



Food Pantry Volunteer Information

Counter Volunteer

- ❖ The Cape Ann Food Pantry is a full choice pantry. The counter volunteer offers clients a variety of perishable and nonperishable items and hands these items to the client to place in grocery bags.
- ❖ Our clients may receive a food order once every 7 days. If the database record indicates in has been less than 7 days, a manager should be consulted.
- ❖ A picture ID must be presented that includes the client's address. If the client does not have sufficient identification, a manager should be consulted.
- ❖ Following our distribution guidelines closely ensures that clients being served later in the day will have the same options available as those served in the morning.
- ❖ Do not make any changes to the client's household information in the database.
- ❖ Make sure to record the final weight of the carriage.

Stocking Shelves & Cleaning

- ❖ Upon arrival, take a minute to assess the shelves to determine what items are needed and inform the manager or staff member on duty.
- ❖ Generally, deliveries of produce, bread and deli items arrive throughout the day. After being received and weighed, they may be stocked in the food pantry.
- ❖ Canned and dry items are stored in the storage section. Manager's permission must be sought before retrieving any items.
- ❖ Dairy items are stored in our walk-in cooler. Manager's permission must be sought before retrieving any items.
- ❖ Frozen meats and other items are stored in the walk-in freezer. Manager's permission must be sought before retrieving any items.
- ❖ Please check food items for acceptable shelf life dates- up to 9 months after the expiration date.
- ❖ Open containers and cans missing labels are thrown away.

Food Pick-Ups

- ❖ Must have transportation and valid driver's license.
- ❖ Requires some lifting.
- ❖ Food is rescued from local supermarkets on a weekly basis.
- ❖ Pick-ups are scheduled by the Food Pantry manager and are usually the same date and time each week.

Contact Information

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