



General Guidelines for Volunteers

Volunteer Organiser

Please respect the authority of the Volunteer Organiser. If you can't make your scheduled slot please let the Organiser know. Equally, if you're not supposed to be on duty, please don't come to the Larder.

Requests for More Vouchers

If a representative from one of the referring agencies comes in asking for a supply of vouchers you must advise this is not possible, unless there is someone on duty who knows how to print them off and is prepared to do so. NEVER give out blank vouchers. Otherwise ask them to send in a stamped addressed envelope (A5) so they can be posted out later.

The same applies to anyone who phones asking for more vouchers. We do not keep a supply of envelopes or stamps on the premises.

If you take a call from a new agency asking to be added to our list of referrers, please request they write in on letterhead explaining who they are and what they do AND enclosing a stamped addressed envelope.

Sainsbury's Delivery

If you see in the delivery from Sainsbury's please empty the red boxes as soon as possible so the driver can get on his way. If necessary, put everything on the table and transfer to the shelves once he has left.

Sainsbury's have very politely asked if the drop off time can be reduced if possible. The blue bread boxes are to be taken back by the driver.

Stacking shelves

Never stack tins directly onto tins, (except for tuna). This is inviting accidents. Always put a cardboard tray between layers.

Tin Openers/Toiletries/Toilet Rolls

Please don't ask clients if they need these items. It is a sad fact that many of our clients will take them, even if they don't need them - and then maybe sell on. Just give if you're asked.

Out of date tins

We have amended our policy and now give out tins up to 6 months past their BBE date. Anything older than this can be put out for clients to take - if they want them.

Choices

The list of food to give has a **C** beside which items you should be offering a choice on. There is no need to give a choice on every single item unless the client points out that they don't like a particular flavour.

Pies

The tinned pies, (Fray Bentos style) **is** the meat choice for two or more people, and not to be given in addition to meatballs, curry etc.

Doubts

If you have any doubts about a voucher please don't hesitate to phone the referrer to check its veracity. There is a list of phone numbers on the wall. If a voucher has been obviously altered it should be declined, unless you are worried the client may become 'difficult'. We can always take it up later - your safety is the priority.

Box for people with no cooking facilities

When unpacking donations, please keep an eye out for anything suitable for this box, eg cereal bars, breakfast biscuits, corned beef, Spam, peanut butter, Marmite, small cartons of milk, small tins or plastic pots of fruit and rice puddings - and anything else you can think of. Plastic jars of fruit with screw top lids are also useful particularly for people who are homeless and have to carry everything with them. If you've got any suggestions for suitable food, please let the Larder Coordinator know.

Empty boxes

If they're worth keeping, please flatten them. There's a knife in the sink drawer. Otherwise please flatten and then throw out. All the Branston potato boxes must be kept, they are just the right size and very strong.

Accident Book

If you have any sort of accident please enter it in the Accident Book which is in the white wall cabinet. Supervisors must report all accidents or potential accidents to the LCL Coordinator immediately and ensure all relevant parts of the Accident Book are completed.

Floor

Please feel free to vacuum the floor at any time. The broom attachment is in the corner by the hatches.

Front door

A problem with the new door is that as it has a Yale lock, you can easily lock yourself out, so be sure to fix the lock back as soon as you unlock. Don't forget to undo it when closing up. If you do get locked out there are spare keys at YMCA reception you can borrow. If you have already accessed these to gain entry in the first place, well you've got a problem.....!

Gates

In order to give our clients a measure of privacy we have recently started propping the gates in a nearly closed position. One gate can be closed and the other semi closed with sufficient room to get in but not enough to give passers by a clear view of people queuing or standing at the hatches.

