



Paw's Pantry



IUPUI

Volunteer Manual

College Food Pantry



Table of Contents

Table of contents	Page 2
Welcome/Contact List	Page 3
Paw's Food Pantry: Overview	Page 4
Mission and Values	Page 5
Paw's Food Pantry Volunteer Policies	Page 6
Paw's Food Pantry Volunteer Procedures	Page 7
Confidentiality Procedures	Page 9
Frequently Asked Questions	Page 10



Thank you for volunteering with IUPUI Paw's Pantry!

Our food pantry could not operate without a group of committed campus volunteers. Our volunteers contribute over 200 hours of service every month and play a key role in helping us fulfill our mission. As we grow and our operations evolve, it is crucial that we continue to promote a favorable and lasting impression of Paw's Pantry in the minds of everyone with whom we interact. This includes clients, donors, media, volunteers, community partners and the general IUPUI community! Our volunteers are important to us and we ask for your help in creating an enjoyable experience for both our clients and volunteers.

About the Manual:

This manual is designed to introduce you to Paw's Pantry and to provide a basic overview of the policies and procedures that provide us all with guidance and direction at the food pantry. As a volunteer, we wish to provide you with an enjoyable work environment, necessary job training, and recognition for your work.

In return, we expect you to honor your commitment to Paw's Pantry, respect our clients, and perform your duties to the best of your abilities. If you have any questions or need any clarification of the information contained in this handbook, please email jagsfood@iupui.edu or connect with the below contacts.

Contacts:

Chair - Chrissie Geels

Email: cgeels@umail.iu.edu

Operations Coordinator - Gunjan Parmar

Phone: 317-440-8055

Vice-Chair of Volunteers - Melanie Scheive

Email: mscheive@iupui.edu

Phone: 219-669-9357



Paw's Food Pantry: Overview

Background

Paw's Food Pantry was founded in the Fall of 2013 through collaboration between the Student Organization for Alumni Relations and the Office of Community Service and Learning. It was inspired by an NBC Nightly News segment that highlighted UCF's student-run food pantry, seen in December 2011. After two years of extensive research into other urban universities and their food pantries, Paw's Pantry was finally able to start running. It has been modeled into a sustainable, environmentally conscious food pantry.

Now, Paw's Pantry is student-run and serves hundreds of individuals each semester. The pantry committee is made up of a Chair, Operations Coordinator, and group of Vice-Chairs. It only operates with the help of countless volunteers and generous donations from our community.

Recipients

Paw's Pantry currently serves any student, staff, or faculty member that may be struggling with food insecurity. The only qualification to use the pantry is that the individual has a valid IUPUI Jagtag. New shoppers will have to fill out a one-time client form for statistical data collection, but will only be required to swipe in on returning visits.

Food insecurity is defined as not knowing where your next meal is coming from. Someone that is food insecure might be worried food will run out, could not afford a balanced meal, has to cut or skip a meal, or is hungry but did not eat (possibly for an entire day).

IUPUI is surrounded by the food deserts, which means there is no close access to fresh, healthy affordable food. Instead of supermarkets and grocery stores, these communities may have no food access or are served only by fast food restaurants and convenience stores that offer few healthy, affordable food options. This lack of access contributes to overall poor diet and health.

In 2013, 19.2% of Marion county residents (around 174,400 people) are considered food insecure. In terms of children, in 2014, all IPS students were offered offered universal free lunches in order to combat the food insecurity within the county. Many of these IPS students will make their way to IUPUI, and their food insecurity will not vanish. We feel at Paw's Pantry that by giving students and staff access to more food options, we are directly affecting their academic and professional success.



Our Mission

Paw's Pantry exists to serve all students, faculty, and staff by fulfilling the need for an adequate food supply to promote success, with the collaboration of the campus and community.

In order to carry out our mission, we strive to promote health and wellness by providing education and opportunities to all students. We strive to sustain a self-sufficient and environmentally conscious food pantry. Finally, we support Jags helping Jags by enhancing student, faculty, and staff welfare while promoting the value of higher education.

Values

- **Dignity:** Treating others with respect, fairness and an understanding of our differences.
- **Accountability:** Serving the IUPUI community in a responsible manner, using resources wisely and acting with integrity.
- **Responsiveness:** Delivering programs and services efficiently while ensuring access to food and other resources for people in need, even in the face of a changing environment.
- **Collaboration:** Encouraging teamwork, cooperation and community partnerships.
- **Passion:** Expressing commitment to Paw's Pantry's mission and the people it supports.



