



# Micah 6 Food Pantry Volunteer Guidelines

Revised March 21, 2020

THANK YOU FOR CHOOSING TO VOLUNTEER WITH THE MICAH 6 FOOD PANTRY! This ministry helps disadvantaged individuals and families meet their most basic need for food and sustenance, and this assistance would not be possible without the active participation of volunteers like you. The following Volunteer Guidelines are designed to help you know what is expected of volunteers who engage in this important ministry as we attempt to create an environment in which all of us – volunteers and shoppers alike – are treated with dignity and respect. If you have questions about any of the guidelines, please feel free to talk with the Pantry Manager on duty, the Volunteer Coordinator, or with the Director of Pantry Operations.

Micah 6 Food Pantry volunteers are expected to:

- Maintain a positive atmosphere of fellowship, understanding, dignity, respect, and hope.
- Refrain from proselytizing. Activities intended to “convert” or to impose one’s own beliefs on shoppers and/or other volunteers are strictly prohibited.
- Protect and ensure the confidentiality of all client application information collected.
- Work cooperatively with others and accept direction and supervision, as needed.
- Organize and perform work on his/her own initiative without straying off task.
- Show up for volunteer work on time, for service, and in a dependable manner.
- Communicate with shoppers, other volunteers, and Micah 6 staff in a pleasant manner.
- Call upon a supervisor immediately if and when a problem arises.
- Demonstrate respect for preserving the principles, philosophies, and integrity of this very special ecumenical, joint Micah 6 mission.

In addition:

- Food is distributed outside and the pantry is open rain or shine. Please bring an umbrella if rain is expected and wear clothing appropriate to the weather.
- If you are scheduled to work in the pantry and an unexpected conflict arises, it is very important that you contact your group coordinator as soon as possible. (If you are scheduled as an individual, please reply to your Volunteer Spot email reminder). This contact will allow time to find a replacement for you. If your conflict arises on the day you are to volunteer, please contact: Barry Smith at [pantry@micah6austin.org](mailto:pantry@micah6austin.org)
- Minors may participate as volunteers in the food pantry ONLY in accordance with the written “Policy Concerning Age Requirements.”
- Please wear appropriate, functional clothing & shoes when you are at the food pantry. (No short shorts, crop tops, halter tops, low-cut tops, T-shirts with inappropriate messages on them, low riding pants, etc.)
- For safety reasons, shoes MUST have CLOSED TOES - no flip-flops or open-toe sandals.
- The food pantry is inside the University Presbyterian Church building located at 2203 San Antonio St. Volunteers enter the building through the south entrance facing W. 22nd Street (just west of the alley, down a few stairs). If the door is locked, please knock.
- Parking is available in the University Co-op/UPC garage on San Antonio Street, just north of UPC. Leave the ticket in your car and ask the pantry manager for a parking pass.