



# Federation Food Pantry Guidelines and Instructions

The Federation Food Pantry is the only kosher food pantry serving Wake County clients and is currently located at the Federation offices (8210 Creedmoor Rd. Ste. 104, Raleigh). Kosher and kosher-style, non-perishable items, including Fresh Produce (for deliveries only), and non-food items are distributed to families and individuals who currently receive services from Jewish Family Services (JFS). Clients can pick up during food pantry pick up hours (Fridays between 12-4PM) or can request volunteer delivery of food pantry bags during the same hours. Before you begin volunteering, please read the below Federation Food Pantry Guidelines and Instructions:

## Upon Arrival:

- Volunteers must wear close-toed shoes. Breathable clothing is also recommended.
- Check the collection bin for any donations located just outside the entrance to the building.
- Check the indoor collection bin for any donations.
- Locate the Federation Food Pantry Guide where you'll find the updated client list and packing sheets.

## Food Pantry Step-By-Step Instructions:

1. **Remove "USE BY DATE" expired items from the Food Pantry** (these items can be placed in the designated re-donate bag and will be brought to another organization)
  - ✓ "Sell-By" & "Best-By" dates are OK within 3 months
2. **Check to see if there are any food donations in the hallway or in each designated JFS Food Pantry collection bin outside the front entrance and near in the lobby area.**
  - ✓ Weigh the donated items using the food pantry scale. Items *do not* need to be weighed separately.
  - ✓ Document accumulative weight and forward to the Volunteer Engagement Manager (VEM).
  - ✓ Check expiration dates and remove all expired items, shellfish, random ethnic foods, and pork products (place in designated area for The Food Bank). If expired over 1 year, throw in the trash.
3. **Do not stock the following items:** (remove these before rotating them into the pantry)
  - ✓ Dented, damaged containers
    - (reference the "Can I Use This Can?" flier located in the pantry)
  - ✓ Containers with no label or expiration date



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- ✓ Pork or Shellfish products (often found in spaghetti w/ meatballs, Jiffy, chowder soups, baked beans)
- ✓ Past the **USE BY DATE**. (“Sell By” & “Best By” dates are OK within 3 months)
- ✓ “When in doubt, throw it out!”.
- ✓ **Place ALL BULK ITEMS** (e.g. Family Size granola/snack bars, oatmeal packets) to the side for re-packaging (instructions to follow)

## **Rotating Stock into the Pantry: Follow the FIFO (First-In, First-Out) process when rotating items into the pantry.**

1. Shelf items according to location in the Pantry, following the **FIFO** guideline.
  - ✓ Kosher items on the ‘Kosher’ shelves
  - ✓ Non-Kosher items on the ‘non-Kosher’ shelves
  - ✓ Reference the Kosher Symbol Flier located in the Pantry.
  - ✓ Place unexpired baking/cooking items and condiments in the meal cabinet in the hallway.
2. Gather **BULK ITEMS** previously set aside for re-packaging
  - ✓ For Granola/Snack Bars- 6 per baggie
  - ✓ For Oatmeal packets- 6 per baggie
  - ✓ WRITE EXPIRATION DATE ON EACH BAGGIE using permanent marker
  - ✓ Place in appropriate green basket located in the Pantry.
3. **NOTE** what items are needed in the Food Pantry and forward to the VEM

## **Additional Information and Instructions:**

- When you are finished with the entire process, please make sure there is nothing on the floors, sweep them if needed, and remove any trash.
- Any large/bulk/excess, cooking, baking, cleaning products, drinks, etc. items can be stored in conference room.
- Paper products (paper towels, incontinence supplies, feminine hygiene products) are stored in the shed located on the back patio. The key to access this shed is hanging on the back door of the conference room.
- Toiletries & other healthcare items are stored in the white cabinet in the JFS hallway.

## **Bag Packing Instructions:**

- ✓ Check the hallway and white cabinet in the JFS lobby and note the client bags\*\* that are already made. **DO NOT** make more bags for these clients.



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\*\*If the date on the already made bag is more than 1 month ago, rotate items back into the pantry, following pantry stocking instructions.

- ✓ Prepare a number of handled double bags according to the number needed for that week. (you will receive an updated bag list upon arrival and may need to prepare 2 bags for each location depending on weight)
- ✓ Pack bags packing heavier items toward the bottom of the bags, split among both bags, according to standard, kosher, special requests, etc. as noted on the updated bag list.
- ✓ When you complete each client's food pantry bag, **write their initials on each bag.**
- ✓ Place all prepared bags in the hallway for distribution.
- ✓ For "Client P/U" bags write their initials and the pick-up date on each bag.
- ✓ Place "Client P/U" bags inside the white cabinet in the JFS lobby.



## Tips for packing bags:

### STANDARD/STANDARD ADD BAGS:

- Assemble sets of 2 double bags for each of the standard households on the list and line them up against the hallway.
  - **DO NOT** add initials until you are done.
  - Use like-sized bags so the handles don't break.



### Two Bags per household:

- USE NON-KOSHER ITEMS available FIRST!
- Pack assembly-line style.
- Pack organized (like the Tetris game) so the bags stay upright.
- Split heavier items between the two bags to even out the weight.





