

Ecumenical Ministries of Oregon
Northeast Emergency Food Program (NEFP)

Volunteer Handbook

Northeast Emergency Food Program (NEFP) meets the urgent food needs of our Portland metro area neighbors. Unlike many other food pantries in the region, we do not have geographic boundaries. This allows us to serve everyone across the tri-county region of northwest Oregon, to southwest Washington, as well as those experiencing homelessness. In addition to meeting the urgent needs of these neighbors, NEFP also works to develop community solutions to secure access to adequate, affordable and healthy food. We ground our work in the belief that nutritious food is a basic, human need and a building block for a healthy life of possibility.

Covid-19 has had a huge impact on our services, primarily in how we distribute food and how many people we serve. In the past, NEFP has used an “Open Distribution” model which encourages clients to shop for themselves and choose the foods they and their families can/will use. In an effort to minimize physical contact and reduce the spread of Covid-19, we are now pre-packaging food boxes and distributing them through “Drive-Thru” distribution. While this method is safer and allows us to serve more families in a shorter amount of time, it requires much more preparation and volunteer support.

Covid-19 has led to an exponential increase in the number of people seeking food assistance at NEFP. In 2019, we served 42,411 people. By the end of 2020, we had served over 500,000 people!

Amazing **volunteers** make it possible for NEFP to sustain these numbers and continue to fight hunger in our community. Without them, without YOU, we couldn't do this!

The Basics

Location

4800 NE 72nd Ave. Portland, OR, 97218
Luther Memorial Church

We are located in the lower level of the church, please enter through the gate on 72nd and continue straight to the lower door.

Parking

For Thursday and Saturday **DISTRIBUTION** shifts, please park on Wygant St. either West of 72nd Ave. or East of 73rd. **DO NOT PARK ON:** 72nd, 73rd (between Alberta and Wygant), in any of the Church parking lots, or in the lot across the street.

For **ALL** other shifts, you may park across the street on 72nd or on Wygant St. (West of 72nd)

Attire

Close-TOED and HEELED Shoes, Mask, Gloves

Please no sandals, clogs, flip-flops. We can provide masks and gloves. We recommend dressing appropriately for the weather, especially on distribution days! We also recommend a box-cutter and work-gloves.

Closures

Please check your email on the day of your scheduled shift. In the event of a closure, you will receive an email notification that your shift has been cancelled. For extended closures, you can expect an email from NEFP Management with dates and information at least one week prior. Most closures will be announced on the Sign Up Genius page and social media accounts, as well.

Contact Us

For volunteer information, email Alex Taylor at ataylor@emoregon.org.
For general inquiries, call (503) 284-5470 or email nefp@emoregon.org.

NEFP Volunteer Expectations

1. Treat all clients, staff, and other volunteers with respect and dignity, regardless of race, class, gender, age, personal relationship, etc. NEFP has a zero-tolerance policy for discrimination or disrespect, and will immediately address an individual who's behavior violates these terms.
2. Prioritize the safety of all clients, volunteers, staff, and property by:
 - a. Promptly reporting any safety concerns or conflicts to NEFP Staff
 - b. Wearing appropriate clothing, including close-toed and heeled shoes, at all times while on shift
 - c. Refraining from the use of any equipment without proper training and permission (i.e. pallet jacks)
 - d. Practicing traffic safety during distribution by instructing clients to turn their car engines off, remain in their cars, and wait for appropriate traffic signals to exit.
3. Ensure that Covid-19 procedures are enforced at all times by:
 - a. Only attending scheduled shifts
 - b. Immediately signing in and sanitizing upon arrival for shift
 - c. Wearing a face mask, gloves, and wristband at all times, including a face shield during distribution
 - d. Respecting State mandated social distancing protocols (6ft) of all individuals whenever possible
4. Volunteers are at least 18 years of age
 - a. Under 18 MUST be accompanied by parent or legal guardian
 - b. Under 18 may only assist with pantry activities, and due to safety protocols, will not be permitted in distribution areas on Thursday and Saturday afternoons.
5. Uphold the integrity of NEFP's services by:
 - a. Confirming with staff before taking ANY food products home
 - b. Reporting any misconduct by other volunteers or clients to NEFP Management immediately
 - c. Checking in with NEFP staff before moving any food, equipment, other items if unsure of instructions
 - d. Attending to cleanliness concerns and misplacement of items when noticed

