### 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 it 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
<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill Stevens</td>
<td><a href="mailto:bill@foodpantry.org">bill@foodpantry.org</a></td>
<td>978-283-6776 x203</td>
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</tbody>
</table>

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www.foodpantry.org

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