Food Pantry Procedure

1. Order food
   * How – purchases, donations
   * Who
   * When
2. Receive food
   * How – donations, purchases, etc
   * Where
   * Who
   * When
3. Stock pantry
   * How
     + Food categories
     + Shelf/table organization
     + FEFO
   * Who
   * When
   * Staff/volunteer needs
4. Manage Neighbor Shopping experience
   * Check-in
     + Where
     + How – who manages check-in for new guests, for existing guests
     + Documents needed for intake
     + Documents needed to shop
   * Shop
     + How
     + Who manages
     + Documents needed to navigate
   * Check-out
     + Where
     + How
     + Documents needed
5. Report
   * What
   * How
   * When
   * Who
   * Where
6. Pantry opening and closing
   * Who
   * How
   * When
7. Staff and Volunteer roles/responsibilities
   * How many
   * What roles
   * Recruitment
   * Appreciation
   * When writing down answers for all your processes, consider the neighbor experience during the whole pantry process.
   * Neighbor check-in process:
     + When a neighbor comes to your pantry for assistance for the first time:
       - How are neighbors greeted?
       - Where do neighbors need to go?
       - Who do the neighbors need to meet with?
       - Do the neighbors have to bring any specific documents?
       - Is there anything you need to give the neighbor 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 neighbors who have already come to the pantry?
   * Neighbor Shopping experience.
     + Once the check-in process is complete, what should the neighbor do? Where should the neighbor go?
   * Neighbor Choice Food Bag Guide:
     + Having a guide for guests to use allows them to navigate the pantry without having to be walked around by a volunteer. This creates more autonomy and gives the guest the dignity of shopping without being guided. The guide can be printed and laminated for your guests 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 guests 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 neighbors shop on their own, or does a volunteer walk with them through the pantry?
     + How will neighbors know their allotted amounts for each food category?
     + Once the neighbor has all the food they would like, where do they go to checkout?
     + 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?
     + 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?
     + What time will the re-stocking occur?
     + How many volunteers will the organization need for re-stocking?
   * If you are a cost-share partner 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 the food is received:
     + Do you need to weigh the food from LCFB? If so, where do you log the information?
     + When receiving other donated food, do you need to weigh it? If so, where do you track that information?
     + Do you have to take the temperatures of any of the foods? If so, which ones?
     + 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?
   * So, now you have an idea of how to run your pantry. It would help if you determined who will be responsible for all of the jobs. Do you have a large or small volunteer base?
     + We have come up with a list of optional positions with simple descriptions for volunteers as you rearrange your pantry. The essential roles are welcoming neighbors, stocking, and helping the guests navigate through the pantry.
       - [Volunteer Roles .docx](https://lcfbankorg-my.sharepoint.com/:w:/g/personal/ddecker_lcfbank_org/EfA_MA2SOopNvN2DSMmwq2kBlyNP3DEJL6D_oagJOuHK5g?e=rVSidh)-
     + Download the file and update the roles to fit your specific pantry. We started a couple to give you an idea of how you can compile your job descriptions. Add in the information based on your organization. If you are short volunteers, you can give more than one role to more than one volunteer. If you have an abundance of volunteers, it can help you figure out which responsibilities could best suit all of your volunteers. You do not have to fill all these roles; it is just a suggestion list. It is okay if your pantry doesn’t need a specific job. Also, in some cases, in certain roles like a stocker, you may find it is better to have more than one volunteer assigned.
     + Once you have filled out the volunteer roles, you can share the list with potential and current volunteers to lay a foundation for setting expectations.

* Now that you have answered the above questions, all you have to do is print out the activity, and you have a written procedure document. Writing process and procedure documents can be the first thing to fall off the to-do list, but it is the best way to ensure all aspects of the pantry procedures are defined and understood. Policies and procedures help you delegate! If you are not at your pantry, other workers and volunteers will know what to do.