



VOLUNTEER HANDBOOK

1101 4th Avenue N

Fargo, ND 58102

701-237-9337

www.emergencyfoodpantry.com

"The best way to find yourself is to lose yourself in the service of others." - Gandhi

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Welcome

Thank you for your interest in volunteering at the Emergency Food Pantry (EFP). Since 1972, the EFP has depended on the generosity of the public for the goods and services we provide to the community. All volunteers are valuable members of the EFP team.

Volunteers at the EFP play a crucial role in our success today and throughout our history. Without your continued support the pantry would not be able to fulfil our mission and improve the lives of those in our community.

As a volunteer, you will be able to connect with individuals from this area who desperately need our support. Many volunteers hear heartwarming stories from these individuals which may change their perspective on this population of society. We are confident that you will find the Emergency Food Pantry to be a dynamic and rewarding place to give of your time.

Mission

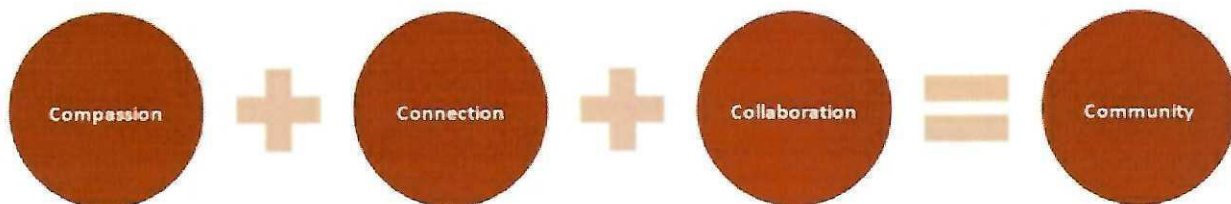
Supporting the community by providing food to reduce hunger.

Vision

Our vision is to live in a community that strives toward feeding those in need. We will work in coordination with volunteers of all ages, businesses, communities of faith, and organizations to collect and distribute food. By providing nourishing food, we will improve health and empower individuals.

Values

Everyone has a right to healthy food regardless of their circumstances. We believe in:



On an Empty Stomach I Can't...

In order to know a little bit more about who we serve, we asked some clients to complete the following statement: "On an Empty Stomach I can't..." The answers were difficult to hear. Their answers included the following: *I can't sleep. I can't think. I can't make decisions. I can't focus. I can't parent my children.*

We then asked an additional question: "What can you do when you have eaten?" These answers were full of hope. They answered: *I can look for a job. I can study for my classes. I can pay attention at my child's parent-teacher conferences. I can laugh. I can make memories.* These are the reasons the EFP continues to support our community by supplying food baskets to those in need.

History of the Organization

The EFP was organized in 1972 with the purpose of aiding citizens within the Fargo-Moorhead area in times of crisis, unemployment, fire, family violence, medical problems, and other difficult situations. The Pantry provides hungry families and individuals with wholesome food to tide them over during these times of emergency.

Hours of Operation

The Emergency Food Pantry is open for food distribution Monday – Friday. Our current food basket distribution hours are:

Monday, Tuesday, Wednesday, and Thursday 10:00 AM – 11:30 AM

Monday, Tuesday, Thursday, and Friday 1:30 PM – 3:30 PM

Volunteers are asked to be here 30 minutes before we open and after we close. We may have volunteer tasks during the times of the week that we do not distribute food baskets.

The Emergency Food Pantry is closed on the following holidays:

New Year's Day: January 1

Martin Luther King Jr. Day: 3rd Monday of January

Spring Break: Friday before Easter

Memorial Day: Last Monday of May

Independence Day: July 4

Labor Day: 1st Monday of May

Thanksgiving Break: 4th Thursday and Friday of November

Christmas Break: December 24 and 25

*Holidays that fall on weekend will be determined for that particular holiday

Board of Directors and Staff

The Emergency Food Pantry Board of Directors is comprised of up to fifteen community members. Board members are appointed to a three-year term. After members have served for three years, they have the option to serve for a second term. Board members are allowed to serve for two consecutive terms.

You may reach staff by calling 701-237-9337 or emailing volunteer@emergencyfoodpantry.com

Food Pantry Guidelines

- The EFP team is inclusive and made up of a diverse group of individuals who put aside personal agendas, egos, and differences to support EFP's mission.
- The right role can be found for any person with a desire and heart to serve. Volunteers and staff should be given opportunities to learn and grow within the organization.
- As a volunteer, you are expected to cooperate with staff and fellow volunteers, maintain a positive attitude to support a welcoming environment, voice your opinion in an appropriate way, sign in and out each time you arrive, promptly arrive on site, and honor your commitment to arrive when scheduled.
- The possession, use or sale of illegal drugs is never accepted in our environment. The abuse of prescription and over-the-counter drugs and alcohol can compromise anyone's ability to serve as a volunteer.
- Volunteers are accepted at all ages, with the exception that children must be accompanied by an adult for supervision. Youth volunteers are asked to have a parent complete a youth waiver in certain situations.

