue binder that is labeled Pantry Operation Manual and located in the pocket of the binder.
- 2)** In the kitchen above the desk on the corkboard. It will be located next to the schedule.
- 3)** On the Pantry website. It is password protected to protect the information from being found during general internet searches. Please ask staff for the password.

## SATURDAY ON-CALL

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On a Saturdays, there is an experienced volunteer or staff person assigned to be on-call. The schedule will list this person's name and phone number. Call this person at least two hours in advance if you have a sudden illness or other reason why you cannot volunteer during your scheduled shift for that day. Contact the on-call person if you are volunteering and need assistance.

Example Situations:

- Question on Pantry policies
- Problem with Pantry facilities
- Difficulty with the computer
- Pantry policy violation

## SERVICES PROVIDED

The Pantry offers food, clothing, and toiletries to individuals and families who live in North Liberty and small towns in Johnson County including Oxford, Shueyville, Solon, Tiffin, etc.

Families shop for their own food and can receive food once a week any time during that week. They do not need to wait 7 days between visits, as long as they visit only once in a calendar week. Also each family can choose 4 items of clothing per family member each month.

## FOOD

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Families may pick up food once per week. In-area families are able to choose their food items. Out-of-area families will be given sacked food

## CLOTHING

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Each family is allowed a total of four pieces of clothing per family member, per month. A family of four would be able to select a total of 16 clothing items monthly. In addition, families are eligible to receive Goodwill vouchers once every 6 months.

## TOILETRIES

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Each family is eligible for one bottle of liquid laundry detergent or one container of dry detergent every two months. Each family is eligible for one double roll of toilet paper per week (or two single rolls per week).

## FAMILY INCOME

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The Pantry serves everyone who comes expressing a need for food. ***At minimum everyone who leaves the Pantry has been offered sacked food.***

The federal government requires that we ask about income. Food from the government commodity program is required to be given only to families who are below 185% of poverty. Infrequently there are families whose income is above 185% of poverty. The Pantry will serve families whose income is above this level.

A sheet with commodity items pictured is available for reference. Families above 185% of poverty cannot receive these items. They can receive any other items in the pantry. More items than the government commodities are available. A volunteer can work with the family to find the items that are not government commodities.

## FAMILIES: SHOP OR SACK?

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Most families coming for the first time are going to be in our service area and have all of their information – once they complete the Family Record they can then shop for their own items.

Families who are outside of our service area can receive sacked food on their first visit. Families who do not have their ID and Proof of Residence (POR) on their first visit can also receive sacked food.

Families who live in Iowa City or Coralville, can continue to return to the Pantry and receive a commodity sack of food only. Commodity sacks are plastic sacks of 5 items in the bottom of the sack shelf. The government requires that we provide these to anyone in the county. Few families will choose to continue to receive commodities only.

## FAMILIES PICKING UP FOR OTHER FAMILIES

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All families are encouraged to come to the pantry themselves in order to shop for their groceries. In special circumstances families may be able to pick-up for another family. **See Appendix (“Families Picking Up for Other Families”)**. We have the option to allow families to pick-up sacked food or shop for another family. Families need to complete a request for whichever level they’re pursuing and the request will be reviewed prior to someone else being able to pick-up food. Information from the Permission to Pick Up form is added to the “Comments” field in the computer record for the person giving permission.

## FAMILIES RECEIVING DELIVERIES

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Families who need to have food delivered must live in North Liberty. They must have a special circumstance that requires delivery on a temporary basis such as a medical reason.

## TWO HOUSEHOLDS AT THE SAME ADDRESS

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Most of the time, all individuals living at one address will be considered one family. Families may apply for a special exception with the Two Households Application. **See Appendix (“Two Households at the Same Address”)**. Both families must do a phone/in person interview to determine the household status. Households will only be considered as separate households if it is clear that they are not functioning as a single household.

## GOODWILL CLOTHING VOUCHERS

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Each family may receive only one voucher each 6 months. The vouchers are good for two weeks. Goodwill clothing varies in price. Clothes are marked with plastic tags of different colors. Usually there will be a tag color that is half price each day. To allow a voucher to go further, the person can check the board at the front of the store for specials. One day a week, there will be one tag color that is 25 cents for each item.

### *SPENDING THE VOUCHER:*

- Vouchers are good for two weeks.
- The voucher must be spent in one visit to Goodwill.
- The person who uses the voucher must show a picture ID at Goodwill.
- No change will be given for unspent voucher dollars.

