

ONEIDA TRIBE OF WISCONSIN STANDARD OPERATING PROCEDURE	TITLE: Volunteers for Oneida Emergency Food Pantry	ORIGINATION DATE: 2-8-19 REVISION DATE: 2-27-19 EFFECTIVE DATE: After last signature
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EEO REFERENCE NUMBER:	COMPLIANCE REVIEW BY: <i>EEO</i>	DATE:
PAGE NO: 1 of 2	APPROVED BY: <i>HRD Manager</i>	DATE:

1.0 PURPOSE

- 1.1 The purpose of this SOP is to provide guidelines for volunteers at the Oneida Emergency Food Pantry.

2.0 DEFINITIONS

- 2.1 Assistance: Oneida Emergency Food Pantry provides a bag/s of food for enrolled Oneida Tribal Members who complete the application process.
- 2.2 Manager: The person who is responsible for the daily operations of the Oneida Emergency Food Pantry.
- 2.3 Eligibility: Household must complete application process and household must have one member in the household who is an enrolled Oneida Tribal Member.
- 2.4 Food Emergency: Any situation that causes an unforeseen or sudden occurrence of a food shortage to an individual or family requiring an immediate remedy to address the nutritional needs of the household.
- 2.5 Staff: Employees and volunteers of Oneida Emergency Food Pantry.
- 2.6 Volunteer: A person who works at the Oneida Emergency Food Pantry without pay or reimbursement, who is not covered under the Oneida Nation's employee insurance program, and who has a current Background Security Check completed.

3.0 WORK STANDARDS / PROCEDURES

Work Standards

3.1 **Volunteer Recruiting**

- 3.1.1 The Oneida Emergency Food Pantry Manager will publish in the Kahliwisaks a notice requesting volunteers for the Oneida Emergency Food Pantry.
- 3.1.2 The Oneida Emergency Food Pantry staff will distribute flyers and other advertisements requesting volunteers at community events and post the flyers and advertisements on Oneida property.

3.2 **Volunteer Selection**

- 3.2.1 Individuals wishing to volunteer must contact the Oneida Emergency Food Pantry Manager to discuss their interest in volunteering for the Oneida Emergency Food Pantry.
 - 3.2.1.1 The Oneida Emergency Food Pantry Manager will discuss what is expected of volunteers, hours of operation, dates, duties, and requirements.
- 3.2.2 Interested individuals are required to complete a Volunteer, Community Service, Coach, and Student Intern Background Security Check Request Form. This form is at Skenandoah Complex or can be sent by the Oneida Emergency Food Pantry Manager.
 - 3.2.2.1 The completed form must be submitted to the Oneida Nation's HRD Background's Department located in the Skenandoah Building.
 - 3.2.2.2 Upon completion of the background check, the Backgrounds Department will submit results to the Oneida Emergency Food Pantry Manager.
- 3.2.3 If eligible to volunteer for the Oneida Emergency Food Pantry the Manager will meet with the prospective volunteer to:
 - 3.2.3.1 Participate in a brief interview to determine their skills, commitment, and interests.
 - 3.2.3.2 Explain the goals of the Oneida Emergency Food Pantry and duties of a volunteer.
 - 3.2.3.3 If the Oneida Emergency Food Pantry Manager and the prospective volunteer agree to the terms of volunteering in the Oneida Emergency Food Pantry, they will sign a Volunteer Code of Conduct.

3.3 **Volunteer Approval**

- 3.3.1 After the Oneida Emergency Food Pantry code of conduct is signed, the Oneida Emergency Food Pantry Manager will develop a schedule for volunteer dates, hours, and communicate that schedule to the volunteers.
- 3.3.2 When arriving for scheduled shifts sign in and out on the Volunteer Sign in Sheet: Name, time in, time out, and total hours.

3.4 **Volunteer Duties**

- 3.4.1 Volunteers will be given an assignment by the Oneida Emergency Food Pantry Manager.
 - 3.4.1.1 Duties to include: client distribution assistance, food package builds, bulk unloading, inventory, janitorial duties, organizing, garden work, data entry, donation pickup assistance, food quality checks, bread room mold checks, stocking shelves, refrigerators, and freezers, and/or special projects.
- 3.4.2 When on duty, volunteers must always behave and speak in a courteous, professional, and respectful manner with clients and others.
- 3.4.3 Volunteers will package food in the boxes according to the list prepared by the Oneida Emergency Food Pantry program and ensure the bag is not too heavy for the client.
- 3.4.4 Volunteers will assist with the distribution of food.
- 3.4.5 Volunteers will also assist with loading of food for clients that are unable.

