

VOLUNTEER HANDBOOK 2024



community - food - dignity



Vision

We envision a community where quality, nutritious food is available for all.

Mission

We offer dignity and empowerment by providing all members of our community with access to healthy food.

Values

Access without barriers

Dignity for all participants

Community safety and inclusion

Excellence in the nonprofit sector

Sustainability of resources

Commitment to Inclusion

MCHPP doesn't just accept the differences of our friends and neighbors, we celebrate them. We aim to remove barriers to healthful meals for all of our community members in need regardless of race, color, age, religion, sexual orientation or gender identity and to foster an environment of inclusion.

VOLUNTEER MISSION STATEMENT & AGREEMENT

Volunteer Mission Statement

As volunteers at MCHPP, we provide our neighbors in need with healthy food and foster an atmosphere of warmth, compassion, and respect for members of our community.

Volunteer Agreement

- Protect the confidentiality of the clients, volunteers, and staff you interact with.
- Protect the safety of yourself and others by following MCHPP policies and procedures, notifying a staff member of unsafe conditions, or if you become injured while working.
- Treat others with kindness and respect, and maintain a professional work environment.
- Perform your work to the best of your ability, including following through with scheduled shifts, completing tasks as assigned, and keeping MCHPP's mission statement at the heart of what you do.



WELCOME

FROM OUR EXECUTIVE DIRECTOR

Dear Volunteer,

Thank you for joining Mid Coast Hunger Prevention Program in our efforts to offer dignity empowerment to members of our community through access to free and nutritious food. We rely on hard-working and dedicated volunteers to accomplish this goal. With your help, we can continue to make healthy food accessible to our neighbors in need.

This Volunteer Handbook is intended to help you understand our agency and explain our policies, which are in place to ensure a safe, positive community for our volunteers, staff, and guests. Whether it's food preparation, cooking, or distribution, we continually look to employ industry-standard best practices while treating each other and our clients with respect and dignity. For many of our guests, the hardest part of asking for help is walking through the doors of MCHPP. Once they do, it is our responsibility to welcome them and treat them as we would like to be treated.

Welcome to the MCHPP team—together, we can make a difference in the lives of others in our community.

Hannah Chatalbash
Executive Director





TABLE OF CONTENTS

mchpp programs	6
mchpp general policies.....	8
guidelines for volunteers.....	10
food safety procedures.....	13
emergency and safety procedures.....	15
frequently asked questions.....	15
mchpp staff and roles.....	16
first day at mchpp.....	18





The Mid Coast Hunger Prevention Program (MCHPP) is a not-for-profit agency committed to reducing hunger in Mid Coast Maine by offering food assistance to individuals and families in need. Although there are many distinct programs within the agency, they all have one common thread: reducing hunger. The agency's success lies largely with its corps of volunteers who are committed to fulfilling our mission.

1 FOOD BANK

The Food Bank is where all of MCHPP's donations are delivered, processed, sorted, and redistributed to our various programs. Over 1 million pounds of food is donated from local supermarkets and farms each year. Volunteers pick up food from various partner locations, while others sort food product for quality.

Farm to Pantry: MCHPP purchases produce directly from local farms for distribution in various programs. Supporting both farmers and our community.

Pantry Partners: MCHPP acts as a distribution site to partner agencies throughout Mid Coast Maine. Pantries pick up food they will distribute to their clientele, expanding MCHPP's distribution area.

Merrymeeting Gleaners: Volunteers harvest surplus food from local farms and redistribute to individuals that require help accessing food by partnering with organizations, managing Sharing Tables that offer food in community spaces, and processing gleaned food for increased off-season availability.

2 SOUP KITCHEN

Since September 1983, the Soup Kitchen has served a hot, nutritious meal to all who come to MCHPP. Lunch is served Monday through Saturday.

Volunteers help to prepare and distribute meals.

3 COMMUNITY KITCHEN

Founded in 2022, the Community Kitchen supports an equitable, just, and sustainable food system by providing MCHPP and the community access to a certified commercial kitchen. It provides MCHPP with additional processing space, increasing our capacity to process excess produce and provide high-quality local food to our clients.

Volunteers in the Community Kitchen help to prepare and process foods for meals or as value-added product for our grocery programs.

