

Lend a hand

Volunteers are a crucial part of every program at the Chittenden Emergency Food Shelf. The dedicated hearts and hands of the community help us complete the countless tasks that go into feeding more than 12,000 people every year.

This introductory packet explains our mission, programs, the people we serve, what we expect from volunteers, and ways you can help. As a Food Shelf volunteer, you'll experience endless opportunities to learn, grow, and play a rewarding role in addressing hunger in your neighborhood.

HOW TO BECOME A VOLUNTEER AT THE FOOD SHELF

- 1 Read your volunteer packet thoroughly and decide whether or not the Food Shelf is a good match for your values.
- 2 If you are under age 16, please recruit a parent/guardian to volunteer with you. 16- and 17-year-olds should bring a parent/guardian to your scheduled interview to sign a consent form so you can volunteer on your own.
- 3 If you have a court-ordered community service obligation, please sign up at the Food Shelf on Fridays from 2pm-3pm.
- 4 Tell us about yourself by filling out the application provided in this bundle.
- 5 Schedule an interview with the Volunteer Coordinator. This allows us to get to know you better, answer any questions you have, show you around, and schedule your first volunteer shift.
- 6 When you arrive to volunteer, a program coordinator will introduce you to the staff and volunteers you'll be working with and provide training for your assigned tasks.
- 7 Contact the Volunteer Coordinator each week to schedule your shifts.



Here are some of the things you could do as a Food Shelf volunteer:

- unload donations as they're delivered
- stock the warehouse shelves
- prep food in the soup kitchen
- help clients select their groceries
- deliver groceries to homebound clients
- pick up donations
- and much more!



QUESTIONS? Please call us at **(802) 658-7939** for more information.

VOLUNTEER





2010 Volunteer Application Form

**Please return completed applications to Vesna Juric-Orlic,*

Volunteer Coordinator

Chittenden Emergency Food Shelf works to alleviate hunger by feeding people and cultivating opportunities. As the largest direct service emergency food provider in Vermont, CEFS serves over 12,000 people each year.

228 North Winooski Avenue

Burlington, VT 05401

(802) 658-7939

www.feedingchittenden.org

Name:

First

Initial

Last

Address:

Number

Street

Apt No.,

City/Town

State

Postal Code:

Email: _____

Occupation: _____

Highest Level of Education: _____

DOB: _____ Age: _____

Home #: _____ Cell #: _____

Have you been convicted of a felony within the past five years?

___Yes ___ No

If yes, please explain:

Are you a student? _____ Yes _____ No

What School do you attend? _____

What grade or year are you in? _____

What type of work would you like to do here?

- Soup Kitchen
- Food Shelf (Grocery Distribution)
- Warehouse
- Homebound Grocery Delivery
- Office

Desired Volunteer position _____

Are you looking to be?

- Long term volunteer
- Short-term volunteer
- One time volunteer
- On-call volunteer
- Unsure
- List any talents and/or skills you bring to your volunteer experience:**

Preferred Start Date: _____

Please Check the Shift Schedule(s) and Day(s) You Are Available to Volunteer

Volunteer Shift Start Times	Monday	Tuesday	Wednesday	Thursday	Friday
6:30am-9:30am					
Mornings between 8am-12pm					
Afternoons between 12pm-4pm					

If you are looking for one-time/short term volunteer opportunities, which events are you interested in?

- Operation Turkey
- Brown Bag Lunch Program
- Biker for Homebound Grocery Delivery
- Food Drive Planner
- Spring Dinner Party for Homebound Clients
- Garden Project

List Any Previous or Current Volunteer Experiences:

Name of organization _____

Date ___/___/___ to ___/___/___

Position held:

Duties:

Name of organization _____

Date ___/___/___ to ___/___/___

Position held:

Duties:

Have you had any experience working with people of diverse cultures? (Please explain)

Languages Spoken

Do you have any medical conditions which might affect your service or place of assignment? Please explain.

Why are you interested in volunteering at the CEFS?

How did you hear about the CEFS and its volunteer program?

How do you hope to benefit from this experience?

References

Please list three references, personal or professional, who have known you for at least a year

1. _____ Relationship _____
Name

_____ Phone _____
Email

2. _____ Relationship _____
Name

_____ Phone _____
Email

3. _____ Relationship _____
Name

_____ Phone _____
Email

APPLICANT' STATEMENT

I hereby affirm that the information provided on this application is true and complete to the best of my knowledge.

