

A. UPSTAIRS/ FRONT LINE (2 volunteers minimum/ benefits from up to 5)

Position One volunteer stands as gatekeeper at door. One volunteer hands out numbers at end of line. (Language skills are helpful at the front line).

Goals Front line volunteers will cooperate to:

1. Ensure orderly/ fair line experience (ie. no cutting or place-holding with bags, newspapers, etc.)
2. Ensure that people enter in order of numbers distributed (and not coming back to line after taking a number and returning to the front).
3. Cooperate with sign-in table volunteers to eliminate sign-in table bottleneck or overflowing indoors workers.
4. Setup display/ flyer table to show which items are being distributed.
5. Welcome clients. Potential policy: If client has a number >10 out of sequence, please politely inform that we will permit return this "1 time" because of newness of policy. Otherwise, returning to line requires going to the back of the line.

B. SIGN-IN TABLE (1 volunteer minimum/ benefits from up to 3 if 2 sign-in sheets)

Position Sign-in table is usually at the base of the entryway stairs.

Goal Sign-in volunteer(s) will:

1. Sign-in volunteers (with contact info)
2. Sign-in clients (using up to 2 sign-in sheets to minimize bottleneck)
3. Double-check client number order upon entry.
4. Attend to special needs (ie. handicap)
5. Inform clients of the system to enjoy coffee, water; music, etc. and wait patiently until number is written on board to enter courtyard.
6. Client sign-in asks for name and zip code to collect demographic info (ie. for grant applications, accountability, audit, records). No I.D. is required.
7. Inform upstairs front line of when to bring in next 5 people.
8. Invite clients to give contact info and sign-up to volunteer .

