Best Practice Toolkit

For Rhode Island Community Food Bank

To suggest a Best Practice or for a printed copy, contact

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What is a Best Practice?

In any organization, best practices are the agreed upon ways of doing things as well as possible. That’s easier said than done, especially for Rhode Island’s diverse network of food assistance agencies.

Each agency is unique. As of June 2019, the Rhode Island Community Food Bank distributes food to Rhode Island through a network of 158 member agencies. No two agencies are exactly alike or operate at the same capacity so the ideas in this toolkit cannot apply to all of them in the same way.

“If all you have is a hammer, everything looks like a nail.” - Abraham Maslow

This document is a Toolkit. Use only the ideas that will serve your agency and the communities that your agency serves. In the toolkit, you will find various effective ideas for fundraising, customer service, program policies, community resources, and more.

Another monologue from the Food Bank?
I’m busier than ever. Why should I bother?

The ideas come from you! Many of these Tools were gathered from the network and the real-world examples that come from the work that agencies and their community partners do. These agencies include food pantries, meal sites, shelters, youth programs, senior centers, and more.

Use the Table of Contents to find your way to the tool you need at the time.

The tools are categorized into 5 general Areas of Interaction. All agencies of the Rhode Island Community Food Bank share these in common. The next page is a description of each area and its importance.

In the final pages, there is an index of visual examples which are referenced from inside the toolkit. Follow the index number in brackets [i#] next to an idea to see a visual representation.

This toolkit may evolve over time, just like Rhode Island’s Food Assistance Network. If you would like to submit an effective idea or a real-world example of a Best Practice, please contact the Community Resource Coordinator at the Rhode Island Community Food Bank.

If Better is Possible, Then Good is Not Enough. Well Done is Better Than Well Said.
Benjamin Franklin
Areas of Interaction

Guests
Great customer service to our guests is the final product of our efforts and is where the rubber meets the road. This section has some ways to make a guest feel welcomed through effective communication of program policies and community resources.

Staff & Volunteers
The work itself cannot be done without the ‘boots on the ground’. The first person that a guest interacts with from the agency will be a staff or volunteer. This section has tips on creating a welcoming atmosphere with well-trained staff and comfortable volunteers.

Supporters & Community
For such a small state, Rhode Island is incredibly diverse. Providence County has a high number of food assistance agencies because there is high food insecurity in such a densely populated area. Other areas of Rhode Island don’t have as many agencies although the need is still great. This section has ideas on leveraging supporters of your agency through fund and food raising and keeping a strong connection with the surrounding community.

Organization & Leadership
“With great power comes great responsibility.” - Uncle Ben
Any organization with a purpose has a mission that guides it and people who lead the way. Whether that is one person, a group of people, or a board, being intentional in a leadership role is essential. This section has tips on being prepared, creating effective policies, and cooperation with the other agencies within the network.

RICFB Partnership
The Rhode Island Community Food Bank distributes food to over 150 food assistance agencies which, in turn, serve 53,000 Rhode Islanders each month. Its unique position in Rhode Island means that the Food Bank can also be a hub for resources and information. This section outlines the many ways that we serve and support the network of agencies.

Pro-Tip: Some sections may have a ‘Pro-Tip’. A Pro-Tip is an idea that could take extra effort, time, or money but may result in a higher return on the investment.
For example, applying for available grants offered by the Rhode Island Food Bank and other organizations.
Guests

This area of action includes:

- Signs
- Resource Board
- Seasonal Resources
- Open Space
- Mobile Pantry
- Seasonal Fresh Foods
- Background Music
- Customer Satisfaction Survey
- Customer Service Standard
- 2-1-1 RV
- Outreach
- Diverse Cultures
- Areas of Awareness
- Guest Registration Forms
- Pantry Brochure
Guests

One of the first things that guests may notice when stepping into the program is whether they feel welcome. This can be done even before the first interaction by creating a welcoming atmosphere.

Signs

Be sure that all signs about and in your agency are accurate and up to date. This is a part of the Basic Agreement with the Rhode Island Community Food Bank and lets your guests know when there have been changes or cancellations. This includes signs for Hours, Food Allergens, and Community Resources. See Index-1,2 for useful templates.

Resource Board

A resource board or table allows guests to look for information that is useful for their situation without having to explain themselves to anyone. Outreach and empathy still go a very long way in getting the person the resources that they need but a resource board provides a welcoming environment even when there are not enough staff or volunteers. These resources are available by contacting the Community Resource Coordinator at the RI Food Bank, corresponding organization, or in the RI Food Bank Regional Resource Directory. “Being able to provide information to our guests helps us better serve and care for people.” - Church of the Master Meal Site

A Great Resource Board has:

- **Food Assistance**
  - SNAP, URI SNAP Outreach, WIC, RICFB Food Assistance List
- **Local CAP and DHS**
  - Utilities assistance like LIHEAP and Good Neighbors
- **Shelter**
  - Rental Resource Guide or local shelters
- **Affordable Healthcare**
  
**2-1-1 Information**

- **Food Bank Monthly FAQs**
  - Seasonal topics with resources that are useful all year round.
- **Regional Street Sheet**
  - Available for ‘Providence Area’; ‘Northern RI and Blackstone Valley Area’; ‘Newport, Kent, and Washington County’. Lists various types of services in each region.

**Pro-Tip:**

Make an announcement of one or two resources that you found especially interesting this week! If there are outreach workers, allow them to introduce themselves and what they’re there for!

Seasonal Resources

*Some resources are available only during certain times of the year.*

- **LIHEAP** funds become available around October and last until the end of May. The Low-Income Home Energy Assistance Program helps to pay for heating and cooling bills and some energy related home repairs. Guests must apply for LIHEAP at their local Community Action Program.
- **HealthSourceRI Open Enrollment** usually runs from November 1st to December 31st. This is the period of time each year when one can sign up for state health insurance. Rhode Islanders can use www.healthsourceri.com or find a Navigator near them by calling 2-1-1.
- **VITA**—Voluntary Income Tax Assistance is offered during the tax season at many different agencies in Rhode Island and throughout the United States. There is a deadline in April each year to file taxes and VITA preparers volunteer to help guests complete them in time. Call 2-1-1 to find a VITA site.
- **RI Summer Meals**—Free Summer Meals are available for teens and kids in your neighborhood while they are out of school. Call 2-1-1 for locations or download the RI Summer Meals App available for iOS.

*Detailed information on these seasonal resources are the focus of a few of the Rhode Island Community Food Bank’s Monthly FAQs.*
Open Space  If it’s possible in your pantry, open the doors to a common room where the guests can commune before you start distributing food. It’s especially effective to have volunteers who can be neighborly faces. The Emanuel Lutheran Evangelical Pantry began this practice after a Food Bank Workshop called “Listening Beyond Words”. They open the doors to the church an hour before they begin to distribute food. The guests receive their numbers and wait with coffee and the volunteers’ home-made scones.

