



VOLUNTEER MANUAL

**Rights and Responsibilities of
Food Pantry Volunteers**

**Interfaith Food Pantry
2 Executive Drive
Morris Plains, NJ 07950**

973.538.8049

Morris County Interfaith Food Pantry Network

Volunteer Manual November 2024

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Interfaith Food Pantry Network Volunteer Manual

Welcome

Thank you for volunteering at the Interfaith Food Pantry Network. Your efforts ensure that our neighbors and guests receive enough nutritious food to keep themselves and their family members healthy. We use the talents of our volunteers to work on the front lines, working directly with clients and on the back end, in operations and administration that make it possible to achieve our mission. Even tasks that may seem less than exciting are valuable to the overall success of the program.

Please take a few minutes to read this manual. It will give you basic information about our operation and our volunteer program. If you have any questions please feel free to speak with the Volunteer Coordinator. We hope that you find your volunteer experience at the IFPN enjoyable and rewarding.

The Mission of the Interfaith Food Pantry Network is to:

- improve the health and well-being of eligible Morris County residents in need by providing access to food, nutritional education and related resources;
- provide hands-on opportunities for neighbors to help neighbors; and
- raise awareness and understanding about the issue of food insecurity in our community.

Interfaith Food Pantry Network History

The IFPN is a non-denominational, non-profit 501(C) (3) organization helping families in need make ends meet by supplementing their monthly groceries with a variety of healthy foods that meet their dietary preferences and requirements.

Established in 1994, the Pantry was formed when a group from four local houses of worship decided to address the growing issue of hunger by consolidating their food assistance programs. The objective was to create a central collection and distribution agency serving all of Morris County.

Groceries are provided to anyone from Morris County in need. Individuals make an appointment to come to the Pantry for an interview and are then assigned to one of the food distribution sessions. In addition to our distribution sessions, we deliver food to seniors, disabled clients and individuals unable to come to us., and work with 36 community partners that we supply with food based on their requirements. Our clients include senior citizens, disabled individuals, low-income wage earners, unemployed workers and families in crisis. The pantries we operate are “client choice”. Each family receives a shopping list based on the size of their household and they can choose their own food from the shelves. We provide shelf-stable foods as well as fresh produce, dairy, grains and protein are made available.

Hours, Holidays and Office Closings

The Interfaith Food Pantry Network at 2 Executive Drive, Morris Plains, is open from 9:00 AM to 5:00 PM Monday through Friday.

Food distribution times are as follows.

2 Executive Drive, Morris Plains

1 st four Mondays of each month	12:30 PM – 3:00 PM
1 st four Tuesdays of each month	12:30 PM – 3:00 PM
1 st four Tuesdays of each month	6:00 PM – 8:00 PM
1 st four Wednesdays of each month	12:30 PM – 3:00 PM
1 st four Wednesdays of each month	6:00 PM – 8:00 PM
1 st four Thursdays of each month	12:30 PM – 3:00 PM
1 st four Saturdays of each month	10:00 AM – 12:00 PM

190 Speedwell Avenue Pantry, Morristown

1 st four Tuesdays of each month	9:30 AM – 12:00 PM
1 st four Wednesdays of each month	9:30 AM – 12:00 PM
1 st four Thursdays of each month	9:30 AM – 12:00 PM
1 st four Thursday evenings	4:30 PM – 6:45 p.m.

The Pantry is closed on the following holidays: New Year's Day, MLK Day, Presidents' Day, Memorial Day, Juneteenth, July 4th, Labor Day, Thanksgiving Day, the day after Thanksgiving and Christmas Day.

In the event of bad weather, a closing announcement will be placed on the answering machine at 973-538-8049 and volunteers will be notified by their staff liaison – usually via group text but you may be contacted by phone.

Volunteer Program

The Interfaith Food Pantry Network encourages the use of volunteers so that we may offer our clients the best possible services. Without volunteers donating their time and unique talents, we would not be able to offer the same level of assistance to those in need in the community. The aim of the volunteer program is to use volunteers in a variety of positions to expand and enhance the services that IFPN provides to our neighbors, while providing a rewarding experience for volunteers.

The volunteer program seeks to

- provide opportunities for members of the community to contribute their resources, energy and ideas for the benefit of the Interfaith Food Pantry Network and our guests;
- provide volunteers with a positive, pleasant volunteer experience;
- build public awareness of the issues of hunger;
- develop closer ties to the community served; and
- increase effectiveness of paid staff.

