



VOLUNTEER MANUAL

Welcome to Mimi's Pantry!

Thank you for choosing to volunteer at Mimi's Pantry. Volunteers are vital to the Food Pantry and the guests we serve. Your efforts will help make a difference for families by providing access to healthy and nutritious food. We hope you enjoy your experience.

Contact Information

Pantry Phone Line: 816-735-0220

Kelley Catterson
Executive Director
volunteer@mimispantrykc.org

Hours of Operation

TBD

Dress Code

We require volunteers to wear close-toed shoes while volunteering in the food pantry. Be aware that volunteering can be strenuous, and it can get warm very quickly. The temperature can fluctuate so please wear layers. There is a place for volunteers to put personal items.

Cell Phone Use

We ask that you not use your cell phone to make any calls or text while working in the pantry. You may use your phone in the volunteer break room.



Personal Food/Drinks

Mimi's has a full kitchen where you may store personal food and drinks during your volunteer shift. We ask that you only eat in our break room. No food or drinks can be stored on the floor at any time.

Volunteer Activities

As a volunteer at Mimi's Pantry, there are many ways to give a helping hand:

- Check-in guests
- Assist guests who come to shop
- Pick up donations from food drives, local grocery stores, and any other entity with a ready donation
- Organize and stock the pantry (both the shopping area and overflow storage)
- Help keep the pantry tidy and clean

Pantry Worker

Duties: Volunteers working as a pantry worker may have multiple tasks during their shift, such as:

- Shop with guests
- Weigh incoming food
- Sort and Shelve donations
- Rotate products first in/first out
- Purge old bakery items

Requirements:

- Must be 16 years or older
- Volunteers should be able to lift up to 40 lbs.

Front Desk

Duties: Volunteers working the front desk will do the following:

- Greet food pantry guests coming to shop
- Sign-in guests and set their next appointment
- Assign guests to another volunteer who will meet with and assist them through the pantry.



Requirements:

- Must be 14 years or older

Stocking & Sorting

Duties: Volunteers working to sort and stock the shelves will do the following:

- Sort through donated goods and place items on store shelves or display coolers, overflow shelving, walk-in cooler, walk-in freezer.

Requirements:

- Must be 9 years or older
- Volunteers should be able to lift up to 40 lbs.

Donation Pick-Up

Duties: Volunteers will pick up food donations from one of the designated areas including: Harvesters, local grocery stores, local farms, local businesses.

Requirements:

- Must be 21 years or older
- Must be able to lift a minimum of 40 lbs.

Volunteer Sign-Up

Visit <https://www.mimispantrykc.org/volunteer/>



Important Reminders

- **We ask that you don't make judgements or comments based on what you see about a shopper's eligibility.**
- Sometimes shoppers will ask for a volunteer's opinion on a specific food. Offering one's opinion is entirely up to the volunteer. We prefer volunteers **give shoppers choices**, instead of telling them what they should choose.
- Some shoppers take longer than others. This can be for a variety of reasons. **Please stay patient and give the shopper space.**
- Please stick to the quantity guidelines on the shopping sheet. If a shopper asks for extra of something, please defer that question to the Director.
- Remember to make the guest feel comfortable. This is not an easy position for someone to be in and we take pride at Mimi's in giving each guest a dignified experience.

Tips to help guests feel comfortable

- Greet each individual shopper. Use a soothing and caring tone of voice. Ask them how they are doing.
- Listen to shoppers. It's important to remember the level of difficulty it takes to ask someone for help.
- Talking to shoppers: using the word "**choice**" is important because it gives the shopper autonomy to make their own choices. Ask them questions, such as "We've got tomatoes and carrots today, would you like some?" This gives them the opportunity to say yes or no.
- Accompany each shopper as they shop in the food pantry.
- Use universal signs such as pointing to the object you are talking about helps when a shopper has a hearing impairment or speaks another language than your own.
- Pay attention to body language. If a shopper looks like they are feeling claustrophobic or anxious, give them more space or allow them to step away and take a break.
- Stay patient and kind.
- Use your best judgement. We chose you to be our volunteer because we trust and believe in your abilities.