

NCBC FOOD SHELF

VOLUNTEER HANDBOOK



New Creation Baptist Church
1414 E 48th St
Minneapolis, MN 55417
612-825-6933

“..For I was hungry and you gave me food; I was thirsty and you gave me drink; I was a stranger and you took Me in; I was naked and you clothed Me; I was sick and you visited me; I was in prison and you came to me.” -Matthew 25:35-36 (NKJV)

NCBC FOOD SHELF HISTORY

The NCBC Food Shelf is committed to serving families and individuals in times of need. We are committed to our communities and making sure we are the bridge for families between paychecks, jobs or other unforeseen circumstances. We are also compassionate and supportive to all families who come through our doors. Not only have we provided nourishment for their bodies, we provide nourishment for their souls. Everyone who comes through our doors is made to feel welcomed and is treated with respect.

The NCBC Food Shelf started around 2011 when we received a food donation around Thanksgiving from Bergen's Super Value on 49th & Cedar. We saw a need to have a food shelf because of the families of kids who attended The Ark Summer Enrichment Program. We started off feeding around 20 families to where we are today.

Currently the food shelf partners with several agencies (The Food Group, Second Harvest and Community Care, Target Food Rescue). On average we feed 800 – 1000 individuals per month which impacts over 300 households and constitute over 10,000 pounds of food monthly. These numbers are growing every month.

NCBC FOOD SHELF

VOLUNTEER POLICIES

The Food Shelf needs many volunteers in order to run efficiently. Before anyone can become a volunteer they must read the handbook, sign the acknowledgement form and turn the acknowledgment page into the food shelf coordinator.

- Volunteers are not compensated in food or money for volunteering at the food shelf
- Volunteers can also utilize the food shelf. When using the food shelf volunteers are considered clients and must be treated as such.
- If a volunteer wants to be a client they must register as a client, sign in on the sign in log and another volunteer must help them when shopping in the pantry area. (This should be done during the times/hours we are open for all clients).
- We use the same point system for volunteers that we use for the clients. Volunteers do not receive special preference
- We would like for volunteers to report to the food shelf at 9:00 AM the day they are scheduled to volunteer (Wednesday or Saturday)
- All volunteers must sign in on the volunteer sign-in sheet when they come to volunteer for the day.
- All volunteers must be on one accord. Philippians 2:2 says “fulfill my joy by being like-minded, having the same love, being of one accord, of one mind”. We must convey the same message to the clients.
- Volunteers must remember to be “**Christ Like**” in all there interactions (with clients and other volunteers). Proverbs 18:21 says “Death and Life are in the power of the tongue, and those who love it will eat it fruit”.
- Volunteers – Please remember, it takes a lot for a person to come to a food shelf. We want to make sure we help clients keep their dignity. Please make sure we greet each client with a smile and a positive disposition.

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VOLUNTEER OPPORTUNITIES

- **Set Tables** – we need 2 volunteers to unpack produce boxes and setup the tables in the outer area. The items that go on the tables are fruit, veggies, breads and any miscellaneous items we are giving as a free item for the day. Once the tables are setup we will need the 2 volunteers (one at each end of the tables) to help assist the families pick out there food items. Families are allowed to come to the food shelf every week to get these items (fruit, veggies and bread).

Tables need to be setup as followings: Fruit and veggies are on the table close to the door. These items should be the first things the families see. Next are the miscellaneous items, at the end is the bread.

- **Work the sign-in table** – we need a volunteer to greet each person when they come into the food shelf. This person will sign up clients if they are new and have each and every one sign the sign-in sheet. This person will pull the families’ cards from the file box and have him/her take a seat until they are called. Families can shop the tables in the outer area while they are waiting to be called into the pantry area. This person will also enter new client in the food shelf database

Cards contain the following information:

John Doe	# of points
1414 E 48 th St S	# of Adults
Minneapolis, MN 55407	# of kids
612-824-1234	
DOB 01/15/1970	
Family members names – must live in the household	

- **Point system for each family size:**
 - 1 – Household Family Size = 10 points
 - 2 - 3 Household Family Size = 15 points
 - 4 - 5 Household Family Size = 20 points
 - 6 -8 Household Family Size = 25 points
 - 9 - 10 Household Family Size = 30 points

- **Work in the pantry area** – we need 2 volunteers to work with families picking out there food items. The items in the pantry area are assigned points. Each client will be given a certain amount of points depending on the size of their family. These points are given monthly. Once they use there points for the month they would need to wait until the next month to receive points again. (Remember, clients can come every week to get produce items even if they have used up all the points in the pantry area). When the families are picking out there food items they are allowed to get meat with some of their points (This will be determined by the amount of meat me have in the pantry at the time). For example – if a client has 10 points and they are allowed 2 meats they will then have 8 points left to shop for non-meat items. Clients have the option to save some of their points for another visit in the same month. We need to make sure we subtract the amount of points use in the visit and let the client know how many they have for the next visit (must be used in the same month, no rollover points)

Occasionally we have non-point items in the refrigerator for the families to choose from, for example – Salads, milk, eggs and other perishable items.

- **Weigh Families Food** – we need a volunteer to weigh the food once the families are done shopping. All food is weighed including the fruit/veggies and bread.
- **Sweeping, cleaning tables and stacking empty boxes** – one of the volunteers can make sure these items are done before we leave for the day.

Every Wednesday we need at least 2 volunteers to work at the food shelf. These individuals will need to be at the food shelf from 9:00 am – 1:00 pm. These individuals will be responsible for the following:

- Need to help clients get signed in
- Helping families pick out food items in the pantry area (see above for details on the points per family)
- Clean out the refrigerator, throw out any items that are spoiled (like salads)
- Clean up the outer area and pantry area so it can be ready for Saturday

We also need volunteers to unload the truck when we have deliveries from some of our food agencies. These deliveries are usually done Thursday or Friday. Times and days may vary, someone will let the volunteers know the exact time once delivery dates and times are setup.

Acknowledgment

I have read and understand the POLICIES AND PROCEDURES in the NCBC Volunteer Handbook and agree to abide by the terms set forth herein.

Print Name

Signature

Date