



Volunteering At



**FCCMP**

The Franklin County  
Community Meals Program

[fccmp.org](http://fccmp.org)   

2023



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## **FCCMP Overview**

## Mission Statement

The mission of the Franklin County Community Meals Program (FCCMP) is to work in partnership with the community to alleviate hunger.

## History

In **March 1984**, a group of dedicated citizens within the Social Justice group at All Souls Unitarian Church set forth to start a program that would provide free meals and the opportunity for social connection to their neighbors in need within Franklin County. The idea included the use of community facilities, namely church kitchens and dining halls, and partnerships with religious and social organizations to provide and serve sit-down community meals focused on nourishment and fellowship. The first community meal was served in Greenfield in **July 1984**, establishing the Greenfield Community Meal site. In **February 1989**, the founders filed for official 501(c)(3) non-profit status under the name Franklin County Community Meals Program, Inc (FCCMP). The next programs established were the Turners Falls Community Meal site and the Orange Community Meal site. In the fall of **2021**, the Northfield Community Meal site began serving monthly meals as the newest program of FCCMP in partnership with the Trinitarian Congregational Church of Northfield. Each year, FCCMP provides over 25,000 free meals to its neighbors through its free community meal sites across the region.

In **1995**, FCCMP opened the Orange Food Pantry in downtown Orange to provide food and household supplies monthly to area residents with emergency needs. Currently, food pantry patrons may visit the pantry weekly for a partial choice shopping experience which includes fresh and non-perishable foods, toiletries, diapers and other household staples. At the Orange Food Pantry, FCCMP distributes over 250,000 pounds of food to over 900 households annually. FCCMP has worked to improve dignity and access across its programs. At the pantry, FCCMP has worked to increase offerings of fresh produce, dairy, meat and baked goods. Community Foundation grants and donor support helped us purchase new refrigeration, including display merchandiser's that help cultivate a free grocery store-like experience.

In **June 2016**, the Orange Pantry Outreach Program was established with the goal of increasing access. This began with monthly deliveries to the Winslow Apartments in Greenfield. Since COVID it has expanded to include a delivery program to pantry patrons' homes, a weekly distribution at the Redbrook Village in Orange, and pop-up pantry tables at the Greenfield and Orange Community Meal sites.

The Greenfield Community College (GCC) Food Pantry was established in **2011** as a partnership between FCCMP and GCC with the goal of providing monthly food and household supplies to GCC students and staff with emergency needs. This program continues today, distributing 9,000+ pounds of food to over 300 individuals. This pantry is staffed by GCC employees and volunteers.

In **2018**, a partnership between the Food Bank of WMA, the Montague Council on Aging and FCCMP was formed to establish a Mobile Food Bank in Turners Falls. This program currently operates as a monthly distribution on the third Wednesday of every month in the Senior Center parking lot in Turners Falls. Each month, the Turners Falls Mobile Food Bank distributes 2,500+ pounds to an average of 200 individuals.

The model was always and continues to be focused on building community. To this day the mantra of the organization is *Neighbors Feeding Neighbors*. Everything that FCCMP is able to accomplish, every mouth fed and resource provided is thanks to an immense network of support. **The “Community Meals Program” truly works in partnership with the community to alleviate hunger.**

## FCCMP Values

Our agency values the inherent dignity and worth of each person while building a community which is inclusive, formed in mutual respect and one that works together to address food insecurity. By uplifting and strengthening one another, we dismantle barriers to food resources. We expect that all individuals, groups, volunteers, staff, or board members practice these values when representing our organization.