4 SATELLITE PANTRIES

Satellite Pantries: Providing food for pantries at various low-income housing complexes where residents access food right at home. Residents have access to meat, dairy, produce, eggs, and non-perishable foods.

Satellite pantry volunteers transport, stock, and prepare food for the pantries.

School Pantries: MCHPP provides school-aged children with healthy snacks and weekend meals. Students can choose from the wide selection of nutritious foods to bring home for meals or eat as snacks throughout the week.

Volunteers pack food on Tuesday evenings and deliver food to the schools later in the week.

5 GROCERY DELIVERIES

Pantry to Pantry: This program delivers food to elderly or medically homebound, income-eligible families twice per month. Recipients can choose the items they'd like, and boxes are delivered to their homes.

Neighborhood Deliveries: At the start of the 2020 Pandemic, MCHPP began delivering groceries to low-income communities throughout Brunswick. The program was such a success MCHPP decided to expand it.

Volunteers pack boxes and deliver them to clients' homes.

6 FOOD PANTRY

Pantry: Opened in 1993, the Pantry has provided food to families ever since. We offer meat, produce, dairy, bread, and non-perishable items to clients during our pantry hours four days a week.

Volunteers collect client information and assist households in accessing food at MCHPP's grocery store style pantry.

OrderAhead: In 2021, MCHPP started to offer online grocery ordering for guests to pick up curbside, similar to services offered at grocery stores.

Volunteers pack the individual food orders and bring them out to guests' cars.

7 FOOD SECURITY COALITION

The Coalition provides technical assistance to food pantries in the region. The partnering organizations meet every month.

GENERAL POLICIES

The following policies in no way substantiate or imply a legal document. They are summaries related to key issues and are not meant to be all-inclusive or static. MCHPP will update them as needed and work hard to ensure that all policies are implemented fairly and consistently. Additional information about any of the policies can be requested from your Program Coordinator.

EQUAL OPPORTUNITY

MCHPP is an equal opportunity employer and does not discriminate based on race, color, sexual orientation, religion, sex, national origin, age, or mental or physical handicap.

CREATING A SAFE and WELCOMING SPACE

To encourage the comfortable and welcoming environment that MCHPP strives to maintain, we ask that volunteers refrain from discussing politics and religion while working.

CONFIDENTIALITY

A policy of MCHPP is to treat the identity, addresses, and personal circumstances of our clients and volunteers as confidential information protected from public disclosure.

Confidential information includes:

- Names of clients and volunteers.
- Personal information about clients and volunteers, including income, employment status, or stories about their circumstances.
- Documents that contain any of the above information.

Volunteers at MCHPP are required to:

- Refrain from discussing confidential information with friends, family, or other volunteers.
- Ensure that confidential information is not overheard when discussed with appropriate staff or volunteers.
- Refrain from approaching clients in public places, so they cannot be identified as an MCHPP client in front of other community members.
- Treat documents containing confidential information carefully, ensuring they are not left unattended or accessible by third parties.

THREATENING BEHAVIOR

This agency will not tolerate insulting, abusive, or foul language; or threatening behavior. Anyone who persists in such behavior will be asked to leave the property. If the person or people involved refuse to leave, we will call the police. Please report any concerns about behavior to a staff member.

HARASSMENT

MCHPP is committed to providing a positive volunteer experience, free of discrimination based on an individual's age, race, religion, national origin, color, disability, veteran status, marital status, sexual orientation, political affiliation, gender, or other legally protected characteristics. Please be mindful of any actions, words, jokes, or comments that could inadvertently offend. No volunteer should be subject to unsolicited or unwelcome conduct such as sexual or discriminatory harassment. Please report any concerns of this nature to your Program Coordinator or the Volunteer and Client Services Manager.



GENERAL POLICIES CONTINUED

WEAPONS

No weapons of any kind are allowed on MCHPP property.

DRUGS, ALCOHOL, AND TOBACCO

Tobacco use (smoking, chewing, electronic cigarettes, etc.) is not allowed in the MCHPP building or parking lot. If you need to smoke, make your way to Union Street. Ask permission from your supervisor before leaving for a smoke break.