Applicant's Signature

Date



PARENTAL / GUARDIAN CONSENT FORM

In order for your child / teen to become a volunteer with the Chittenden Emergency Food Shelf, we need your consent and your involvement in helping him/her to have a productive experience. Please read and sign this parental consent form in order for us to continue our process of considering your child / teen to be a volunteer.

Name of Agency: The Chittenden Emergency Food Shelf

Name of prospective youth volunteer: _____

Birth Date _____

Address _____

Phone _____

Event / Activity / Program Name: _____

Description of anticipated volunteer work: Check if description is attached.

I understand that my child, named above, wishes to be considered for the volunteer experience described and I hereby give my permission for him/her to serve in that capacity, if accepted by the Chittenden Emergency Food Shelf.

I understand that he/she will be provided with orientation and training necessary to assist in the performance of the volunteer duties and that he/she will be expected to meet all of the requirements of the position, including attendance and adherence to Chittenden Emergency Food Shelf policies and procedures. I understand that he/she will not receive monetary compensation for the services contributed or be guaranteed of any future position with the Chittenden Emergency Food Shelf. I understand that my child is responsible for her/his behavior at all times, and agree not to hold the Chittenden Emergency Food Shelf or any of its employees responsible for any expenses or damages incurred as a result of my child's behavior. I also understand that any violation of the Chittenden Emergency Food Shelf's policies may result in immediate expulsion from the site.

Parent / Guardian: Print Name: _____

Parent / Guardian Signature: _____ Date: _____

Parent / Guardian Address, if different from volunteer:

Staff Signature: _____

Date: _____

Court-Ordered Community Service

Name of the Offense:

Brief Description of the Charge:

Number of Community Service hours required: _____

Probation Officer's contact information

Name _____

Address:

Phone: _____

If you do not have a probation or parole officer, please let us know who you report to (court division, etc.)

Name: _____

Address:

Volunteer Application
Chittenden Emergency Food Shelf
228 North Winooski Avenue
Burlington, VT 05401

Volunteer Code of Conduct

As a Volunteer, I agree to:

Be Committed

- Offer your time and energy only if you truly believe in what you plan to do

Be a Team Player

- Remember that volunteering is a team effort
- Play by the rules
- Keep in mind that everyone is here to help

Be Open to Learning and Hard Work

- Most Volunteers are called upon to learn new and unfamiliar tasks to meet the needs of the people with whom they work.
- Your training is important to the success of your effort

Be Willing to Accept Supervision

- A positive attitude and eagerness to take direction will be welcome in any situation
- Remember you are here to help, and doing it the established way will work best

Be Dependable

- People will be counting on you
- You need to take your commitment seriously
- Abide by your time and consistency commitment
- Communicate to the Volunteer Coordinator or your site Supervisor when you will be absent or late for your volunteering time

Be Respectful

- Respect the cultures, beliefs, opinions and decisions of others, although you may not always agree
- Treat each other with courtesy, sensitivity, tact, consideration and humility
- Accept the chain of command and respect each other regardless of position
- Treat all people as unique individuals and value their beliefs, opinions, knowledge and experiences
- Use appropriate language that will not offend others
- Encourage people to achieve and grow

Signature

Date

Community Participant Guidelines for Volunteers and Community Service Workers

Purpose of all Community Participants:

To help the Food Shelf provide quality service to its clients by assisting staff with the process of distributing emergency groceries and meals. This includes all tasks that support this purpose.

Rules and Regulations:

- **Background Check is required for some of the volunteer opportunities. Acceptance is at the discretion of the Chittenden Emergency Food Shelf.**
- **Minors under the age of 16 must be accompanied by a parent/guardian at all times.**
- **Minors from ages 16-18 may volunteer without parent/guardian supervision with a **signed parent/guardian consent form.****
- **Park your car on the street, not in the parking lot.**
- Each day please **sign in and out** in the Volunteer or Community Service book in the office.
- Do not eat or read in your work areas. Feel free to go into the dining room or the picnic table outside to take a break after notifying a supervisor.
- All participants must wear a **NAMETAG** or **APRON**, which can be found at the front counter in the office.
- **Come to work on time. If you can't come in as scheduled, for whatever reason, please call as soon as you know, or in advance. It is the policy of the Food Shelf to immediately discharge the person who is absent more than once.**
- **Please do not come to work when NOT scheduled.**
- **All information about clients must be kept confidential, even if you recognize someone who has come in for food.**
- Rules for receiving food are the same for participants as they are for clients
- People have assigned areas to work in, **please stay in your assigned area.**
- **Wear appropriate clothing** and thick- soled shoes for warehouse assignments.