## FCCMP Code of Conduct

1. **Bring dignity into each interaction.** We encourage all communication to respect and uphold each person’s dignity. We do not shame, judge, or discriminate against anyone. Rather, we approach each interaction with an open mind and a caring heart.
2. **Be inclusive.** We work with and serve a diverse population. We do not turn away any volunteer, staff member, patron, donor, or partner based on (but not limited to): family structure, age, race, financial or political background, religious beliefs, gender identity, sexual orientation, or disability.
3. **Be an advocate.** We seize opportunities to learn and educate others about food insecurity and the obstacles that community members need to overcome in order to achieve food security. We inform and utilize resources about nutrition, food access, food-shaming, etc.
4. **Bridge the gap.** While we work to erase the stigma associated with seeking food assistance, we work to dismantle barriers and increase connection. We do not shame or judge others’ food choices, and instead foster a food positive environment in which we increase accessibility and dignity of choice.
5. **Build community.** We forge strong interpersonal connections based on mutual understanding of dignity and respect. We engage in relationships that promote creativity, growth, friendship, team building, and a stronger infrastructure. By building community, we work together to create food security for our community.

## Organizational Chart

# Franklin County Community Meals Program

## Executive Committee

<b>Fardeen Chowdhury</b> President	<b>Amy Battisti</b> Vice President	<b>Caryl Connor</b> Treasurer	<b>Pam Gilmore</b> Secretary
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## Board of Directors

<b>Sarah Adam</b> Greenfield	<b>Marlynn Clayton</b> Greenfield	<b>Susan Coan</b> Leyden	<b>Jay Levine</b> Holyoke
<b>Lacey Arnold</b> Hatfield	<b>Susan Shea</b> Shelburne Falls	<b>Barbara Zanca</b> Orange	<b>Kurt Pearson</b> Erving

## Executive Director

<b>Rachel Berggren</b>
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## Staff

<b>Tammy Robinson</b> Greenfield Meal Co-Site Coordinator	<b>Lynn Parker</b> Greenfield Meal Co-Site Coordinator	<b>Amy Connelly</b> Turners Falls Meal Site Coordinator	<b>Laurie MacDonald</b> Orange Meal Site Coordinator	<b>Lisa Dewitt</b> Northfield Meal Site Coordinator	<b>Evan Manning</b> Orange Food Pantry Coordinator	<b>Melanie Highlander</b> Program Coordinator
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**Volunteers- Our Foundation!**

## Volunteer Impact at FCCMP



Volunteers are the foundation of what makes up FCCMP. All of our programs operate as a result of the tremendous network of 100s of volunteers holding us up. Our volunteers help us to provide for the needs of our neighbors in a variety of ways, from food pickups, to preparing meals, to administrative and project based support. We could not do what we do without our community!

Each week, volunteers assist us in stocking our pantry shelves, refrigerators and freezers and distributing bags and boxes of fresh vegetables, fresh fruit, and pantry staples at our two food pantries. More than 50 volunteer groups take turns preparing and serving meals to our guests at all four of our community meal sites. Regardless of if a group serves once a month or once a year, we are truly grateful for the part that they play. Our Turners Falls Mobile Food Bank operates thanks to the coordination and support of dozens of volunteers. Volunteers provide delivery to patrons of our Orange Food Pantry, Orange Pantry Outreach Program and Orange Community Meal. The list goes on. We are grateful and excited to continue to provide opportunities for people to be a part of lifting up their community and supporting their neighbors in a meaningful way.

## Volunteer Basics

**Volunteer Roles & Positions** - *All roles are recurring on a weekly basis*

## Greenfield Community Meal Site - Tuesday & Wednesday

- Second Congregational Church, 16 Court Square, Greenfield, MA 01301
- Distributing hot meals, to-go on the side driveway
- Providing Orange Pantry Pop-Up Table on Tuesday nights during meal service
- Meal service on Tuesday and Wednesday from 4:45 pm – 5:45pm