- The possession, sale, transfer, or intoxication by drugs or alcohol by anyone in the agency facility or on its grounds is prohibited. If evidence is discovered of these actions taking place, you will be dismissed from the MCHPP volunteer program.
- Please refrain from discussing drugs, alcohol, and tobacco while volunteering. There are often children in the building, and that subject is not family-friendly.
- If you witnessed inappropriate behavior or were made uncomfortable by another person's comments, please let your supervisor know as soon as possible so they can address the offending behavior.

SOLICITATION AND POSTING OF NOTICES

Please submit flyers or brochures to the Volunteer Manager to be posted on MCHPP's bulletin boards or outer windows and doors. This is for community announcements, particularly those that could help our clients. Solicitation for funds or advertising for businesses is not allowed.

SPOKESPEOPLE FOR MCHPP

The Executive Director and the Chair of the Board of Directors are the official spokespersons for the agency.

We request that volunteers refrain from speaking to businesses, the media, or other organizations on MCHPP's behalf without clearing it with their Program Coordinator. If you have an idea for a potential partner or donor that MCHPP could reach out to, please let your Program Coordinator know, and we will be happy to follow up.

We encourage volunteers to talk about their experience with friends and family, hopefully motivating their loved ones to volunteer. You are the most effective volunteer recruitment tool because you are experts on the MCHPP volunteer experience! If you know someone that would like to volunteer, you can encourage them to email volunteer@mchpp.org or call 207-725-2716, ext. 305 for more information. Or tell them to apply at mchpp.org/volunteer.

in 2022...
more than 600
volunteers donated
over 31,000 hours to
MCHPP





GUIDELINES FOR VOLUNTEERS

MINIMUM AGE

Five to six years old. General guidelines are as follows but can vary depending on specific position descriptions and the risks associated with each task. Contact the Volunteer Manager for more information.

Younger than 9th Grade: Mature youth working directly with a guardian on approved tasks may be allowed to volunteer with prior approval. **These youth must be with their guardian at all times.** **Grade 9 and older:** No supervision required for the Food Bank or Food Pantry. However, volunteers under 18 years of age are not allowed to be alone with an unrelated adult, including riding in agency vehicles.

No one under the age of 16 is allowed to use a knife or box cutter. Additionally, due to the risks associated with working in the Soup Kitchen, kids under 16 must volunteer with adult supervision. It is not appropriate for anyone under the age of 10.

PROFESSIONAL BOUNDARIES

Although providing a meal to someone can be very personal, maintaining professional boundaries is important and ensures MCHPP serves people in the fairest way possible. Oftentimes, the people we serve are going through a lot and are eager to share personal details with volunteers. To maintain professional boundaries with clients, follow these policies and guidelines:

- Do not give or lend money or other possessions. Do not accept personal gifts from clients.
- **Never disclose information about other clients, volunteers, or staff.** If someone is looking for a specific volunteer or client, please refer them to a staff person.
- **Do not give rides to or accept rides from clients.**

Please inform your Program Coordinator or another staff member if you are ever made to feel uncomfortable, especially if someone (client, volunteer, or staff member) does the following:

- Asks you for something (money, a ride, etc.) on more than one occasion.
- Threatens to harm themselves or others.
- Implies that they know personal information about you that makes you feel unsafe (where you live, work, etc.).

INTERACTING WITH CLIENTS

As you can imagine, the people we serve are often confronted with many challenges. With financial pressures, health concerns, mental illness, and unemployment—being hungry is yet another hurdle to overcome. As a result of these struggles, individuals may give off a negative attitude while they are here. While we want every volunteer to feel safe and appreciated, we know that you will occasionally experience some opposition from clients. Here are some elements to keep in mind when dealing with this type of situation:

- You are making a difference in people's lives. Even if the person you are serving doesn't act appreciative, the work you do makes a direct and positive impact on alleviating people's hunger.
- Sometimes a client may seem pushy, but often they're simply taking the opportunity to make choices during a point in their lives when they don't often have very many options.
- For a variety of reasons, some clients suffer from debilitating emotional or mental health issues. Please understand that this might result in erratic behavior. You are not responsible for causing this behavior, and it is not your responsibility to change the behavior.

Staff members are always on hand to help volunteers through any difficult situation.

