FOOD PANTRY VOLUNTEER TRAINING

EMPOWERING THE MASSES

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ONE PERSON AT A TIME
Volunteers play a key role in helping us fulfill our mission.

Our volunteers are important to us, and we ask for your help in creating a safe and meaningful volunteer experience.

All volunteers are encouraged to read & review the policies and procedures outlined in this packet prior to their scheduled shift.
Volunteer Opportunities: Friday and Saturday
Friday 2:00 pm – 5:30 pm
Saturday 7:30 am – 12 noon
Call ahead scheduling is required - (972) 460-6316

**You may also Visit voly.org or volunteernow.org to sign up to volunteer**

Empowering the Masses is in critical need of volunteers to help us provide the following services:
• Intake cars as they enter our drive-thru pantry
• Build food boxes for distribution
• Stock, sort, organize, clean, monitor food pantry
• Distribute food boxes in our drive-thru pantry (contactless)

SCHEDULING & SIGN-IN:
• Each volunteer will be required to set up an initial volunteer schedule with the Volunteer Relations Staff.
• On your scheduled volunteer shift, please sign-in & out on all volunteer logs.
HAND CARE GUIDELINES

- Before each shift, volunteers must wash their hands.
- Handwashing is a critical step to avoiding food contamination.
- Hands can transfer pathogens to food.
- Wash hands for 30 seconds with hot water.
### Hand Care Guidelines

<table>
<thead>
<tr>
<th>GLOVES:</th>
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<tr>
<td>• Gloves are required if a volunteer has painted or false nails to avoid paint chipping into food products.</td>
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<td>• Gloves are required if a volunteer has a bandaged wound.</td>
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<td>• Gloves are required if a volunteer has any known food allergies.</td>
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<td>• Gloves are required to be changed before the beginning of each new task.</td>
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<tr>
<td>• Gloves are required to be changed if volunteer come into contact with any non-food items. Example: cell phone.</td>
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Example: Wearing gloves is essential when handling food to maintain hygiene and prevent交叉 contamination.
Workstations check donated products for quality assurance & sort items by category.

All volunteers are required to wear closed toed shoes.
All Empowering the Masses volunteers are required to check donated products for their Best By Date.

Best by dates refer to the date recommended that products be used by for best physical and/or sensory quality.

It is NOT an expiration date.

For human consumption, product can be kept a year from today’s date.
FOOD SAFETY/CANNED GOODS THAT MATCH THE FOLLOWING CRITERIA SHOULD BE DISCARDED:

- Cans with severe dents
- Cannot be opened by a can opener
- Wobble when standing
- Broken seal
- Missing ingredients label
- Bulging or rusted
FOOD SAFETY/JARS & BOTTLES THAT MATCH THE FOLLOWING CRITERIA SHOULD BE DISCARDED:

- Rusted lids
- Dented lids
- Swollen lids
- Broken seal
- Missing seal
- Loose cap
FOOD SAFETY/FOOD MATCHING THE FOLLOWING CRITERIA SHOULD BE DISCARDED:

- Homemade products
- Products missing labels
- Food containing mold or foreign objects
- Signs of dirt or mold under lid
- Food has unusual appearance or separation
- Food is discolored
FOOD SAFETY/PACKAGED DRY GOODS THAT MATCHES THE FOLLOWING CRITERIA SHOULD BE DISCARDED:

• Bread products must be individually wrapped and sealed
• Has inner package damage
• Shows signs of pest infestation
• Taped without inner packaging
• Tears and leaking
• Food has unusual appearance or separation
• Discolored
Empowering the Masses appreciates your services and will do our utmost to ensure that your volunteer experience is rewarding, productive and safe. We ask for your cooperation in following these guidelines:
GENERAL GUIDELINES

Willingness to view PowerPoint training on website or listen to a 5–10-minute training from our staff to explain the assigned volunteer project.

Volunteers should always display appropriate behavior.

Volunteers should be respectful of other staff and volunteers as well as respectful of the facility, property and equipment of Empowering the Masses.

Youth volunteers (ages 8-14), who are not part of a group, must have an adult over 21 years old accompany the youth and volunteer with us simultaneously.
Empowering the Masses has Good Management Practices to promote food and personnel safety. The following guidelines protect your safety and ensure a safe food handling at Empowering the Masses.
FOOD SAFETY

- Empowering the Masses is a tobacco-free campus. Tobacco use of any kind is prohibited, including e-cigarettes.
- No food or drink of any kind is permitted in the Sanctuary of the church building including gum and candy.
- Any spill or improperly disposed of food or drink product can contaminate inventory food products and damage the property be attractants for insect pests and rodents
- We are sharing the space and would like to show our appreciation by doing our best to maintain the integrity of the building.
NO ONE MAY CONSUME OR REMOVE FROM THE PREMISES ANY DONATED OR PURCHASED FOOD OR OTHER NON-FOOD PRODUCTS. WITHOUT RECEIVING PERMISSION.

REPORT ANY GLASS BREAKAGE TO A STAFF MEMBER IMMEDIATELY. STAFF MEMBERS ARE TRAINED IN THE PROPER PROCEDURE TO CLEAN UP GLASS BREAKAGE IN ORDER TO PREVENT CONTAMINATION OF INVENTORY FOOD PRODUCTS.
Volunteers must sign-in on the jogs on arrival and checkout at departure.

Volunteers are assigned to specific work areas on site. For personnel safety and accountability, 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 and the movement of products on pallets.

Be aware of forklifts and pallet jacks. Pay attention when pallets are being moved. Stay safe!

Volunteers may only use sanitizer and other cleaning products if instructed in proper use by an Empowering the Masses staff member.
THANK YOU FOR COMPLETING ORIENTATION