Policy for Receiving Food

1. For groceries, you may go through the line once a month with a supervisor or staff if you have a client file. On days you work, this can only happen **after a shift.**
2. You are welcome to eat lunch if it falls during your shift or to get a snack on your break. While volunteering, please remember to check in with a supervisor first to ensure proper coverage

Note: The Chittenden Emergency Food Shelf, a program of C.V.O.E.O., has a policy that clearly states, **“Unauthorized taking of food or any other items donated or purchased by the Food Shelf is grounds for immediate dismissal.”** Therefore, do not remove food from the food shelf unless you've proceeded through the proper available channels as described above.

DRESS CODE

The following represents some guidelines relative to the policy of the Food Shelf:

- Dirty clothing is inappropriate if working in the kitchen or Distribution areas
- Undershirts or shirts meant to be worn as undergarments are inappropriate
- Clothing with printed provocative messages is inappropriate
- Avoid lingerie looks or overly revealing outfits
- Footwear should be fastened and secured to feet for safety

Kitchen

- Hair should be clean, combed and neatly trimmed or arranged. Shaggy, unkempt hair is not permissible.
- Sideburns, moustaches, and beards should be neatly trimmed.
- Good personal hygiene must be maintained.

VOLUNTEER/WORKSTUDY/COMMUNITY SERVICE OPPORTUNITY

DESCRIPTION

TITLE: GROCERY DISTRIBUTION PROVIDER

SUPERVISOR: Distribution Coordinator

PURPOSE: To help the Food Shelf provide quality service to clients by assisting staff with the process of distributing emergency groceries.

ACTIVITIES:

1. Complete paperwork required for client visit and obtain client=s signature.
2. When needed, communicate to clients appropriate referral information, Food Shelf hours, operation procedure and confidentiality policy.
3. Assist client in selection of food items.
4. When necessary, help client to carry groceries outside or request help from another volunteer or staff.
5. Respond promptly to clients arriving to receive assistance.

QUALIFICATIONS: Interest in helping people; sensitivity to the problems and issues of homeless, food insecure, and low-income individuals; good listening and communication skills; non-judgmental; polite mannerism, flexible and ability to function in an often busy environment.

TRAINING: Initial orientation at the Food Shelf and then opportunity to observe skilled Grocery Distribution Providers followed by one on one staff training.

HOURS: Flexible. 1-3 days per week , 2-7 hours during hours of operation (M-F 8-4).

VOLUNTEER/ WORKSTUDY/COMMUNITY SERVICE
OPPORTUNITY

DESCRIPTION

TITLE: Warehouse Maintenance Aide

SUPERVISOR: Warehouse Manager

PURPOSE: To maintain and improve services at the Food Shelf by assisting the Warehouse Manager with smooth transition of food in and out of the warehouse and onto the shelves in the grocery distribution area.

ACTIVITIES:

1. Work with Warehouse Manager, staff, volunteers and community service workers to maintain program efficiency in the warehouse.
2. Accept, weigh and record donations.
3. Assist donors and volunteers making deliveries.
4. Keep grocery shelves and designated food tables adequately stocked at all times in the grocery distribution area.
5. Prepare cardboard, plastic, etc. for recycling when necessary.
6. Sort donated food
7. Repackage bulk food and label appropriate packages or containers when needed.

QUALIFICATIONS: Willingness to take directions and be flexible, ability to lift moderate amounts, interest in helping people, sensitivity to the problems and issues of homeless and low-income individuals, non-judgmental, polite, and ability to function in an often busy environment.

TRAINING: Initial orientation at the Food Shelf. Direct training by Warehouse Manager or staff person.

HOURS: 2-3 per day, 1-3 days a week
(Monday – Friday 8am -4pm).