GUIDELINES FOR VOLUNTEERS

CONTINUED

PERSONAL APPEARANCE

Please follow these guidelines, which have been generated using food and workplace safety best practices:

Wear closed-toe shoes, shorts and skirts must pass the finger length test, no exposed armpits or midribs.

- Hair restraints are required in the Soup Kitchen because it is a food processing area (hats, scarves, hair nets, etc.)
- In any program, if your hair is longer than chin length, wear it up in a bun or ponytail, to keep it out of the way.
- Refrain from wearing perfume or cologne—many of our clients and volunteers are sensitive to such scents.
- Volunteers must wash hands immediately upon the start of their shift and frequently throughout their time volunteering

TELEPHONES

As mentioned previously, your focus while volunteering needs to be on helping people with their food insecurity, and cell phones can be distracting.

- Please refrain from using your cell phone in front of clients.
- Do not take pictures of clients or other volunteers to post on social media. Feel free to share our posts or put up pictures of food or other inanimate objects.
- You may play appropriate music quietly on your phone if cleared by your Program Coordinator.

If you need to use a landline phone to make a call, talk to an MCHPP staff member.

INCLEMENT WEATHER

Because hunger does not take a break when the weather is bad, MCHPP stays open in winter unless there are hazardous conditions, such as an ice storm. MCHPP will decide as early as possible and let volunteers know through email and phone calls about the agency's status.

If you feel unsafe coming in, you can call your Program Coordinator to cancel.

Always use your best judgment regardless of MCHPP's status.

REMEDIATION POLICY

To fulfill our mission at MCHPP, we need volunteers that will be reliable, respectful, and safe. If a volunteer has not followed MCHPP policies, the following steps may be taken to address the situation:

- The volunteer will meet with a staff member to discuss their concerns.
- If the situation is not resolved after a second conversation with a staff member, they will be given a verbal warning that outlines the potential consequences.
- If the volunteer continues not to follow MCHPP policies, the volunteer will be dismissed.

The following actions may result in immediate dismissal from MCHPP's Volunteer Program:

- Assaulting another person on MCHPP property.
- Theft of food or other items belonging to MCHPP or personal property of staff, clients, or other volunteers.
- Bringing a weapon onto MCHPP property.
- Coming to volunteer while impaired by drugs or alcohol.

CANCELING VOLUNTEER SHIFTS

Volunteers can cancel volunteer shifts at mchpp.volunteerhub.com up to 24 hours before the scheduled time.

After that window, please contact the Volunteer Manager or your program coordinator to cancel a shift.

We rely on our volunteers to show up as scheduled or let us know if they will be late, need to leave early, or must cancel their volunteer shift.

If you miss two shifts without notifying MCHPP staff, we will ask you to stop volunteering.

GUIDELINES FOR VOLUNTEERS

CONTINUED

WHISTLEBLOWERS

Any volunteer will be protected from discrimination and retaliation if the volunteer reports to a staff member any good faith concern regarding:

- Policies, procedures, or conditions that could violate any federal, state, or local law, rules, or regulation.
- Risks to the health or safety of that volunteer or any other individual.
- Their volunteer experience and the interpersonal, emotional, and mental concerns related to it.

MCHPP will promptly investigate each complaint to determine its merits and the appropriate action to be taken. To receive the protections under the Maine Whistleblowers' Protection Act, the volunteer who has reported a violation, or unsafe condition or practice, to a public body must first bring the alleged violation to the attention of the Executive Director or the Chair of the Board and must allow Mid Coast Hunger Prevention Program a reasonable opportunity to correct that violation unless the volunteer has specific reasons to believe that a report to Mid Coast Hunger Prevention Program will not result in a prompt correction of the violation, condition or practice.

If you feel that you need to report a complaint, please go to the front office to obtain an addressed envelope so you can send information to the Chair of the Board confidentially.