Paw's Food Pantry Volunteer Policies

Hours of Operation

Paw's Pantry is open every Wednesday and Thursday from 10:00 AM – 6:00 PM. Volunteers (a maximum of 4 per shift) work 2 hour shifts within these time points. The pantry is also open the second and fourth Saturday of every month from 12:00 PM – 4:00 PM.

Scheduling & Sign In

Volunteers for regular business hours are scheduled by the Vice-Chair of Volunteers through an online application. This can be found at www.pawspantry.iupui.edu. We require that all volunteers schedule for at least 5 time slots (a total of 10 hours) during regular business hours to ensure that that faces of the Paw's Pantry table are not continuously changing. We wish to create a stable, friendly environment both for our volunteers and our clients.

It is expected that volunteers record the hours that they sign up for. Volunteers will be sent an email reminder the week that they are scheduled. Please sign in on the volunteer sign in sheet. Each date has a separate sign in sheet with the schedule volunteer names. If you cannot find your name, please write it in on the bottom and email the jagsfood@iupui.edu account to notify us.

Absenteeism

When a volunteer expects to be absent from a scheduled day, the volunteer should inform the committee via the jagsfood@iupui.edu account as far in advance as possible so alternate arrangements can be made. After two times of absenteeism without notification, volunteers will be removed from all future scheduled days.

Benefits

Paw's Food Pantry would like to say thank you to its volunteers in a variety of ways. Each semester, volunteers are thanked and celebrated through a social event. Additionally, volunteers are given a promotional items as thank you gifts periodically throughout the year.



Paw's Food Pantry Volunteer Procedures

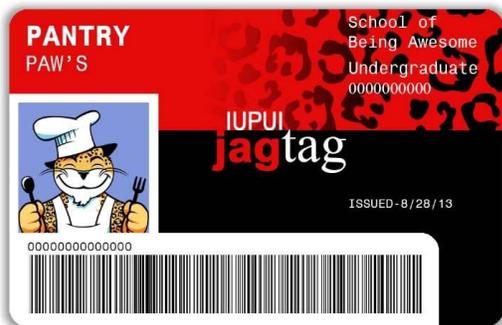
Pantry Set-up

All volunteers are expected to arrive 5-10 minutes early for their shifts. The pantry should be open when you arrive, with the computer system set up to allow for the card swipe system. If no one has opened the pantry by 10:00 AM, please contact one of the people listed in this manual to open it for you. Please set up the table near the foyer at the Vermont Parking Garage entrance with tablecloth and banner. Bring out any papers/flyers that are located on the desk within the pantry, as well as the binder/folder that contains this manual and other necessary papers for the pantry. Hang the pull-up banner in the hallway outside of Paw's Pantry (across from the stairs) to let people know that the pantry is open!

Also, please stock pantry with any food items that have yet to be shelved, checking their expiration dates in the process!

Pantry Operations

When a shopper comes to Paw's Pantry, he/she is to be greeted with a smile and asked if they have been to the pantry before. If not, they must submit a new client intake form. Every shopper must complete this form in order to shop. Be sure to remind shoppers that their answers do not affect their eligibility to use the pantry, and is strictly for data collection. All new shoppers are also given a Paw's Pantry reusable shopping bag, which can be located in the metal lockers on the right side of the pantry.



Whether or not the shopper has visited the pantry in the past, their Jagtag must be swiped into the online system. All shoppers must present their Jagtag to use the pantry.

The point system for using the pantry is based on the amount of servings in the food items. Depending on the amount of servings, the food items are marked with a different sticker color. Details on the color code for the points system can be found on signage at the pantry.



It is also important to note that shoppers are allowed to shop on their own without supervision. Please let them spend as much time as needed in the pantry. Please be aware, however, that due to space constraints, we cannot allow more than 3 individuals inside of the pantry at one point in time. Once a shopper is finished collecting their food, they will bring it out to the volunteers. Tally up how many food items were taken and double check that shoppers have spent the correct number of points. Also, check expiration dates on each of the cans and place expired items on the designated shelf on the left side of the pantry. Allow shoppers to return to the pantry and replace any expired items if desired.

Pantry Break-Down

Please straighten up any food on the shelves before closing down. Clean up any trash in the pantry and remove expired food items. Log off of the computer. Place the table, banner, and any flyers back into the pantry. Turn the light off and make sure the room is locked when you leave.

