The AnyCity Pantry

Volunteering at The Corner Store

Operational Handbook

Version 1.0

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# Introduction

The Corner Store at The AnyCity Pantry (“The Corner Store”) is located at 123 Main Street in AnyCity, Massachusetts, where individuals and families (“guests”) can get free food, including healthy options such as fresh fruits and vegetables.

To offer flexibility for our guests and their schedules, The Corner Store is open to guests six days a week. You can volunteer when The Corner Store is open to guests; however, volunteer shifts are also available when The Corner Store is closed.

When beginning your volunteering experience, you may have questions regarding the procedures most frequently used within The Corner Store. This document is designed with you, the volunteer, in mind to help you navigate your first days or to provide a quick refresher if it’s been a while since your last volunteer shift. Our volunteers are critical to our mission of providing healthy, free food to our guests, and we are deeply grateful for your participation!

This document is intended to be used with the Volunteer Handbook for The AnyCity Pantry (“Volunteer Handbook”). The Volunteer Handbook is provided to you as part of your initial orientation, but you can also contact the Volunteer Coordinator if you have not yet received a copy.

While the Volunteer Handbook provides the policies and procedures for all of The AnyCity Pantry’s volunteering opportunities**, this document is only intended for the operations specifically associated with volunteering at The Corner Store.** As such, if there are any conflicts between the information provided in this document and the Volunteer Handbook, the Volunteer Handbook should be considered definitive.

If you have any questions regarding the content provided in this document, please don’t hesitate to contact the Volunteer Coordinator at 978-555-1212 or [volunteer-coordinator@theanycitypantry.org](mailto:volunteer-coordinator@theanycitypantry.org).

# Volunteering Sign Up

Welcome to The Corner Store! To effectively manage the volume of volunteers and track your participation, The AnyCity Pantry requires you to schedule your shifts through the GivePulse website.

The GivePulse website allows you to sign up for your volunteer shifts, send and receive communications to and from The AnyCity Pantry, and confirm your participation after completing a volunteer shift.

## GivePulse Registration

The Volunteer Handbook includes instructions on how to register with GivePulse so that you can schedule your volunteering activities with The AnyCity Pantry. If you have not registered with GivePulse, refer to the Volunteer Handbook for instructions[[1]](#footnote-1).

## Scheduling Volunteer Shifts with The Corner Store

When you are ready to schedule your volunteer shift with The Corner Store, access the GivePulse website using the instructions provided below.

### Additional Requirements

* The AnyCity Pantry requires all volunteers to sign a Non-Disclosure Agreement and Liability Release form[[2]](#footnote-2) before scheduling a volunteer shift.
* GivePulse also requires all volunteers to complete a separate Platform Liability Release Form before scheduling a shift (as referenced in Step 7 below).
* **Links to these documents are only available through the GivePulse website. Review these documents before accepting the terms and conditions.**
* If you **cannot attend** your shift, please notify the Volunteer Coordinator at least 24 hours before your scheduled shift[[3]](#footnote-3).

To schedule a volunteer shift, follow these steps:

1. **Login** to the **GivePulse** website at <https://learn.givepulse.com/>.
2. On the My Dashboard screen, **click** the **Groups** link under the My Dashboard title.
3. On the Groups screen, **click** The AnyCity Pantry **option**.
4. On The AnyCity Pantry Home page, **scroll down** to the **calendar** to navigate to the date and location (The Corner Store, Home Delivery Program, Pop Ups, or The Warehouse[[4]](#footnote-4)) for which you wish to volunteer and **click** the applicable **shift in blue**.

* Given the options, you may need to click the [number] more hyperlink on the specific date to access your preferred date/location.
* The website grays out any unavailable shifts.

1. In the pop-up window that appears, **click Register**. The website routes you to the Dates screen for the shift you selected, where you can choose one or more shifts for a given time.

* For example, if you want to select Shift 2 (12:00 to 2:15 p.m. ET) on multiple Thursdays, you can do so here.

1. **Select** any **date** with less than four registered participants. After you have selected your volunteer date(s), **scroll** to the **bottom** of the screen and **click Continue**. The website displays the Registrants screen, which indicates your name, contact information, and additional questions regarding registration and a liability waiver.
2. **Click** the **Platform Liability Release Form** link and **review** the **documentation**.
3. After you have read the Release Form, **return** to the *Registrants* screen, and if you agree to the Release Form terms, **check** the **box** next to *I agree to the Platform Liability Release Form* and **click Continue**. The website displays the Confirmation screen (example below) and sends an email confirmation/calendar invite to the email address associated with your account.