VOLUNTEER USE AND CONSUMPTION OF AGENCY FOOD AND GOODS

MCHPP's goal is to provide community members with access to healthy food. Rescued, gleaned, donated, and purchased food is repurposed and redistributed through our various programs. We strive to maximize the amount of product that can be given to program participants. However, at the end of the day, we sometimes have excess food and leftover meals. At that time, volunteers can eat and take home food for personal consumption, but this may never come at the expense of our programs' success. To ensure we prioritize programs, volunteers must follow these guidelines regarding agency food:

- Volunteers can take abundant produce but only when offered by a staff member.
- Volunteers can take excess food designated for the livestock farmers or compost bins.
- Volunteers can take food that MCHPP cannot distribute due to past expiration dates, open or dented packaging, or high sugar content foods like candy or soda. Decisions about acceptable foods to distribute are made by the Food Bank team and these items must be offered to volunteers by staff.
 - Many of these food items have been deemed unfit for MCHPP's participants by the Food Bank following guidelines from Good Shepherd Food Bank, Feeding America, and the USDA. Individuals consuming this food do so at their own risk.
- Volunteers can take food placed by staff in the designated volunteer areas at the Food Access Center and Warehouse.

Soup kitchen meals may be taken by staff after 12:15 pm weekdays and 1:15 pm on Saturdays, to ensure there is enough for guests.

Purchased food items (including Farm to Pantry produce) as well as any dairy, eggs, meat products, name-brand dry goods, household items, and personal hygiene products are **ALWAYS off-limits** to volunteers because they are costly and very valuable items for our participants.

If a volunteer feels that they or a family member or friend could personally benefit from our food services, they should speak with any MCHPP staff person about grocery assistance and options.

HAND WASHING

Clean hands are our agency’s best defense against illness. Health experts widely recognize proper handwashing techniques as the best way to prevent the spread of germs. Hand sanitizer cannot be used as a substitute for proper handwashing.

How to Wash Your Hands:

1. Wet your hands and arms. Use running water as hot as you can comfortably stand.
2. Apply enough soap to build up a good lather.
3. Scrub your hands and arms vigorously for 10 to 15 seconds. Clean under fingernails and between fingers.
4. Rinse your hands and arms thoroughly. Use running warm water.
5. Dry your arms and hands. Use a single-use paper towel and use the towel to turn off the faucet.

When to Wash Your Hands:

- At the beginning of your shift and again before you handle food, if your hands have touched anything that might contaminate them.
- Before handling clean dishes and silverware. This includes putting away dishes after they are washed in the dishwasher.
- Before putting on gloves.
- After touching your face or hair, after eating, or taking a break.

DISPOSABLE GLOVES

Disposable gloves are another line of defense against germs and are meant to be worn to protect ready-to-eat food. Change gloves frequently and between tasks. Change gloves after wiping your nose, touching your hair, or other contact with germs. If you need to sneeze, do it on the inside of your elbow. **Do not blow into gloves before putting them on, and they are single-use, so do not wash and reuse them.**

You can wear gloves any time you wish, but gloves must wear them for the following activities:

- While preparing food or sorting anything that will be served directly after handling (not washed or cooked again), this includes salads, fresh fruits or vegetables, and sandwiches.
- Any time in the Food Bank.
- While serving food

HAIR RESTRAINTS

Needless to say, keeping hair out of food is vital, which is why hair restraints are required in several areas.

- You should wear a clean hat or other hair restraint (kerchief, scarf, or hairnet) in the Soup Kitchen. Even if your hair is short, you still need to wear one, unless you have no hair on the top of your head.
- Long hair needs to be pulled back if wearing a hat.
- Hair restraints are optional in all programs except the Soup Kitchen. However, hair longer than shoulder length should be pulled back.

FOOD SAFETY PROCEDURES

When it comes to food safety, it's impossible to be perfect. However, the more we're aware of safe practices, the closer we'll come. We want to provide the safest possible environment for our clients.

Furthermore, safe practices can potentially help reduce our liability if someone gets ill after eating here—an inherent risk for any eating establishment. Our Board of Directors and our insurance provider insist that we do all we can in this regard. Good Shepherd Food Bank also requires all their partner agencies to follow these guidelines.



FOOD SAFETY PROCEDURES

CONTINUED

APRONS

- Aprons are required in all food prep areas.
- Aprons should be removed when leaving prep areas. This includes going to the restroom and taking out the garbage.
- Place all aprons in your program's laundry bin at the end of your shift. Aprons are not to be used more than once between washings.