<p><b>Lead Volunteer</b></p> <p><b>Time Commitment: 5-6 hours</b></p>	<ul style="list-style-type: none"> <li>-Plans Menu</li> <li>-Contact Volunteer Coordinator for Food Bank Shopping List (if needed)</li> <li>-Emails Food Bank order to Volunteer Coordinator</li> <li>-Purchases supplemental meal items</li> <li>-Leads other kitchen volunteers during prep; delegates tasks</li> <li>-Follows Food Safety guidelines (hair covered, mask, gloves, washes hands between glove changing) - <i>refer to p. 12</i></li> <li>-Communicates updates and needs to the Site Coordinator prior to meal service</li> </ul>
<p><b>Kitchen Prep</b></p> <p><b>Time Commitment: 3-4 hours</b></p>	<ul style="list-style-type: none"> <li>-Arrives at meal site prior to meal service for kitchen preparations</li> <li>-Communicates with Lead to accomplish food prep</li> <li>-Follows Food Safety guidelines (hair covered, mask, gloves, washes hands between glove changing) - <i>refer to p. 12</i></li> </ul>
<p><b>Meal Packer</b></p> <p><b>Time Commitment: 2 hours</b></p>	<ul style="list-style-type: none"> <li>-Sets up folding tables with open containers</li> <li>-Packages food portions into containers</li> <li>-Bags boxed food for distribution</li> <li>-Sanitizes tables</li> <li>-Breaks down tables and sweep/mop floors</li> <li>-Follows Food Safety guidelines (hair covered, mask, gloves, washes hands between glove changing) - <i>refer to p. 12</i></li> </ul>
<p><b>Orange Pantry Pop-Up Table</b></p> <p><b>Time Commitment: 2 hours</b></p>	<ul style="list-style-type: none"> <li>-Sets up folding tables outside of church &amp; pop up tent in inclement weather</li> <li>-Stocks tables with dry goods and cold items</li> <li>-Interacts with patrons; intaking household information and bagging items</li> <li>-Keeps table stocked throughout service</li> </ul>

	<ul style="list-style-type: none"> <li>-Consolidates remaining food items and ensures proper storage</li> <li>-Breaks down tables (and tent if needed)</li> <li>-Ensures Program Associate receives collected statistics before leaving site</li> </ul>
<b>Runner</b> <b>Time Commitment: 1.5 - 2 hours</b>	Assists Site Coordinator with distribution of meals
<b>Donor Pickup (Day may vary)</b> <b>Time Commitment: 1 hour</b>	<ul style="list-style-type: none"> <li>-Coordinates drop off time with Site Coordinator</li> <li>-Picks up donation from local agency or business and transports to meal site</li> <li>-Stores food in designated areas</li> <li>-Returns crates to donor (if applicable)</li> </ul>
<b>Food Bank Delivery</b> <b>Time Commitment: 1-1.5 hours</b>	<ul style="list-style-type: none"> <li>-Operates FCCMP van</li> <li>-Picks up order from Food Bank and transports to community meal site</li> <li>-Responsible for tracking mileage and communicating with Program Associate</li> </ul>

### Northfield Community Meal Site - Thursday

- Trinitarian Congregational Church, 147 Main St. Northfield, MA
- Distributing hot meals, to-go on the side of the church
- Meal service on 4th Thursday of each month from 5:00pm-6:00pm

<b>Lead Volunteer</b> <b>Time Commitment: 5-6 hours</b>	<ul style="list-style-type: none"> <li>-Plans Menu</li> <li>-Purchases supplemental meal items</li> <li>-Leads other kitchen volunteers during prep; delegates tasks</li> <li>-Follows Food Safety guidelines (hair covered, mask, gloves, washes hands between glove changing) - <i>refer to p. 12</i></li> <li>-Communicates all needs and updates to the Site Coordinator before meal service</li> </ul>
<b>Kitchen Prep</b> <b>Time Commitment: 3-4 hours</b>	<ul style="list-style-type: none"> <li>-Arrives at meal site prior to meal service for kitchen preparations</li> <li>-Communicates with Lead to accomplish food prep</li> <li>-Follows Food Safety guidelines (hair</li> </ul>

	covered, mask, gloves, washes hands between glove changing) - <i>refer to p. 12</i>
<b>Meal Packer</b> <b>Time Commitment: 2 hours</b>	-Sets up folding tables with open containers -Packages food portions into containers -Bags boxed food for distribution -Sanitizes tables -Breaks down tables and sweep/mop floors -Follows Food Safety guidelines (hair covered, mask, gloves, washes hands between glove changing) - <i>refer to p. 12</i>

