



New Volunteer Information

Welcome and thank you for your service and for choosing the Share Food Share Love Food Pantry! We know that there are many places where you can volunteer your time and we are honored and humbled that you have chosen us.

The Share Food Share Love Food Pantry is an agency of the Greater Chicago Food Policy and as a result, we closely adhere to the operating rules of the Depository.

We are committed to creating an atmosphere where our clients are first and foremost able to both receive much needed food and maintain their dignity. Many of our clients are going through a difficult time and we find that a smile can make their visit a more pleasant experience. As a result, we require our volunteers to treat our clients with respect throughout their visit.

It is not our desire to overload our volunteers with a lot of rules to follow, but we hope the information provided on this sheet will help make your experience a positive one.

We do not have any kind of dress code, but we suggest that you dress comfortably. The Pantry is located in the basement of a brick building so it can get chilly, so please dress accordingly. Coat hooks are available in the storage room.

For your first visit, please arrive 30 minutes before your scheduled shift. (We ask our returning volunteers to arrive at least 15 minutes early to assist us in preparing the Pantry to open.)

The Pantry is located in the Faith Lutheran Church building at 3801 Madison Avenue in Brookfield. We ask our volunteers to please park on the street and leave the parking spots behind the building for our clients. The food the clients select must be hauled out to their vehicles so we like to have them parked as close to the entrance as possible.

The Pantry has its own entrance at the back of the building facing the alley. It is a red door with a sign that has the Food Pantry logo (as seen on the top of this sheet) on it. Please enter through this door and proceed down the stairs. Follow the signs to lead you to the Volunteer Entrance which is at the bottom of the stairs to the right.

After entering through the Volunteer Entrance, you should proceed through the next door directly ahead of you into the storeroom. Next, print your name on the volunteer sign-in sheet on the cabinet to your right as you enter the storeroom. Then make a name tag with your first name on it. Volunteers are required to wear a name tag at all times for safety and security purposes.

Next, a Volunteer Coordinator will give you a brief tour of the Pantry and explain our operation. You will then be assigned a position in the Pantry area or you may be asked to assist in the Store Room.

When working in the Pantry, please familiarize yourself with the quantity of each item that a client can take from the area to which you have been assigned. While there are limits concerning how much of each item a client can take, we always err on the side of generosity.

The Share Food Share Love Food Pantry is an agency partner of the Greater Chicago Food Depository. The Pantry is operated as a "client choice" food pantry. "Client choice" is a designation that indicates that the clients who come to the Pantry for food assistance are permitted to choose the items that they receive. This is done to reduce waste by ensuring that clients only take items that they will use.

As clients enter the Pantry, they proceed to the registration desk and are assigned a number. Once the Pantry officially opens, clients are called by number to the registration desk where they are required to provide their name, address and one form of identification. Acceptable forms of identification include a driver's license, state-issued identification card, a utility bill or any other piece of mail that includes the client's name and address. If a client is homeless, proof of residency is not required.



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Once a client is registered, they can return to their seat in the waiting room until such time as their number is called and they are escorted into the Pantry itself. Once they enter the Pantry they are given a shopping cart. They are then instructed to make their way around the Pantry from station to station selecting the items they want according to the quantities listed on the signs and expressed by the Pantry Volunteer who is manning that station. Clients with larger families may be allowed to select larger quantities based on the number of individuals living at their address.

After they have made their way through all of the stations, they then proceed to the center island where they are allowed to select fresh produce in the amount specified by the Pantry Volunteer. Once they have selected all of their food items, Pantry Volunteers help them pack their items and carry them to their vehicle.

Anyone who comes to the Pantry is given food upon their first visit. In order to return to the Pantry, clients must live in one of the seven villages in our service area which includes Brookfield, Hodgkins, La Grange Park, Lyons, McCook, North Riverside and Riverside.

At the end of the shift, please help clean up and put items away as necessary

A link to a survey will be emailed to you. As well as an invitation to return and volunteer in the future.

Thank you again for choosing the Share Food Share Love Food Pantry and we hope your experience is a positive one!