Regulations prohibit us from eating, drinking from an uncovered container, or chewing gum when:

- Preparing or serving food.
- Working in prep areas when food is present.
- Working in food handling and storage areas except in a designated location as determined by MCHPP staff.
- Working in areas used to clean dishes, pots, and silverware.
- Beverages do not need to have a lid in the Food Pantry, but please make sure you are only drinking or eating by the stainless steel cabinets.

CLEANING AND SANITIZING WORKSTATIONS

Readying surfaces for food preparation is also very important for food safety. There are two steps to follow before and after preparing food: cleaning and sanitizing. Cleaning is meant to remove particles and debris from the surface, using soap to release the particles and water to wash them away. Sanitizing involves killing bacteria and other microorganisms. All surfaces need to be cleaned, but only those coming in contact with food need to be sanitized.

When to sanitize:

- Before and after use, including at the start of each day
- When changing to a new food item (this avoids potential allergens and pathogens from being transferred to a new product).
- After four hours, if the area is in continuous use.

How to clean and sanitize a surface:

- Remove particles and debris by scraping or wiping with a wet paper towel.
- Wash with warm soapy water and a wiping cloth. Either use a green bucket or a spray bottle filled with warm, pre-mixed dish detergent (the dispenser is above the three-bin sink in the kitchen).
- Put clean water in a white bucket or spray bottle and rinse the surface with a wiping cloth.
- Sanitize the surface sanitizing solution, which is also above the three-bin sink in the kitchen. Use a red bucket or a spray bottle.
- Allow the surface to air-dry.

FOOD SORTING AND STORAGE

- All items must be date-checked, and volunteers must discard any food outside of the acceptable date range.
- Discard cans that are bulging, have rust, or other issues making them potentially unsafe.
- Food must be stored at least six inches above the ground and away from the wall.

All volunteers will receive training specific to the needs and policies of their programs.

EMERGENCY & SAFETY PROCEDURES

EMERGENCY AND SAFETY PROCEDURES

- In the event of a fire or other emergency, please exit through the door nearest you. Fire alarm levers are located next to every door that exits the building. Walk towards Union Street.
- CPR Instructions, first aid, and emergency eyewash kits are located in the Food Bank, Food Pantry, and Kitchen.
- MCHPP also keeps Material Safety Data Sheets (MSDS) for all chemical cleaners used. Ask your Program Coordinator if you need to see this information.

INJURY REPORTING

- A safe workplace and procedures are the mutual responsibility of MCHPP, its staff, and volunteers. Volunteers can obtain Incident Reports and Material Safety Data Sheets (information on the safety and contents of chemical solutions) from your Program Coordinator.

MCHPP Volunteers are required to:

- Report unsafe conditions to your Program Coordinator or another staff person.
- Take precautions to maintain a safe work environment, including wearing closed-toed shoes and placing wet floor signs where needed.
- Issue an Incident Report for any injury sustained while volunteering, no matter how minor the injury—even if no immediate medical attention is required.

Workers' Compensation only covers MCHPP paid staff.

FREQUENTLY ASKED QUESTIONS

Where does the food come from? Just about everywhere! We are fortunate enough to have generous community members donate food and additional monetary funding to purchase additional necessities. We pick up food from various food vendors, farms, farmers' markets, Bowdoin, and more. We also obtain a large portion of our food from Good Shepherd Food Bank, since we are a partner agency.

Food Drives are a great way to involve community members in MCHPP's mission and directly impact the people we serve. If you are interested in hosting a food drive for MCHPP, please talk to your Program Coordinator.

What if I am a volunteer who needs more food? Our Food Pantry is open to anyone who needs food, and we have no income requirement. If you volunteer at MCHPP and feel you could benefit from access to our Food Pantry, please talk to a staff person. We want to make sure everyone, including those who donate their time, has all the food they need.

Where do I go if I'd like to donate to MCHPP? Thank you so much! Food donations can be brought to the Food Bank to be weighed on the scale in the rear of the building. Bring monetary contributions to the front office during business hours. Receipts can be made for either donation; just let the person taking your donation know that you need one.

