Writing a procedure

Fill in all of the answers based on your pantry. When writing down answers for all your processes, consider the client experience during the whole pantry process.

Client check-in process:

When a client comes to your pantry for assistance for the first time:

- How are clients greeted?

- Where do clients need to go?

- Who do the clients need to meet with?

- Do the clients have to bring any specific documents?

- Is there anything you need to give the client once they check-in?

- Do you pass something out signifying family size?

- How many volunteers will the organization need for the check-in process?

- What is different about check-in for clients who have already come to the pantry?

Client Shopping experience.
- Once the check-in process is complete, what should the client do? Where should the client go?

Client Choice Food Bag Guide:

Choose the guide you will use to help client's navigate the pantry. You can give them something to hold that tells them the number of items can get select from each section, you can have a volunteer share the number they can select based on their household size, or you can place a number on the shelf telling them the number of selections they can make (if all households get to select the same number of items).

- Having a guide for clients to use allows them to navigate the pantry without having to be walked around by a volunteer. This creates more autonomy and gives the client the dignity of shopping without being guided. The guide can be printed and laminated for your clients to use while "shopping" in the pantry. They can see how many items they can select from each section. The guides can be used again and again.

- The guide can be specific to family size OR you may decide that all clients can choose the same number of items by food group no matter their family size. It depends on what your pantry has the ability to offer.

- Do your clients shop on their own, or does a volunteer walk with them through the pantry?

- How will clients know their allotted amounts for each food category?

- Once the client has all the food they would like, where do they go to check out?

- What happens during the checkout process?

- How many volunteers will the organization need for the shopping experience, including checkout?

Stocking the pantry

- What days/ hours are you open?

- What time will the re-stocking occur?

- When will re-stocking the pantry occur?
  - The day before the pantry opens, the morning before the pantry opens, or at the end of each day after the pantry closes?

- How long does it take to re-stock the pantry shelves?

- How many volunteers will the organization need for re-stocking?

Ordering food with LCFB:

- How do you place an order?
  - Online order form? Email? List website or email address with the answer.

- How many days does LCFB need to fulfill your order?

- Knowing which day(s) you would like to stock, how many days it takes to fill your order, what day(s) do you need to place the order by? If you order more than once a week, be sure to list any applicable days.

- Is the food picked up or delivered?

- What day(s) do you need to pick up the food, or what day(s) is it delivered?

- Who picks it up? How many volunteers assist in pickup?

- How many volunteers are needed to receive the food?

Once received:

- Where do you log the information when you weight the food from LCFB?

- When receiving other donated food, do you need to weigh it? If so, where do you track that information?

- What foods need to have their temperature monitored? How often? What tool is to be used to check the temperature? Where is the temperature recorded?

- Do you keep track of what food has been received and from what source?Where do you store that information?

- Is there any other information that is needed to receive food properly?

Closing up/before you leave

- When the day is done, are there specific reports that need to be completed? If so, which ones?

- Are there certain electronics that need to be shut off?

- Is there any equipment that needs to be cleaned/sanitized?

- Anything that you do that we have not addressed?

Staff and Volunteer positions and duties

- See the Volunteer Roles document to define roles and job duties and include in procedure documents.