Shifts

Due to Covid-19, NEFP has established two shift options for volunteers to choose from. During this time, volunteers can only serve on ONE shift team. This is so that if anyone becomes ill with Covid-19, the opposite shift will be able to continue providing services to the community.

This is VERY important and STRICT adherence to this policy will be enforced.

DAYS: Tuesday - Friday 9am to 4:00pm, *Including Thursday Distribution*

EVENINGS: Tuesday-Thursday 5:30 - 9:30pm *Including Saturday (9:00-4:00) Distribution*

	DAYS	EVENINGS
Tuesday:	9AM-12PM (4) 12PM-3PM (4)	Tuesday: 5:30PM-7:30PM (10) 7:30PM-9:30PM(10)
Wednesday:	9AM-12PM (4) 12PM-3PM (4)	Wednesday: 5:30PM-7:30PM(10) 7:30-9:30PM (10)
Thursday:	*DISTRIBUTION* 8:30AM-11:30AM (8) 11:00AM-1:30PM (20) 1:00PM-3:30PM (20)	Thursday: 5:30PM-7:30PM(10) 7:30PM-9:30PM(10)
Friday:	9AM-12PM (4) 12PM-3PM (4)	Saturday: *DISTRIBUTION* 9:00AM-11:30AM (8) 11:00AM-1:30PM (20) 1:30PM-4:00PM (20)

Position Descriptions

PANTRY ASSISTANT

Example of Tasks:

- Building food boxes for distribution on an assembly line
- Sorting, organizing, and portioning food donations
- Light cleaning and sanitizing protocols
- Various other tasks which may include bending, lifting and/or twisting
- Helping with truck deliveries, transporting food to Organization Lines upstairs, etc

Requirements:

- Ability to bend, twist, and lift up to 20lbs
- Attire: Close-toed AND heeled shoes, face covering, gloves
- 18+ unless accompanied by parent or legal guardian
- Knowledge of manual pallet jacks a plus!

As a Pantry Assistant, you are the magic happening behind the scenes! Every task that the Pantry Assistant performs makes it possible for NEFP to serve thousands of people each week. The tasks of the Pantry Assistant change every day, and flexibility and a willingness to jump in where needed is a necessity. One day the pantry might get flooded with donations and the Pantry Assistant may be asked to perform quality checks and organize these donations. Another day the Pantry Assistant may be asked to assist with cleaning and sanitizing surfaces. Nearly every shift, the Pantry Assistant will be asked to help build food boxes on one or more of our assembly lines.

Building the food boxes

[1] Person will assemble the boxes and place copies of all approved handouts in each box. They will also “stock” the line as it runs low. Typically, keeping 2 boxes of each food item on the table.

[4] People will build the food boxes. This person will fill boxes with 1 of each item on the table (unless otherwise specified). They will close completed boxes and stack on the pallet. When the pallet is full, they will get a staff member to replace the pallet.

DISTRIBUTION SET UP & CLEAN UP

Thursday & Saturday (8:30am-11:30am // 1:30pm-3:30pm)

Example of Tasks:

- Transport food from the pantry to parking lot, vice versa
- Assist with Distribution equipment (tents, tables, traffic signs, cones, etc.)
- Stocking and loading pallets
- Breaking down boxes and other clean-as-you-go duties
- Assist with putting the truck delivery away

Requirements:

- **Ability to bend, twist, and lift up to 50lbs repetitively**
- Attire: Close-toed and heeled shoes, face covering, gloves
- 18+ unless accompanied by parent or legal guardian
- Knowledge of manual pallet jacks a plus!

Volunteers who are involved in setting up for distribution ensure that everything is ready to go for the day. They are the heavy-lifters behind the scenes who make it possible to serve as many people as we can in the short amount of time that we have. On Thursdays, this position might start by assisting in the unloading and putting away of deliveries from food vendors, then bringing barrels of produce up to the distribution area. On a Saturday, this position might be transporting food from the pantry on carts up to the distribution area and helping put tents and tables up. Clean-up shifts can expect to do most of these tasks, in reverse. Additionally, clean-up shifts may help with cleaning/sanitizing the pantry or picking up debris in the parking lot. In general, you can expect to be moving!

DISTRIBUTION ASSISTANT

Thursday and Saturday (11am-1:30pm, 1:00pm-3:30pm)

Requirements:

- Ability to bend, twist, and lift up to 50lbs repetitively
- Attire: Close-toed and heeled shoes, face covering, gloves, weather-appropriate clothing
- MUST BE 18+
- Comfortable working directly with clients

Distribution Assistants are the face of NEFP. These volunteers are responsible for providing a friendly and dignified experience to all clients. They also ensure that each person receives the correct amount of food based on their family size and NEFP staff “quotas” set for each item. For example, there might be an abundance of milk but a shortage of produce-- the Distribution Assistants will be asked by NEFP staff to give out 2 milk and only 1 produce item. It is important that Distribution Assistants pay attention to these quotas, but also communicate with their client, staff, and each other about what they need to ensure every person is served.

The Stations

*Runners (2-4) - *Physically demanding, moderate lifting/bending, pref. experience*

- Communicating with distribution stations and staff on available food stock
- Ensuring constant supply of milk/dairy by frequently unloading boxes from truck and distributing to stations
- Ensuring constant supply of protein by frequently transporting boxes from meat pallets to stations
- Consolidating pallets as they're emptied and general cleaning
- Communicating with traffic monitors when crossing street

Walk-Up Station (1)

- Have walk-up client wait behind fence until traffic monitor indicates it's safe
- Instruct client to fill out intake form and assist if needed
- Provide food box and other items as requested by client (many walk-ups are traveling by foot or are limited to ready-to-eat foods)

Traffic Monitors (6) - *Requires prior training

- Use provided equipment to direct the flow of traffic
- Communicate with other traffic monitors before allowing cars to move
- Closely watching all people crossing streets or entering traffic areas
 - (1) Traffic Control/Assist on 72nd
 - (2) Traffic Control/Assist on 73rd/Alberta
 - (2) Intake/Traffic Control into Distribution area
 - (1) Parking lot Traffic Control, general safety monitor

Distribution Station (10) - *moderate bending/lifting/twisting

- Running assigned station and loading food into each client’s vehicle
- Communicating with Runners and NEFP Staff when low on items
- Signaling to traffic monitor with flag when client loading is complete
- Breaking down boxes and general cleaning as you go

Building and Loading the Boxes

At the beginning of distribution, an NEFP staff member will set the quantities for each item to be given out. Typical items you’ll see: Meat, Dairy (milk, eggs, butter), Bread, Produce (mixed bags or bulk fruit/veg), Dry Box. Each car will have a paper on their dashboard which lists how many families they’re picking up for, how many people are in each family, and will usually indicate whether they want meat, dairy, pork.

- Every client will get a dry box, bread, and produce
- Check the client's sheet to see if they want milk or any other indicated item such as: dog food, cat food, baby food, pork, etc.
- **ALL CLIENTS MUST WEAR FACE COVERINGS, REMAIN IN THEIR VEHICLE, AND LEAVE ONLY WHEN TRAFFIC MONITOR SIGNALS**

	Full Name (First and Family Name) or Link2Feed number	Zip Code	Total # Family Members
1.		97201	5
2.		97201	2
3.			

MILK Backseat TRUNK

DELIVERY ASSISTANT

Tuesday, Wednesday, Friday (9:30AM-12:30AM)

Example of Tasks:

- Transport food from the truck to pantry using carts or pallet jacks
- Rotate food so older food is in front and can be used first
- Stocking, loading, and consolidating pallets with food
- Breaking down boxes and other clean-as-you-go duties
- Other pantry duties such as box building, produce bagging, donation sorting, etc.

Requirements:

- **Ability to bend, twist, and lift up to 50lbs repetitively**
- Attire: Close-toed and heeled shoes, face covering, gloves
- 18+ unless accompanied by parent or legal guardian
- Knowledge of manual pallet jacks a plus!

Delivery Assistants keep the food flowing in and out of the pantry. These volunteers are responsible for getting food deliveries to the right places and keeping the pantry stocked and organized. Some deliveries are larger than others, so the day-to-day varies. For example, one day might bring a large pallet of oranges and the Delivery Assistant could be asked to help portion these oranges after the truck is unloaded. On another day, a large delivery of food could come in that requires more space than the pantry basement has. The Delivery Assistant may be asked to transport pallets from the basement to the upstairs line to make space for the delivery. Regardless, these volunteers are the muscle behind it all.

PHOTO RELEASE

I grant Northeast Emergency Food Program (NEFP) the right to take my photograph in connection with this volunteer activity. I authorize NEFP to copyright, use and publish in print and electronically. I agree that NEFP may use photographs of me with or without my name and for any lawful purpose.

- Yes
- No

ACCIDENT WAIVER AND RELEASE FROM LIABILITY

I fully accept and assume all risks of being a volunteer at Northeast Emergency Food Program and accept responsibility for any damages and expenses arising from my participation.

Signed: _____ Date: _____

ACKNOWLEDGMENT OF VOLUNTEER EXPECTATIONS

By signing this document, you acknowledge and accept the Northeast Emergency Food Program's Volunteer Expectations.

Signed: _____ Date: _____

At Northeast Emergency Food Program, we strive to provide our volunteers with a fulfilling experience as we work together towards a hunger-free Portland. We recognize the value of your time and efforts, and sincerely appreciate your commitment to our mission. Thank you for volunteering with us!

Please return this page to NEFP Management at your soonest convenience!

FAQs:

- **How do I schedule shifts?**
 - Day Shift: <https://bit.ly/NEFPday>
 - Evening Shift: <https://bit.ly/NEFPevening>
 - Alternatively, you can visit the main team sign up page at <https://bit.ly/volunteerNEFP> and select your group's scheduling Tab from the top of the page.
- **Is there a time commitment for volunteers?**
 - We ask that volunteers commit to at least 2 hours per shift, one day per week. While this is not required, it is encouraged and volunteers may change their schedule at any time.
- **Can I sign up for multiple shifts/days at a time?**
 - Yes! In fact, we'd love it if you did. Feel free to sign up for as many days and times as you'd like. You can cancel or modify your shift at any time.
- **Can I bring groceries home from the pantry?**
 - Absolutely, BUT you must check-in with an NEFP Manager before shopping.
- **Can I bring a friend or my kids to my shift?**
 - Of course. You may share the online scheduling link with them, OR when you sign up, change the quantity of slots to however many people you will bring and/or leave a comment. *Anyone under the age of 18 will need to be supervised by a parent or legal guardian, and will not be permitted to interact directly with clients.*
- **Who do I contact for schedule changes, volunteer information, and general program inquiries?**
 - Alex, Assistant Program Manager (DAY), ataylor@emoregon.org
 - Theodore, Project Coordinator (EVENING), theomontgomery10@gmail.com
- **Who do I contact about Food Donations?**
 - Alex, Assistant Program Manager, ataylor@emoregon.org
- **Who do I contact about Monetary Donations, Group/Corporate Volunteering, and Media Inquiries?**
 - A'Jay, Program Manager, ascipio@emoregon.org