

Our mission is to work in partnership with the community to alleviate hunger.



Thank you for volunteering!

Your time and help are essential to our mission of feeding our neighbors.



Scan to view online.

BEFORE YOUR SHIFT

- Sign up or confirm your volunteer shift. There are several volunteer roles at the pantry and typically two kinds of shifts at our meal sites:
 - Kitchen help (preparing meals, assembling take out meals, washing pots)
 - Service help (setting up and breaking down, serving food and take out, cleaning up)
- Stay home if you are feeling unwell. If you need to miss a shift, please let your Site Coordinator know or email volunteer@fccmp.org as soon as possible.
- Arrive on time and check in with staff.
- Leave valuables at home or in your vehicle.

WHAT TO WEAR

MEAL SITES

- Closed-toe, non-slip shoes. Shirts with sleeves.
- Wear comfortable, appropriate clothing suitable for safe kitchen and serving work.
- Hat, hairnet, bandana, or other hair covering when preparing food. Hairnets and aprons are available on site for you to use.

PANTRY

- Comfortable, appropriate clothing suitable for pantry and serving work.
- Closed-toe shoes are required for safety.
- Dress in layers, as pantry areas may vary in temperature.
- Gloves and hair coverings are not required for pantry distribution shifts unless otherwise directed by staff.

DURING YOUR SHIFT

- Follow staff instructions.
- Sign in and out.
- Wash hands frequently.
- Wear gloves when handling food.
- Change gloves when changing tasks.
- Ask for help lifting heavy items.
- Help keep work areas clean and organized.

HOW WE TREAT GUESTS

- Treat every guest with dignity and respect.
- Greet guests warmly and, when appropriate, offer brief conversation to help create a welcoming, connected environment.
- Be welcoming and inclusive.
- Respect guests' food choices and maintain a dignified, nonjudgmental environment.
- Respect privacy and confidentiality.

IF SOMEONE BECOMES UPSET

Use the CARES model:

- C** Calmly Listen → Listen without interrupting.
- A** Acknowledge → "I hear that you're frustrated."
- R** Reassure → "We'll work through this together."
- E** Explain → State policies calmly and clearly.
- S** Suggest Solutions → Focus on what can be done next.



Do not argue, raise your voice, or attempt to "win" the conversation.

WHEN TO GET STAFF

Immediately notify staff if:

- Someone becomes threatening.
- You feel unsafe.
- A guest refuses to calm down.
- There is a medical issue.
- You are unsure how to respond.

WHEN TO CALL 911

Call 911 immediately if:

- Physical violence is occurring or imminent.
- A weapon is present or being threatened.
- Someone threatens serious harm to themselves or others.
- There is a severe medical emergency.
- There is a fire or immediate danger.

Do not call 911 for:

- Verbal complaints or arguments.
- Frustration, anger, or emotional distress.
- Complaints about food, wait times, or program rules.
- Non-threatening disruptive behavior.

Instead:

- Use the CARES model.
- Notify the site coordinator or staff immediately.
- Maintain a safe distance.
- Move yourself or others away from unsafe situations if necessary.



GOAL

Reduce tension, maintain dignity,
and keep people safe.