Confidentiality

In order to ensure confidentiality, please do not repeat any names or information of any of the shoppers. Remain professional at all times and do not take any pictures or videos that might include shoppers while volunteering. Also, ensure that all new client forms are located in the same area of the manual and do not allow these to be shared.

Remember, every shopper is equal and should be given access to the pantry, regardless of race, color, religion, national origin, sex, sexual orientation, gender identity, marital status, age, disability, veteran status, or perception of wealth or status. It is not the place of the committee or of volunteers to question the need of any shopper who comes through our door. It is our expectation that all shoppers be treated with dignity and respect. Any breach in this policy of acceptance will result in immediate dismissal from volunteering.

Thank you!

From the entire Paw's Pantry team, thank you for volunteering with us! We know that your time is valuable, and we are grateful that you've chosen to impact IUPUI in such a great way! If you have any questions, please reference the Frequently Asked Questions section below. If you can't find your question there, please contact jagsfood@iupui.edu, or one of the contacts listed in the front of this manual.



Frequently Asked Questions

From volunteers:

Q. Can I sign up to volunteer at the pantry more than once?

A. Yes! And we actually require that you do! We need volunteers that are willing to help us out consistently so that our shoppers see familiar faces as much as possible. On the online application, you can let us know all the days throughout the semester that you'd like to volunteer. Sign up for as many times as you like! A minimum of 10 hours (equivalent to 5 shifts) is required for all volunteers.

Q: I have a large group that wants to volunteer, how do I sign up for that?

A: Please email the jagsfood@iupui.edu account! We love to host larger groups of Fridays to help us collect, organize and stock the pantry.

Q. Do I need to go through volunteer training if I just want to help stock shelves?

A. The only time someone has to go through volunteer training is if they will be interacting with students and staff who utilize the pantry. If you wish to help organize the pantry instead of working with clients, just let us know at jagsfood@iupui.edu! We will be happy to schedule a time for you to come by and help us clean up the pantry.

Q: What can we do when a customer does not have a JagTag?

A: Unfortunately, people seeking to use the pantry who do not present their JagTag are not allowed to shop at the pantry. Please politely ask these potential customers to either come back with their JagTag if they are an IUPUI student, staff, or faculty member or provide information on other Indianapolis food pantry resources if they are not IUPUI-affiliated.

Q: What should I do when it is the end of my shift and no new volunteers have shown up?

A: Contact a Paw's Pantry committee member! The contact information can be found at the beginning of the volunteer manual. They will find someone to arrive at the pantry. If they do not respond immediately and you have to leave, please go to the Office of Student Involvement (OSI, third floor of the Campus Center) and let the front desk know what is happening.

Q: What if I am staffing the table alone but I need to leave for an emergency?

A: We understand that emergencies happen, so please take care of yourself. Please leave a note on the table explaining that a volunteer will return shortly. If you must leave the pantry



permanently, please contact a director and/or go to OSI to let the front desk know that you must leave.

Q: What should I do if I do not see my name on the sign-in sheet?

A: Write in your full name and shift that you are serving at the bottom of the original check in sheet. If possible, let the lead volunteer on duty know or email jagsfood@iupui.edu.

Q. Can you sign my volunteer form for service hours?

A. We certainly can! Please bring any volunteer forms to your volunteer shift and one of our committee members, lead volunteers or the student director will be happy to sign it for you at the end of your shift. We will not provide this forms; if you need a form, please print one off at: <http://studentaffairs.iupui.edu/involved/volunteering-engagement/volunteer-verification-forms.shtm>
|

Please be sure that you have printed off the right form.

From donors:

Q: Where can I find a wishlist of items needed at the pantry right now?

A: We update our online wish list on a bi-weekly basis. That can be found on the Paw's Pantry webpage at <http://pawspantry.iupui.edu>

As a general rule, we are always in need of the following items at the pantry:

- canned proteins
- breakfast items
- snack foods
- canned fruit
- pasta
- bread
- tea/juice

Q: Where and when can I donate items to the pantry?

A: Anytime! We are attempting to place donation crates in every building around campus. Just look for the big orange box! A list of specific locations can be found at: <http://pawspantry.iupui.edu/donate.html>

Q: My organization wants to host a food drive! How do I get into contact with you about that?



A: We would love to help you out with anything you may need! There is an online form, found on the same page as our donation crates (listed above). Please fill that out and shoot us an email at the jagsfood@iupui.edu account. We'll get back with you quickly!