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- Make sure there are no 'additional items' needed that are heavier and need to be at the bottom. This will be noted by staff on the list.
- Lighter items pack last on near the top of each bag.
- **"Other, if available" items:**
  - ONLY add these at the end if available or requested. These are not normally included in a 'Standard' bag.
  - Please assemble additional double bag for heavier items and add initials.

## **KOSHER BAGS:**

- Assemble **sets of 2 double bags** for each of the KOSHER households on the list and line them up against the hallway.
  - Use like-sized bags so the handles don't break.
  - **Initial each set, add the letter 'K' circled.**
  - **Pack as you go down the list.**
  - All items on the list OK but must be Kosher unless there are omitted items and special requests noted.

## **SPECIAL/SPECIAL OMIT:**

- Assemble **sets of 2 double bags** for each of the number of SPECIAL households on the list and line them up against the hallway.
  - Use like-sized bags so the handles don't break.
  - **Initial each set and pack as you go down the list.**

## **Fresh Produce Bag Instructions & Packing Assembly Instructions:**

- 1) There may be donated reusable bags available. Please use those first (located in the white cabinet in the conference room).
- 2) If using plastic grocery bags, please double bag them.
- 3) Please prepare bags in order listed, assembly line style **based on what is available:**
  - Potatoes\*\*
  - Celery (1 stalk)
  - Carrots (1 bag baby carrots or 1 handful fresh)
  - Cucumbers/Zucchini (1 each)
  - Apples\*\*
  - Other fruit item received from Food Bank (if applicable)



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- Bananas (4 per household)

\*\*Estimate amount according to number of households receiving bags.

- 4) Attach client initial tags to each bag using the stapler (staple multiple times). These tags will be prepared in advance and will include the number of household members and any special instructions.
- 5) **“Client P/U” pantry DOES NOT include fresh produce. DO not prepare a Fresh Produce bag for clients who are picking up unless otherwise instructed.**

## EXTRA PRODUCE?

- Please give extra produce that WILL NOT survive until the next delivery date to households with 3 or more household members.
- Place surplus produce in the fridge for the next delivery date IF WILL SURVIVE UNTIL NEXT DATE.

## ‘Off Week’ Thursday/Friday Food Pantry Duties:

The Food Assistance Program delivers twice/month to community members in need. On the weeks that have no scheduled deliveries (AKA “Off Week”), volunteer support is still needed with rotating donations into the pantry, inventorying and organizing the pantry, and picking up Partner Agency Donations. See below for detailed instructions:

## Pantry Rotation and Inventory:

**(Scroll to the beginning of this document for pantry rotation instructions)**

1. **Inventory the Pantry:** (sheets located inside the Food Pantry Guide)
  - a. Write down the number of each food item listed in the Inventory sheet.
  - b. Once completed, forward the Inventory sheet to the Food Pantry Coordinator or other Federation/JFS professional.
2. **Sort paper bags by size/type:**
  - a. Med-Large sized paper bags with braided handles= Mitzvah Meals
  - b. Bags with no handles= Mitzvah Meals
  - c. Tall v. Short paper bags WITH handles= Food Pantry packing
  - d. Plastic bags= Bin for fresh produce and flowers bunching



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**Food Bank Partners Donation Pick-Ups:** Every Thursday, volunteers are needed to stop by the Lowes Foods off Strickland and Six Forks to pick up weekly donations and bring to the Federation Food Pantry. This is part of our growing partnership with The Food Bank of Central and Eastern North Carolina. See below for detailed instructions:



1. Enter Lowes Foods (9600 Strickland Rd, Raleigh), head to the Customer Service desk, locate management and let them know you are there to pick up donations as part of the Food Bank partnership.
2. Plan on 2-3 carts of food so larger vehicles, and an ability to lift 10+ lbs. is recommended.
3. Bring donations to the Federation Food Pantry at 8210 Creedmoor Rd. Ste. 104. Federation staff will be on-site at the office for drop off.
4. Weigh donated items *separately* from all other donations in the office.
5. Write down this data and share this with the Food Pantry Coordinator or other Federation professional.
6. Rotate items into the pantry following the pantry rotation guidelines above.

Questions? Contact the Federation Food Pantry Coordinator or other Federation professional.

**Want to host a Food Pantry Collection? Sign up to “Adopt the Pantry”!** We invite our community of groups and organizations to make an impact by ‘adopting’ one (1) or more month(s) throughout the year. This includes community groups, schools, clubs, and event participants, all of whom can contribute to this invaluable community asset. Once a partner commits, a Jewish Federation professional will reach out to coordinate the volunteer drop-off and pick-up of one-two medium-sized collection bins with signage (if applicable). Partners will receive recognition on the Federation's social media platforms and in our email communications, which will include links to their respective organizations or groups. Planning a Bar/Bat/B’nai Mitzvah or a small group event? We now have updated guidelines for smaller, single events to enable our community to ‘adopt the pantry’ and support the growing needs of our food insecure community. Contact the Federation Food Pantry Coordinator for more information.

Click [HERE](#) for the Food Pantry Wish List.