### *EACH VOUCHER MUST HAVE:*

- The person’s name who will redeem the voucher
- The pantry staff’s name who gives out the voucher
- The pantry staff’s signature
- The date the voucher was given
- The date the voucher expires

## 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

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If the ICCSD dismisses school early because of inclement weather conditions, the On-Call Volunteer or Executive Director will make the decision to close. If the volunteers are able to travel safely to and from the Pantry, then the Pantry will remain open; but, if the volunteers determine that travel is dangerous the Pantry will close.

During the school year, the Pantry will remain open at all scheduled times unless the Iowa City Community School District (ICCS) cancels school due to bad weather (e.g., snow and ice). A Pantry contact will call KCRG (319-398-8422) with the information regarding closure, and the Pantry voicemail will be changed to include the closure information. The closure 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

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On Saturdays and other non-school days (e.g., during Christmas vacation), the On-Call Volunteer, staff, or Executive Director will decide if the pantry should close.

If closure occurs, KCRG will be contacted with Pantry closure information. The closure 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

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A radio is kept in the Pantry so volunteers can keep informed of weather developments.

In case of a tornado, the Pantry should be evacuated and the doors closed. Volunteers and any families present should go immediately to the restrooms in the church (or the walk-in freezer) until there is no longer any danger.

## PANTRY MEETINGS

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All meetings for the pantry will be cancelled if the ICCSD cancels school due to bad weather.

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.

## SECURITY POLICY

### VOLUNTEERS' PERSONAL INFORMATION

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Do not give out volunteers' personal information to anyone even if they come to the pantry or call the pantry. Just take a message for that person and let the volunteer know that someone asked about them.

### SAFETY OF VOLUNTEERS

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It is okay to call the police (911) if you feel unsafe at any time. Do not open the Pantry for a regular shift if there are not at least two volunteers on-site.

## VOLUNTEERING: THE SPECIFICS

### HOW TO CREATE A FRIENDLY ENVIRONMENT AND SMOOTH SHOPPING EXPERIENCE

We want to be sure we maintain a positive environment and have policies in place that help to make the shopping experience efficient for both families and volunteers. Please **see Appendix (“How to Create a Friendly Environment and Smooth Shopping Experience”)** for key points and reminders for cultivating a pleasant and effective environment.

### HEALTH AND SANITATION

#### TAKING CARE OF YOURSELF

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**First Aid.** A first aid kit is located in the kitchen/volunteer room and is mounted by the sink.

**Water.** There is a water fountain in the reception room or bottled water in the volunteer room/kitchen.

**Food.** Volunteers who are hungry may take something from the shelves for a snack. Please do not take a commodity item. Something small that we have a lot of is best.

**Personal Items.** Purses, cell phones, and other personal items can be left in the volunteer room/kitchen during open hours, but we recommend not bringing items into the Pantry that you would be concerned about losing.

#### SANITATION

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##### HEALTH AND CLEANLINESS

There are cleaning supplies in the Cleaning Closet in the distribution room or in the kitchen. Additionally, there is hand sanitizer on the wall—use it as often as you like. If there is extra time, please vacuum the floor, clean tables and other surfaces, or 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.

##### WASH HANDS – CLEAN CARTS

Please remember to wash your hands regularly. We also have bleach solution (1 part bleach/10 parts water) and paper towels to wipe down carts, tables, door handles, etc. regularly. Bleach solution and paper towels are stored in the kitchen and in the Cleaning Closet in the Distribution room.

## DEALING WITH BUGS

- If you find meal worms or other bugs in shelved food—**Inform staff immediately!**
- If you see bugs in the Pantry—**Inform staff immediately!**

## 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.

Additionally, please wear food handling gloves when working with the food. The gloves are stored in the kitchen. Please always clean up after yourself.

See Appendix (“Bulk Food and Food Safety”) for more information.

## GENERAL DONATION GUIDE

This section provides information regarding food, clothing, and produce donation items. This information can be found in the **Appendix (“General Donation Guide: Food, Clothing & Produce”)**.

## HOW TO HANDLE DIFFICULT SITUATIONS

### GENERAL

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In general, please keep the following things in mind in order to resolve difficult situations:

- Remain calm, including maintaining calm posture—arms and hands at your side or in front of your body (do not cross your arms).
- Speak softly.
- Do not argue.
- There is a phone that can be used to dial 911 in case of an emergency.
- Any time that a family has made you feel uncomfortable please be sure to discuss the experience with the Executive Director or on-call person on Saturday.
- Complete an incident report found in the desk drawer when an incident occurs. **See Appendix (“Incident Report”) and “Incident Report” section below.**

### SUBSTANCE USE

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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.

