



SCCC Food Pantry

Policies and Procedures

September 2018

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SCCC Food Pantry Mission Statement:

Embracing the SCCC mission and vision statements and core values, the mission of the SCCC Food Pantry is to provide temporary, supplemental food relief to SCCC students at no cost. In addition to helping alleviate hunger within our student community, the SCCC Food Pantry aims to reduce the impact that food insecurity has on the academic success of our students, and provide community referrals to assist with meeting other unmet basic needs.

SCCC Food Pantry Vision Statement:

The SCCC Food Pantry aspires to alleviate the barriers associated with food insecurity to support student success at SCCC, and to ensure that no student goes hungry because of a lack of income or access to food.

Message to Volunteers

Thank you ever so much for volunteering to staff the SCCC Food Pantry. We couldn't keep the door open without you.

This manual will cover all you need to know to work in The Pantry, and serve as a reference when unanticipated questions arise. Please read it before your first shift of the semester.

When you are finished reading the manual, please send an email to SCCCFoodPantry@sunysccc.edu documenting so. If you have any questions, please send an email or call Robyn King (518.381.1257).

Welcome to the SCCC Food Pantry!

The SCCC Food Pantry Committee
Alicia Richardson
Eileen Abrahams
Kimberly Otis
Robyn King
Syeda Munaim

Volunteer Responsibilities

1. Before their first shift of every semester, each volunteer must read the contents of this manual, and document this by copying the Certificate of Completion (on the last page) and sending it to SCCCFoodPantry@sunysccc.edu. (This is done every semester should any policies and/or procedures be changed.)
2. Before the beginning of every semester, volunteer staff will receive an email with a link to select the days and times they want to work in the Pantry for that semester. (“Sign-In Genius” is the application currently being used to schedule shifts.)
3. Volunteers are encouraged to choose their shifts for the entire semester (whenever possible), which will assist with ensuring every shift is staffed.
 - a. Volunteers may opt to work the same shift every week of the semester, if it convenient for them to do so.
4. For each shift chosen, volunteers will staff the pantry for a minimum of one hour.
5. Volunteers are expected to arrive at least 5 minutes before the beginning of their scheduled shift, to complete the Opening Duties listed below.
6. Volunteers are not permitted to take items from the Pantry for their personal use or for any person who is not a currently registered SUNY Schenectady student.

Important Numbers

Security	5555 (Emergencies) 1308 (Non-Emergencies)
IT Help Desk	1111
Robyn King	1257

SCCC Food Pantry Policies

1. The SCCC Food Pantry (“The Pantry”) provides temporary supplemental food staples and personal care items to SUNY Schenectady students enrolled in the current semester.
2. Depending on the selections made on a visit to The Pantry, students generally are provided with approximately three to four days’ worth of food.
3. The Pantry will post its hours of operation on the door every semester and during the summer sessions.
4. Trained volunteers from the College faculty, staff, alumni and retirees as well as community partners will staff The Pantry. Students are not permitted to staff The Pantry, but are enthusiastically encouraged to take leadership in sustainability through fundraising efforts and/or donations of personal care items.
5. Students must provide their valid SCCC ID card at every visit to The Pantry. No exceptions, and no other forms of identification are permitted.
6. Students may visit The Pantry up to three (3) times per month during each semester and summer sessions.

SCCC Food Pantry Procedures

Opening Duties:

1. Get the key (on a pink key fob) from the hook on the right side of the bookcase outside of Robyn King's office in Elston 222. Come inside The Pantry office, closing the door behind you.
2. Unlock the connecting door between the office and Pantry, and turn on the lights
3. Check the shelves and restock items as necessary from the inventory on the bottom shelves. [NOTE: No edible food items are allowed to be placed on the floor.]
4. Check that there are plenty of grocery bags available for immediate use
5. Access the monthly check-in list:
 - a. Log into the computer under your SCCC account
 - b. Go to www.dropbox.com
 - c. Login: scccfoodpantry@sunysccc.edu
 - d. Password: f00dp@ntry! [NOTE: the "o's" are ZEROS]
 - e. Click on "Open" for the monthly pantry visitors' list
 - f. In upper right corner, click on the dropdown menu and choose "Open in Word"
6. Check the metal wall organizer to be sure that all of the resource materials are there.
 - a. If a resource sheet is missing or is low, email Robyn (possonrm@sunysccc.edu)
7. Put The Pantry sign out in the hallway, and open the office door

SCCC Food Pantry Procedures

Greeting Pantry Visitors:

1. Welcome visitors warmly and invite them to sit. Close the door to provide privacy.
 - a. Assist one student at a time, and invite other waiting students to have a seat in the hallway.
2. Ask for the student's SCCC ID at every visit (even if you know them or are frequent visitors)
 - a. If a student cannot produce their ID when visiting The Pantry, they may choose a few items from the canvas bag hanging on the wall. Invite them to return with their ID. (NOTE: This does not count toward the 3-visit-per-month limit.)
 - b. From the metal resource organizer on the wall, offer the student the list of other pantries and/or free meal sites.
3. On the monthly check-in list, search for their name, and enter the date. If there is not an "X" in the "VIF" (Volunteer Information Form) column, have them fill out a Visitor Information Form. (Obviously, if there is an X in that column filling out the form is unnecessary.)
 - a. Explain that the information collected will be kept confidential and will be used for data analysis and to improve the services SUNY Schenectady already provides. Place the completed form in the folder on the shelf behind the desk.
 - b. If you're unable to find the student's name, scroll down to the bottom of the list and enter their name, student ID# and date.
 - c. If the student has visited The Pantry twice in the current month (and this is their third visit), remind them that after this visit they have met the monthly limit, offer them the list of other pantries and free meal sites and encourage them to utilize these resources.

(They're also welcome to return after the first of the next month.)

4. Accompany the student into The Pantry to assist them in making their selections.

Assisting students in The Pantry:

1. Offer a grocery bag to the student, and walk them around the room as they make their selections
2. Remind them of the number of items in each category they may choose
3. They may take an unlimited number of items they need from the "FREE Shelf."
4. Ask the student whether there are any specific food or personal care items that they would like The Pantry to carry.
 - a. Add recommendations to the list pinned to the bulletin board
5. Allow the student to exit from the back door and offer warm parting words.

Closing duties:

1. Bring in The Pantry sign and close the office door
2. Save the monthly check-in sheet and close the document
3. Log out of your account
 - a. You may leave the monitor on
4. Shut off the lights, close the door connecting the office and Pantry, and close the door
5. Return the key to the hook



Certificate of Completion

My signature below confirms that I have thoroughly read this Policies and Procedures Manual, have gotten clarification on any questions, and understand its contents.

I will email this certificate to SCCCFoodPantry@sunysccc.edu before my first volunteer shift of the current semester.

Signature

Date