### Orange Community Meal Site - Thursday

- Orange United Methodist Church, 104 S Main St, Orange, MA 01364
- Distributing hot meals, to-go on the side of the church
- Providing Orange Pantry Pop-Up Table during meal service
- Meal Service on Thursdays from 5 pm - 5:30 pm

<b>Orange Delivery Driver</b> <b>Time Commitment: 1 hr</b>	Picks up meals from meal site & delivers to households
<b>Athol Delivery Driver</b> <b>Time Commitment: 1 hr</b>	Picks up meals from meal site & delivers to households

## Turners Falls Community Meal Site - Monday

- Our Lady of Peace Church, 90 7th St, Turners Falls, MA 01376
- Distributing hot meals, to-go from the sidewalk in front of the church
- Meal Service on Mondays from 4pm - 6pm

<b>Lead Kitchen Volunteers</b> <b>Time Commitment: 2 - 3 hours</b>	-Works with Site Coordinator in menu planning and purchasing ingredients -Leads other kitchen volunteers during prep; delegates tasks -Follows Food Safety guidelines (hair covered, mask, gloves, washes hands between glove changing) - <i>refer to p. 12</i> -Communicates all needs and updates to the Site Coordinator before meal service
<b>Dishwasher</b> <b>Time Commitment: 2 hours</b>	Washes facility's dishes during meal service
<b>Kitchen Prep</b> <b>Time Commitment: 3 hours</b>	Prepares meal planned by Site Coordinator or Lead Volunteer; abiding by ServSafe regulations, packs food containers
<b>Runner</b> <b>Time Commitment: 2 hours</b>	Transports hot meals from kitchen to outside distribution tent  <i>Must be able to lift up to 15 pounds</i>
<b>Lead Pantry Baggers</b> <b>Time Commitment: 2 hours</b>	Supervises volunteers in packing reusable tote bags with provided non perishable items
<b>Pantry Bagging</b> <b>Time Commitment: 1 hour</b>	Fills reusable tote bags with pantry staples for outside distribution
<b>Outside Distribution</b> <b>Time Commitment: 2 - 2.5 hours</b>	-Sets up canopy tent and tables, stocks frozen and bread items, transport diapers and packed grocery bags from inside facility to outdoor setup -Bags frozen and bread items as needed -Breakdown setup and transport leftover food and diaper items back into facility  <i>Must be able to lift up to 20 pounds</i>
<b>Greeter</b> <b>Time Commitment: 2 - 2.5 hours</b>	-Greet meal patrons, intakes quantity of meals and pantry bags needed and relays order to distributors

	-Collects meal and pantry bags from distributors and gives them to meal patrons  <i>Must be able to lift up to 20 pounds</i>
<b>Leftover Hot Meal Runner</b> <b>Time Commitment: 30 minutes</b>	Drops off leftover meals to local housing unit

## Things to Know When Organizing Your Own Kitchen Volunteer Group

### 1. Contact Site Coordinator

The Volunteer Group Leader needs to schedule a date for their group to be present at the Community Meal Site. This is done by contacting the Meal Site Coordinator (or if scheduling for Greenfield, our Program Associate). If the group does not have a ServSafe certified member, FCCMP will provide a staff member to be physically present during meal preparations. *\*\*If your group has access to a commercial use kitchen AND someone on your team who is ServSafe certified, you may be able to prepare your food offsite\*\**

### 2. Planning the Menu

The Volunteer Group Leader is encouraged to use the checklist provided by FCCMP (on the next page) when designing a menu for one of our meal sites. Please bear in mind that our sites easily serve over 100 guests, so keeping it simple in terms of ingredient count and complexity of food preparation is essential.