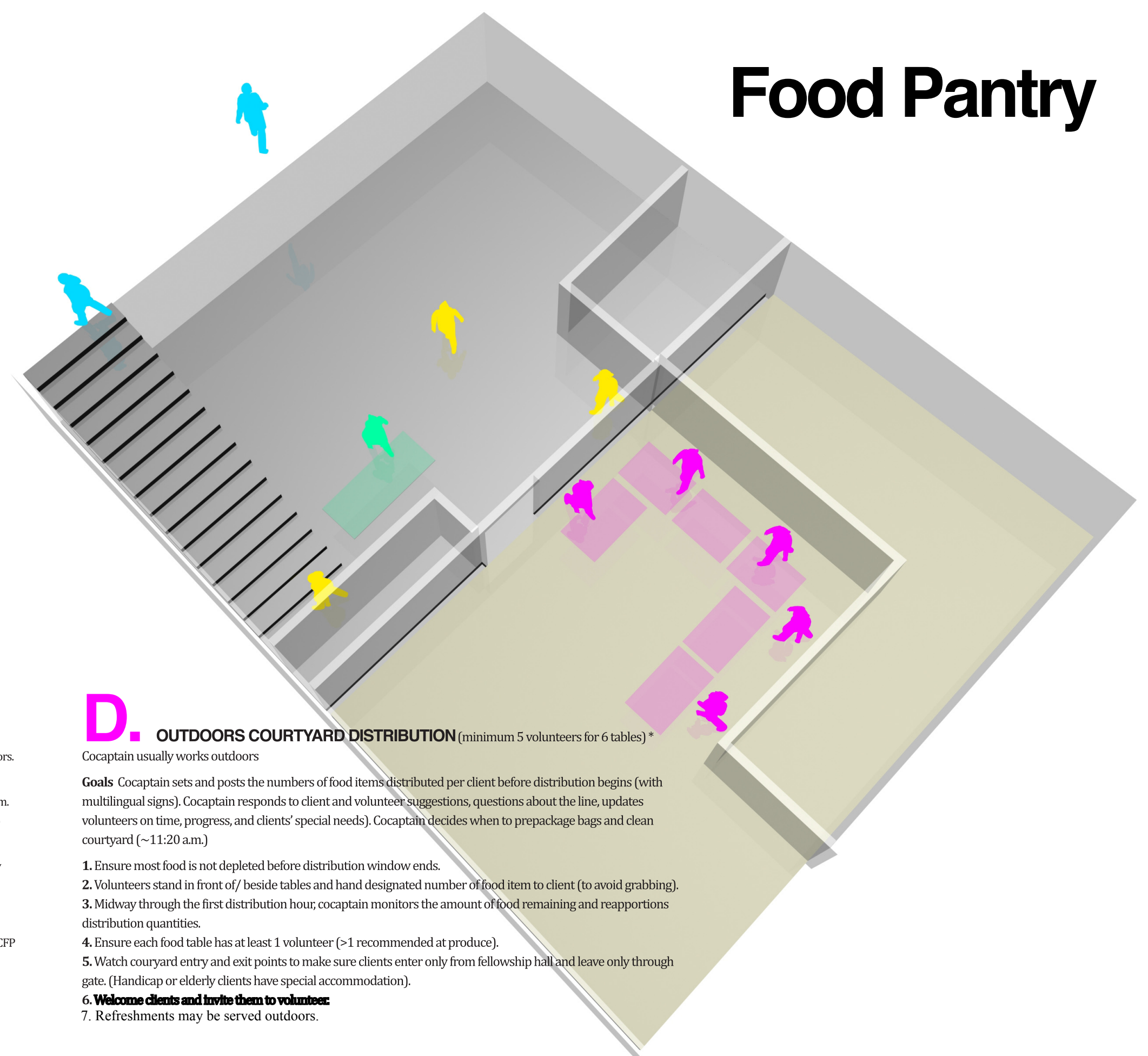
C. INDOORS/ FELLOWSHIP HALL HOSPITALITY

(3 volunteers minimum/ benefits from up to 6. Language skills are critical indoors) * Captain usually works indoors.

Goals Captain arrives and unlocks campus by 9:15 a.m. Captain makes the final decision for policy. Captain and cocaptain welcome volunteers ~9:40 a.m., invite volunteers to take stations, and describe logistics and ~11:20 a.m. bagging/ clean-up/ debrief routine. Doors open 10:00 a.m. Captain decides when to close the front door and stop distributing numbers.

1. Brewing coffee ~9:00 a.m. ensures it is ready by 10:00 a.m. (Avoid overloading circuit on outlet near kitchen by plugging both coffee maker and hot water in same outlet).
2. Cutting bagels and muffins helps serve more clients with food.
3. Arranging coffee, hot water; stirrers, bagels around circular table disperses crowding.
4. Maintain security. Help clients stay out of the kitchen and bookshelf area. Be mindful of stereo, speakers, and ECFP locked storage/ purse room valuables.
5. Welcome clients inside ~15 at a time up to ~50 max clients in fellowship hall.
6. Ensure people hold their numbers until reclaimed at courtyard entry.
7. One volunteer calls "now serving" numbers in groups of 5 and writes on board
8. Number caller watches outdoors distribution to ensure no bottlenecks
9. Lining chairs along the courtyard wall allows sitting while watching for numbers.
10. Greet clients warmly and inform them of distribution system.

Food Pantry



D. OUTDOORS COURTYARD DISTRIBUTION (minimum 5 volunteers for 6 tables) *

Cocaptain usually works outdoors

Goals Cocaptain sets and posts the numbers of food items distributed per client before distribution begins (with multilingual signs). Cocaptain responds to client and volunteer suggestions, questions about the line, updates volunteers on time, progress, and clients' special needs). Cocaptain decides when to prepackage bags and clean courtyard (~11:20 a.m.)

1. Ensure most food is not depleted before distribution window ends.
2. Volunteers stand in front of/ beside tables and hand designated number of food item to client (to avoid grabbing).
3. Midway through the first distribution hour, cocaptain monitors the amount of food remaining and reapportions distribution quantities.
4. Ensure each food table has at least 1 volunteer (>1 recommended at produce).
5. Watch courtyard entry and exit points to make sure clients enter only from fellowship hall and leave only through gate. (Handicap or elderly clients have special accommodation).
6. **Welcome clients and invite them to volunteer**
7. Refreshments may be served outdoors.