Volunteer Orientation
What We'll Cover

Who is Empowering The Masses
Volunteer Roles, Responsibilities and Reminders
Food Pantry FAQs and Guidelines
Food Handling and Care Guidelines
Personal Safety Tips
Summary
About ETM

Our Mission is simple
To empower the masses through education and advocacy. As a full-service nonprofit, we strive to create communal vitality by providing our East and South Dallas neighbors with nutritional resources, educational programs and vocational opportunities to live empowered.

Key Programs and Services Include

- Food Pantry
- Vocational Training
- Educational Programs
- Community Outreach

Want to learn more?
visit us at empoweringthemasses.org
About the Food Pantry

A BRIEF BACKGROUND

Through our partnerships with many sponsors, we are able to distribute food to those individuals and families who are in need. Every Saturday of the month.

This is where YOUR help comes in.
Volunteer Roles, Responsibilities & Reminders
The smallest act of kindness is worth more than the grandest intention.

—Oscar Wilde
Volunteer Expectations

- View volunteer orientation and/or attend session to learn about assignments
- Be respectful of all staff and volunteers by displaying appropriate behavior
- Treat property and equipment with care
- Required to wear closed-toed shoes to prevent injuries
- Adult over 21 required to accompany youth volunteers (ages 8-14)

See more details here
You play a vital role in helping us keep our mission alive.

You are an important asset and help us create a safe and meaningful volunteer experience.

It’s important to read the policies in this guide, prior to your scheduled shift, to ensure a safe environment.
Why Volunteers are Critical to Our Success

Volunteers help Empowering the Masses provide the following services:

- Intake cars upon entry to drive-thru pantry
- Build food boxes for distribution
- Stock, sort, organize, clean, and monitor the food pantry
- Distribute food boxes in drive-thru pantry (contactless)
Hours & Operations

The Food Pantry Hours of Operation are:
Friday 2:00 pm to 5:30 pm
Saturday 7:30 am to 12:00 pm

Location Site:
3314 Detonte St. Dallas TX 75223

For planning purposes:
We require volunteers to call ahead at 972-460-6316

Scheduling and Sign-In

Individuals are required to set up the initial volunteer schedule with the Volunteer Relations Staff.

For scheduled volunteer shifts, you are required to sign in prior to your shift and to sign out at the end of your shift on the volunteer log.
Safety Guidelines & Reminders

Food Handling
Personal Safety
Safety does not come with luck. It has to be PREPARED.
Safety Guidelines

Empowering the Masses is tobacco-free. All tobacco is prohibited, including e-cigarettes.

No food, drink of any kind, gum or candy is permitted in the Sanctuary of the church building.

No spilling or improperly disposing of food or drink to ensure inventory of food is not contaminated.

Ensure no damage to products or the property to reduce attractants for insects, pests, and rodents.
Food Handling
Empowering the Masses promotes and follows best practices for food safety by following key guidelines:

- Consuming or removing any donated or purchased products or food is prohibited without prior permission
- To prevent contamination of food any glass breakage must be reported to a staff member immediately for proper clean-up
Food Safety Guidelines

Guidelines for Discarding Bottles, Jars, Food, & Other Products

- **LIDS**
  - Rusted
  - Dented
  - Swollen
  - Dirt or Mold

- **SEALS**
  - Broken
  - Missing
  - Damaged

- **CAPS**
  - Loose
  - Dented
  - Broken

- **FOOD**
  - Homemade
  - Has mold or foreign objects
  - Taped without inner packaging
  - Missing Labels

- **PRODUCTS**
  - Unusual appearance, discolored, or separation
  - Shows signs of pest infestation
  - Tears or leaking
Personal Safety
Personal Safety Guidelines

Empowering the Masses staff and volunteers require call to action and personal responsibility to ensure personal safety.

Volunteers must remain in their assigned work area until their shift ends, or they are reassigned to another project.

Only Empowering the Masses staff may operate forklifts, stand-up lifts and pallet jacks.

Open-toed and open-heeled shoes are not permitted in order to protect your safety from powered equipment.

Volunteers may only use sanitizer and other cleaning products if instructed in proper use by ETM staff.
Personal Safety Guidelines

**Before each shift:** All volunteers must wash their hands for 30 seconds with soap and hot water.

**Gloves are mandatory when:**
- Nails are painted or wearing false nails to prevent chipping in food
- Volunteer has a wound bandaged
- Individual has known food allergies

**Gloves must be changed when:**
- Before starting each new task
- Any contact with non-food (ex. Cell phone)
Donated products must be checked for quality assurance and sorted by category

Products can be kept a year from current date

Volunteers are required to validate donated products for Best By Date or Expiration Date

Best physical and/or sensory quality
Summary

ARRIVAL & DEPARTURE
Sign-in and sign-out required for all shifts

ASSIGNMENTS
Volunteers must remain in assigned specific work areas for safety & accountability

FOOD/HEALTH SAFETY
Volunteers must maintain personal hygiene on premise and are required to validate donated products

PERSONAL SAFETY
Volunteers must wear proper attire on premise and be respectful to others and create a safe and meaningful volunteer experience
Tammy Johnson
EXEC DIRECTOR/FOUNDER

EMAIL CONTACT:
tjohnson@empoweringthemasses.org

TESTIMONY:
Empowering the Masses was born out of our founder's own lived experiences and desire to pay it forward by creating community vitality through education and advocacy.
Annette King
VOLUNTEER CORDINATOR

EMAIL CONTACT:
aking@empoweringthemasses.org

TESTIMONY:
"I felt like this position with Empowering The Masses to learn how it feels to help and assist people. I'm so used to being around younger men and women being able to give them information if needed to make their and all our world better".
Connect with ETM!

FACEBOOK
@empoweringthemassesTJ

TWITTER
@empoweringDFW

INSTAGRAM
@empoweringthemasses

WEBSITE
Empoweringthemasses.org
Contact us for questions & inquiries

**ADDRESS**

2922 MLK BLVD Suite 131A
Dallas TX 75215

**PHONE NUMBER/OFFICE HOURS**

972-460-6316
Mon - Thu: 9am - 2pm

**EMAIL ADDRESS**

info@empoweringthemasses.org
Thank you!

WE CAN'T WAIT TO WORK WITH YOU. REMEMBER TO ALSO HAVE FUN!