

SOLID ROCK FOOD CLOSET Policies and Procedures

A Ministry of the Alleghany County Ministrium, Inc.

08/08

- ◆ The Solid Rock Food Closet does not discriminate with regard to race, religion, national origin or gender.
- ◆ The Solid Rock Food Closet does reserve the right to distribute food, based on its on going requirements as governed by its Board of Directors, The Alleghany County Ministrium, Inc and agencies (government or otherwise) from which financial assistance is received.
- ◆ The Solid Rock Food Closet (because it is an ecumenical organization) is not allowed to evangelize, advertise or promote any one denomination or religion. Nor are its clients to be subjected to, or required to adhere to certain denominational or religious acts (i.e. sermons or readings) as prerequisite to obtaining food.
- ◆ All client information is confidential
- ◆ No food is to be given out with out proper paper work having been filled out.
- ◆ No food is to be sold or used as barter
- ◆ Food is only to be distributed to Alleghany County residents. Proper ID is required.
 - ◆ *CURRENT NCDL or NCID, dated mail or utility receipt showing verifiable address *
 - ◆ We are a crisis food closet one week of food representing 10/14 meals per person is given per month, unless special circumstances are known.
 - ◆ Gift cards (when available) are for families with infants/toddler or people with special health needs.
 - ◆ Any questions or exceptions should be addressed to the Director.
 - ◆ FOOD HANDLING
 - ◆ We strive to have a variety of nutritious foods available at all times.
 - ◆ Food and/or food boxes cannot be stored directly on the floor.
 - ◆ Food (perishable or dry) should be placed in designated or defined areas on shelves, in freezers, refrigerator or in warehouse.
 - ◆ Food shipments must be marked with month and date received (ie) 06/04.
 - ◆ Food should be rotated whether on shelves, refrigerators, and freezers or in warehouse when new is stocked.
 - ◆ Old moved to front, etc. FIFO=FRIST IN FIRST OUT
 - ◆ Any questions or exceptions should be addressed to the Director

◆ **VOLUNTEERS**

Jean Reeves is the pantry area coordinator if she is not here someone will be designated. She will help to organize and guide so things will go smoothly for your church during your volunteer time.

- ◆ **Please read and understand these policies and procedures.**
- ◆ **Please arrive 30 minutes before your assigned time. Please be sure to come in early as things can change here from week to week.**

- ◆ **The Food Closet cannot open unless at least 4 people are present.**
- ◆ **If you cannot be here on time or if you cannot come at all, please call your volunteer coordinator or the Food Closet in time so someone can be found to fill in for you. This is not a problem; we all have things come up unexpectedly. Our # 372-6560.**
- ◆ **Please sign volunteer log in/out sheet please DO NOT SIGN TWO NAMES ON THE SAME LINE.**
- ◆ **Please park in the back of our building or at the side and enter through the back door.**
- ◆ **Always wear comfortable clothes and comfortable close-toed shoes.**
- ◆ **Most of the time, we are very busy but there are times when things are slow. You may want to bring a book or newspaper.**
- ◆ **Volunteers make up food boxes, stock restock, breakdown boxes, sweep, clean, help with client interviews, file, keep stats, type, make copies, pick up food, laugh and chat alot!!!!**
- ◆ **Take breaks as often as you need. Ask for help lifting or reaching.**
- ◆ **We have a coffee pot, microwave and refrigerator for snacks and lunches.**
- ◆ **Have fun; get to know our clients, and your fellow volunteers. But remember client confidentiality a must.**
- ◆ **You are the backbone of the closet, without you, we could not, and would not be here. Many thanks for all of your hard work.**
- ◆ **Any questions, suggestions or complaints should be addressed to the Director.**

**Thank you for leaving the kitchen and food closet clean
when you leave☺**

**OUR HOURS ARE MONDAY THRU THURSDAY 11:00am-2:00pm
08/08**