**Food Pantry Guidelines for Workers**

*“And do everything in a decent and orderly manner.”*

*- 1 Corinthians 14:40*

* East entrance will remain open at all times for customers to use the restrooms, but they must go back outside after use. North and West entrances will be closed to customers until pantry begins. South (back) entrance is always closed to customers but may be used by workers.
* Pantry ordinarily begins at 6:00pm. We may decide to open earlier and forgo handing out numbers if there is inclement weather such as a snow storm, icy/dangerous roads, extreme heat, etc.
* Workers who want to go through the line and receive food themselves are not permitted to do so while the pantry is open and serving the public because they need to be serving during that time. However, they may still receive a food box by:
1. Arriving by 4:00pm to go through line with the other workers and select their own items
2. Arriving after 4:00pm and taking an emergency box with items already selected for them
3. Waiting until pantry is over and going through the line and selecting their own items
4. Getting special permission from at least 3 members of the leadership team to make another arrangement because of their circumstances
* Those who are not working the pantry that day must go outside and stand in line with the other customers, even if they are members of New Hope or have worked the pantry in the past.
* Workers who help regularly but are unable to attend pantry on a particular month because they are sick or have an important conflicting commitment may still receive a food box if they:
1. Don’t have someone else in the home who can come through the line with the other customers, AND…
2. Get special permission from at least 3 members of the leadership team to arrange someone to pick up a box for them and bring it to them
* Workers are not to leave their positions until the line is done, except to use the bathroom or for an emergency phone call, but not for a smoke break. If you do have to leave your position, please make sure that another worker is covering your responsibilities while you are away.
* For anyone who smokes, workers or customers, all smoking must be done a minimum of 25ft from any of the entrances and from any people in line, or done in your car with windows closed.
* All workers are to show respect for their fellow workers by refraining from cussing, unwelcome remarks, throwing boxes or other items, etc.
* If a worker has a problem with a fellow worker or a customer they should talk to Sharita or Tony.
* Workers must wear gloves when packaging food. They must change gloves when changing food items, going to the restroom, going outside, smoking, etc. All food that we package must be dated and marked for identification.
* The Prayer Room should always have at least 2 adults staffing it, ideally one man and one woman.
* Customers are only allowed in the main room, restrooms, and prayer room, and NOT in the kitchens, back pantry area, classrooms, nursery, office, behind the line, in sound booth, or on the stage area.
* Only 1 food box is allowed per household. The term “food box” refers to one trip through the line. A household must have at least one member present who is at least 18 years old.
* Customers with relevant disabilities, illnesses or other limitations may bring a valid doctor’s note and go through the line between 4:00 and 4:30 when the workers go through. No one else may pick up for them unless approved by 3 food pantry leaders.
* Older children may be permitted to work the line if we feel confident they will be able to stay focused on their task, not leave their post, and will be respectful to all customers and fellow workers. This decision will be made on a case-by-case basis and must involve at least 3 members of the leadership team. A child approved to work the line should be supervised at all times by an adult willing to take responsibility for him or her.

- Approved by Food Pantry Leadership Team on September 13, 2017