Types of Volunteers

Staff Volunteers - Volunteers who are scheduled to work at the warehouse, office and distribution centers on a regular basis doing specific tasks such as office work, food sorting, shelf stocking, recycling, home delivery, distribution and food pick up.

Short-term Volunteers – Groups and individuals who volunteer on a one time basis or sporadically throughout the year, and youth groups who visit the Pantry for tours and activities.

Screening

All potential volunteers are interviewed and screened by the Volunteer Coordinator. The purpose of the screening is to determine the qualifications of the applicant for volunteer work; to acquaint the potential volunteer with available opportunities; and to match skills and interest with jobs that best meet the needs of both the Pantry and the volunteer.

Orientation and Training

Training is provided for all new volunteers and includes orientation/overview of the Interfaith Food Pantry; specific training for the task assigned; and food safety training where required. It also includes information concerning volunteer obligations and expectations.

Recognition

A Volunteer Recognition Dinner is held annually. The Interfaith Food Pantry Network recognizes hours of service (100 hours, 300 hours, 500 hours, 1,000 hours, etc.). The Golden Apple award is presented to one group and one individual each year in recognition of extraordinary service. Special awards may be presented at the program.

Dress

Volunteers are encouraged to wear appropriate, practical and comfortable clothing when working at IFPN. Note that appropriate footwear is required for warehouse work. See posted safety information.

Scheduled Times

Each volunteer is expected to report for his/her assignment at the scheduled time. If a volunteer cannot work at his/her scheduled time, he or she should call the office as soon as possible.

Transportation of Clients

Volunteers are not allowed to transport clients unless they have prior approval from the Executive Director.

Volunteer Time Log Sheets

It is important for volunteers to sign in and out for each shift because accurate and up-to-date records are important to both the program and to the volunteer. When we apply for grants to help support the program, volunteer hours count as in-kind contributions and help the Pantry secure necessary funds. This information is also used for volunteer recognition and in the Annual Report to show the amount of time it actually takes to accomplish all of the many tasks at the Pantry.

Promoting the Interfaith Food Pantry

The IFPN volunteers are one of our greatest public relations assets. Volunteer enthusiasm about the Pantry's activities is the best possible promotion. Feel free to hand out our brochure to friends, co-workers and neighbors.

If warehouse visitors are interested in volunteering or donating food or funds please direct them to the appropriate staff member. If none are available, please take their names and phone numbers and give to the appropriate staff member.

The Interfaith Food Pantry has speakers and a video available for meetings or group functions. If you receive a request for a speaker or would like to become a speaker, please contact a staff member.

If you see any press mention of the Interfaith Food Pantry, please let a staff member know and save any clippings, if possible. Volunteers who have contacts in the media or would like to help in publicizing the Pantry's work should speak with a staff member.

Media Policy

Volunteers should not speak to the news media as official or unofficial spokespersons of the Interfaith Food Pantry without prior clearance from a staff member. Volunteers who wish to write a letter to the editor and wish to identify themselves as a volunteer at the IFPN should discuss this with an appropriate staff member, since they will be perceived as speaking for the entire program. All inquiries from the media must be referred to a staff member.

Alcohol

Volunteers are not allowed to possess or use alcohol while on Interfaith Food Pantry premises or while performing any work for the Pantry whether on or off Pantry premises. This policy excludes IFPN sponsored fund raising events where alcohol is served.

Volunteers are expected to report to work free from the influence of alcohol and to remain free from such influence while on Interfaith Food Pantry premises or while performing work for the IFPN.

Drug Use

Volunteers must report to work free from the influence of drugs or narcotics and remain free from such influences while on Interfaith Food Pantry Network premises or while performing work for the Pantry off premises. Volunteers found possessing, selling or distributing unlawful controlled substances on Pantry premises or while conducting Pantry business at any location will be subject to immediate dismissal and may be reported to appropriate law enforcement authorities.

Firearms and Other Weapons

Firearms and other weapons are prohibited anywhere on Interfaith Food Pantry Network premises, or any location in which the volunteer is conducting business on behalf of the Pantry.

