

Touch Gift Foundation Food Pantry Volunteer Handbook



Impact Lives
Touch Gift Foundation

Main: 866.955.1886
Fax: 866.921.6184
Local: 312.858.5093
Email: info@touchgiftfoundation.org
Website: www.touchgiftfoundation.org

*Impacting & Building lives
one family at a time*

*809 East 82nd Street
Chicago, IL 60619*

Food Pantry Hours of Operation

Client's Choice
Mondays
5:30 - 7:30 pm

Fresh Produce Distribution
1st & 3rd Wednesday
5:30 pm - 7:30 pm

Table of Contents

Welcome to Touch Gift Foundation Food Pantry	3
About Us.....	4
Our Mission.....	4
Our Vision.....	4
Our Core Values	4
Our Services	4
Our Staff.....	5
Client Eligibility.....	5
Client Expectations.....	5
Volunteering at Touch Gift Foundation	5
Confidentiality.....	6
Volunteer Orientation.....	6
Volunteer Connect.....	6
Volunteer Expectations.....	6
Volunteer Responsibilities	6
Scheduling Time to Volunteer.....	7
Volunteer Opportunities.....	7
Volunteer Guidelines and Procedures	7
Safety Policies & Procedures	7

Welcome to Touch Gift Foundation Food Pantry

On Behalf of **Touch Gift Foundation**, with gratitude and appreciation, we would like to thank you for taking the initial steps to impacting lives and building communities by volunteering.

Touch Gift Foundation (TGF) is passionately committed to impacting lives through hunger and homelessness prevention programs, nutrition education, and advocacy. This is just one branch of our services. TGF is a 501(c)(3) **nonprofit organization** formed **March 2018** to feed hungry people in our community.

We recently partnered with the Greater Chicago Food Depository and MidWest Food Bank in order to serve our community members who are in need.

Our objective, during your tenure, is to drive out our organizational mission, develop leaders, empowering individuals, and meeting the immediate needs our family, our community. Through this and your partnership, we can make a difference by changing the accepted norm, building and equipping individuals to IMPACT others.

You are the most important piece to our organization. Without you and your support, we can not be forces needed to drive out our mission and make a difference in our community. You are the faces of our organization. Our leaders are committed to serving and equipping you with the tools needed to be successful.

In 2018, TGF served 1,175 individuals with our services, of that 1,025 are from our signature services, the hunger relief program. This is just the beginning of the domino effect from development, growth to sustainability.

Thank you for your commitment,

Keona Owens
Founder | Executive Director

About Us

Our Mission

To destroy the cycle of poverty by eradicating the poverty mindset. To empower people to want to change, by supplying them with the resources they need to make this change happen.

Our Vision

To create a resourceful alliance that governs a community, empowering people, influencing changed behavior, from poverty to independence, personal and professional development, growth, and sustainability.

Our Core Values

Impact L I V E S

L	-	Leadership
I	-	Independence
V	-	Visibility Value
E	-	Empowerment
S	-	Security Sustainability

Our Services

- Hunger-Homelessness Relief Program
 - Distribution Center
 - Fresh Produce Wednesday
 - Shopper's Choice
 - Warehouse | **Summer 2019**
 - Food Supplement Nutrition Education Program | **Summer 2019**
 - Summer Food Service Program | **Summer 2019**
- Financial Literacy
- Professional Development
- Digital Literacy | **Summer 2019**
- Adult Literacy Program | Impacting Literacy Lives | **Summer 2019**
- Health & Wellness
 - Fitness
 - Cycling | **Fall 2019**
 - Bootcamp
 - Booty & Abs
 - Yoga | **Summer 2019**
 - Food Supplement Nutrition Education Program | **Summer 2019**
 - Health Screening | **Summer 2019**
 - Health Fairs | **Summer 2019**
- Illuminate Achievement | Summer Youth Program | **Summer 2019**
- Mental Health Social Services | **Fall 2019**
- Mentorship

Our Staff

Keona Owens | Executive Director
312.858.5093 | kowens@touchgiftfoundation.org

Erica Ferguson | Director of Education
866.955.1886 ext 5 | eferguson@touchgiftfoundation.org

Patrick Owens | Hunger Relief Coordinator
866.955.1886 ext 6 | info@touchgiftfoundation.org

Linda Ames | Volunteer Coordinator
866.955.1886 ext 3 | loames62@yahoo.com

Deantea Sturghill | Fitness Instructor
866.955.1886 ext 4 | dmansfitness@gmail.com

Client Eligibility

- ID required
- Proof of Residency (utility bill, medical card, etc)
- Zip Code Service Area: 60617 and 60619

Client Expectations

- **Shopper's Choice** are allotted twice per month ONLY
- **Fresh Produce Distribution** are allotted as often as they are provided to the community
- Registration required at the time of service
- Due to limited space, 4 clients are allowed in the facility at a time
- Distribution are based on inventory, FILO | First in Last Out System
- No substitution
- Out of service areas, allowed one visit - document required at the time of registration

Volunteering at Touch Gift Foundation

Join our dedicated group of volunteers who choose to serve others with respect and compassion. Each of us at the Food Pantry use our individual talents for common good of others, as well as the pantry. In return, we receive gratitude from other volunteers and clients, pride in the work we do and the tasks we accomplish, friends, knowledge, and empathy for others.