### 3. Ordering Menu Items

If your group needs supplemental items for your menu, ordering through the Food Bank is an option. Some of our meal sites also keep some pantry items on hand. In order to receive the Food Bank shopping list and have items ready before your meal service, you will need to contact the Meal Site Coordinator **at least two weeks before your scheduled date**. We will provide all essential non-food items needed to prepare and serve your meal.

### 4. Check in with Site Coordinator 1 week before your date

The Meal Site Coordinator for your location will be able to ensure you have access to the space, as well as communicate any guidelines for setup and cleanup. These protocols may vary slightly across our locations, so be sure to check in with the Coordinator about what is required when utilizing the kitchen.

## Prepared Meals Checklist

Franklin County Community Meals Program aims to provide nutritious, well-rounded, and culturally appropriate hot meals to our guests. We also serve many community members with various dietary restrictions. This checklist can serve as a guide to helping us achieve the goal of offering our guests the quality meals they deserve. Please select items from each category as you prepare your hot meal. **We also encourage limiting your use of salt, oils, refined sugars, and simple carbohydrates.**

### Whole Grains or Starch (the first ingredient listed should say "whole" wheat, corn, etc.)

- |  |  |
|--|--|
| <input type="checkbox"/> Gluten free or bean based pasta   | <input type="checkbox"/> Barley, Quinoa, or Oats       |
| <input type="checkbox"/> Brown or wild rice                | <input type="checkbox"/> Sweet Potato, Peas, or Squash |
| <input type="checkbox"/> Corn tortillas (instead of flour) |  |

\*Please try to avoid serving: refined grains (like white rice and white bread), glutinous bread or pasta, white potatoes

### Protein Food Items

- Fish     Poultry     Beans

**\*Please try to limit serving red meat and avoid pork (for cultural sensitivity) and processed meats such as bacon and sausage**

### Vegetables

- |  |                                    |
|--|------------------------------------|
| <input type="checkbox"/> Asparagus       | <input type="checkbox"/> Mushrooms |
| <input type="checkbox"/> Broccoli        | <input type="checkbox"/> Olives    |
| <input type="checkbox"/> Brussel Sprouts | <input type="checkbox"/> Onions    |
| <input type="checkbox"/> Cabbage         | <input type="checkbox"/> Peas      |
| <input type="checkbox"/> Cauliflower     | <input type="checkbox"/> Peppers   |
| <input type="checkbox"/> Eggplant        | <input type="checkbox"/> Spinach   |
| <input type="checkbox"/> Green Beans     | <input type="checkbox"/> Tomato    |
| <input type="checkbox"/> Leaf lettuce    | <input type="checkbox"/> Zucchini  |

Please avoid serving the items listed below to adhere to allergy concerns. Also be sure to confer with your Site Coordinator when menu planning for additional allergen information specific to their patrons.

- Shellfish
- Nuts: peanuts, peanut butter, almonds, brazil nuts, walnuts, etc.
- Soy
- Dairy
- Wheat**
- Egg

**If you opt to serve a dish containing any of the aforementioned allergens, please also provide an allergen free alternative**

**Orange Food Pantry - Monday, Wednesday, Thursday**

- 118 East Main St, Orange, MA 01364

- Ph: 978-544-2149
- Food distribution on Thursdays 10 a.m. – 3:00 p.m.
- Patrons may visit the pantry weekly for a partial choice pantry experience of both non-perishable foods and fresh produce, meat, dairy, bread and general household items such as toiletries and other staples

