



### **Volunteer Guidelines for the San Francisco-Marin Food Bank Pantry**

Thank you for your commitment to volunteering at this emergency Food Pantry.  
The following guidelines are to help create a welcoming and safe environment.

- **Dress appropriately.** Please wear close toed shoes, layers, bring a hat/sunscreen, and wear a facial covering.
- **When you arrive, please check-in with a Food Bank Staff member.** Attend the volunteer training and receive your volunteer role.
- **Ensure volunteer and participant safety** by bringing a facial covering, always wearing gloves and maintaining a safe distance between all participants and volunteers.
- **For safety reasons,** be aware of your surroundings. Please do not throw boxes or other items. Be careful when lifting heavy items; please ask for help whenever you need it. Your personal items like bags, jackets, etc. are your responsibility.
- **Please stay in the area designated for your volunteer role.**  
If you are done or need to leave at any time, please let **a staff member know.**
- **Create a welcoming atmosphere** by greeting participants and each other in a friendly manner. Be respectful, fair, and patient with participants and each other. Participants come from diverse backgrounds and experiences and may speak different languages. If a participant needs special assistance, please let a staff member know.
- **For the safety of others,** threats, verbal and physical abuse cannot be tolerated. If there is an uncomfortable or unsafe situation with participants or volunteers, please find a staff member for assistance.
- **Please do not eat or drink at your volunteer station;** please find a designated area outside of the Food Bank area.
- **Volunteers receive the same amount of food as participants.** Please do not set aside food for participants who are in line.

Thank you for your cooperation in following these guidelines.  
Your patience and consideration of participants, volunteers, and staff is greatly appreciated.

**If you have any questions or suggestions, please contact the SF-Marin Food Bank staff**