

## Welcome Letter

Welcome Volunteers!

The Harford Community Action Agency, Inc. is dedicated to providing assistance to help all Harford County individuals and families who are experiencing financial hardships in meeting their housing, food, energy/heating, and/or budget and family counseling needs. We support and encourage them on their path to self-sufficiency.

As Harford County's designated Community Action Agency, the HCAA's mission is to help all Harford County individuals and families who are experiencing financial hardships in meeting their housing, food, energy/heating, and/or budget and family counseling needs. We support and encourage them on their path to self-sufficiency. HCAA's Food Pantry is an emergency and/or supplemental food pantry that provides food once every 30 days to clients who need nourishment and are food insecure. Our pantry/bank depends on the help of volunteers to support our operations providing food to families and other community partners.

We need volunteers throughout the week to assist us with loading/unloading donations, stocking shelves, distributing food, and packing food bags. We invite you to join us according to your availability.

Thank you for choosing to volunteer with HCAA. We are thrilled to welcome you to our team of volunteers. We believe volunteers are a vital part of supporting the mission of this organization. We hope that you find the responsibilities of your volunteer duties to be fulfilling, and that your experience with us is quite rewarding.

Please follow along to complete our application and release.

*Kim Neely,*

Chief Operating Officer, Director of Food Pantry/Bank

In house training completed [  ]

Date: \_\_\_\_\_ Initials \_\_\_\_\_



## Volunteer Application

DATE

/   /

### PERSONAL INFORMATION

First Name

Last Name

Address:

City:  State & Zip Code:

Phone Number:  Email:

In case of emergency, please contact:

Full Name

Relationship

Phone

How did you hear about our agency?

Have you ever done any volunteer work? \_\_\_\_\_Yes. \_\_\_\_\_No

If yes, please complete the following:

Organization Name:

Supervisor's Name:

Phone Number:  Volunteered From:  To:

Description of Duties:

### DAYS AND TIMES AVAILABLE TO VOLUNTEER

Monday	<input type="text"/>
Tuesday	<input type="text"/>
Wednesday	<input type="text"/>
Thursday	<input type="text"/>
Friday	<input type="text"/>

### FOOD PANTRY VOLUNTEER AGREEMENT: CONFIDENTIALITY AND RELEASE OF LIABILITY

I, \_\_\_\_\_ agree to work as a volunteer for Harford Community Action Agency, Inc.

I understand that I will have access to certain sensitive information about the customers served which may include financial, medical, insurance, health, living situation and other confidential records.

I agree to keep all information confidential and will not disclose any customer information for any reason. Private information to which the volunteer of this agency has access to shall not be used, published or disclosed in any form, to any person, corporation, agency (government or otherwise) except as required in fulfilling obligations in administering a program.

The failure of the volunteer to comply with the above confidentiality requirements is grounds for dismissal. As a volunteer, I am aware that my participation may include physical activity (i.e. standing, bending, lifting and carrying up to 40 pounds) and will require the use of caution and safety guidelines to avoid injury. I am voluntarily participating in this activity and agree to accept any and all risks of personal injury.

I will adhere to all safety guidelines given to me as a volunteer; wearing closed toed shoes at all times and proper casual business attire. No cell phone use while volunteering.

If I am scheduled to volunteer and I feel sick or showing signs of fever, aches, cough, etc. I will contact the pantry supervisor to cancel my volunteering immediately and not report to the pantry. Rescheduling of the shift will take place once there are no symptoms of any kind.

I understand that the materials and food products at Harford Community Action Agency, Inc. are to remain on the premises and remain the property of HCAA.

I HAVE READ THIS AGREEMENT AND FULLY UNDERSTAND ITS CONTENTS.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Volunteer Positions Available: Food Pantry

HCAA wants to provide the opportunity for volunteers to undertake a results-driven service opportunity, especially one designed to meet the food access and hunger relief needs of the residents they serve. In doing this, volunteers can see how their work supports food distribution to hungry families through their work at the pantry.