<p><b>Perishable Handler (Monday)</b> <b>Time Commitment: 3 hours</b></p>	<p>Helps sort, organize, and weigh all perishable food (produce, meat &amp; dairy)  <i><u>Must be able to up to 50 lbs.</u></i></p>
<p><b>Perishable Runner (Monday)</b> <b>Time Commitment: 3 hours</b></p>	<p>Assists the pantry coordinator in daily tasks, including filling non perishables into bags, and may include driving to pick up sites.  <i><u>Must be able to lift up to 50 lbs.</u></i></p>
<p><b>Donation Runner (Wednesday)</b> <b>Time Commitment: 3 hours</b></p>	<p>Picks up donations from local stores and delivers back to pantry, responsibility includes use of your own vehicle,  <i><u>Must be able to lift up to 50 lbs.</u></i></p>
<p><b>Perishable Handler (Wednesday)</b> <b>Time Commitment: 9 am - 12 or 1pm</b></p>	<p>Sorts, handles, weighs &amp; organizes all perishables (produce, meat and dairy)  <i><u>Must be able to lift up to 50 lbs.</u></i></p>
<p><b>Floater (Wednesday)</b> <b>Time Commitment: 9 am - 12 or 1pm</b></p>	<p>Works with all other positions  <i><u>Must be able to lift up to 50 lbs.</u></i></p>
<p><b>Corrugate Organizer (Wednesday)</b> <b>Time Commitment: 9 am - 12 or 1pm</b></p>	<p>Handles all boxes, breaking and cutting some down, storing others</p>
<p><b>Non-perishable Handler (Wednesday)</b></p>	<p>Receives donations, weighs and records non-</p>

<b>Time Commitment: 9 am - 12 or 1pm</b>	perishables, fills large family boxes <i>Must be able to lift up to 50 lbs.</i>
<b>Non-Perishable Floater (Wednesday)</b> <b>Time Commitment: 9 am - 12 or 1pm</b>	Works on filling paper bags
<b>Traffic Control Organizer (Thursday)</b> <b>Time Commitment: 3 Hours</b>	Outdoor position- rain or shine, snow or no! Works during busiest hours of operation keeping traffic moving safely
<b>Customer Expediter (Thursday)</b> <b>Time Commitment: 10 am - 1 pm</b>	Helping to fulfill client boxes and loading into trunks
<b>Donation Processor (Thursday)</b> <b>Time Commitment: 3 Hours</b>	Responsible for stocking non foods area, preparing eggs and dairy donations for distribution, receiving and processing of donations throughout the day, purging expired perishables, consolidating storage areas, assists staff as needed, breaks down cardboard boxes

# **Volunteer Guidelines for Conduct and Safety**

## **Meal Site Guidelines**

Responsibilities are to help prepare and distribute food and help clean up after the meal.

The most important duty of all is to socialize and share in a friendly environment. As FCCMP is a non-denominational organization, no religious evangelization during meals will be allowed. An exception is made if someone wants to say grace, read a poem, or sing a song as a form of welcome at the beginning of the meal.

### **The coordinator of the site reserves the right to:**

- Ask a serving group member to leave if they are displaying negative and /or hurtful actions to clients or other workers.
- Ask a serving group member to leave if they are displaying negative and challenging behavior to the coordinator
- Ask a serving group not to return if the coordinator feels they are not working within the mission of the program.

### **Individual volunteers:**

- Single volunteers who want to help on a weekly/monthly basis must have the approval of the coordinator.
- School student volunteers who come on weekly semester schedules must:
  - Have supervisor work with coordinator on how many students should come (no more than 3)
  - Come prepared to work.
  - Help prep, serve and socialize with visitors, and be able to self- regulate themselves.
- The coordinators will communicate to workers on their first night, and will be their guide through their work at the meals.

### **Community Service for schools and church:**

Coordinator will meet with parents and students and relay information similar to that for individual volunteers. We usually take one student at a time. This allows them to work with adults and visitors to get a better understanding of the clients that come to the meal site.

### **Community Service required by the courts:**

- If someone asks to do their community service hours at one of our community meal sites, they need the site coordinator to fill out hourly paperwork.
- The coordinator must approve the person, and will talk to their parent/ advocate or parole officers to make sure that it will be a good fit.
- Respect is demanded of the coordinator and the program.
- The coordinator reserves the right to void an agreement to do hours at their site at any time for any reason.