### CHILD ABUSE

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Volunteers are not considered Mandatory Reporters. Anyone who has concerns about treatment of children is able to report it to DHS. Situations that have been witnessed can be discussed with the Executive Director, Administrative Assistant, or Desk Worker.

## ANTI-VIOLENCE POLICY

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All North Liberty Community Pantry families, staff, and volunteers are expected to maintain a safe and healthy environment, free of violence. Please consult the **Appendix (“Anti-Violence Policy”)** for responses to particular violent situations.

## INCIDENT REPORTS

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Incident Reports must be completed when there are interactions in the Pantry that are uncomfortable for volunteers, families, or staff. Any Policy Violations or violence in the Pantry requires completion of an incident report. Anyone may speak to a family directly about a particular incident if they feel comfortable doing so. Staff will follow-up with any Incident Report that is completed. Incident reports can be found in the Desk Worker desk drawer. **See Appendix (“Incident Report”).**

## PANTRY EQUIPMENT AND FACILITIES

If there is an issue with the facility, please contact a staff member immediately to address the issue. If you do not reach a staff member please contact Board members until you have relayed the information. All phone numbers can be found in the Volunteer Directory.

## BLUE RECYCLING BINS

Plastic, paper, and other recyclables can be placed in the blue recycle bins in the Pantry.

## BOXES

We keep banana boxes and other large boxes for Table to Table. They are stored on top of the walk-in freezer. Table to Table makes multiple deliveries to the Pantry every week. We give them empty boxes and they return with full boxes. Please break down small boxes and put them in the cart. At the end of each shift, please take boxes to recycling.

All boxes must be entirely flattened and placed in the cardboard recycling dumpster. Cardboard is picked up once a week and whole boxes take up too much room.

If you take cardboard to the dumpster and it is full, take the cardboard back to the pantry. If the lids are not down flat when the dumpster is picked up we are fined \$75 dollars.

## COMPUTER/INTERNET USE

Computers are for Pantry purposes only. The Desk Worker computer has software on it to limit the websites that can be visited to protect the Pantry from viruses. Families cannot use Pantry computers.

There is internet service available for volunteer cell phone or computer use. Please feel free to use the “Pantry Guest” internet access while at the Pantry.

## CORK BOARD POSTINGS

### PANTRY ANNOUNCEMENTS

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The corkboard closest to the Desk Worker is reserved for Pantry announcements of events and reminders.

### JOB SEARCHES

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Sometimes families ask about job opportunities. We post job listings as we receive them in the reception area on the cork board above the drinking fountain. Please encourage families to take a look.

### RESEARCH STUDIES

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We occasionally post research studies on the cork board. Prior to posting the studies we have verified that the “costs” of participating in the study are outweighed by the “benefits” the participant receives. The research studies we have posted may include items such as a stipend, parking, lunch, or other benefits that outweigh the costs of having to go to the study and spend time in the study.

### RESOURCE PAMPHLETS

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We keep a variety of information pamphlets about resources in the county for families to utilize. They are stored in the brochure holders in the Reception Area.

## DUMPSTERS AND TRASH

There are two dumpsters in an enclosure on the south side of the Church. One dumpster is for trash and the other is for cardboard recycling. Please be sure to put the correct items in the correct dumpster.

Please take all food trash out at the end of the shift. We do not want to attract bugs by leaving food trash in the Pantry.

## GARBAGE DISPOSAL

The garbage disposal is a “clean-sink” disposal. Please use it only for purposes of cleaning out the sink if a small amount of food gets in the sink while you are cleaning the sink or produce. The disposal cannot be used to dispose of spoiled food. Please dispose of spoiled food in the garbage.

## LADDERS

Be careful when using a ladder to access food. We do not want most volunteers getting food off of the top shelves. All items should be available on lower shelves. Please speak to staff before you get food off the top shelves. All ladders should be put away when you are done using them.

## PRODUCE COOLER

A cooler in the Distribution Room is specifically for produce. It is kept at a higher temperature which is better for produce. Please do not put other foods in the cooler because they will spoil. Many fruits and vegetables should be kept cool but not refrigerated.

## RESTROOMS

Please remember to close the bathroom doors prior to the beginning of pantry shifts and open them at the end of the pantry shift. Closing the doors helps to provide a safe environment for everyone. We need to know when someone is using the bathroom and we need to monitor who is going into the bathroom together. Opening the doors after the shift assists with good airflow throughout the building.

## SENSAPHONE SYSTEM

We have installed a monitoring system that is attached to the wall in the warehouse. The sensors go to the freezers, refrigerators, and the mechanical room. The sensors monitor the temperature of the appliances, the temperature of the building, and for any potential water on the floor in the mechanical room. The system will allow us to monitor the pantry when no one is on-site. We will know if the refrigeration systems are not working properly or if the temperature of the building is too low. The system should allow us to avoid frozen pipes and loss of food due to refrigeration not working properly.