Mobile Pantry  Some agencies may be able to increase food access for people with time or transportation limitations by creating a mobile food pantry. The Dr. Martin Luther King Jr. Community Center piloted their MLK Mobile Pantry Program in February of 2018. They have increased their outings since then and plan to add more sites if the need for a mobile pantry grows organically.

Seasonal Fresh Foods  Along with the fresh fruits and vegetables often offered at many agencies, FarmFreshRI partners with many of Rhode Island’s farmers markets to increase access to high quality food for low-income families.

FarmFreshRI offers BonusBucks at these farmers markets which double the value of SNAP & WIC benefits. Find the open markets year-round through their website: https://www.farmfreshri.org/

Food on the Move is a mobile farmers market of fresh fruits and vegetables, usually found near high rises and assisted living areas. SNAP benefits are also doubled with Food on the Move and you can view their rotating schedule from here: https://riphi.org/cpt_programs/food-move/

Background Music  Relaxing music during pantry hours might calm the nerves of staff and volunteers. Choose a playlist that fits the feeling of your agency. This idea was donated by the Dr. Martin Luther King Jr. Community Center.

Customer Satisfaction Survey

They may not remember what you said but they will remember how you made them feel.
- Maya Angelou

If you want to know exactly what your guests think about your program, you could consider creating a Customer Satisfaction Survey. This type of feedback may light up the spaces where the agency has room to grow. This could be an annual process or, like the RI Food Bank Food Assistance Study, it could be done every 5 years. See Index-3 for examples of a customer satisfaction survey.
Customer Service Standard

A Customer Service Standard is a written agreement with each guest about the policies and standards of respect expected at the agency. This type of document helps the agency staff and volunteers provide consistent service and sets expectations for the guests. **Include information about days and hours of operation, service area, where to call in case of bad weather, and more.** See Index-4 for examples of a great Customer Service Standard.

2-1-1 RV

Call 2-1-1 to reach the wrap-around informational hotline in partnership with the United Way of Rhode Island. The call center is full of resource specialists who will connect people to the help they need. 2-1-1 handles calls for The Point, Rhode Island’s Aging & Disability Resource Center and the Gambling Hotline.

2-1-1 also owns a large RV that visits Rhode Island’s network of social service agencies on a monthly schedule. The RV brings the referrals and information directly to the guests and often brings along direct services such as people who will screen for HIV or high blood pressure, Medicaid representatives, and more. If you would like a visit from the van, contact 2-1-1.

Outreach

There are many organizations in Rhode Island that provide outreach to bring resources and services to guests. For example:

**URI SNAP Outreach**—This outreach team, based out of the URI Feinstein Center for a Hunger Free America, is a great resource for SNAP Assistance. They are available by phone (hotline on Tuesdays) at 1-866-306-0270). Find more information and request an outreach worker from their website: [http://www.eatbettertoday.com/](http://www.eatbettertoday.com/)

**URI SNAP ED**—The mission of SNAP-Ed is to teach eligible participants to choose and prepare healthy foods and be physically active on a budget. Their website has many free resources: [https://web.uri.edu/snaped/](https://web.uri.edu/snaped/)

**Healthy Habits**—A program of the RICFB, Healthy Habits brings nutrition education directly to the people who need it the most: guests of Food Bank member agencies. Healthy Habits programs include Class Series, workshops, and trainings for clients and member agency staff and are available in English, Spanish, and Portuguese. [https://rifoodbank.org/what-we-do/food-bank-programs/healthy-habits/](https://rifoodbank.org/what-we-do/food-bank-programs/healthy-habits/)

To request **Healthy Habits** programs, contact **Melissa Martland-Kile** at (401) 230-1700 or mmartlandkile@rifoodbank.org

**RI Food Bank Community Resource Volunteer**—Contact Renzo Arteta, Community Resource Coordinator, to have an outreach volunteer come to your agency! The Community Resource Volunteer will help connect your guests to resources they may need such as SNAP, housing and utilities assistance, affordable healthcare and mental health resources, and more!

Renzo can also train your volunteers on the resources available and how to provide a quality referral. Call Renzo at (401) 230-1701 for more information.
Diverse Cultures  
Culture goes beyond race and ethnicity. Cultures are groups of people who share beliefs and practices because of their shared circumstances. Many of these groups overlap and can change. If you know a little bit about what they believe and how they may feel, it could be easier to relate to your guests.

Areas of Awareness

Be aware that some people who share circumstances have barriers in their access to food and resources. There are many more than the ones listed here.

Language Barriers
- Have volunteers or staff who speak the language of the community.
- Use phone applications like Google Translate
- Communication is 7% verbal and 93% non-verbal. Use body language and tone of voice to show the guest how you are trying to help.

Illiteracy
- Offer to read resources to guests who have trouble reading and comprehending.
- Use visual examples—Healthy Habits recipe sheets are made of almost all pictures.

Elderly
- Older adults may become homebound. If you notice that an older member of your community has been missing from your program, see if anyone can check on that person.
- Offer home delivery of pantry foods to homebound older adults.

LGBTQ+
- Discrimination against LGBTQ+ people still occurs. Make access to legal and health resources accessible. FAQ available from the RI Food Bank

Physical & Mental Disabilities
- Work towards creating Universal Design so that All Are Welcome

Working with Guests who have Mental Health Challenges

11 Things to Remember about helping a person with a mental illness - James Thomas of Riverwood Mental Health

- Remember that the person happens to be mentally ill.
  - You are working with people who have and this is not what they are.
- Maintain Respect & Dignity
  - Finding something that you like about the person you are working with makes it easier to work with them.
- Create a welcoming atmosphere.
  - If you create a good place to be, then symptoms may be less present.
- Listen!
  - Don’t talk at them—listen to what their issues/challenges may be.
- Develop Boundaries
  - Posting guidelines and procedures can help.
- Help the Person to focus
  - Ask them questions so they think about how to respond with content. For example, “What did we say before?” or “What do you remember about...?”
- Have a sense of humor.
- Develop patience.
  - Use a calm voice and ask questions like “What can I do to help you?” or “What do you need?”
- Maintain Personal Space
  - Be aware of personal safety and use non-violent interventions.
- Remember why you are here.
- Remember the Platinum Rule: Treat others how THEY want to be treated.

The Paul V. Sherlock Center on Disabilities is also a great informational resource on how to work with guests who have mental health challenges. http://www.ric.edu/sherlockcenter/
Guest Registration Forms

Guest registration is an important part of any well-run agency. Accurate registration and tracking allows for smooth monitoring visits and reporting to the RI Food Bank. These examples of registration forms can help agencies track their statistics more accurately. Call Hope Indeglia O’Brien at (401) 230-1704 for full copies. See Index-5,6 for visual examples, like Olneyville Food Center’s guest registration form.

Pantry Brochure

Create a brochure, such as a trifold or a bookmark, about your pantry. Include all of the most important information such as days, hours, service area, pantry policy, where to call when the weather is bad, and more. A surprising amount of information can fit on these brochures and they can be given to new guests and shared to your community. See Index-7 for a visual example from SVDP St. Philips Food Pantry.