### **Safety: Conduct**

As a volunteer for FCCMP, you agree to:

- Leave all valuables at home or in your vehicle. FCCMP assumes no liability for lost or damaged property.
- Maintain sobriety for the duration of your volunteer shift; refraining from use of nicotine, drugs, or alcoholic substances on any of our premises.
- Give as much notice as possible if calling in sick.
  - **Please call in sick if you are unwell.** Symptoms of fever, indigestion, diarrhea, stomach issues, coughing, sneezing, congestion, or fever prohibits you from working with food.
- Contact your Site Coordinator or the Volunteer Coordinator if you will be late for a shift.
- **DURING COVID:** If you are feeling sick or unwell, please take a rapid test before arriving to volunteer and only attend if the result is negative. You will need to remain masked for the entire duration of your shift and are also strongly encouraged to follow up with a PCR test. Please be sure to keep current with local and state guidelines for masking and testing.
  - **If you have been a close contact,** as long as you do not have symptoms and are testing negative, you may continue to show up for volunteer duties while masking.
  - **If you are COVID positive,** please do not return to volunteer until after the recommended time for quarantine and after receiving a negative PCR test result.
- Contribute to the overall cleanliness of the workplace and ask for help if you need it.
- Volunteers are asked to keep track of volunteer hours, signing in and out of each shift. Each site will have an electronic tablet for volunteers to sign in on.

- As a volunteer, you are a representative of FCCMP and will uphold its policies, values and codes of conduct when engaging with other volunteers, staff, community members, and/or affiliates.

## Safety: Food Handling

- Please wear appropriate clothing, including closed toed shoes with non-slip soles. Head coverings are necessary in kitchens. This includes bandanas, hats, hairnets, etc.
- No smoking is permitted on any FCCMP property or any of the properties that we lease/rent or otherwise use.
- **Masks are required** throughout the duration of volunteer shifts.
- Gloves need to be worn when handling food
- Check with Site Coordinator that proper temperatures for hot and cold foods is maintained
- Allergen Awareness: Practice caution when preparing meals that include the major allergens- gluten, shellfish, egg, dairy, soy, nuts (refer to Site Coordinator for guidance with avoiding cross contamination)
- **Food must be stored at least SIX INCHES above the floor, and four inches from the wall. Under no exceptions is food to be placed directly on the floor.**
- *Food Pantry*: If packaging is damaged, we cannot distribute it to our clients.
- You are responsible for ensuring that all food contact surfaces and storage areas within your workspace are regularly disinfected and well maintained.

## Safety: Volunteers and Clients

- Confidentiality is critical! Please do not share any information about clients, co-workers, or anyone associated with the organization, whether that information is gleaned directly or indirectly.
- If you are bringing a child volunteer under the age of 16, you are responsible for them.
- Running, shouting, disruptive behavior or any action that could cause injury to anyone is not permitted.
- Ask for help if you need assistance in lifting any heavy item.
- Immediately report any safety hazards or unsafe activity to a staff member.
- Always wash and glove hands before handling food and after returning from the restroom. If gloves become contaminated, please remove and use a clean pair.

## FCCMP CONTACTS

Location	Contact Person	Phone Number	Email Address
Greenfield Community Meal Site	<b>Tammy Robinson</b> Co-Site Coordinator	413-824-0561	tammy.newell29@yahoo.com
Greenfield Community Meal Site	<b>Lynn Parker</b> Co-Site Coordinator	413-834-5791	lparker@fccmp.org
Northfield Community Meal Site	<b>Lisa Dewitt</b> Site Coordinator	334-663-6541	ldewitt@fccmp.org
Orange Community Meal Site	<b>Laurie MacDonald</b> Site Coordinator	603-566-6644	oldmacdonald7@gmail.com
Turners Falls Community Meal Site	<b>Amy Connelly</b> Site Coordinator	413-531-6668	amyconnelly@yahoo.com
Orange Pantry	<b>Evan Manning</b> Pantry Coordinator	978-544-2149	emanning@fccmp.org
Office	<b>Melanie Highlander</b> Program Associate	413-325-6631	mhighlander@fccmp.org
Office	<b>Rachel Berggren</b> Executive Director	413-772-1033	rberggren@fccmp.org