Confidentiality Policy

Respecting the privacy of clients, donors, members, staff and volunteers of the Emergency Food Pantry itself is a basic value of the organization. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Executive Director. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion or confidential information and that documents containing confidential information are not left in the open or inadvertently shared.

Employees, volunteers and board members of the Emergency Food Pantry may have access to information which is confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or volunteer service.

Unauthorized disclosure of confidential or privileged information is a serious violation of EFP policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

Nondiscrimination Policy

The Emergency Food Pantry does not and shall not discriminate on the basis of race, color, religion, creed, gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation or military status in any of its activities or operations. These activities include, but are not limited to, hiring and termination of staff, selection and removal of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, contractors, vendors and clients.

Incident Report

Volunteers and the Emergency Food Pantry share responsibility for establishing and maintaining a safe work environment. It is the responsibility of each individual to conduct all tasks in a safe and efficient manner complying with all local, state, and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a client. In turn, volunteers are expected to report any accident which results in injury, regardless of how insignificant, promptly to a staff member. A first aid kit is located in the top drawer of the filing cabinet in the break room, and is labeled "First Aid". An AED and portable first aid kit are located at the front of the warehouse near the door to the lobby. Other safety materials needed may be available upon request to a staff member.

Frequently Asked Questions

How often will I volunteer?

You can volunteer as often or as seldom as you would like! We are flexible with your schedule, and appreciate all the help we receive. Please remember to call ahead to check on the need for volunteers.

How many people can volunteer at one time?

The number of individuals in a group may be limited due to space or current projects. We strive to provide a fulfilling volunteer opportunity to each individual and group.

What should I wear to volunteer?

Volunteers should wear comfortable, close-toed shoes. We recommend having a layer such as a sweater or jacket since the warehouse can be cold.

What activities will I be participating in?

You may be assisting the front desk with welcoming clients or answering phones, filling food baskets in the warehouse, or doing various other jobs. We have something for everyone, including those with physical limitations.

How do I schedule my shift?

Visit our website and sign up for a shift online or call our main number, 701-237-9337, from 8:00 a.m. to 4:00 p.m. to let us know when you would like to volunteer.

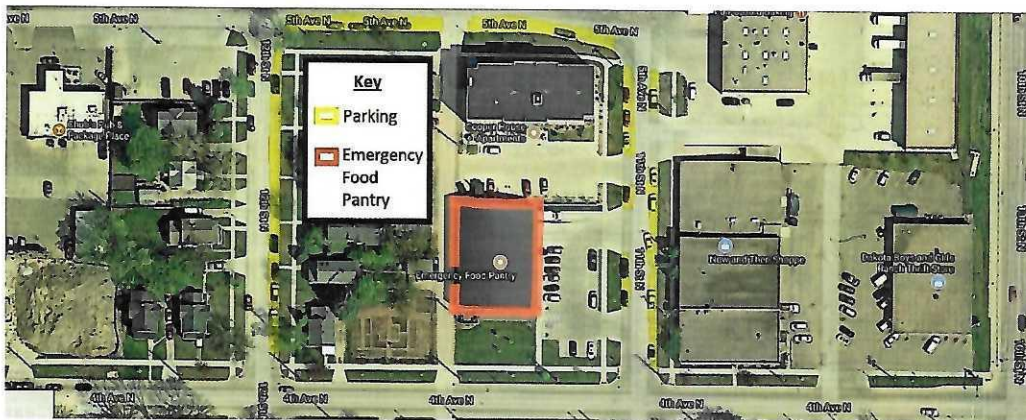
Do I have to come in beforehand for training?

We will train you on the first day of volunteering. We ask that you come 30 minutes before our food basket distribution starts so we can walk through the process with you and answer any questions.

Where can I smoke?

The Emergency Food Pantry's building and grounds are tobacco free. This includes parking lots, green spaces, and sidewalks that are located on or directly adjacent to the pantry property. "Tobacco use" means smoking, heating, inhaling, chewing, absorbing, dissolving or ingesting any tobacco product.

Where should I park when I come?



The parking signs on 11th Street North state 90 minutes, but it is a 4- hour zone. Parking on the west side of 11th St is not permitted during the winter in order to comply with snow removal policies.

How can I donate more than just my time?

If you would like to donate items to the EFP, you can drop them off directly on site during our hours of operation, or call us to set up another time. If you would like to make a monetary donation, you can go on our website and find the "How You Can Help" tab where you will find instructions on how to donate by mail or online.