Volunteer Positions	Description of Responsibilities	How to Implement Training
Customer Pantry Window	Greet families and check for pantry eligibility according to the guidelines at the desk. Check in tracking system for current eligibility; complete log sheet; provide applications, forms, and agency information.	Mentored by staff and written instructions provided
Stocking	Help unload truck or pallets, moving product from stock area to shelves, refrigerators and freezers; organizing the storage area, keep storage area and pantry clean	Mentored by staff and written instructions provided
Bagging	Fill customer bags with non-perishable items, meats, vegetables, dairy, bread, desserts; assist shelf stocking team when needed, help keep stock area and pantry area clean	Mentored by staff and written instructions provided
TEFAP	Assist with TEFAP (The Federal Food Assistance Program) on the 2nd Tuesday of each month. Federal commodities come in for distribution to partners and customers; assist placing cases of food in partner vehicles; packing HCAA commodities to give out to our customers	Mentored by staff

## Food Pantry Window Workflow

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- ➔ Greet customer; have you been to the pantry before?
  - If **Yes**, continue to ask for photo ID and make sure they have been updated within the year.
    - Look up their name in CAP60 program (guide provided to look up customer for eligibility)
    - Changes to their income and household need to be documented on a new application as well.
    - If eligible (after 30 days of the last date served), place their name on log sheet completing the questions.
  - If **No**,
    - Are they a Harford County resident?
    - If Yes - Hand them them an application
      - Ask for Photo ID, showing their current address
        - If ID does not show current address, ask for a utility bill, lease, tax bill, or other proof of local residency.
      - Zero Income: If the customer has ID, proof of residency for Harford County, and is declaring they have NO income at this time, then they complete the following three forms:
        - New application,
        - Zero income declaration
        - Household worksheet detailing how they are paying for their daily needs with zero income.
- ➔ Homeless customers should still complete an application.
  - They can receive ready to eat non-perishables.
- ➔ When we receive Federal commodities (from MFB) for our customers, please have the customer complete a TEFAP form.

## Dry Bag Primary Packing Contents

- Canned/Jar Items: 1 can of each
  - Corn
  - Carrots
  - Peas
  - Green Beans
  - Peanut Butter
  - Jelly
  - Luncheon Meat OR Canned Ham
  - Ravioli
  
- Protein: 2 cans of each
  - Tuna
    - Give 1 bag of Tuna Helper
  - Chicken
  - Beans
    - Any type - vegetarian, pork, & beans, black, navy, etc.
  
- Dry Goods: 1 box of each
  - Mac n Cheese
  - Muffin Mix
  - Noodles or Spaghetti
  - Pancake Mix & Syrup
  - Cheeseburger Helper
  
- Soups/Sauces:
  - 2 cans of Soup
  - 1 can or jar of Spaghetti Sauce
  
- Grains/Starch: Either OR
  - 2 cans of potatoes OR
  - 1 bag of rice OR
  - 1 bag of stuffing

## Food Pantry Daily Operations Checklist

➔ HCAA's Food Pantry opens for staff at 8:00am Monday to Friday. Below is a Daily Checklist.

➔ Front Window:

<input type="checkbox"/>	<u>Set up front window</u>
<input type="checkbox"/>	<u>Add log sheets to clip board;</u>
<input type="checkbox"/>	<u>Restock/Print Universal Applications in English and Spanish</u>
<input type="checkbox"/>	<u>Restock/Print Customer Guidelines,</u>
<input type="checkbox"/>	<u>Restock/Print TEFAP forms &amp; Harford County pantries Food List</u>

➔ Rear Pantry:

<input type="checkbox"/>	<u>Pack non-perishable bags; 45 per day of serving</u>
<input type="checkbox"/>	<u>Pack breads and dessert in brown bags for customer cart</u>
<input type="checkbox"/>	<u>Pack meat in brown bags; 45 per day of serving</u>
<input type="checkbox"/>	<u>Bag vegetables in white plastic bags for customer carts</u>
<input type="checkbox"/>	<u>Replenish shelves with donated food from pallets</u>
<input type="checkbox"/>	<u>Pack mobile pantry bags for school pantry partners, mobile partners, and outreach events.</u>
<input type="checkbox"/>	<u>Serve partners</u>
<input type="checkbox"/>	<u>Pick up from retailers</u>
<input type="checkbox"/>	<u>Check ALL food inventory for expiration dates and remove perished items; weight, record, and dispose</u>

➔ Rear Pantry/Warehouse:

- Pack non-perishable bags; 45 per day of serving
- Pack breads and dessert in brown bags for customer cart
- Pack meat in brown bags; 45 per day of serving
- Bag vegetables in white plastic bags for customer carts
- Replenish shelves with donated food from pallets
- Pack mobile pantry bags for school pantry partners, mobile partners, and outreach events.
- Check ALL food inventory for expiration dates and remove perished items; weight, record, and dispose
- Serve partners
- Pick up from retailers
- Off load truck from pick ups
- Dispose of controlled waste and cardboard
- Clean carts and counters
- Food advocacy to families
- Referrals to other services