For more information, visit [fccmp.org/volunteer](http://fccmp.org/volunteer)

Sign up for our mailing list by emailing [info@fccmp.org](mailto:info@fccmp.org)

Follow us on social media: [@FCCMP](#) on Facebook, Instagram, & Twitter

**Liability Waiver**

**Release from liability:** Volunteers with FCCMP often work with lifting heavy containers of food, transporting food from one part of the facility to another. Volunteers also work with equipment that is operating at high temperatures to cook food. Despite FCCMP's best efforts to provide a safe environment, injuries can occur. FCCMP is not responsible for injuries incurred while volunteering for FCCMP, on-site and off site.

**Indemnification:** I will indemnify FCCMP, its agents, officers, employees, and board of directors against all claims related to my (or my child's) volunteering with FCCMP including, but not limited to, claims related to negligence by FCCMP and against all attorney's fees related to these claims.

**Laws and Safety Rule:** While Volunteering for FCCMP, I (and my child, if named below), will follow all laws, including but not limited to, all laws related to motor vehicle registration and insurance. We will also follow all safety rules and other volunteer policies of FCCMP, on-site and off-site.

**Medical Emergencies/Treatment Authorization:** If while volunteering, I (or my child, if named below) am injured or a medical emergency arises, I hereby authorize FCCMP to take appropriate action and to seek medical treatment for me (or for my child, if named below).

**Volunteer Activity** - GF/TF/NF/OR meal site, Orange Pantry (OP), Mobile Food Bank (MFB), Van, Event, Other: \_\_\_\_\_  
Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_

Phone: \_\_\_\_\_

Relationship: \_\_\_\_\_

Name(s) of any youth in your guardianship for whom you are also signing: \_\_\_\_\_

\_\_\_\_ (initial here to allow) **Photo Release:** I hereby give FCCMP permission to publish images of me and/or my child (name below) for purposes of promoting FCCMP's mission, service, and program in any medium.

**I have read and understand my responsibility to follow these rules while I am volunteering for The Franklin County Community Meals Program and any related activity.**

---

Signature and Date

## Volunteer Application

Name: \_\_\_\_\_ Best Time To Reach You: \_\_\_\_\_

Preferred Method of Contact (Phone, Text, Email, Mail?): \_\_\_\_\_

What are your specific interests? (i.e. meal serving, pantry work, fund raising, office support, transport):

Do you have any special skills that are applicable and would be useful in your work with FCCMP?

Do you speak another language other than English? Y / N      If yes: \_\_\_\_\_

Do you NEED to keep track of your hours (i.e. community service work)? Y / N

Are you a student? If so, where? \_\_\_\_\_

Are you eligible for school credit for your work? Y / N

Are you a year-round resident? Y / N

Are you open to work extra shifts if we are short-handed? Yes / No / Maybe

What specific time frame are you available to work? \_\_\_\_\_

Do you have any special considerations (physical or mental) that we should be aware of?

Are you registered with the Massachusetts Sex Offender Registry Board? Y / N

- I certify that the statements made in this volunteer application are true and correct.
- I understand that I will receive and review the FCCMP Volunteer Handbook, and will observe the policies and rules established by FCCMP.
- I understand that I will not be paid for my services as a volunteer.
- I understand that as a volunteer, I will have access to food, and will not receive or take goods or services, or provide others with special access to FCCMP goods and services.
- I agree to keep all information about FCCMP clients in confidence, and will only share problems or issues with FCCMP staff.
- I agree to represent the values and mission of FCCMP and to conduct myself in a way that is aligned with the expectations and culture outlined in this handbook

**By recognizing the dignity and beauty of every individual, I agree to help build, assist, and create community as a Franklin County Community Meals Program volunteer.**

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_