# Volunteer Shift at The Corner Store

Now that you have registered for a volunteer shift at The Corner Store, let’s review the different roles and responsibilities included as part of each shift.

Before we can do so, however, let’s discuss what to do when you arrive at The Corner Store.

## Check In

Welcome! When you arrive at The Corner Store for your shift, check in with The Corner Store Manager or The Corner Store Assistant Manager. The Corner Store Manager/Assistant Manager will advise what tasks you will work on during your shift.

### Items Available for First Volunteer Shift

If this is your first time volunteering with The AnyCity Pantry, the following items will be available for you in The Corner Store office:

* **Volunteer shirt:** We encourage you to wear the volunteer shirt at any of your volunteering events with The AnyCity Pantry, especially when you volunteer at The Corner Store!
* **Printed nametag on a lanyard:** We recommend that you store your nametag in The Corner Store office so you can wear your nametag whenever you volunteer at The Corner Store. You will meet other volunteers and guests during your shift. Displaying your name makes it easier for everyone to know each other and facilitates the sense of community that is part of our goals as an organization.

Aprons are also available for your shift on a first-come, first-serve basis in The Corner Store office.

## Shift Descriptions

Let’s review the responsibilities of each shift. You may be assigned one of the responsibilities or switch to different responsibilities throughout your shift as needed. What’s most important is that you stay adaptable so that we can best meet the needs of our guests.

### Preopening Shift and Tasks[[5]](#footnote-5)

The Preopening shift consists of the two hours before the opening of The Corner Store and fifteen minutes into the Operating Hours shift to allow for some overlap between volunteers departing and arriving.

During the Preopening shift, The Corner Store is **closed** to guests. This shift allows volunteers and The Corner Store staff to stock the shelves and clean and prepare the store for guests.

The Preopening shift is also when The Warehouse staff deposits pallets of food in the main aisle between the entrance and exit for volunteers to use when stocking shelves. Available food is subject to frequent change for various reasons, including seasonal availability, one-off individual donations, and what our partners currently have in stock.

The primary shift responsibilities include the following:

* **Stock Shelves/Refrigerators and Update Signs**

Stocking the shelves and refrigerators is the most critical preopening task.

1. Work with The Corner Store Manager/Assistant Manager to prioritize the items that must be unpacked and stocked quickly. These items usually include frozen and refrigerated foods (such as meats, prepared meals, milk, and eggs).

* Stock the same items together on a shelf; however, you can stock multiple items on a single shelf to conserve space.
* Dispose of any opened or spoiled items.
* Rotate refrigerated and frozen items with closer expiration dates to the front of the refrigerators or freezers to encourage proper turnover.
* Stock any extra frozen and refrigerated items in the refrigerator and freezer located at the back of The Corner Store.
* After the refrigerated and frozen items have been unpacked and stocked, continue stocking the shelves as needed.
* To ensure that the aisles appear neat and organized, arrange the items (also known as “facing”) so that the front labels are forward and easily visible to guests.

1. After the shelves have been stocked, update the signs to correspond with the daily guest limit for each food item, as needed.

* **Prepare Store for Opening**

1. After items have been safely unpacked and stored, dispose of any garbage as appropriate.

* Break down cardboard boxes into flat rectangles and store them in the blue recycling bins.
* Deposit fruit and vegetable waste in the green composting bins.
* Dispose of any plastic or other trash in the waste bin. Unfortunately, we are unable to recycle plastic at this time.

1. Sweep the floors and organize the shopping carts near the entrance to be easily accessible to guests when they arrive.
2. When The Corner Store is ready to admit guests, raise the window blinds to indicate The Corner Store is open.

### Operating Hours Shift and Tasks[[6]](#footnote-6)

The Operating Hours shift consists of the first two and a half hours after The Corner Store opens.

If you sign up for an Operating Hours shift, we encourage you to arrive 10-15 minutes before the beginning of your shift, if possible. The Corner Store’s hours of operation vary throughout the week, but this shift is the most critical of the three shifts, as it is during this time that guests have the opportunity to shop for food.

The Corner Store does not accept monetary donations from guests. To help provide food to as many guests as possible, the Corner Store limits:

* How frequently guests can visit The Corner Store;
* How many items guests can obtain during each visit.