POLICY AGAINST OTHER FORMS OF DISCRIMINATION AND HARASSMENT

(1) It is the Interfaith Food Pantry Network's policy to prohibit discrimination and harassment of an employee by another employee, management representative, volunteer, business invitee or visitor including, but not limited to, discrimination and harassment on the basis of race, color, religion, creed, age, sex, disability, national origin, ancestry, affectional or sexual orientation, gender identity or expression, marital status (including Civil Unions), familial status, atypical hereditary cellular or blood trait, disability (including AIDS and HIV infection), genetic information, liability for service in the United States armed forces or any other characteristic that is protected by under applicable federal, state, or local laws. While it is not easy to define precisely what harassment is, it certainly includes slurs, epithets, threats, derogatory comments, unwelcome jokes, teasing, and other similar verbal or physical conduct. Similarly, the Interfaith Food Pantry Network prohibits discrimination in regard to all personnel actions, including but not limited to hiring, promotion, compensation, and benefits.

(2) Any employee who feels that he or she has witnessed or has been subjected to such discrimination or harassment should immediately report the matter to their Executive Director, Business Manager or a supervisor. For the Interfaith Food Pantry Network to be able to remedy alleged discrimination or harassment, it is imperative that claims be brought to the attention of management. Failure to report claims of discrimination or harassment hampers the Interfaith Food Pantry Network's ability to take necessary steps to remedy such situations.

(3) All reports of discrimination or harassment will be thoroughly and discreetly investigated by members of management who are not involved in the alleged discrimination or harassment, or by a designee. Corrective action will be taken where appropriate. In addition, the Interfaith Food Pantry Network will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigation of such reports in accordance with this policy.

(4) Violations of this policy will not be permitted and may result in discipline up to and including discharge.

Responsible Use of Technology Policy

Each volunteer of the Interfaith Food Pantry is expected to use the computer technology available responsibly and professionally. Computers and e-mail are only to be used for the Pantry's business. The Pantry reserves the right to access and disclose the contents of any computer files or e-mail messages.

As a reminder, it is a violation of law and of the Interfaith Food Pantry Network's Responsible Use Policy to download and distribute material from the Internet if such distribution would constitute a violation of copyright laws. It is also a violation of the Interfaith Food Pantry Network's Responsible Use Policy to use the Pantry's computers for any activity in connection with pornography. Employees and volunteers who violate the Interfaith Food Pantry Network's Responsible Use Policy will be subject to discipline, up to and including dismissal.

Smoking

Smoking is prohibited anywhere inside IFPN buildings. Smoking is permitted only in officially designated smoking areas outside of Pantry buildings.

Dismissal

Volunteers may be dismissed from the volunteer program for the following reasons: substance abuse, stealing, physical and verbal abuse, criminal activity while volunteering, excessive unexcused absences or tardiness, ineffective work, inability to work with staff, other volunteers and/or clients, breach of confidentiality, and behavior which contradicts the Interfaith Food Pantry Network's Mission.

Ownership of Work Product

Volunteer acknowledges that all work product created, developed or conceived by Volunteer in the course of performing the Services during the Term, shall be solely owned by and shall be vested in Company (Interfaith Food Pantry Network) and Volunteer shall not challenge or dispute Company's ownership thereof. The parties expressly acknowledge that such work was ordered or commissioned by Company, and further agree that it shall be considered a work made for hire within the meaning of the copyright laws of the United States and that Company is entitled to the patents, trademarks, copyrights and all other rights therein, throughout the world, including, but not limited to, the right to make changes therein, and such uses thereof as Company may in its sole discretion determine.

If for any reason whatsoever, any work product generated by Volunteer, as a result of performing the Services hereunder, is not considered a work for hire within the meaning of the copyright laws of the United States, then Volunteer hereby grants and assigns to Company, its successors and assigns, for the consideration set forth herein, all of its right, title and interest in and to the work, including, but not limited to, the exclusive rights specified by 17 U.S.C. Section 106 as in effect and hereafter amended (and any renewal, extension or reversion of copyrights now or hereafter provided), therein, throughout the world, patents, trademarks and all other rights therein of any nature whatsoever, whether now known or hereafter devised.

Volunteer shall provide Company and any entity designed by Company all reasonable assistance required to perfect the rights granted to Company in this Agreement.

Volunteer shall not file any trademark or patent application without Company's prior written approval.

The provisions of this Article OWNERSHIP OF WORK PRODUCT, shall survive the termination or expiration of this Agreement.