Quick Pre-Bag Option

The RI Community Food Bank recommends that agencies provide a full choice pantry so that guests can choose food that is more aligned to their lifestyle or culture. Sometimes, guests may lack the time to shop or have disabilities or social anxieties that makes it difficult to be at the pantry for long. On the day before food distribution, the Bread of Life Food Pantry in Rumford prepares a number of bags for guests who prefer to spend less time in the pantry. This way, Bread of Life provides guests a choice to have choice!

Healthy Recipes

Sometimes guests might avoid the healthier options, like produce or a healthy canned vegetable, because they don’t know what to do with it! Displaying healthy recipes near the pantry can give guests ideas for cooking with a variety of foods that work well on a limited budget. Look for healthy recipes from Healthy Habits! Contact Melissa Martland-Kile, at (401) 230-1700 or mmartlandkile@rifoodbank.org, for more ideas about wellness. Visit the shopping area of the RI Food Bank to find recipes and to see a cooking demo. Visit https://rifoodbank.org/what-we-do/food-bank-programs/healthy-habits/healthy-recipes/ to print recipes. Recipes are also available from the URI SNAP Ed team. Visit https://web.uri.edu/snaped/.
Staff & Volunteers

_This area of action includes:_

Volunteer Duty Description
Matching Aprons
Volunteer Escorts
Volunteer Recruitment
Volunteer Engagement
From Guest to Volunteer
Coffee Hour
Appreciation Events
Guests will notice and comment on the kindness of the volunteers. Friendly and warm volunteers make the guests feel comfortable and less embarrassed about needing assistance. “We are proud of our community atmosphere in a professional service that we can take very seriously.”
- Blackstone Valley Emergency Food Center

Volunteer Duty Description

Establishing guidelines with volunteers can make for a good experience for the volunteers and for the guest. This description can be just one or two short sentences. This ensures that the volunteers role is clear, consistent, and valued—making sure that volunteers stay invested and engaged with the work at hand.

New volunteers know immediately what is expected of them and the job descriptions can be updated and changed as time goes on, as long as these changes are communicated to the volunteers.

Creating a single Volunteer guideline can also give your team singular focus. Faith Fellowship Food Pantry provides a great example, though the focus may not be belief-based in your agency. See Index-8.

Matching Aprons

At the Providence Assembly of God Church, the volunteers wear matching aprons to indicate that they are the ‘go-to’ person at the agency should any of the program guests have questions or concerns. This is a fun, inexpensive Customer Service Best Practice and most aprons are one size fits all!

Volunteer Escorts

Pantries with enough help can go the extra mile for guests by enlisting a volunteer to accompany guests at each step. At the Bread of Life Food Pantry, a guest first interacts with the Greeter, then an Intake person, followed by a Shopping team made up of a Shopper and a Bagger, and next with other volunteers who distribute bread, produce, and special items, and finally, an Escort who helps to transport the groceries to the guest’s car or bus stop.

Pro-Tip:
To avoid becoming complacent or fatigued in a certain role, volunteers can cycle through the different roles of the pantry.

Volunteer Recruitment

The Jonnycake Center of Peace Dale and the URI Feinstein Center for a Hunger Free America previously worked together to create a Hunger Task Force. While that task force has now evolved and become different programs, the strategies they used to recruit volunteers is an effective best practice. They used colored paper and short descriptions to encourage community members to battle hunger. They conserved paper and resources by making small versions of the recruitment fliers which were also easier to distribute. See Index-9 for a visual example.
Staff & Volunteers

Volunteer Engagement
The East Greenwich Interfaith Food Cupboard produces a quarterly newsletter that they send out with their volunteer schedule. It is filled with welcomes for new volunteers, gratitude to the last month’s volunteers, statistics of the number of folks served, event highlights, references to other media coverage the pantry has received, and changes to volunteer procedures.

From Guest to Volunteer
Sometimes a former guest will want to return all of the kindness that had been offered to them by donating their own time and effort to the agency. This is a great opportunity to connect even more to the community as well as gaining a passionate volunteer who can deeply empathize with other guests. Guests may also find it comforting to know that a member of their community is able to give back and that maybe they can too.

Coffee Hour
At St. Edward’s Food and Wellness Program, staff and volunteers have been meeting weekly for years. Half of the time is spent for the fun of it and the other half is spent discussing and finding ways to work through the kinks of issues that may come up or recent events at their programs.

Appreciation Events
Letting your volunteers know how much they are valued can make the difference in whether they continue to donate their time or not.
“We know that showing our appreciation to all of our volunteers, and letting them know that together we are all a special family, will enable the pantry to better serve the North Kingstown Community.” The North Kingstown Food Pantry celebrates their volunteers in August with a Volunteer Picnic! You might also want to honor volunteers with a “Volunteer of the Year” award based upon their contribution to the community.
Supporters & Community

This area of action includes:

- Donations
- Food Drives: Themed Requests
- Ideas From Your Peers
- Reduce Food Waste
- Newsletter
- Thrift Shop
- Tap Into Community Allies
- Collecting Non-Food Essentials
- Celebrate with Guests
Supporters & Community

The communities that you help are grateful and willing to give back and donate. Sometimes people tend to get stuck on the Who, What, & Where. Get creative and detailed when requesting donations and make yourselves highly visible!

Donations

The generosity of the members of our communities makes it possible for Food Bank member agencies to serve those in need. Here are some creative ways to encourage your supporters to donate:

Food Drives

- Pasta Dinner
- Personal Care Items
- Canned Vegetable Sunday
- Back-to-School

Themed Requests

- Toiletries
- Holidays
- Thanksgiving Dinner
- Clean Socks!
- Coats, Clothes, and Cans!
- Dirty Dozen
- Soup-er Bowl Sunday!
- Protein Week: Tuna or Peanut Butter

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The Jonnycake Center of Peace Dale shared flyers to their supporters to let them know exactly what they are looking for in donations. See Index-10 to see their flyer!

Ideas From Your Peers

- “Soup-er Bowl Sunday! On Superbowl Weekend, we stand at the door of our church with soup pots (each with Soup-er Bowl logos). We ask parishioners for singles and loose change. Over the weekend we collect $1,500-$1,900—mostly in singles and change!” SVDP St. Philips

- “Each month we list the four most needed items in six different church bulletins. We generate many donated items by doing this and the record is 1,112 cans of tuna in one month.”- Bread of Life Food Pantry

- “On a particular day, have restaurants do a food drive where customers bring 2 canned food items in exchange for a free soft drink.”- Newport Housing Authority-Florence Gray Center

- “Neighborhood Party—Bring a few positive influence individuals who can sing and dance but promote everyone to bring one non-perishable item. Also have games and refreshments to promote neighborhood unity.” Salvation Army of Newport

- Ask volunteers and church members to redeem glass bottles and aluminum cans and donate the collected money for the pantry.

