

Volunteer Instruction

DMARC is a food pantry network providing food to 14 local pantries in Polk County.

DMARC-Ket is the first DMARC owned and operated food pantry. The DMARC-ket's grand opening happened in October of 2022. We know we live amongst food insecurities in our community, thank you for volunteering to help fight food insecurities! We want to make sure our pantry visitors feel safe and welcome in this area. Please be courteous to all, treat everyone with the same amount of respect and dignity you would want to receive.

DMARC intentionally designed this space to look and feel like a grocery store for choice free motivation. Visitors can shop independently with a volunteer's direction. Let pantry visitors choose their own items, please do not grab their items for them, take their service ticket, or push their cart for them. **We are mindful about respecting visitors time and space, please only allow 2-4 households in the pantry at a single time.**

DMARC- Ket provides 3 services – Anytime, Monthly, & Repeat.

Anytime is a daily service with rotating items. There are different items everyday depending on availability. Food from anytime comes through donations- can drives, food rescue, and community gardens. Anytime items can contain produce, bakery items, snacks, and meal helpers. We can never guarantee items in this category, as they are donated and not purchased.

Monthly is a 3-day food supply, per household member, providing healthy, shelf stable and culturally appropriate foods. Monthly always contains fresh produce, a frozen protein option, nonperishables and a personal care item. DMARC guarantees every food pantry in the network will receive the same access to all purchased foods- such as monthly items.

- Anytime- Blue items, will vary daily but they are always in the same location.
- **Monthly- Fresh food coolers (eggs, dairy, fresh fruit), frozen protein choice, and non-perishable items. 1lb of meat per person, each package equals one item.**
- Produce- bagged items with 2-4 of each item, depending on availability.
- Personal- One item per household member, will not exceed 5 items.

Repeat is a service we offer when a household has already utilized their monthly visit within the calendar month, and is need more food. Currently, this is a black plastic bag filled with non-perishables to sustain the household until their next monthly or daily services. One bag per-person.

Volunteers will help with the direction in the pantry, making sure visitors know what items they can get for their household in every category.

After you have counted, please ask the visitor if they would like help bagging or boxing their items. If they respond with a “no” please point them to the direction of bags and boxes. If they say “yes”, please make sure you ask if a box or bag will be easier for transportation, then proceed to help them.

Zone Duties

Zone A- Welcome pantry visitor, give them a cart for shopping, explain the anytime section.

Volunteer Instruction

Zone B- Help pantry visitors transition from anytime to monthly if they are receiving a monthly service. Start with letting them pick their produce. Take them to the cooler/ freezer section to explain their options, subtract those items from their monthly total and let them shop independently through the non-perishables.

Zone C- Help pantry visitor count items, help bag or box, help stock items/ face products

FAQ

What if there is a language barrier?

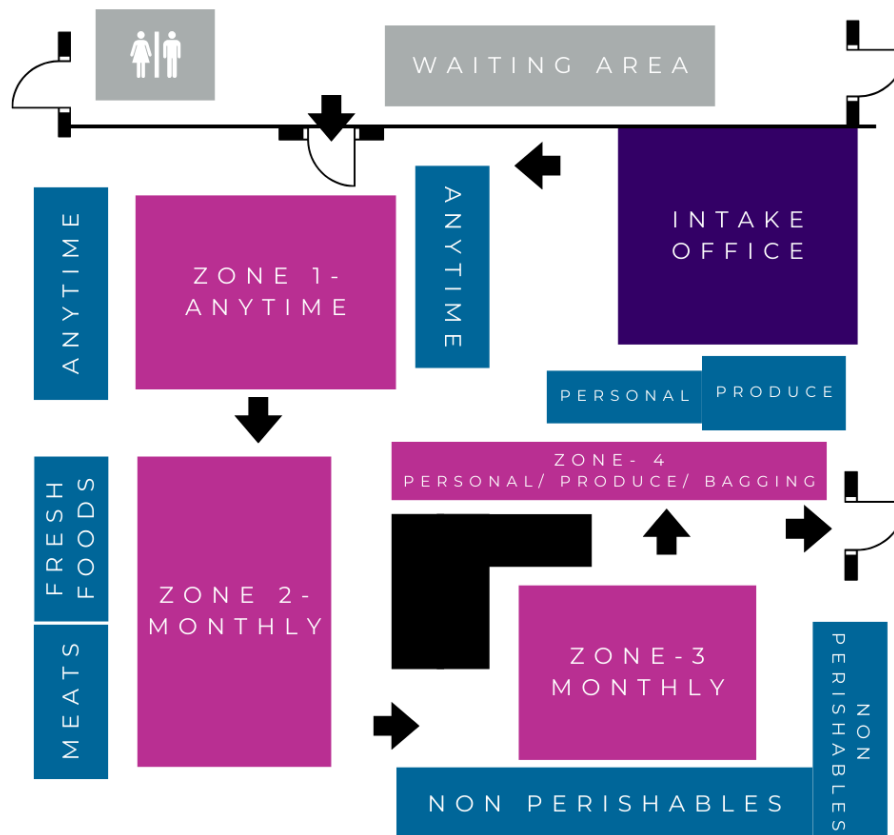
Do your best to communicate appropriately. If they do not understand English, talking louder and slowly will not help them understand English. Point to items, use google translate, or ask staff for assistance.

Do we have to help visitors out to their transportation?

Please do not help visitors out to their cars regularly. It is a safety concern to volunteers and staff. If you see a need and feel comfortable, you are free to trust your own judgement.

What do we do if there is an altercation in the pantry?

All volunteers need to exit the area immediately. Go out an exit door, go through the warehouse or go through to the volunteer break room.



**PANTRY
MAP**