The system should not require any interaction by the average volunteer. We are working on setting the system to the appropriate temperature levels, and during this time there will be some alarms. The box is behind the warehouse door. It will “speak” and have a light if a sensor trips. The system will make a phone call and the volunteer in charge of the system will address any alarms. Do not be concerned if you hear the box speaking.

## TELEPHONE

We have a telephone system that is networked with the church. *If you have an emergency and need to call the police dial “911” – you do NOT have to push any extra buttons.*

The Desk Worker phone has been programmed with the extensions that may need to be called by the Desk Worker. The first option is an “outside line” please push this button prior to making a call outside of the Pantry. Other numbers programmed and labeled are Floater, Tina, Ilsa, Tina’s Cell, and Church. If you push these buttons, the phone will directly connect you to those phones.

If you answer a call on the Desk Worker phone, you can transfer the call by pushing “Transfer” and then the location you would like to transfer – for example “Tina” or “Ilsa” or “Church.” Voicemail has been set-up for Tina and Ilsa. You can transfer the call to their extension rather than taking a message on paper. Any calls that are not answered will go to voicemail.

## WASHER AND DRYER

A washer and dryer at the Pantry near the walk-in freezer in the warehouse. The washer and dryer is used for aprons, towels, and other items used by Pantry volunteers. Pantry aprons are washed on a regular basis. When aprons become soiled, please do not put it back on the hook. They can be tossed in the washer and will get washed with the next load. For a load of laundry, the soap is on top of the dryer. It is the repackaged liquid detergent we distribute at the Pantry. It is highly concentrated. A ½ a Tablespoon is plenty in the High Efficiency washer.

Clothing to distribute generally should not be washed – it would wear-out the washer and dryer very quickly if we washed clothing to distribute.

## SPECIAL PROJECTS

### GROWING TOGETHER GARDEN

The fruit and vegetable garden next to the North Liberty Community Pantry serves as a demonstration and educational space for the entire community. The Growing Together Garden provides fresh food and education about healthy foods to the community. Educational activities are offered throughout the year.

### PEAS TEAM (PANTRY EDUCATION AND SAMPLES)

PEAS Team is a group that works to provide nutrition education to families served by the Pantry. The group regularly provides samples of food that is then available in the pantry for the families to take home to prepare. The group also targets items that may be moving slowly in the pantry. Volunteers in PEAS Team sign up through sign up genius. The volunteers will gather all items to prepare each dish, which is five items or less. They also provide recipes for the families to take home in the pre-sacked bags.

The Pantry takes a picture of the food items and places it on social media. All items that you place the food in (e.g., bowls or plates) need to be tracked and documented for the day. The group meets monthly.

### NUTRITION EDUCATION

Volunteers provide nutrition education to the families to the pantry. Volunteers follow a lesson plan and then distribute the items according to the lesson plan. In the summer, we focus on the food that we purchase from the CSA shares. The vegetables that we receive from here will give the families

information on the item and then give them an opportunity to taste it and then take it home. Periodically we may purchase kitchen items to distribute during the nutrition education classes. These items will be approved through the operations committee. All lesson plans are located in a black binder.

## SOCKS AND UNDERWEAR DISTRIBUTIONS

The Pantry distributes three NEW sets of socks and underwear to families twice a year.

### SPRING

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In the spring, the distribution takes place in the Pantry during the first week of April. There is an extra person staffed during each shift to help families choose their socks and underwear. Adults and children receive socks and underwear in the spring.

### FALL

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In the fall, the distribution takes place off-site in collaboration with back to school distributions. Children only receive socks and underwear in the fall. We request donations of socks and underwear and funds to purchase additional sizes. Socks and underwear are repackaged by groups of volunteers into sets of three pair per person. The only exception is boxers and boxers briefs which are significantly more expensive and only distributed with two per package.

## SUMMER LUNCH AND FUN

The North Liberty Unity Group (the Pantry's parent organization) organizes a lunch program for the children of North Liberty during the summer months. This is a 10 week program that takes place Monday–Friday on the lawn of the Ranshaw house. Each agency that participates in this program assists in different ways.

The Pantry has a set day each week that it is responsible for preparing food for the lunch, staffing five volunteers to serve and clean up, and also providing an hour long activity that is educational for the kids. Set up starts at 11:00 AM and concludes at 1:00 PM. The sign up for all volunteer opportunities is done through sign up genius. The pantry usually recruits community members whose background is in nutrition education or children's health performance to do the activity. The pantry will set up the menu for the summer by using as much food as possible from the pantry and contacting our own volunteers to prepare the food.