- Make events frequently—Cookie sales, walk-a-thons, benefit concerts. Always engage the community!

- Host a Build-a-Structure event using toilet paper to encourage students or community members to donate toilet paper and other toiletries.

- Ask a generous donor to match the donations from an upcoming event.

- “Welcome, Encourage, and facilitate those who have a plan to help.
Supporters & Community

Reduce Food Waste  Increase the supply of food for guests and reduce food waste by rescuing food from retail stores. **RICAN**'s (Rhode Island Center Assisting those in Need) **Food Rescue Program** allows them to collect extra food for their pantry and other programs. This program also allows them to offer supplemental food items rescued from local stores each Friday without eligibility requirements.

Newsletter  Some Agencies may be able to produce a newsletter, be it monthly, quarterly, or yearly. The **Dr. Martin Luther King Jr. Community Center** has a great example of this, including information on community happenings, a volunteer spotlight, and the impact of the community support. See Index-11

Thrift Shop  A **Thrift Shop** of donated clothes and other non-food goods can be an investment that will continue to fund your agency.

1. Secure a space to host the thrift store, away from your food storage for food safety reasons.
2. Secure volunteers to help run the thrift store, use a volunteer duty description.
3. Develop a method for requesting, receiving, and sorting donations.
4. Set limits so that there are enough products for everyone, such as “Guests may buy up to 3 items/week.”
5. All proceeds go to supporting the pantry or agency.

Tap into Community Allies

**The Rotary** is an international service organization whose stated purpose is to bring together businesses and leaders to provide humanitarian services, encourage high ethical standards in all vocations, and help build goodwill and peace in the world. The Rotary Foundation is a not-for-profit corporation supported by voluntary contributions. The Rotary Foundation has grant opportunities and local chapters that your agency may be able to partner with. To learn more visit: [https://www.rotary.org/en](https://www.rotary.org/en)

**Rhode Island Foundation**—Basic Human Needs Grant

Basic Human Needs Grants support community agencies that provide emergency assistance to Rhode Islanders most in need. Grants of up to $5,000 are awarded to community-based programs that provide assistance such as food, clothing, housing, prescription, or utility assistance. Applications are accepted on an ongoing basis and grant decisions are usually made within 4-8 weeks.

**Eligibility**—Organizations can receive one Basic Human Needs Grant per calendar year and many organizations receive annual grants.

**Application Information**—To be considered for a Basic Human Needs Grant you will need: Your organization’s employer identification number (EIN) or that of your fiscal agent, if you are not a 501(c); an electronic copy of your 501(c) determination letter from the IRS to upload into your application, if you haven’t received previous funding from the foundation; to be current on all reporting requirements.
Collecting Non-Food Essentials

Reach out to businesses in the area that may be willing to donate some services and time for your pantry and guests. The New Beginnings Meals Site has partnered with Rob Roy Academy to provide 10 pampering services a month which include haircuts, manicures, pedicures, and more.

Celebrate with Guests

**Birthday Celebrations**—“We recently received a large donation of party goods from a party shop that was relocating. Instead of putting the items on a table as ‘free-for-all’ we decided to organize the items and store them in our back room. In addition to this donation we also receive donated cakes from Stop&Shop. Since we have birthdate information on all our registered clients, we are able to identify which families have a birthday to celebrate during the week. We package up birthday plates, cups, napkins, and a cake appropriate for the celebration (age of the child) which comes as such a surprise. The expression on the client’s face is priceless. Everyone has been VERY appreciative.” -St. Patrick’s Food Closet.

**Adult Birthday Parties**—Instead of gifts, please bring a personal care item (or canned food) to donate to [Name of Agency].”

**Group Homes** can facilitate cookouts, dinners, and other events with families. At that time, they can provide resources and information for those families.”—April Qaunetto, *Community Solutions Inc. Johnston*
Organization & Leadership

This area of action includes:

Food Safety
Family Progress Tracker Tool
Food Distribution Policy
Agency Collaboration
**Organization & Leadership**

**Food Safety**

**Allergen Signs**—Be conscious of food allergies. Use a sign, like the one on Index-1 to ensure that your guests know what’s in the food items they are taking, especially if your agency gets baked goods or bread that is packaged in bulk with no nutritional or ingredient labels.

**What do the Dates Mean?** Guests read expiration labels too, but they may not always know what the dates mean. Be sure to hang up some copies of the Food Bank poster “What Do the Dates Mean?” This poster provides USDA Guidelines & Definitions and outlines the Food Bank’s guidelines as well. Contact Hope Indeglia O’Brien at (401) 230-1704 for updated copies.

**Family Progress Tracker Tool**

Agencies that also offer wrap around services may want to assess and monitor the level of food security of guests and their families. This type of tool may make it easier to continually strengthen families to become more sustainable. Tri-County CAA utilizes a comprehensive scale system to view and monitor guests.

**Food Distribution Policy**

To make sure that the food you have is enough to feed the families that come to your agency, it’s important to distribute fairly. Use a chart, like the one on Index-12, that uses categories of family size to determine the amount of food a family receives. Of course, you may still be flexible in the case of emergency situations and extenuating circumstances.

**Agency Collaborations**

The RI Food Bank Hosts bi-annual Regional Forums at different locations. These orientations are meant to allow networking between the different agencies in each region and encourage more collaboration. Some areas could also benefit from meeting more than twice a year. Consider connecting with your regions agencies online or facilitating meetings beyond the Food Bank’s Forums.
RI Community Food Bank

Partnership

This area of action includes:

- Food Bank Shopping Area
- TEFAP
- Online Shopping
- Agency Orientations
- Train-The-Trainer Workshops
- ServSafe Classes
- Community Resources
- Weekly E-Blasts
- FAQ: Facts & Questions
Food Bank Shopping Area

The Food Bank's agency shopping area is a resource for member agencies. Some members shop from it weekly, others as needed - it’s up to you! Be sure to check the weekly eblast and the shopping area for current limits and hours.

Bread, produce and items from the "grey floor" area (behind the bread racks) are typically unlimited! And all product in the shopping area is typically free of charge. In addition to the food, we have lots of community, health, and nutrition resources available, including cooking demos & samples!

Online Ordering

Food Bank member agencies are eligible to place an online order from the Food Bank weekly. Our online ordering system allows agencies to see what product is currently available and also serves as a portal to share monthly statistics, review previous orders, check on the status of grants, and confirm agency contact information. It’s also an easy way to make a shopping appointment when you don’t want to place a food order. If you’re new to your agency or to ordering and shopping, please attend one of our agency orientations to learn how to use this essential tool.

TEFAP

The Emergency Food Assistance Program (TEFAP). TEFAP is a federal USDA food program that distributes commodities through food providers like emergency food pantries, food banks, soup kitchens and shelters. Participating in TEFAP will enable your program to order more healthy, nutritious food at no cost to your pantry to be distributed once a month to your guests!

