

真日光糧食站

True Sunshine Food Pantry
1430 Mason Street, San Francisco, CA 94133
Tel. (415) 956-2160

Pantry Volunteer Guidelines

1 Starting Your Shift

- When you arrive, please check-in and stay for the agreed upon time. If you are unable to make it, please let the pantry coordinator know as early as possible. If you have been absent for four consecutive weeks without notification, it would be considered as voluntarily termination.
- Each three-tardy is counted as one absence.
- Please come at 9:00 am to receive instruction and assignment.
- Gather in garage at 9:30 am to help set up and unload truck delivery.
- Please help clean up before you check-out and leave the pantry.

2 Safety

- Wear appropriate clothes and closed toes shoes.
- Be careful when lifting heavy things; please ask for help whenever you need it. Put gloves on when necessary.

3 Service

- > Be respectful, fair and patient with participants and each other.
- > Everyone receives the same amount of food; volunteers and participants are alike. **DO NOT** set aside or hide some food for yourself or others.
- > If you are experiencing difficulty with anyone, **DO NOT** argue, and
- > If anyone needs help, **please** let the pantry coordinator know immediately.

4 Volunteers Disciplinary Plan

- The following behaviors are prohibited at the True Sunshine Pantry: - not following instructions / four absences / raising voice / using abusive language / physical assault with another person / taking advantage of volunteer benefits without putting appropriate time and effort into pantry operation / allowed friends or relatives come in to the pantry area during food distribution without notifying the pantry coordinator ahead of time.
- If you engage in any of these behaviors, **1st incident** – you will receive a warning by the pantry coordinator; and you must offer an apology to the person. **2nd incident** – one month suspension and you must offer apology to the person. **3rd incident** – three months suspension; upon return you must offer apology to the person and change your behavior. **4th incident** – you will be terminated.

THANK YOU for your cooperation in following these guidelines. If you have any questions or suggestion, please let the pantry coordinator know.

I, _____ have read and accept the Volunteer Guidelines, (date)_____.