



Welcome to The River!

At The River, volunteers are at the heart of what we do. When you volunteer your time, you are contributing to the bigger purpose; to fight hunger in our community. We serve over 2,300 hot meals each month and distribute more than 55,000 pounds of food every week – year-round! ***We could not do it without your support.*** It is our hope that your volunteer experience will be rewarding and enjoyable.

Expectations

The River is an equal opportunity provider. We expect that each person who walks in our doors treats every client, volunteer, and staff member with respect. We have zero tolerance for discrimination or harassment. We expect reliable attendance when you sign up for a shift. It is important that all client information is kept confidential. Please complete all forms and trainings to ensure thorough knowledge in these areas.

Dress Code

Please wear closed-toe shoes. Dress appropriately for the weather and for the task(s) you will be performing. Please look presentable as you will be representing The River to the community. Please do not wear yoga pants, tight fitting clothing, spaghetti strap tank tops, or low-cut shirts and blouses.

Arrival, Check-in and Shift Length

ALL VOLUNTEERS

Please arrive on time and be prepared to stay until the end of your shift. There is a huddle in the market area at the beginning of your shift to assign duties and share information about upcoming events. Please allow enough time to park, hang up your coat, find a name tag, clock in on the computer and head over to the huddle.

You can hang up your coat and store items in the Volunteer Lounge closet. **We recommend that you leave valuables in your car.** Please wear a name tag each time you volunteer. Name tags can be found in the Volunteer Lounge near the sign-in computers. If you cannot find a name tag with your name, you can make yourself a sticky name tag using the name tag badges and permanent markers.

If you need assistance with your PIN to clock in for your shift, see the volunteer greeter or stop at the registration desk. Please remember to clock out when you leave so we have an accurate record of your time.

ARE YOU A NEW VOLUNTEER?

Please arrive 15 minutes early for your shift so we may welcome you and give you a brief orientation.

Parking

Parking is available on Darwin Road.

Cell Phones

We ask that you refrain from using cell phones during the market session.

Age Guidelines

We are happy to have volunteers of any age! For children under the age of 16, we ask that they are accompanied by an adult throughout their entire shift. If you are bringing a group, we ask for one adult chaperone for every four children between the ages of 8-16. You must be at least 16 to volunteer in the kitchen area.

Food Handling Policies

When volunteering in the kitchen or doing any other food handling – such as sorting meat for the market – please follow these procedures for sanitation purposes:

- Always wash your hands thoroughly with soap and water before handling or serving food.
- Wear gloves. When you touch any non-food item (a new box of meat, your hair, cell phone, shake someone's hand, etc.) *change* into a **clean** pair of gloves.
- Wear an apron. Do not wear that apron in the restroom.
- Always wear a hair net or hat. Hair longer than shoulder length must be tied back.

Share in the Community Meal

During your shift, you will be given the chance to take a break and enjoy the meal. Please note that groups or friends may or may not have the opportunity to eat together but we encourage you to join clients and other volunteers at your table. ***Due to scheduling the kitchen may be closed by the time you finish your shift. If you are hungry, please eat when your break is offered. ***

Individual Volunteers Can Sign Up On-line!

We now have a volunteer portal that you can use to sign up online for any available task on any available day! To use the portal, you will need to have an account in our volunteer database. You can set up an account by visiting the Volunteer page on our website (www.riverfoodpantry.org) and selecting the “At the market” link. Next, complete the application you find on that page. Of course, if you have any questions, run into any problems, or simply would like to have someone assist you in setting up the account, contact us via email at volunteer@riverfoodpantry.org or by phone at (608) 442-8815 press 4.

Volunteer Groups

We love to have groups volunteer! If you are interested in bringing a group, contact us at volunteer@riverfoodpantry.org. It is helpful if you share your group size, which volunteer opportunity you are interested in, and the date(s) you would like. We will confirm the availability of your requested opportunity and share more information about how groups work.

Other Ways to Help

Cleaning out closets? Clearing out your pantry? Here are some things we can always use...

- Gently used or new clothing and linens
- Kitchen items
- Non-perishable food
- Personal care items – shampoo, soap, deodorant, toothpaste, etc...
- Financial contributions – 96 cents of every dollar donated goes to programs and services. Any amount you can give helps us!

**Again, welcome. We are excited you will be working with us
and hope you enjoy your volunteer experience!**