Once you are enrolled, all TEFAP food choices will be listed on your Food Bank’s shopping list. You may order from the Food Bank as you normally do.

If your foods are delivered by the RICFB, delivery will continue and include TEFAP foods. If you picked up food commodities at the RICFB in the past, you continue to pick up the commodities as usual, including the TEFAP foods.

RI Department of Human Services is still responsible for doing on-site monitoring visits for TEFAP foods exclusively. You will be notified by RIDHS directly to schedule a visit. Your agency will be monitored by the Food Bank every 18-24 months as usual and the Food Bank will set up those visits with you.

For more information or to sign up for TEFAP, please contact Jennifer Hazard (401.230.1709) or a member of Agency Services (401.942.6325).
Agency Orientations

Agency Orientations are hosted regularly at the Food Bank and are required for new agencies and new shoppers from existing agencies. An orientation can also be used as a refresher on the Basic Agreement, how to use appointments to pick up from the Food Bank’s Shopping Area, and Ordering Online.

Train-the-Trainer Workshops

The Food Bank offers many workshops for staff and volunteers. Seasonal Workshop menus are shared with the weekly E-Blasts. Many workshops can be requested and can be done directly at your agency. To register or request a workshop, contact Elizabeth O’Dea.

Healthy Habits: Eating Well on a Budget

- Nutrition 101—A general overview of a healthy diet
- How to Read a Nutritional Label—learn to decipher and put to use the information on the cans
- Handling Food Safely
- Food Too Good to Waste
- ReFresh Pantry Toolkit

*These programs are available for Kids, Older Adults, and Adults with Families and are available in English, Spanish, and Portuguese.* To request a class, contact Melissa Martland-Kile at (401) 230-1700

Basic Needs: Core 6 Training

Food Bank member agencies provide critical food assistance services to thousands of Rhode Islanders. However, we understand that nobody’s just hungry. Many people struggling with food security also struggle with meeting other basic needs such as housing, health care, utilities and employment. At this training, you will gain a working knowledge of the basic needs safety net, and how to connect guests to these resources/services.

Biased? Not Me!

This workshop highlights the role bias plays in service to diverse communities. This interactive, informative session will challenge us to reflect critically on our assumptions and socializations and help us build respect and understanding between program volunteers/staff and participants.

To register for a Food Bank Orientation or Workshop, contact Elizabeth O’Dea, Agency Services Coordinator, at (401) 230-1706 or eodea@rifoodbank.org
Community Resources
The Community Resources Coordinator, part of the Agency Services Department, is another tool for Food Bank Member Agencies. The Community Resource Coordinator strives to keep agencies knowledgeable and current on core assistance programs, such as SNAP, WIC, Energy assistance programs, housing issues, and affordable healthcare programs.
These programs can be complex but a training is available for our agencies. The Basic Needs: Core 6 Training is an always-updated workshop that instructs participants in these programs, how they are changing, and how they can be accessed and optimized for our guests.

Contact Renzo Arteta, Community Resource Coordinator, for Basic Needs Training, FAQ’s, referrals, and questions about Rhode Island’s assistance programs.
“If I don’t know, I’ll find out for you!” - Renzo Arteta
(401) 230-1701
rarteta@rifoodbank.org

Weekly E-Blast
The RI Food Bank releases a weekly E-Blast of important information to all of our member agencies. This email contains important Food Bank updates and opportunities, such as grants, as well as community resources and nutrition tips from Healthy Habits. If you are a volunteer or staff of a member agency and would like to receive the E-Blast, contact Erica Hanson, Agency Services Director, at (401) 230-1703.
Review the E-Blast weekly so that you do not miss out on a golden opportunity!

FAQ: Facts And Questions
The Community Resource Coordinator releases a monthly FAQ on different topics. This document holds many resources available for the particular issue. If you’d like copies of any FAQ, or recommend a topic or resource, contact the Community Resource Coordinator at the RI Food Bank. Here are some of the topics and resources currently available:

- Education, Training, Employment
- Tax Assistance/VITA
- Mental Health & Substance Abuse
- Immigrant Resources
- Summer Food Resources
- LGBTQ+ Resources
- Senior Toolkit
- Affordable Healthcare
- Health Insurance
- Legal Resources
- Veteran Resources
- Heating Assistance
Healthy Habits

Healthy Habits is a nutrition education program from the Food Bank where Melissa and Yesenia visit your agency and show guests how to stretch a budget and a meal, how to prepare food safely, and overall nutrition. The programs are available for Kids, Older Adults, and Adults with families in English, Spanish, and Portuguese.

Healthy Habits offers Train-the-Trainer workshops (pg 20) and a stand-alone workshop titled Healthy Habits: Eating Well on a Budget. They also keep an archive of nutrition tips and healthy recipes!

ServSafe Classes

All Food Bank Member Agencies must have at least one person per agency program who is a Certified Manager in Food Safety. Having a certified person ensures that the agency has the knowledge to maintain food safe distribution practices. Every agency must provide up-to-date proof of certification to the Food Bank. To support member agencies in meeting this requirement, the Food Bank regularly offers the full 15 hour class as well as the recertification class.

Contact Melissa Martland-Kile at (401) 230-1700 or mmartlandkile@rifoodbank.org for more information or to get the upcoming schedule of classes.

Regional Forums

Please Join Us!

Regional Forums are hosted by RICFB for member agencies as a two-way communication tool and teaching-learning opportunity.

• RICFB communicates general membership information and provides training opportunities relevant to member agencies.

• Member agencies also have the opportunity to get to know each other in the region each other and share information about their skills and experiences.

• This is a time to develop networking and collaboration opportunities, and learn about funding, services, policy changes, and other related issues that can enhance your agency and program(s).

Forums are open to all members of the Food Bank located in the general area where the forum is held. Program directors and key volunteers/shoppers are encouraged to attend.

Agency Advisory Committee

The AAC is a group of Food Bank member agency representatives that provides feedback the Food Bank can use as part of a continuous improvement process, to learn about State/Federal programs, funding, & policy changes, and to share information about each other’s programs.
Attention Guests

Change in Food Pantry Service starting May 4, 2012

In order to be able to meet the needs of all of our clients, the Food Pantry will be able to provide you with food assistance every other week.

While we will remain open for business (when), clients will be able to come and get food on an every other week basis.

If you have questions, please see our pantry coordinator. Thank you!

(Our current service area is List Zip Codes. If you live outside this area, please call Name of program Contact).

Dear Pantry Guests

All of the baked goods on this table were made available today from the generous donations of local distributors. Please be advised that any of these products may contain allergens, including but not limited to peanuts, wheat, and soy.

Attention Guest

The Food Pantry would like you to note that food obtained here is intended for personal use only and not to be distributed elsewhere. Thank you!