The primary shift responsibilities include the following:

* **Check In Guests[[7]](#footnote-7)**

1. To avoid overcrowding, **admit only one or two guests** at a time into The Corner Store and **wait** until they proceed down the aisles before admitting additional guests.

If all shopping carts have been distributed to guests in the store, **do not admit additional guests into The Corner Store.** Wait until carts have been returned to the entrance before admitting additional guests.

1. Request the member card from the guest.
2. Verify that the guest is using the correct card and is visiting The Corner Store only once for the week, with one visit to a Pop-Up location permitted during the same week.
3. Update any information as needed (for example, address or telephone change).
4. After you have confirmed their information, provide them with an available shopping cart and explain:

* Store navigation
* Limits to quantity/food type based on store zones

Guests **must** use a cart provided by The Corner Store when shopping to ensure an accurate count of the number of guests in The Corner Store. If guests bring their carts, instruct them to store them near the exit to access them after they check out.

* **Check Out Guests**

After new and existing guests finish shopping, they will proceed to the checkout counter.

1. Request that the guest deposit **ALL** items from their cart onto the counter. You can also assist them with placing the items on the counter.
2. Ask if the guest has reusable shopping bags or needs a cardboard box or paper bag to transport his or her groceries.

To reduce waste, The Corner Store does not provide plastic bags to guests. A limited number of cardboard boxes and paper bags are available.

1. Request the guest’s card.

If the guest does not have a card, confirm whether or not the guest is new (and may not yet be in the system) or an existing guest. For an existing guest without a replacement card, use his or her name or telephone number to access the applicable record.

1. Scan the guest’s card using the scanner attached to the tablet at the checkout counter.
2. Review the items the guest selected and confirm that the guest chose the correct number of items per zone.

If a guest selects more than the permitted items per zone, request that he or she choose which item they wish to keep and place the extra items behind the counter for future restocking.

1. Mark the guest’s visit in the system to record his or her visit for the day.
2. Pack the groceries into the applicable bags or boxes and hand them to the guest for departure.
3. Request that the guest return his or her cart to the line of carts so additional guests may be admitted into The Corner Store.

* **Restock Shelves**

During your shift, shelves may need to be restocked.

* Locate any extra stock in the back storeroom or behind the checkout counter.
* Stock the same items together on a shelf; however, you can stock multiple items on a single shelf to conserve space.
* To ensure that the aisles appear neat and organized, face the items so that their front labels are forward and easily visible to guests.

### Closing Shift and Tasks[[8]](#footnote-8)

The Closing shift consists of the last hour and a half when The Corner Store is open to guests and an additional half-hour after The Corner Store is closed.

If you sign up for a Closing shift, we encourage you to arrive 10-15 minutes before the beginning of your shift, if possible. The Closing shift is essential for ensuring that The Corner Store remains clean and for the following Preopening shift to start as smoothly as possible.

In addition to the responsibilities listed above during the Operating Hours shift, the primary responsibilities for the Closing shift include the following:

* **Prepare Store for Closing**

1. At the end of The Corner Store’s operating hours, lower the window blinds to indicate that The Corner Store is closed.
2. Dispose of any garbage as appropriate and move the composting, trash, and recycling bins to the rear exit for pickup.
3. Sweep and mop the floor.

* **Restock Shelves and Refrigerate Perishable Items**

1. Locate any extra stock in the back storeroom or behind the checkout counter. If any stock is remaining, follow these guidelines:

* Stock the same items together on a shelf; however, you can stock multiple items on a single shelf to conserve space.
* Rotate refrigerated and frozen items with closer expiration dates to the front of the refrigerators or freezers to encourage proper turnover.
* To ensure the aisles appear neat and organized, face the items so their front labels are forward and easily visible to guests.

1. Move delicate fruits and vegetables (such as lettuce, scallions, and berries) to the refrigerators for overnight storage.
2. Cover the fruit and vegetable bins with the insulated blankets to prolong freshness.

# Bibliography

1. Volunteer Handbook, The Salem Pantry, Inc. © 2023 Print
2. Check-In Instructional Card, The Market By The Salem Pantry, Inc. © 2023 Print

1. Pg. 12, Volunteer Handbook / The Salem Pantry, Inc. © 2023 [↑](#footnote-ref-1)
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