VOLUNTEER RIGHTS

As a volunteer of the Interfaith Food Pantry, it is your right to:

- 🍎 be assigned a job that is worthwhile and takes into consideration your personal preferences, temperament, life experience, education and employment;
- 🍎 be trusted with confidential information that will help you carry out your assignment;
- 🍎 receive the appropriate orientation, training and supervision for the job you accept and to know why you are being asked to do a particular job;
- 🍎 expect that your time will not be wasted by a lack of planning, coordination or cooperation within the organization;
- 🍎 know if your work is effective and how it can be improved;
- 🍎 ask for a new assignment;
- 🍎 know as much about the organization as possible, its policies, people and programs;
- 🍎 make suggestions and be respected for an honest opinion;
- 🍎 be recognized in the form of promotion, awards and day-to-day expressions of appreciation; and
- 🍎 work in a place that is orderly, conducive to work and worthy of the job to be done.

VOLUNTEER RESPONSIBILITIES

As a volunteer you should:

- 🍎 accept the assignment of your choice with only as much responsibility as you can handle;
- 🍎 respect the confidences of the agency and those of the clients;
- 🍎 follow the guidelines established by the agency regarding dress code, decorum, etc.;
- 🍎 decline work that is not acceptable to you and do not let biases interfere with your job performance;
- 🍎 use your time wisely and do not interfere with the performance of others;
- 🍎 stipulate limitations, for example, when you are willing to work beyond your usual hours, or perform a different assignment;
- 🍎 inform the Volunteer Coordinator of any physical limitations you have such as inability to carry out heavy lifting;
- 🍎 use reasonable judgment in making decisions and consult with the appropriate staff as necessary;
- 🍎 know what is expected of you and accept training and supervision provided by the staff, as training is essential to any job;
- 🍎 be dependable - you are part of a team and the staff relies on you to complete your assigned task each week; notify the Volunteer Coordinator as early as possible so a substitute can be found if you are unable to make your shift because of an emergency;
- 🍎 sign in and out each time you arrive to work.

Confidentiality Agreement

The Disclosure Period of this agreement shall commence on the start date of the volunteer and remain in effect as long as Volunteer provides services to the Interfaith Food Pantry Network (IFPN).

The party disclosing Confidential Information (Discloser) during the Disclosure Period is IFPN.

The Confidential Information disclosed during the Disclosure Period under this Agreement ("Confidential Information") shall be described as all information related to IFPN operations and further related to any donors or volunteers, all financial and personal information which might be provided to Volunteer by IFPN in order for Volunteer to perform their services for IFPN.

A party receiving Confidential Information under this Agreement ("Recipient") shall disclose the Confidential Information only to those employees and officers (or in the case of IFPN only any employees and officers of Recipient or its affiliates) ("Representatives") and shall use the confidential information only for the purpose of performing official duties for IFPN.

A Recipient's duty to protect Confidential Information shall be perpetual.

A Recipient shall protect the Confidential Information by using the same degree of care, but no less than a reasonable degree of care, as the Recipient uses to protect its own similar confidential information, and to prevent: (i) any use of the Confidential Information not authorized herein, (ii) dissemination of the Confidential Information to any employee of Recipient (or in the case of IFPN only, any employee of Recipient or its affiliates) without a need to know, (iii) communication of the Confidential Information to any unrelated third party or (iv) publication of the Confidential Information.

This Agreement imposes no obligation upon a recipient with respect to information which (a) was known to the Recipient before receipt from the Discloser, (b) is or becomes a matter of public knowledge through no fault of the Recipient; (c) is rightfully received by the Recipient from a third party without a duty of confidentiality; (d) is disclosed by the Discloser to a third party without imposing a duty of confidentiality; (e) is independently developed by the Recipient; (f) is disclosed by the Recipient with the Discloser's prior written approval. If Recipient is required to disclose Confidential Information to a Government body or court of law, Recipient agrees to give the Discloser notice so that Discloser may contest the disclosure or obtain a protective order and such disclosure by Recipient shall not constitute a breach of this agreement.

Each Discloser warrants that it has the right to make the disclosures under this Agreement, whether or not Discloser is the owner of the Confidential Information.

No agency or partnership relationship shall be created between the parties by this Agreement.

This Agreement is not assignable and states the entire agreement between the parties as to its subject matter and merges and supersedes all previous communication with respect to their obligations of confidentiality and no addition to or modification of this Agreement will be binding on either party, unless reduced to writing and signed by both parties.

This Agreement shall be construed and interpreted under the laws of the state of New Jersey.