Atención Huéspedes

El Food Pantry quiere notificarles que los alimentos obtenidos aquí son solo para uso personal y no deben ser distribuidos en ningún otro lugar. Gracias

Atenção Hospedes

The Food Pantry gostaria que você notar que alimentos obtidos aqui é destinado apenas para uso pessoal, e não deve ser distribuído noutros países. Obrigado
The Louis and Goldie Chester

Full Plate
Kosher Food Pantry

As a Jewish community, it is our responsibility to come to the aid of our fellow Jews who struggle with life's basic needs. The Louis and Goldie Chester Full Plate Kosher Food Pantry is here to help those in need.

Hours are Tuesday and Fridays from 10 am - 2 pm*  
*except on Jewish Holidays

For further information, please contact

or open our web page at www.jsari.org

Located in
(Enter through the rear parking lot of the former Colbri building)

If you are unable to pick up food at our site, volunteers are available to deliver food to you.

Funding for The Louis and Goldie Chester Full Plate kosher food pantry is provided by the Jewish Alliance of Rhode Island, the Chester Family and Private Donations

“Open your hand to the poor and needy kinsman in your land”  
(Devarim 15:11)

All donated food products must be certified Kosher*

Breakfast Cereal  Canned Salmon  Instant Potatoes
Canned Tuna Fish  Peanut Butter  Sugar-free Applesauce
Canned Fruit  Canned Vegetables  Sugar-free Canned Fruit
Vegetarian or Kosher Soup  Canned Vegetarian Beans  Jelly
Couscous, barley, kasha  Raisins  Sugar-free Jelly
Parmalat/Milk  Canned Tomato Products  Jams
Pasta  Graham Crackers  Sugar-free Jams
Crackers  Juice  Rice
Toothpaste  Shampoo  Matzoh
Toilet paper  Shabbat Candles  Pancake Mix
Coffee/Tea  Cooking Oil  Soda/Sugar-free Soda
Powdered Milk  Pasta Sauce  *only non-perishables

We need your help!
We are asking for your support with this mitzvah.
For your convenience, there are drop off points at Jewish agencies throughout Rhode Island. For a complete listing go to www.jsari.org
Food Pantry Consumer Satisfaction Survey

The food pantry program is here for you. We’d like to hear about how our program is doing.

Please take a moment to fill out our survey and return it to (Name of Pantry Coordinator) directly or put it in our Survey Box, which can be found at our food distribution.

Name (optional): ____________________________________________

1. Our service to you:
   Are you treated respectfully by our program?
   ☐ Yes    ☐ No, please explain: ________________________________
   Do you feel that our volunteers are helpful?
   ☐ Yes    ☐ No, please explain: ________________________________
   Are our food distribution day and hours convenient for you?
   ☐ Yes    ☐ No, please explain: ________________________________

2. Our Food:
   How would you rate the quality of food we offer? ☐ Excellent ☐ Good ☐ Fair ☐ Poor
   How would you rate the quantity of food we offer? ☐ Excellent ☐ Good ☐ Fair ☐ Poor
   What other food would you like to see us offer? ________________________________
   What food has not been useful to you? ________________________________

   Thank you for filling out this survey!

   Please write comments about our service, the food, or anything else on the back of this sheet.
   We will read each response carefully & we will try our best to meet your needs.

Food Pantry Consumer Satisfaction Survey

The food pantry program is here for you. We’d like to hear about how our program is doing.

Please take a moment to fill out our survey and return it to (Name of Pantry Coordinator) directly or put it in our Survey Box, which can be found at our food distribution.

Name (optional): ____________________________________________

1. Our service to you:
   Are you treated respectfully by our program?
   ☐ Yes    ☐ No, please explain: ________________________________
   Do you feel that our volunteers are helpful?
   ☐ Yes    ☐ No, please explain: ________________________________
   Are our food distribution day and hours convenient for you?
   ☐ Yes    ☐ No, please explain: ________________________________

2. Our Food:
   How would you rate the quality of food we offer? ☐ Excellent ☐ Good ☐ Fair ☐ Poor
   How would you rate the quantity of food we offer? ☐ Excellent ☐ Good ☐ Fair ☐ Poor
   What other food would you like to see us offer? ________________________________
   What food has not been useful to you? ________________________________

   Thank you for filling out this survey!

   Please write comments about our service, the food, or anything else on the back of this sheet.
   We will read each response carefully & we will try our best to meet your needs.
Sample 2:

NAME OF FOOD PROGRAM

PHONE NUMBER

DAY/S OF WEEK

HOURS

We serve residents of the __________________ neighborhood.

All guests can use the food pantry ________________________________

[not frequency, weekly, every other week, etc.]

1. All guests may shop at the pantry ____________________________
   each ____________________________
   on any day that we are open.

2. Our doors open at ____________________________
   (list time)
   In order avoid confusion, guests may not hold spots or seats for anyone else. Street parking only.

3. Food is re-stocked throughout the day. Arriving early does not guarantee better or more food. Guests are expected to respect our posted suggested limits while shopping.

4. We treat one another with respect.

5. If the weather is bad, please call us at ____________________________ to check if we are open.

6. Smoking is not permitted on the premises.

7. Please limit your cell phone use while at the food pantry and do not use it while shopping.

8. Guests are required re-enroll every ____________________________
   (list month of year that your guests re-register)

If you have any questions or concerns, please ask to speak to:

NAME ____________________________ TITLE ____________________________ PHONE NUMBER ____________________________

Thank you!

Guest Name (Print) ____________________________ Signature ____________________________ Date ____________________________

Sample 1:

NAME OF FOOD PROGRAM

DAY/S OF WEEK

HOURS

We serve residents of the __________________ neighborhood.

All guests can use the food pantry ________________________________

[not frequency, weekly, every other week, etc.]

Guest Service Standard

We:

- Practice confidentiality.
- Discuss issues or concerns in private.
- Treat one another with respect.
- Only ask you for basic, essential, household information that is required to help us supply food for this program.
- Help anyone who comes to our door.
  - If you are visiting us from outside of our service area, we will provide you with food today and a referral to a food pantry in your home area.

If you have any questions or concerns, please ask to speak to:

NAME ____________________________ TITLE ____________________________ PHONE NUMBER ____________________________

Thank you!
Guest Registration Form

Head of Household (HH) Name:
Last name: ___________________________ First: ___________________________
Street & Apt. #: __________________________
City: ___________________________ State: ____________ Zip: ____________
Phone: ____________________________ OPTIONAL

Total in household: [ ] Adults 18-64 [ ] Children <18 [ ] Elderly 65+ [ ]

Household members (list HH first):

<table>
<thead>
<tr>
<th>First &amp; Last Name</th>
<th>M/F</th>
<th>Age</th>
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<tbody>
<tr>
<td>1.</td>
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<td>5.</td>
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<td>6.</td>
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<tr>
<td>(list others on the back of this form)</td>
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</tbody>
</table>
Guest registration is an important part of a well-run agency. These examples of registration forms can help agencies track their statistics accurately. Call Agency Services for full copies.

