FRONT DESK

1. Greet the people as they enter and welcome clients to SVDP. Ask how we may assist them.

2. Provide a copy of the *Temporary Assistance Policy* and encourage them to read it. **If a client does not speak English they must have a translator in order to receive services.** The translator must stay with the client the entire time that the client is in the building and must accompany the client to the clothing and food windows. If the translator and the client are both receiving services, serve the client first. A caregiver must remain with the client and is not able to receive services while he or she is working. They must come in on their own time.

3. Ask new clients to fill out a *Client Information Form*. This form must be filled out completely and legibly. Please review the information the client has provided and enter the new record into the computer Client Card database. Enter in the notes field the needed documents for eligibility, photo ID, proof of address or the need for a translator.

4. Check their identification. Everyone must have the required identification as specified in the *Temporary Assistance Policy*. Without the proper identification they may be denied assistance. Encourage the client to put their ID’s away at the front counter to avoid losing them.

5. If a client has previously received assistance from SVDP, look up their name in the computer to verify that they have not received food or clothing within the previous 30 days. If they are 1 to 3 days early it is okay to serve them but remind them of the 30 day policy. Exceptions to this are: **If homeless**, and they lack refrigeration and limited storage in a back pack, or if their need is great, they can **visit twice in one month for food**. Families with young children allow **Bread only**, or use your discretion for **any** individual when we have an abundance of fresh produce and bread to give away. Also, provide a copy of Clark County Resource Guide and information on other food pantries in the County.

6. Enter the date and food activity into the computer and write the clients name and family size on the *Daily Food Log* provided at the front counter.

7. Give the client a Food Ticket that indicates their family size. The ticket must be presented at the food window in order to receive food. If they also need clothing, please give them a Clothing Ticket and indicate family size.

8. If they need clothing and food, please tell them to go to the clothing window first. If a new client, please escort them to the window, if possible.

9. If a client is in need of clothing only, they still need to be looked up in the computer to see if they are eligible. Enter the client name and family size on the ticket. Provide the client with a clothing ticket and direct them to the clothing window.

10. If clients are requesting assistance in an area other than food and clothing, ask them to be seated until the Executive Director or the Operations Manager is able to speak with them.
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**FOOD DISTRIBUTION**

1. When clients come to the food window they must provide a Food Ticket which will indicate family size. No one should receive food without a ticket. Please refer the client back to the front counter if there are concerns.

2. Give the client a bag pre-filled with food. Ask the client to review the items and return any food items they can’t use. In addition to the basic food bag, clients will be provided protein (meat or miscellaneous frozen entrées) and eggs when available. If available, provide chips, pasta, yogurt, cheese, milk and miscellaneous item(s) based on family size, from the top two shelves. To encourage healthy eating, when providing a new and different meat or fish, include a marinade or dressing to bake with.

3. All frozen meats must be placed in a separate clean bag to disperse; this is a health department requirement.

4. Volunteers that are making up the pre-filled food bags, utilize the list posted inside the food room that will indicate the basic can and boxed items to be placed into each bag. Try and keep the weight consistent. This allows easier lifting at the front counter and additional items can be added to the bag by the client.

5. Breakfast cereal (when available) should be provided to families with children. Oatmeal and beans are normally placed in the black bins directly behind the client, and available to everyone.

6. On most days and when available, items such as bread, desserts, potatoes, onions and other fruit and produce will be placed on a large display in black bins or boxes, outside of the food room and clients will be allotted a certain amount for each family.

7. When not assisting clients at the window volunteers can:
   - Sort and shelve donated food drive and Clark County Food deliveries
   - Fill food bags
   - Repackage bulk food items or large bagel/cookie platters. Always include a copy of the ingredients for nut or egg/milk etc., allergies and place inside the repackaged item
   - Refill the freezer with frozen meats or vegetables
   - Keep the area clean, sweep the floor and clean the counters
   - Sort the paper and plastic bags
   - Assist in the walk-in cooler or freezer of displaying items on wire racks, checking sell-by dates and refilling the black bins with bulk items

**BREAD & PASTRY PICK UP / FOOD PICK UP**

1. If using SVD van, provide a copy of valid driver’s license to Director and maintain valid driver’s license.
2. If using SVD van, complete safe driving course with Director or designated lead.
3. If using personal vehicle, maintain valid driver’s license and insurance on your vehicle.
4. Maintain a high professional standard of conduct with bakery managers, Clark County Food Bank or other donor upon accepting donated food.
5. Upon return to our receiving dock, document weight, and place items in cooler/freezer on weekends or work with Person-in-Charge (PIC) volunteer or staff for distribution, if pantry is open.
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CLOTHING

1. When clients come to the clothing window, they must hand their clothing and food ticket to a volunteer and it will be held until they have returned to the window with selected clothing and household items.
2. Direct them to the clothing area of the warehouse and share that they must return to the window after making their clothing selections.
3. Upon return, verify that they are taking the correct number of items and document the number of family members served on the clothing ticket.
4. If household items are provided, verify that the number of items is within the established guidelines, and record it on the clothing ticket with a check mark.
5. Put the clothing, household and requested hygiene items into bags and give to clients. If a large quantity, encourage them to bring to their vehicles, first, prior to picking up food.
6. When not assisting clients at the window, volunteers can sort clothing donations and put them out on the racks and shelves.
7. Use good judgment in sorting clothing; do not display any clothing that is derogative in nature, or does not promote our standards of life and dignity. (Example: no alcohol advertising, skull graphics, etc.)
8. Pick up clothing and hangers that have fallen off the racks.
9. Check the dressing rooms and retrieve clothing items left in them.
10. Re-package hygiene products and dry laundry soap.

WAREHOUSE

1. Assist with receiving donated food, clothing and household items. Weigh the food items only, and record it on a DONATION FOOD LOG. If donor needs a receipt for tax purpose, have donor complete and volunteer / staff will sign off. Provide the top copy to donor and keep back (yellow) copy.
2. At the end of the day, provide the donation of food items and CCFB report to Director’s office. Household and clothing donation receipts can be brought to the Operation Managers desk.
3. Sort, distribute and assist with daily donations. First In and First Out on food and perishable items.
4. Have training and knowledge of pallet jack usage and forklift certification or training, if using forklift.
5. During peak client hours, parking lot attendant to monitor traffic flow and parking procedures.

HOME VISITS

Refer to the National Council of the US, Society of St. Vincent de Paul Manual- Rule 2.1 Page 23; Home Visits

1. Vincentians always visit in pairs.
2. Vincentians are asked to listen, offer humble advice, and render assistance.

The above are general descriptions of the duties involved in these assignments. You may be assigned other duties as necessary. If there are any questions or concerns about your assignment, please direct them to the Operations Manager or Executive Director. Thank you for your interest in volunteering at the Vancouver Conference of the Society of St. Vincent de Paul.