This Agreement may be signed as separate counterparts and the combination of the separately signed counterparts shall constitute this Agreement in its entirety but shall be of no effect until signed by both parties. The parties acknowledge and agree that signatures transmitted by facsimile or other electronic means shall have the same effect as original signatures.

Volunteer Opportunities

Volunteers are assigned specific jobs and work under the supervision of the Interfaith Food Pantry Network staff. Below is a listing of volunteer opportunities. Customized volunteer jobs that best make use of your skills can be discussed. All volunteers must complete a volunteer application and confidentiality statement.

SORTER

Throughout the week nonperishable food that has been donated is sorted by type (juice, soup, vegetables, snacks, etc.). Boxes of sorted food are stored until needed. Volunteers also check expiration dates and general condition of the donated items.

OFFICE SUPPORT

There is an ongoing need for assistance in the office during daytime hours, particularly during the Thanksgiving and December holiday seasons. Responsibilities might include answering the phone, making copies, accepting food donations, entering data, or assisting with various projects such as stuffing envelopes or putting together newsletters.

YOUTH GROUPS

During the school year, youth and scout groups tour the Pantry and participate in various activities. Volunteers, working with the Volunteer Coordinator, provide tours and supervise these after school activities (sorting, repackaging tea and other age-appropriate tasks).

SHELF RESTOCKING

Throughout the week several volunteers stock the shelves in our main shopping area at each of our sites. Sorted and boxed food is brought up from the storerooms and is put on shelves in preparation for the next distribution session.

DISTRIBUTION SITE RESTOCKING

Once a week, usually over the weekend, volunteers are needed to transport boxes of groceries and supplies from the warehouse to the distribution center on Speedwell Ave.

FOOD DISTRIBUTION

Groups of 10-12 volunteers work together on regularly scheduled days. to distribute food. Team members have specific jobs during their shift. These jobs include client sign-in, picking up bread and assisting clients choose items off the shelf based on family size and IFPN supply.

FOOD PICK-UP

Occasionally groups doing food drives are unable to deliver the donated food or need help doing so. Volunteers arrange times to pick up and deliver food to the Warehouse.

SPECIAL EVENTS

During the year we hold several fundraising and community events (Spring Gala, Turkey Trot, Golf Outing, Morristown's Fall Festival, etc.) where extra help is needed. Help is needed planning and running these events in areas such as, ticket sales, set up, publicity etc.

HOME DELIVERY

Screened volunteers are paired with homebound clients, primarily the elderly or disabled. Volunteers select food items based on a pre-determined list to the client's home every two weeks. Food can be picked up from the Warehouse during normal office hours, or at the beginning or end of Tuesday, Wednesday, or Saturday distribution sessions.

Interfaith Food Pantry Network Volunteer Agreement

The Interfaith Food Pantry Network treats the work of all our volunteers seriously. The intent of this agreement is to indicate our commitment to ensuring your volunteer experience here is productive and rewarding for you and the Interfaith Food Pantry Network.

Agency

The Interfaith Food Pantry Network agrees to accept the services of

_____ beginning _____ and we commit to the following:

- to provide the necessary information, training and support in order for you to meet the responsibilities of your position
- to provide on-going feedback on your job performance
- to offer opportunities, such as training sessions or referrals to community resources, to enable you to enhance your experience and your ability to perform your duties
- to respect your skills, dignity, and individual needs to the best of our ability
- to be receptive to your comments regarding how you can best accomplish your work
- to treat you as an equal partner with staff and other volunteers, jointly responsible for the accomplishment of our vision, mission, goals and objectives

Volunteer

I, _____, agree to serve as a volunteer for the Interfaith Food Pantry Network

and commit to the following:

- to perform the duties of my job description to the best of my ability and to seek authorization before proceeding with activities outside my job description
- to attend required training sessions, and take advantage of other resources that are offered to enable me to enhance my skills and volunteer experience
- to share in accountability for maintaining the confidentiality of information about the Interfaith Food Pantry Network, its clients, donors, staff and volunteers by following the rules and procedures of the Interfaith Food Pantry Network
- to complete sign-in sheets and other reports and/or documentation as requested
- to act as a member of the team responsible for accomplishing the vision, mission, goals and objectives of the Interfaith Food Pantry Network
- to treat everyone with dignity and respect

_____ I have read and understand the Morris County Interfaith Food Pantry Network *Volunteer Manual*.
(volunteer initials)

Agreed to:

Volunteer _____

Date _____

Guardian (if under 18) _____

Date _____

IFPN Representative _____

Date _____