Registration Sample #1

**Head of Household (HH):**

- Last name:
- Street & Apt.:
- City:
- Phone:

**Household Language:**

**Total in household:**

- Adults 18-64
- Children <18
- Elderly 65+

**Household members (list HH first):**

<table>
<thead>
<tr>
<th>First &amp; Last Name</th>
<th>M/F</th>
<th>Age</th>
<th>DOB</th>
<th>Relationship to HH</th>
</tr>
</thead>
<tbody>
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<td>1.</td>
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[List others on the back of this form]

Reason for seeking food assistance:

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Do you receive SNAP benefits: 

Pantry visit dates:

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**Registration Sample #2**

<table>
<thead>
<tr>
<th>MONTH</th>
<th>VISITS FOR MONTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Household Name</td>
<td>Children</td>
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</tbody>
</table>

**Totals:**

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Index 6
Sounds Good! What are the Rules?

Our Pantry is an environment of mutual respect. Along with common courtesy, please follow these simple rules:

- There is no smoking anywhere on St. Philip property.
- Due to space limitations, we allow only one individual per family in the selection area.
- Except for children seated in the shopping cart seat, no children under 18 are permitted in the shopping area due to insurance regulations.
- Please make your selections in a timely manner so we can better serve everyone.
- Doors will open 1/2 hour prior to posted opening times. Please do not ask to be let in early, as we are busy preparing for all of our guests.
- Please park only in marked spots. Do not park in areas marked No Parking.
- After loading your groceries, please return the shopping cart to the front door of the Pantry.
- If you arrive ten minutes before we close, there may not be time for you to shop. However, we will gladly give you prepackaged bags of non-perishable foods and invite you back at your earliest convenience.

What if I Can’t Make it to the Pantry?

If you want a friend to shop for you, please provide a written note, signed by you, authorizing a specific person to shop for you that day.

What Happens When the Weather is Bad?

As a general rule, if the Smithfield Schools are closed so is our Pantry. Please call us at 949-2949 as we will update our greeting with an announcement of our opening/closing status.

Who are the Workers?

100% of our staff are volunteers. Nobody receives a salary, a stipend/bonus, or benefits of any kind. Volunteers are associate members of the Society of St. Vincent de Paul and have passed mandatory background checks.

What if I Need Help with Other Bills?

Speak with our volunteers at the front desk. They may be able to assist you with utility bills, heating, rent, medical expenses, or steer you towards available resources. We can make an appointment with you in your home to assist you in finding solutions. Time demands may prevent us from assisting you during Pantry hours.

What if I Have Other Questions?

Call us at 949-2949 if you have questions or concerns. Have an idea for an Improvement? Call us and let’s talk.

Welcome!

We are glad you found us. Our Mission is to provide you with nutritious food as a supplement to the food you purchase with your own money or SNAP benefits. You are welcome to come twice each month. We ask that you not come consecutive weeks.

Registration

We ask you to fill out a short Registration Form on your first visit. To verify your eligibility, please provide us with a picture ID, and any bills mailed to your current address. We will ask for birth certificates for any child under 18 (used primarily for our Christmas gift program). Your file is confidential, and your information is accessed only by Pantry Supervisors and is never shared.

Where Does the Food Come From?

Non-perishable foods are donated by members of the local church congregations, purchased from the USDA, and purchased from the Rhode Island Community Food Bank (RIFB). Perishable foods are primarily donated by local stores (meats, breads, pastries), local farms and the RIFB (fresh fruits vegetables, dairy items). Quantity and variety of food will change from week-to-week based on availability.

A Word About Your Meat Selections

In the store when meat reaches the sell by date on the package, it is frozen and placed in a sub-zero freezer. We pick it up, verify its temperature and place it in our freezers set at zero degrees. Freezing the meat makes it safe to eat for one year from the date of the package. For tips on thawing and safely cooking meat, please see the binders in our waiting room. Discard any meat that has a tainted smell, color, or damaged packaging. If in doubt, throw it out! Return home from the Pantry and immediately place frozen foods in your freezer.

Celebrating 25 Years 1994 - 2019

Rhode Island Community Food Bank Member

How Do I Shop?

We will pair you with a personal shopper who will escort you through our Pantry. While waiting for your turn to shop, please fill out your meat and frozen food selections. We will bag your frozen foods for you and deliver them to your cart while you finish your shopping.

Food is displayed on shelving around the perimeter of the Pantry. Each item is color-coded on the shelf:

- 1-3 Family Members
- 4-6 Family Members
- 7 or More Family Members

Items with white signs are available each time you visit. Items with yellow signs are sourced from the USDA and are available to you once monthly (government rules, not ours). All USDA foods are grouped on two shelving units to reduce confusion.

Posted limits on the shelf are firm and our volunteers are not permitted to make exceptions. Typically our shelves have about 50 non-perishable items for your selection. As you get ready to exit our back door, check the produce in our glass front refrigerators and displayed on the tables (inside in inclement weather and outside whenever possible).

Our facility is inspected annually by the Department of Health, the USDA, and the Rhode Island Community Food Bank.
Thank you for giving of yourself on behalf of others!

Faith Fellowship Food Pantry
VOLUNTEERS GUIDELINES
260 Victory Highway,
West Greenwich, RI 02817

Our Faith Fellowship Food Pantry is based solely on ‘Giving as freely as we have received’!

As Volunteers to this Great Ministry I want to again impress the value and importance of our main focus. Jesus Christ is the Bread of Life.

No matter how much food we give away, if we do not send folks away with a touch of God’s Love, we have not done our duty, to God or to our patrons.

Building relationships and showing the Love of God should always be our number one goal.

Listening to the needs of people and being ready and sensitive to offer our prayers allows God to step into situations and prove His Limitless Love and Power.

I have seen time and again God prove Himself in our patron’s lives simply by opening the door of prayer. God just needs an introduction.

It is not a time for doctrinal teaching. But to offer simple childlike prayers that can touch the hearts of His people. It will show them we care and make a way for the God of the Universe to step into what, for many, seem like impossible situations.

So we encourage you to encourage each other and make our time together a priority to ‘Give what has been freely given to you’.... The Love of Jesus.

Please come prepared to:

- Pray for a few minutes for God presence and clear direction before each distribution.
- Prepare yourself before you come to be with the right heart and mind.
- Personally purpose to show the Love of God to each patron.
- Ask God for boldness to step out in faith and engage in conversation.
- Never be pushy, but always welcoming and loving to all our patrons.
- Believe God Will Use YOU in this great ministry.
- Be willing to do whatever is asked of you. Both by leadership and by God.
- Always be mindful and considerate of the vision and function of the ministry.
- Remember to be full of JOY.... Jesus 1st, Others 2nd, Yourself last.

Thanks for hearing the call and being obedient. Your ministry touches countless lives.