VOLUNTEER/WORKSTUDY/COMMUNITY SERVICE OPPORTUNITY

Volunteer Position: Hot Meals Program Volunteer

Supervisor: Kitchen Manager

Purpose:

To help the Food Shelf provide quality service to the soup kitchen clients by preparing food items in the pantry, and/or stations or other areas of the kitchen.

Activities:

- Prepare all food items as directed in a sanitary and timely manner.
- Restock all items as needed throughout shift.
- Clean and maintain station in practicing good safety and sanitation.
- Put dirty dishes into the dishwasher
- Assist with the cleaning, sanitation, and organization of kitchen, walk-in coolers, and all storage areas.

Qualifications:

Basic understanding of professional cooking and knife handling skills. Previous prep or line cook experience. Ability to communicate and work effectively with co-workers under stressful conditions and in stressful situations. Ability to take direction. Ability to work in a team environment. **Ability to deal courteously and efficiently with clients.** Must have problem solving abilities, be self-motivated, and organized. Commitment to quality service, and food and beverage knowledge.

Training: on site

Hours:

1-3 days per week, 2-4 hrs. per shift (Mon.- Fri., 6:30AM- 10:AM)

VOLUNTEER/WORKSTUDY/COMMUNITY SERVICE OPPORTUNITY
DESCRIPTION

TITLE: **DRIVER** **MON-FRI, 7-4**

SUPERVISOR: Warehouse Manager

PURPOSE: To increase the availability of food by picking up donated food items from various donor sites; such as local supermarkets, churches, schools, businesses, vendors, deliver them to the Food Shelf.

ACTIVITIES:

- Pick-up food items, packaging them if needed, and place them in vehicle.
- Delivery to designated local non-profits if necessary
- Express appreciation to donor.
- Deliver items to the Food Shelf.
- Ensure all donated weight is properly recorded in donation book.
- Inform volunteer coordinator when a substitute is needed.

QUALIFICATIONS: Valid Driving License, clean driving record, good communication skills and ability to lift up to 30 lbs.
Must have a positive attitude.

TRAINING: Initial orientation at the Food Shelf.

HOURS: Flexible schedule. 3 to 4 hours per shift.

COMMITMENT: 1-2 days per week

VOLUNTEER/WORKSTUDY/COMMUNITY SERVICE OPPORTUNITY

VOLUNTEER POSITION: Greeter

SUPERVISOR: Distribution Coordinator

PURPOSE: To help us provide quality service by attending to visitors guiding them through the process of gathering their monthly groceries.

ACTIVITIES:

- Welcome persons entering organization
- Promptly respond to individuals who need to be signed in.
- When needed, communicate to clients appropriate referral information, Food Shelf hours, operation procedure and confidentiality policy.
- Tidy and maintain the reception area
- Respond to phone calls directed to distribution area.

QUALIFICATIONS: Interest in helping people; sensitivity to the problems and issues of homeless, food insecure, and low-income individuals; good listening and communication skills (both verbal and written); non-judgmental; polite mannerism, flexible and ability to function in an often busy environment.

TRAINING: On site

HOURS: Flexible, 1-3 days per week, 3-7 hours during hours of operation (M-F, 9AM-4PM).

VOLUNTEER/WORKSTUDY/COMMUNITY SERVICE OPPORTUNITY

DESCRIPTION

TITLE: Receptionist

SUPERVISOR: Volunteer Coordinator

PURPOSE: Attend to visitors and deal with inquiries on the phone. Provide information regarding the organization to the general public, clients and donors. Communicate referrals for various agencies and services if needed.

ACTIVITIES:

- greet persons entering organization
- answer telephone, screen and direct calls
- take and dispatch messages
- direct persons to correct destination
- deal with queries from the public and customers
- ensure knowledge of staff engagements in organization

QUALIFICATIONS:

- verbal and written communication skills
- professional personal presentation
- customer service orientation
- good organizational skills
- reliability
- stress tolerance

Interest in helping people; sensitivity to the problems and issues of homeless, food insecure, and low-income individuals; good listening and communication skills (both verbal and written); non-judgmental; polite mannerism, flexible and ability to function in an often busy environment.

TRAINING: on site

HOURS: 5 days per week, 4-8 hours during hours of operation (M-F, 8AM-4PM).