Volunteers are the backbone of Touch Gift Foundation, participating in every aspect of our operations.

Confidentiality

Volunteers are exposed to private information about Touch Gift Foundation clients and volunteers. To respect the dignity and privacy of all people affiliated with Touch Gift Foundation food pantry, clients, and volunteer information will be used for operational purposes only and should be kept confidential.

Volunteer Orientation

"Become the Solution" Training Session is for volunteers seeking to serve at TGF. This training session focuses on community and personal development, leadership skills, serving the community in excellence, team-building, and influential behavior.

Our objective is to build a team of super heroes, a network of alliances, and influential leaders that will help impact and build our communities from poverty to success!

Sessions are held every other month.

Yr19 Schedule: 4/27, 6/22 (2019 schedule is currently under review)

Volunteer Connect

GroupMe

To streamline communication, we have adopted the use of GroupME. GroupMe is an application that can be downloaded on your mobile devices. This channel of communication enables us to notify volunteers of all changes and/or updates made on a daily basis.

Volunteer Expectations

- To be given meaningful work to do
- To be offered appropriate training
- To receive supervision and support
- To get something out of the work for themselves
- To be treated fairly and not to experience discrimination
- To have safe working conditions
- To be informed about, and given the opportunity to play an active part in, the organization as a whole

Volunteer Responsibilities

As a volunteer, you have the responsibility to:

- Greet clients and most importantly SMILE
- Be the best version of yourself
- Be punctual for your volunteer duty or shift
- Be reliable and responsible
- Communicate any issues or concerns which are likely to affect your volunteer duties
- Do your duties as assigned and directed
- Accept guidance from the Volunteer Coordinator or Supervisor
- Be willing to learn and participate in orientation, training programs, and meetings
- Understand the role of the paid staff, maintain a smooth relationship with them and stay within

- Keep sensitive organizational information confidential
- Comply with the policies and procedures of the organization

Scheduling Time to Volunteer

How to sign up to volunteer | Calendar

<http://yourvolunteers.com/public?q279jneujy4g12w5m81vh2vl4zxtnnop>

Scheduling is a crucial element to the success of our organization. Making sure that we have adequate staffing during our operational hours to further assist the community.

Please make sure that you utilize our staffing portal provided above to schedule your volunteer times. We appreciate your continued support and service.

If you are unable to commit to your scheduled shift, please contact your team lead immediately.

Volunteer Opportunities

We would love to schedule you were your gifts can be utilized!

The following opportunities are available for the success of our pantry:

- Administration | Clerical
- Client Intake Specialist
- Client Management Specialist
- Driver
- Front Clerk Assistant
- Inventory Management Specialist
- Nutritionist
- Policy & Procedures
- Unload | Sort Specialist
- Special Events
- Social Worker

Volunteer Guidelines and Procedures

- All volunteers must SIGN IN & SIGN OUT each time that he/she is here to volunteer. Please also include your assigned task on the sign-in sheet.
- Volunteers should dress casually and wear comfortable, closedtoe shoes such as sneakers, work shoes, or boots. Volunteer work sometimes gets messy! During the warm months, all volunteers must wear sleeved shirts (no tank tops); no sandals/flip flops allowed.
- Please leave purses, jewelry and other valuables at home or locked in your car. Necklaces and long earrings pose a safety concern; please remove if necessary. Touch Gift Foundation will not be responsible for any missing personal belongings.
- No headphones or cell phones are to be used in the production area.
- No one under the influence of drugs and/or alcohol will be permitted to volunteer.
- Sexual harassment, violence, harassing behavior, or offensive speech will not be tolerated.
- Volunteers are responsible for cleaning up.
- Volunteers between the ages of 12 and 16 must be supervised by an adult at all times (unless special permission is granted). Children under the age of 12 are accepted only by special arrangement with the Volunteer Coordinator and must be supervised by an adult at all times.

Safety Policies & Procedures

- No running, smoking, eating or drinking in the warehouse or volunteer room.

- Horseplay, climbing on the equipment, machinery or pallets is prohibited and may result in dismissal. · All accidents and injuries must be reported immediately to the Volunteer Coordinator.
- Volunteers must wash their hands after handling food items and visiting the restroom and observe good housekeeping habits.
- Please report any safety hazards you see immediately to a staff member.
- Use proper lifting techniques: when lifting heavy objects, use your legs to push upwards, keep your back straight and your body balanced. Don't attempt to lift more than 50 lbs without assistance.
- Volunteers are NOT PERMITTED to use ANY electric equipment at any time.