How do I find out about employment opportunities at MCHPP? We post all job opportunities on the Maine Association of Nonprofits website or at mchpp.org/work-with-us

ADMINISTRATIVE STAFF

MEET THE PEOPLE WHO OVERSEE MCHPP'S DEVELOPMENT, FINANCES, OPERATIONS, AND MORE!



HANNAH
EXECUTIVE DIRECTOR



REBECCA
DIRECTOR OF FINANCE AND
ADMINISTRATION



JOAN
ADMINISTRATIVE
COORDINATOR



BRADY
OPERATIONS
DIRECTOR

Development Team



ALYSSA
DEVELOPMENT
DIRECTOR



RYAN
GRANTS MANAGER



RENA
EVENTS & ENGAGEMENT
COORDINATOR



KENYON
COMMUNICATIONS
COORDINATOR

PROGRAM TEAM

THESE FOLKS ENSURE OUR FOOD PROGRAMS RUN SMOOTHLY AND VOLUNTEERS INTERACT WITH THEM MOST



EDEN
COMMUNITY OUTREACH
& **VOLUNTEER MANAGER**



HEATHER
PROGRAM DIRECTOR



BRIE
COMMUNITY KITCHEN
COORDINATOR

Client Services Team



DEVYN
FOOD PANTRY MANAGER



JENN
SOUP KITCHEN
COORDINATOR



CAROLINE
SATELLITE PANTRIES
MANAGER



LADDY
GROCERY DELIVERY
COORDINATOR

Food Bank Team



JESS
FOOD BANK
COORDINATOR



DAVID
MERRYMEETING GLEANERS
COORDINATOR



ANDREW
WAREHOUSE & INVENTORY
COORDINATOR

FIRST DAY

PREPARING FOR YOUR FIRST DAY & WHAT TO EXPECT

We have two main locations in Brunswick, **volunteers should pay close attention when they schedule shifts to ensure they go to the correct location.**

- **12 Tenney Way our Food Access Center.** The volunteer entrance is in the back of our main building, under the red awning. You can park in our parking lot, but sometimes space is limited. If you're able to walk from a couple of blocks away, please park offsite at some of Brunswick's free public lots nearby.
- **179 Neptune Dr. our Warehouse & Administrative Facility.** Follow arrows to the building entrance, when facing the building it's around the right in the back. Street parking is available as well as lots across the street and to the right of the building. Please leave the driveway accessible for agency vehicles as well as pick ups and drop offs.

Please follow the guidelines below when you volunteer. Our goal with these rules is not to single out one type of person or style of dress but to make MCHPP as safe and professional as possible.

What to wear:

- A hat or other type of hair covering (or you can wear one of our hairnets) is required in the Kitchen.
- Comfortable, **closed-toe shoes**
- If you wear shorts, they need to be at least fingertip length, and all shirts must cover your shoulders with **no exposed armpits or midriiffs!**

Other Guidelines:

To make our campus as healthy & welcoming as possible while you're here, please do not:

- Wear perfume or cologne
- Discuss politics or religion
- Carry weapons
- Smoke

For the safety of yourself and others, do not come to volunteer if you feel sick.

When you arrive, you'll likely meet the Program Coordinator for the department you're volunteering in. That staff member can work with you on your schedule in the future and can answer any questions you have about the work you're doing. Since MCHPP relies so heavily on volunteers, if you are running late or can't make it to a shift, contact your Program Coordinator as soon as possible.

You can contact Program Staff at their extensions after dialing **(207) 725-2716**.

- Food Bank & Retail Pickups: Jess at x310 or jsaunders@mchpp.org
- Food Pantry and OrderAhead: Devyn at x311 or dsantora@mchpp.org
- Merrymeeting Gleaners: David at x313 dbaecher@mchpp.org
- Satellite Pantries: Caroline at x312 or cdaigle@mchpp.org
- Soup Kitchen: Jenn at x304 or jgoldstein@mchpp.org
- Community Kitchen: Brie at x316 or bnicolaou@mchpp.org
- Grocery Deliveries & School Pantry: Laddy at x314 or ldelucalowell@mchpp.org

Not sure, or volunteering at a special event? Contact our Volunteer Manager, Eden, at x307 or emartin@mchpp.org.

If you want to reach any of our other staff, you can find their contact information on our website: mchpp.org