## SYMBOLS IN THE PANTRY

There are symbols on magnets on the shelves throughout the pantry. The explanation of the symbols is located in the distribution area on the wall above the grocery carts. This is to help the families that have health issues pick better choices when they shop.

## TOILETRIES

The Pantry has special toiletry distributions for families twice per year. We get the toiletries from donations and wholesale purchases. Additional toiletries are available as received as donations. A permanent marker is used to black-out the UPC codes on toiletries so they cannot be returned to the store.

The spring distribution takes place in early March in the reception area where families can select items after they have checked in. Depending on the number of toiletries, we give away 3 to 4 items per person in the family. All the toiletries will be placed in bins and are separated into like products. Volunteers then track the number of items for the distribution and the family number. The second distribution occurs in the fall during a back to school distribution. Families are able to receive 3 to 4 items per child during the fall distribution.

## VOLUNTEER APPRECIATION DINNER

In January, the NLCP hosts a dinner at the Church for Volunteers. All volunteers are invited to attend with a guest. Awards for service are presented.

## ADDITIONAL POLICIES

### PANTRY PRIVACY POLICY

#### INTERNAL SERVICE EVALUATION AND REGULAR DATA COLLECTION

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The Pantry collects information to evaluate services for community needs, grant outcomes, service improvements, and determining our budget. Please see the Appendix (“Internal Service Evaluation and Regular Data Collection”) for description of what information is collected and how it is used.

#### EXTERNAL RESEARCH

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Sometimes outside groups request information about the Pantry. The Pantry Research Group evaluates any external research requests and ensures that the research will be beneficial to the Pantry and participants. The Pantry Research Group reviews the research proposal and looks at plans to ensure the privacy of confidential information. The Pantry may, on occasion, participate in outside research that includes a survey or other type of data collection. Survey participation is always voluntary and all materials are reviewed by the Pantry Research Group prior to use in the Pantry.

## VOLUNTEERS AND CONFIDENTIALITY

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All volunteers receive training on maintaining confidentiality. All volunteers sign an agreement to maintain the confidentiality of families served at the Pantry. **See Appendix (“Confidentiality Agreement”).**

## GUEST ORGANIZATIONS IN THE PANTRY

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The Pantry sometimes hosts guest organizations in the Pantry when the services they provide are beneficial to the families served by the Pantry. All guests sign an agreement to maintain the confidentiality of families served at the Pantry.

## INFORMATION REQUEST

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Sometimes families ask us to send a fax, make a phone call, send an email, make a referral, or make another contact that may breach confidentiality. Families must give permission to make these contacts either verbally or in writing.

## POLICY INFRINGEMENT

This policy applies when those utilizing the Pantry’s services fail to follow North Liberty Community Pantry guidelines. The guidelines are violated in the following instances:

- Coming to the Pantry more than once per calendar week;
- Continuing to take excessive amounts of food and/or clothing when asked not to by a volunteer and/or staff person;
- Repeatedly making volunteers and/or other families feel uncomfortable.

## LEVEL 1 VIOLATIONS

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The Director will send a letter and/or speak with the family to inform them about the policies at the NLCP.

## LEVEL 2 VIOLATIONS

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If the family has received a letter and/or been spoken to by the Director and continues the policy violation; the case will be reviewed by the Director and the leadership committees.

Consequences could be, but are not limited to:

- Limitation on the amount of pounds of food taken;
- Have another person shop for them;
- Forbidden from use of Pantry services.

## FEDERAL NONDISCRIMINATION STATEMENT

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

*To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whiten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.*

## NLCP NONDISCRIMINATION STATEMENT

It is the policy of the North Liberty Community Pantry to provide equal treatment in provision of goods and services to its consumers without regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability or veteran status (hereinafter "Protected Category Status").

It is the policy of the Pantry to assure that no person will be excluded from participation in, be denied the benefit of, or be otherwise subjected to discrimination for any goods or services offered by the Pantry because of Protected Category Status. No activity undertaken by the Pantry may be used to promote any discriminatory practice nor shall the Pantry become a party to any agreement that permits any discriminatory practice. The Pantry shall not grant, deny or revoke any privilege to obtain goods from or use the services of the Pantry on the basis of Protected Category Status.

## LIST OF APPENDICES

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BULK FOOD AND FOOD SAFETY

CODE OF CONDUCT

CONFIDENTIALITY STATEMENT

DATE CHECKING

FAMILIES PICKING UP FOR OTHER FAMILIES

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