3.5 **Volunteer Exclusions**

- 3.5.1 For safety concerns, volunteers will not be allowed to bring visitors or friends into the work area.
- 3.5.2 The Oneida Emergency Food Pantry Program will determine what the contents of the bags of food will be. Volunteers are not allowed to substitute food items unless for health reasons or instructed by Emergency Food Pantry Manager.
- 3.5.3 Volunteers will not process client sign in sheets unless directed by Pantry staff to do so.
- 3.5.4 Volunteers will not be allowed to take food from the Oneida Emergency Food Pantry for personal use or to compensate for working hours.
 - 3.5.4.1 If a volunteer is certified and found eligible by the Oneida Economic Support Office to receive food, he/she may receive food from the Oneida Emergency Food Pantry and will be considered a client.
 - 3.5.4.2 In order to prevent a conflict of interest or appearance of impropriety; a volunteer that is eligible for food will not be able to pick up food and volunteer on the same day
- 3.5.5 Volunteers will make Oneida Emergency Food Pantry Staff aware of unused or expired food.
- 3.5.6 Volunteers who miss more than two scheduled shifts will be removed from the list of volunteers until they make other arrangements with the Oneida Emergency Food Pantry Manager.

4.0 **Safety**

- 4.1 Client and staff safety within the Oneida Emergency Food Pantry must be maintained at all times.
- 4.2 Staff will attempt to pack individual bag/s of food that would not be too heavy for the client or assist them with loading food.

- 4.3 Clients will be allowed into pantry work area under special circumstances with the assistance of Pantry Staff or an instructed volunteer by Pantry Staff.
- 4.4 Clients requiring assistance carrying bags to their vehicles may be immediately assisted by staff, if available.
- 4.5 The use of Pantry equipment will be used only if proper training is completed on the safety of that equipment.

5.0 **Acknowledgement**

- 5.1 Unless anonymity is requested, the volunteer's names may be included in reports or other documents about the Oneida Nation Emergency Food Pantry.
- 5.2 Confidentiality of clients shall be maintained by volunteers.
- 5.3 Volunteering by youth shall be allowed through permission of parents, schools, group leaders, and/or supervisors.

6.0 **Removal**

- 6.1 Violations of any section of this SOP or the Volunteer Code of Conduct may result in removal from the Volunteer Program.

7.0 **Forms**

- 7.1 Volunteer, Community Service, Coach, and Student Intern Background Security Check Request Form
- 7.2 Volunteer Sign in Sheet
- 7.3 Volunteer Code of Conduct

Oneida Emergency Food Pantry Inventory Form

Purchases and Oneida based donations must be counted and weighed

Date: 2/28/19

Donor: O.N.H.S.

Location: DFP

- | | | |
|--|--|--|
| 1. Incoming <input checked="" type="checkbox"/> | Outgoing <input type="checkbox"/> | Inventory <input checked="" type="checkbox"/> |
| 2. Donation <input checked="" type="checkbox"/> | Purchase <input type="checkbox"/> | Disposal <input type="checkbox"/> (reason) _____ |
| 3. Food Pantry <input checked="" type="checkbox"/> | Community Food Room <input type="checkbox"/> | Other <input type="checkbox"/> (location) _____ |

#	Category	Item Count	Lbs.
100	Meat & Protein	_____	_____
200	Grains & Cereals	_____	_____
300	Fruit & Nut	_____	_____
400	Starches	_____	_____
500	Soup	_____	_____
600	Condiments & Baking	_____	_____
700	Heat & Eat	_____	_____
800	Vegetables	_____	_____
900	Dairy	<u>320</u>	<u>160</u>
1000	Miscellaneous Food	_____	_____
1100	Paper Products	_____	_____
1200	Cleaning & Hygiene	_____	_____
1300	Other Goods	_____	_____

Total

320

160

Process Complete

1. Inventory Form
 Initial MK

2. Transfer data to electronic (excel)
 Initial _____

3. File Inventory Form
 Initial _____

Notes: