



Volunteer Handbook

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Introduction

Welcome

Welcome to the volunteering family at the West Suburban Community Pantry! Thank you for dedicating your time to serving the DuPage and Will County communities. Each year volunteers donate over 37,000 hours to ending hunger in our community. You play a critical role in the operations of the Pantry making it possible to serve our mission. This handbook is designed to support your volunteerism with the West Suburban Community Pantry and give you the tools for the most successful experience with us.

Our Mission

The West Suburban Community Pantry offers food and resources to help improve the quality of life for local families. Our vision is a community without hunger.

About WSCP

The West Suburban Community Pantry traces its roots to a small pantry dating back to the 1970s. In 1992, the Pantry was incorporated and obtained its 501(c)(3) status in response to the growing need to feed people in DuPage County. The Pantry operates year-round with a goal that each eligible family in DuPage and Will counties receives nutritionally balanced food, including protein, dairy, and fresh produce. We are also registered as an emergency food pantry for Illinois.

With the help of volunteers and sponsors, our vision is to eradicate hunger among the families and individuals in the area. We are dedicated to providing food for our neighbors, educating the donor community about existing needs, and supporting advocacy to help end hunger permanently. We also work hard to encourage volunteerism and the sharing of resources.

Orientation

All volunteers at the West Suburban Community Pantry attend an in-person or online orientation prior to volunteering. Orientation will cover the following:

- Pantry locations where we distribute food
- Rules and requirements for customers and volunteers
- Variety of shifts available at the pantry
- Where we get our food
- General safety rules
- Dress code, timeclock, parking and attendance

Anti-Discrimination Policy

The West Suburban Community Pantry does not discriminate against any customer or volunteer on the basis of race, color, cultural heritage, national origin, religion, age, gender, sexual orientation, marital status, mental or physical disability, political affiliation, source of income, veteran status or other status protected under local, state or federal law.

Main Pantry

West Suburban Community Pantry
6809 Hobson Valley Drive, #118
Woodridge, IL 60517
www.wscpantry.org
Main line: 630-512-9921

Main Pantry Volunteer Entrance

6805 Hobson Valley Drive, #109

Virtual Pantry

6805 Hobson Valley Drive, #101

Administrative Office

6813 Hobson Valley Drive, #103

[Hours](#) [Click for Full Hours](#)

[West Suburban Pantry Staff](#) [Click for Full Staff](#)

Suzanne Armato, CEO

Primary Volunteer Contact

Colleen Loftus, Volunteer Coordinator

cloftus@wspantry.org

Direct line: 630-948-8135

Text only: 630-474-3454

Scheduling And Recording Hours

BetterImpact

WSCP utilizes the web-based scheduling system BetterImpact to record and track all shifts and activities volunteers complete. Every volunteer registers for an account upon application and continues to use it throughout their volunteerism with WSCP. Detailed record keeping is important for end-of-year reporting, grants, and development. Every hour donated by a volunteer has an equivalent value in the marketplace that we capture for donors and the community.

Tracking Hours

A timeclock computer is available at the Woodridge pantry and Virtual pantry. Volunteers log in using the username and password they created for their application to clock in at the beginning of the shift and clock out at the end of the shift. All off-site volunteer positions are automatically recorded. All hours must be recorded in the timeclock computer, a paper log is available in case the computer is not working.

Profile

Volunteers are encouraged to complete their BetterImpact profile as staff use various fields to learn more about the volunteering community. WSCP will not share any personal information with outside parties. Volunteers should indicate in their profile whether they agree to have their image used in our social media or print materials. Photos will be taken at orientation and added to your volunteer profile.

Calendar

Volunteers self-select shifts and there is no minimum number of hours necessary. The Volunteer Coordinator works with Pantry staff to determine how many volunteers are required per shift and per project. Hours per shift may vary per month depending on the projected needs of the Pantry. The Volunteer Coordinator emails an alert to all volunteers that shifts are open for registration when new months are released. There are a select number of spots available per shift. If a shift is full, volunteers will not see it listed on their profile. Volunteers will only see shifts with availability. For the safety of all volunteers and staff, it is important for volunteers to register their hours through BetterImpact. Volunteer shifts typically occur during WSCP open hours. Customer-facing volunteer shifts occur during service hours.

App

A volunteer can also access their volunteer account through an app on their phone. The app is available in the Apple & Google App stores. Search under BetterImpact or My Impact. The app has a yellow and green logo. Scan QR code to go directly to Apple App store. For more detailed instructions about how to sign up for shifts and navigate the BetterImpact Database, [click HERE](#).



Canceling a Shift

The best way to cancel a shift more than 24 hours in advance is through your volunteer portal. Cancellation within the 24-hour window requires an email and/or phone call to the Volunteer Coordinator. *Please see the attendance policy.*

Joining an Open Shift

Volunteers may add themselves to an open shift up to 24 hours in advance. If a shift is less than 24 hours away and BetterImpact displays availability, email or text the Volunteer Coordinator to be placed on the shift. Volunteers may not just show up for a shift without notifying staff.

Record of Hours

To request an official volunteer record of hours, email the Volunteer Coordinator. Please allow 2 business days to process the request.

Court Mandated Community Service

Anyone looking to fulfill court ordered service hours at the pantry must submit a copy of their court paper with their case number and offense listed. We accept people who are fulfilling hours for a misdemeanor such as a traffic violation, DUI, minor drug, or other non-violent offense. We do not accept hours for harassment, theft, gun related charges or violent crimes. All volunteers who wish to earn court hours must sign up for shifts and log their hours on the timeclock computer. Hours written on the paper log will not be accepted. If the internet is down and the volunteer cannot access the timeclock, please email or text the Volunteer Coordinator. Volunteers may request a letter for court from the Volunteer Coordinator at least 2 business days prior to their court date.

Troubleshooting

Have issues accessing your account? Have questions about BetterImpact? Email the Volunteer Coordinator.

Position Descriptions

The West Suburban Community Pantry offers a variety of volunteer opportunities from stocking shelves and administrative assistance, to working directly with community members. Below are descriptions for most roles at the pantry. Roles are categorized similarly to BetterImpact. Unless noted, no prior experience or qualification is needed to fill the role.

WOODRIDGE PANTRY

Shopping Assistant – Stationed on the pantry shopping floor to assist customers during shopping hours.

Essential Job Functions:

- Call shoppers in the waiting room of the pantry to shop
- Assist at freezers and refrigerators and non-food areas accessing food and informing of limits or excess product
- Answering questions about products on the floor or the availability of products

Retail Sorting – Sort donated items from retail partners and food dropped off by donors.

Essential Job Functions:

- Use Retail Sorting Guides to determine food items to keep & discard
- Weigh & log all discarded dry & perishable items and place in garbage bags before placing in dumpster
- Dispose of perishables such as fruits, vegetables and bread in blue compost bins labeled 'Organix'. Remove all packaging and labels before adding to compost bin. Do not dispose of meat, dairy products or any packaging in compost bins.
- Take out recycling & garbage
- End of shift tasks such as returning supplies & breaking down cardboard

Set Up Crew – Reset and prep shopping floor in pantry.

Essential Job Functions:

- Restock pantry floor during shopping
- Cull perishables on the floor and dispose of according to instructions
- Prep floor for shopping on non-shopping days
- Light sweeping, recycle boxes, log weights & dispose of expired items
- Using a manual pallet jack to move pallets
- Take out recycling & garbage
- End of shift tasks such as returning supplies & breaking down cardboard

Car Loading - Load customer groceries in their car.

Essential Job Functions:

- Safely and efficiently deliver groceries to customer cars in front of the pantry exit door.
- Guide customer using directional motions into loading zone(s).
- Verify name card on cart matches customer name prior to loading groceries.
- Load cars in the front of the pantry only. Do not allow customers to take shopping carts to their parked cars.
- Return the empty carts to the pantry.

Check In - Responsible for accurate recording of customer information. This position requires extra training. Contact the Volunteer Coordinator if you are interested in this position.

Essential Job Functions:

- Greet customers. Enter household number or name to search for record in the computer
- Record customer visit in the database
- Hand out Birthday bags or ask if they need a referral for support services.
- Check customer information is up to date (phone, email, address).

Greeter – Welcome customers to the pantry

Essential Job Functions:

- Welcome people to the pantry
- Assist new guests with registering for an account.
- Hand out numbers and maintain a record of people and families waiting for intake or waiting to shop.
- Keep track of guests checking in and going to shop. [OBJ]

VIRTUAL FOOD PANTRY-ONLINE FOOD ORDERING CENTER

Order Fulfillment - Volunteer packs customer orders and distribute to shoppers when they arrive

Essential Functions:

- Review pack list
- Section by section pack items in box
- Put all non-food in a separate box/bag to avoid cross-contamination
- Highlight all perishable items on the pack list. These items will be packed with the customer arrives
- Greet clients when they arrive and gather shopping order
- Deliver correct groceries to client vehicles

Set Up Crew - Restock and prep warehouse so that packing and distribution are smooth.

Essential Job Functions:

- Restock items that are low on the shelves
- Consolidate product on the shelves or pallets
- Open packages either on the shelves or in the freezer/fridge
- Sweep the warehouse
- Take out recycling & garbage
- End of shift tasks such as returning supplies & breaking down cardboard

Virtual Order Assistant – Assist shoppers with placing orders, printing new orders as they come in and distributing orders when people arrive.

Essential Job Functions:

- Welcome all shoppers when they arrive; find their orders and distribute with help of order fulfillment volunteers
- Run Inventory Report to see and print any new orders that come in same day
- Assist shoppers if they need to place an order

OFF-SITE PARTNERS

Distribution – Volunteers meet at off-site locations and assist with properly unloading and distributing preordered groceries to customers.

Essential Job Functions:

- Check the weather and dress appropriately to be stationed outdoors for 1-2 hours.
- Unload truck and sort orders, as needed.
- Greet guests, verify identification.
- Load cards with appropriate goods.
- Assist in loading any remaining orders back into the truck.

Restocking Irene King Pantry – Meet Northern Illinois Food Bank truck to receive delivery and put food items in the school pantry

Essential Job Functions:

- Report to Irene King School and check in the front office
- Open school pantry in preparation for the food bank truck
- Sign for delivery
- Move food product into the school pantry
- Return the invoice to WSCP Woodridge or leave in school pantry to be picked up on Thursday.

Irene King School Pantry – Greet guests at the school food pantry and assist with restocking and shopping

Essential Job Functions:

- Meet staff at Irene King School
- Set up space to prepare for shopping
- Greet shoppers
- Assist at freezers and refrigerators and non-food areas accessing food and informing of limits or excess product
- Return shopping carts from the parking lot into the school

COMMUNITY PICK UPS AND DELIVERIES

Truck Driver (WSCP vehicle—prior authorization required) - Transports online food orders to off-site locations or picks up food rescue donations from retail partners. All volunteer drivers must be over 25 years of age and have a valid driver's license. The West Suburban Community pantry provides insurance for all pantry vehicles.

Essential Job Functions:

- Ensure correct vehicle is loaded with WSCP equipment (crates, pallet jack, pallets, tote, etc.) for offsite pick-up.
- Connect with retail contact or off-site drop off contact.
- Check gas and warning signs in truck and report to staff.
- Always back in to parking space with a spotter (required).

Donation Pick-Up - Volunteers are responsible for safely retrieving donated goods from area locations and delivering them to WSCP warehouse.

Essential Job Functions:

- Arrive at scheduled time to the Pantry and retrieve pre-assigned vehicle (authorized drivers only) OR travel in personal vehicle and report directly to the pick-up site.
- Travel to donation site and communicate with staff.
- Load donations securely into WSCP vehicle or personal vehicle.
- Return donations to WSCP. Weigh and record all donations on proper form.

Senior Home Delivery (prior authorization required) - Volunteer is responsible for delivering groceries to assigned customer.

Essential Job Functions:

- Assist customer with placing an online order.
- Use personal vehicle to deliver to the customer's home.
- Communicate any questions, concerns, or feedback to WSCP team.

Additional Volunteer Opportunities

Administrative Assistance - WSCP has a variety of administrative needs. Volunteers may assist with clerical duties such as stuffing/labeling mailers and data entry. Shifts develop on an as-needed basis. Volunteers who express interest in administrative volunteering will be contacted when projects arise.

Expectations:

- Meet with WSCP staff person coordinating the project to set clear schedule and expectations.
- Report all hours of work to Volunteer Coordinator.

Special Events - WSCP hosts regular offsite events, fundraisers, and outreach programs throughout the year. Volunteers assist in program preparation, execution, and completion.

Expectations:

- Meet with WSCP staff person to set goals and expectations for task.
- Report all hours of work and project progress to Volunteer Coordinator.

Outreach Events - Represent WSCP at local events such information fairs, festivals, and other community events.

Expectations:

- Pick up supplies prior to the event at the pantry when necessary
- Review information needed prior to the event
- Arrive on time for your shift
- Wear your nametag and your pantry shirt

Kids Make a Difference - The Kids Make a Difference volunteer program provides educational opportunities for youth and their families to get involved in the work of the Pantry through age-appropriate volunteerism. Participants learn about the Pantry's mission, operations, and the impact of food accessibility through fast-paced, hands-on projects while fostering lifelong community service. Volunteers who are interested in participating in this program with their families can sign up to receive emails about the program here <https://wscpantry.org/kids-volunteer/>

Volunteers interested in assisting as a facilitator or helper should contact the Volunteer Coordinator.

How to Help at Home

- Follow us on Instagram, Facebook, LinkedIn, Twitter and TikTok
- Repost our posts on your own social media
- Participate in the Volunteer Facebook Group by posting photos or commenting
- Talk about the pantry with friends, colleagues, and family
- Encourage people to volunteer or tell them about our services

Policies And Procedures

Orientation

All applicants must attend New Volunteer Orientation before their first shift. Orientation serves as an introduction to the West Suburban Community Pantry, volunteer roles, and expectations. Orientation is scheduled regularly and hosted by the Volunteer Coordinator.

Attendance

WSCP relies on volunteers for much of the operations, thus it is imperative to arrive on time for scheduled shifts.

Volunteers may remove themselves from a shift up to 24 hours before it starts and may add themselves to a vacancy up to 24 hours in advance. Should a volunteer need to cancel within that window of time, contact the Volunteer Coordinator. **Once you commit to the schedule, please remember that the Pantry depends on you for the total number of shift hours.** We will try to be flexible with your schedule if you reach out to us to discuss your situation. Three absences with no advanced notice are grounds for termination.

Age Policy

- Anyone age 15 (or entering high school) and older is welcome to volunteer for regular shifts.
- WSCP welcomes volunteers ages 8 and up through the Kids Make a Difference Program (KMAD). KMAD provides age-appropriate projects to youth and their families. KMAD schedules are created and maintained by the Volunteer Coordinator.

Dress Code

Please wear appropriate clothing to work inside the pantry. Casual, comfortable clothing is advised. Closed toe shoes are required. Please do not wear anything revealing or with inappropriate words or pictures. Most shifts require bending, moving, and lifting. Layers are recommended with fluctuating temperatures within the warehouse. A coat rack is provided but all valuables should remain on the person or safely stowed in the car.

Nametags

Nametags must be worn at all times when volunteering at the pantry or at an off-site location. Nametags let customers know you are a volunteer. They also ensure a safe and secure environment for staff, volunteers and customers so we all know you belong in the building. If you forget your nametag, you can make a sticker nametag at the back desk. Nametags can be stored in the file box in the pantry or the Virtual pantry. Please alert the Volunteer Coordinator if you need a new nametag.

West Suburban Community Pantry Staff

Staff are onsite to provide instruction and direction. Let them know if there is a task you are unable or uncomfortable to complete. Additionally, if you have any physical restrictions, please let a staff member know.

Safety & Behavior

The Pantry is committed to maintaining a professional and safe environment for all employees, volunteers, customers and donors, free from harassment and unsafe situations. We expect our employees and volunteers to be respectful and courteous when interacting with one another and customers and donors. Harassment can include language, behavior, and actions that are offensive or unwelcome. WSCP reserves the right to immediately remove a volunteer for creating an unsafe or uncomfortable atmosphere.

Any volunteer who believes they are being harassed by another person, or who is a witness to such harassment, should immediately contact the Volunteer Coordinator or any pantry manager, or the CEO.

Drugs and Alcohol

The WSCP is committed to a drug-free and alcohol-free environment for our staff, volunteers and customers. The unlawful use, purchase, sale, possession, or being under the influence of any illegal drug, and/or the misuse of legal drugs (marijuana included), or the consumption of alcohol while on our premises, or performing services for our organization, is strictly prohibited and grounds for termination.

Food Safety

It is vitally important for WSCP to implement proper food handling measures to ensure that any product being distributed is safe for consumption. At least one member of the WSCP team undergoes food safety training every two years. [Click here to read our food safety guide.](#)

Warehouse Safety

Please report any unsafe conditions, malfunctioning equipment, vehicle issues, or other issues that may cause an unsafe environment to the Pantry Manager or Director of Operations as soon as possible.

Confidentiality & Privacy

The identity of our customers is confidential. Customer information should not be released to the public, used privately by volunteers for any reason, or used to contact customers without special permission from staff.

The Volunteer Coordinator, or other staff members, will not share personal information about volunteers to other volunteers or outside agencies without express permission of the volunteer. Volunteers who do not want their image used in pantry publications or social media have the option to indicate this in their volunteer profile.

Donated Food

Volunteers may not take food donations for their personal use without prior staff approval. All donations are accepted with the intent to share with our customers. The pantry does not distribute donated medication or food without labels or expiration dates. These items are available for volunteers to take home.

Resignation

Volunteers may leave the organization at any time. The Volunteer Coordinator may arrange an exit interview to understand your experience with WSCP, your reason for leaving, and gain feedback for improvement.

Ways to Support the Pantry

- Donate Now – Ask your employer if they will match your donation. You can also sign up to donate on a monthly basis. Visit wspantry.org/donate-2/ or contact us at development@wspantry.org to hear how your contribution makes a difference.
- Fundraise for Us – Host an event to benefit WSCP or launch a personal campaign to raise money with your friends and family.
- Plan a food drive – Help us keep our shelves stocked by hosting a food drive. Visit wspantry.org/food-and-in-kind-donations/ to see the types of items we need and the tool kits we provide to help get you started!
- Become a sponsor – Whether you are an individual donor or are affiliated with a corporation, we have various sponsorship opportunities available that offer recognition at our events, on our website and more. For more information, contact our Director of Development at development@wspantry.org
- Connect with us online – Sign up for our e-newsletter at wspantry.org/ways-to-help/ and follow us on Facebook, Instagram, Twitter, LinkedIn and TikTok @wspantry.

Fast Pantry Facts

- Everything coming in needs to be weighed and recorded; everything thrown away needs to be weighed and recorded.
- All product should be in boxes, bins, or crates and stacked on a pallet, not on the floor.
- Always check expiration dates and store products with the shortest amount of time towards the front.
- Clean up your workstation before you leave. Put away supplies, wipe down your cart, sweep and put away all food items.
- After donations of dry goods are weighed, they are put in the large tote for sorting.
- Check the white boards in the pantry and the virtual pantry for extra instructions for the day
- We compost all fruits, vegetables and bread in our blue bins labeled 'Organix'. Remove all packaging and stickers before you put items in the compost. Never put dairy or meat products in the compost. Compost bins are stored in the corral behind the pantry.
- Cardboard is broken down and put into the yellow rolling bin. Cardboard is recycled next to the garbage bin in the corral behind the pantry.
- All food on the pantry floor must have an ingredient label and a date displayed on the product
- The pantry does not give out medication or vitamins that are donated. Volunteers are welcome to take those home.

Perishable Date Check

Keep up to 2 days past date - Cut fruit, Unpasteurized Juice (move to store floor as quick as possible)

Keep up to 3 days past date - Milk, Deli items (salads, sandwiches, dips)

Keep up to 14 days past date - Eggs, Yogurt, Cheese (including sour cream)

Based on appearance - Prepacked Veggies (puffy bags, brown liquid, & wilted greens are bad)

Non-perishable Date Check

Baby food/formula – do not keep past expiration

Keep up to 6 months past date - acidic cans (canned tomatoes & canned pineapple), baking mixes

Keep up to 1 year – snacks, pasta, canned items, sides, cereal, rice, dry beans/lentils, beverages, condiments

USDA Food Keeper App is a great resource for checking dates on food items.

[FoodKeeper Google Play Store](https://play.google.com/store/apps/details?id=com.usda.fk)

[FoodKeeper Apple App Store](#)



Volunteer Agreement

The Management Team at the West Suburban Community Pantry (WSCP) thanks you for volunteering your time and talents at WSCP to help those in need. We realize that your time is valuable, and we want you to know that we appreciate your efforts to help WSCP eradicate hunger in our community. We would like to clearly state the expectations for all volunteers and ask you to accept and agree to these expectations.

What it means to be a Volunteer - I acknowledge and agree that I have decided to volunteer with the West Suburban Community Pantry (WSCP), and as a volunteer that I will receive no compensation or other employment-related rights or benefits from WSCP, that I am not an employee of WSCP and that my volunteer services for WSCP may be ended by me or WSCP at any time and for any reason. I also acknowledge that donated goods are the sole property of WSCP and may not leave the agency premises without the expressed consent of management. I commit to fulfilling WSCP’s core values supported by punctuality, attitude, commitment to scheduling, respect for staff and fellow volunteers, among others.

Assuming Risks and Waiving Claims. There are risks associated with volunteering with any organization, including WSCP, that I may face including but not limited to personal injury to me or damage to or theft of my property. I understand that these risks, including but not limited to the risk of bodily injury to me caused by lifting, a slip and fall, or harm that may be caused by others, cannot be completely controlled or prevented. Therefore, for good and valuable consideration, including but not limited to the opportunity of volunteering with WSCP, I hereby agree that I voluntarily assume any and all risks (both known and unknown) associated with my volunteer service for WSCP. In addition, on my own behalf and on behalf of my representatives, assigns, and heirs to knowingly and voluntarily waive, discharge and release WSCP and its officers, directors, employees, agents, representatives, volunteers, and related parties (collectively “WSCP Entities”) from and against any and all responsibility, liability, claims, demands, damages, costs, expenses (including attorneys’ fees) or actions arising out of or relating in any way to my volunteer services with WSCP, including, but not limited to, all actions based upon negligence and all claims for any personal or physical injury or damage to me or my property, whether occurring on WSCP’s premises or otherwise arising in connection with my volunteer services at WSCP and further agree to not sue WSCP or WSCP Entities on account of any of the foregoing.

Expectations on Confidentiality - I agree that during the time that I am a volunteer with WSCP and at all times thereafter I will keep confidential and will not directly or indirectly use or disclose any personal, privileged and/or confidential information regarding WSCP that I obtain in the course of my involvement with WSCP, including but not limited to information regarding clients’ identity and personal information and WSCP’s organizational practices, projects, donors, potential donors, records, employees and volunteers that is not otherwise already public information.

Acknowledgement - I acknowledge that I read the Volunteer Handbook and the foregoing Agreement. I fully understand its provisions and terms.

_____ I voluntarily accept and agree to the terms of this Volunteer Agreement & Volunteer Handbook.

Print Volunteer Name

Print Guardian Name (Required for minors under 18 years old)

Date

Email Address

Volunteer Signature

Guardian Signature (Required for minors under 18 years old)

Contact Number