

# How to Run the Pet Food Pantry

Updated 10/9/20

## **Prep Day (Sunday) Tasks:**

- o At 8 am, Enrichment Lead lets the three volunteers into the community room.
- o Volunteers and staff must wear masks at all time and maintain social distance.
- o Volunteers sign in using the kiosk at both Chesterfield Square and East Valley. Sign in under 'Volunteer Special Event – Pet Food Pantry Prep'. If for some reason that assignment does not show up, just sign in as 'adoption & shelter support' at your home shelter.
- o Look at the appointment sheet for the next day.
- o Volunteers prep food for the appts.
- o Dry food: 1 gallon bag per small dog or cat, 2 per medium dog and 3 per large dog. Wet food: use your judgement based on our inventory, and also on whether the pet eats only wet food (in which case they should get more) You can be more generous if we have enough supplies.
- o Prioritize using the food and treats that are expiring soon.
- o Sort food by the hour – you'll want to prep carts with the 10 am, 11 am, 12 pm and 1 pm hours separately, so all the food is not sitting out in the elements all day.
- o Enrichment Lead copies the appointment pages for tomorrow and put them on clipboards
- o Fill some extra bags for walk-ups (who are helped after the appointments if there is time and enough food – if you have time, serve them in the moment. If not, you can ask them to come back between 1: 30 and 2)
- o Pull out the EZ up, a table, and anything else you need for the next morning.
- o Before leaving, volunteers sign out at the kiosk.
- o Please wipe down the phone at the end of the day.

## **Public Day (Monday) Tasks:**

- o At 9 am, Enrichment Lead lets the three volunteers into the community room.
- o Volunteers sign in at the kiosk. Sign in under 'Volunteer Special Event Pet Food Pantry Assisting the Public'
- o Volunteers have to wear masks, gloves and vests. Please be alert around vehicles!

- o Transport the tent, the table, and all the food for the first hour out to the distribution area.
- o To prevent food from getting condensation in the bags, only bring out one hour's supply at a time.
- o Put up signs directing traffic. I would suggest also putting the information sign next to the directing traffic sign in a couple spots, so people know how to make a future appointment.
- o Volunteers will change shifts at noon. First shift volunteers should not leave until the new shift arrives.
- o If there are walk-ups, they can be served. They are required to fill out the information form so we can track our clients. Please use the form provided to capture their basic info – name, zip code, # of dogs and cats, so you can keep track of what they received.
- o Members of the public should stay in their cars when they arrive and the food will be placed in their car for them.
- o If the appointment sheet says they need info about spay/neuter, microchipping or licensing, give them a flyer with their food. This is NOT an enforcement situation, so you don't need to enforce any laws – just give them the information they need. It does not affect their eligibility to get food for their pets.
- o Please take pictures of your volunteers in action. Members of the public agree when they make an appointment that their picture may be taken for our archival and promotional purposes, fyi.
- o After the last appointment, put everything away and make sure the volunteers sign out at the kiosk.
- o Please wipe down the phone at the end of the day.
- o **New task: enter the following information on a spreadsheet which will be shared with Enrichment Leads: # of appts, # of walk ups, # of no-shows, total # of pets served. This is info that will be presented at the next morning's commission meeting, so don't forget!**

Let us know how it goes!  
Share your ideas if you think of better practices!