You Are a Big Part of God’s work on earth.
SOUTH KINGSTOWN COMMUNITY GARDEN at BROAD ROCK MIDDLE SCHOOL

In 2008, the Town of South Kingstown and the School Committee gave permission to a group of residents and friends, including Hunger Task Force members, to develop a community garden on land adjacent to Broad Rock Middle School. The land has been cleared and tilled, and the garden was opened for use in the spring of 2009. Individual plots of two sizes are available for lease, and clients of the Jonnycake Center can garden free of charge. For more information, contact Jonnycake Center at 828-0638, or Kayla at kayla@jonnycakecenter.org.

Help Deliver Food to Area Seniors

Every week the Jonnycake Center prepares monthly food baskets for delivery to between 5-10 households of clients who are elderly or disabled, living in Narragansett and South Kingstown. This food is delivered by volunteers who are trained and coordinated by Southern Rhode Island Volunteers (SRIV, formerly SHO). If you are interested in volunteering to drive for this program, contact SRIV at 828-0638. We would like to expand this program to reach households in North Kingstown as well. If you are interested in helping us with delivering to clients in North Kingstown, please contact Kayla at the Jonnycake Center.

INTERESTED IN CONTINUING THE CONVERSATION?
JOIN THE HUNGER TASK FORCE!

The Hunger Task Force is a joint initiative of the Jonnycake Center of Peace Dale and the URI Feinstein Center for a Hunger Free America. Started in 2007 after the first Community Conversation on Hunger, Hunger Task Force members have promoted several ongoing initiatives aimed at eliminating hunger in our community.

For more information, contact:
Jonnycake Center
Kathleen Gorman, URI Feinstein Center.

JONNYCAKE CENTER of Peace Dale
 Volunteer Opportunities

ADULTS

Adult volunteers are welcome to assist in our Emergency Food Pantry and our Retail Thrift Store Donation Intake.

Informational Orientation
Thursday of each month at 9:30am.
Center's main building, 1231 Kingston Road. For more information call Susan at 789-1559, ext. 11.

TEENS

Teen volunteers are welcome to join our Teen Jonnycake Center every August for the upcoming school year. For more information call Taylor at 789-1559, ext. 17.
CONDUCTING FOOD DRIVES

The Jonnycake Center appreciates community members, organizations or civic groups conducting food drives on our behalf. We simply request you:

- Call our Food Pantry to let us know you are planning a food drive
- Schedule a drop off time with the Food Pantry

Our Food Pantry Coordinator is Chris Thompson and he can be reached or by email at

The following is a list of our top ten food, personal hygiene and vacation lunch items. We are happy to provide you a copy of any of our Top Ten flyers to use for your food drive. These can be used as a guideline and you may collect any types of food. We can also supplies collection bins.

<table>
<thead>
<tr>
<th>TOP TEN FOOD</th>
<th>TOP TEN PERSONAL HYGIENE</th>
<th>TOP TEN VACATION LUNCH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peanut Butter</td>
<td>Soap</td>
<td>Peanut Butter</td>
</tr>
<tr>
<td>Jelly</td>
<td>Shampoo</td>
<td>Jelly</td>
</tr>
<tr>
<td>Tuna/Canned Meats</td>
<td>Toothpaste</td>
<td>Tuna fish</td>
</tr>
<tr>
<td>Macaroni and Cheese</td>
<td>Toothbrushes</td>
<td>Macaroni and Cheese</td>
</tr>
<tr>
<td>Pasta and Sauce</td>
<td>Toilet Paper</td>
<td>Pancake Mix</td>
</tr>
<tr>
<td>Soups</td>
<td>Deodorant</td>
<td>Soups</td>
</tr>
<tr>
<td>Chili and Stew</td>
<td>Feminine Hygiene</td>
<td>Canned Juice</td>
</tr>
<tr>
<td>Canned Veggies and Fruits</td>
<td>Paper Towels</td>
<td>Juice Boxes</td>
</tr>
<tr>
<td>Cereals</td>
<td>Laundry Detergent</td>
<td>Cereals</td>
</tr>
<tr>
<td>Sugar Free and Low Sodium</td>
<td>Dish Soap</td>
<td>Hot Cocoa</td>
</tr>
</tbody>
</table>
The MLK Moment

Volume II - Issue I

February 2014

Expanding Hunger Services Will Serve More of Your Hungry Neighbors

If you've been on the Martin Luther King Jr. Parade and you're only toasting a party of activity at the Center. Exciting changes are in the works at the MLK Center which will build on existing hunger and nutrition programs and allow for expansion of services for Newport County families.

The Center has launched an exciting new program that will allow community members to access healthy food through innovative programs like the Food for Kids program, Food for Friends delivery to the homeless and hungry, Pantry Express fresh produce distribution, and Community Food Pantry. These new initiatives will allow for better access to nutritious foods.

The success and growth of these programs have made a difference in the lives of the most vulnerable in our community. But demand for non-perishable items such as canned goods and fruit juices continues to increase. As we enter the colder months, we will continue to increase our efforts to meet the needs of those in need.

Your Support in Action

You have made a difference by helping our neighbors in need.

- FEED THE HOMELESS: Food pantry served nearly 300 new families, provided over 1,000 meals and nearly 200 baby meals for local residents in 2013.
- BREAKFAST PROGRAM: operating weekdays, is the only daily meal service in Newport County, and served over 1,000 meals in 2013.
- Client services provided to 17,000 clients, of which a quarter of the food received is from Pantry Express and Community Gardens, and over 500 households. One of the unique aspects of the MLK Center is its commitment to serving those in need.

Spotlight: Mary and Pro Lyon

Among the many volunteers who help at MLK Center are Mary and Pro Lyon who reluctantly admit they were not born on the island but can "be local" since nearly 50 years at Newport residents. The two grew up in Westchester, Connecticut, following separate paths until after college when they finally committed to each other and moved into their home on "the Cape." In the early 1980's, Pro became Head Nurse at St. Michael's Hospital, departing that position ten years later for a decades-long career in real estate sales. Meanwhile, Mary managed the Salve Regina Bookstore for nearly a quarter of a century until opting to work in real estate for the Newport mansions.

New retired from formal employment, Pro and Mary continue to pursue volunteer opportunities with the MLK Center, Trinity Church and other local organizations. In 2008 they were selected as one of two Newport Daily News Volunteers of the year. The first couple to receive that designation as "a volunteer." As chairs of Trinity's outreach efforts, the Lyon's led the church's decision to target the MLK Center for outreach funds and volunteer efforts. Pro and Mary were instrumental in building community stakeholders participation in theMLK Center's Food for Friends. Since then, Mary works as a volunteer at Food Pantry, and delivery volunteers to homeless neighbors through Food 2 Fri. In encouraging others to volunteer, they encourage volunteers to work with organizations like the Lyon's one-to-one to point out how many can be and how readily it can be rewarding to twist an arm and experience it for themselves. "And you can't, I often think of the volunteers that go out now, it's a mission. It's a real mission to make a difference in the lives of people. It's a mission to make a difference in the lives of people." Mary and Pro Lyon are a testament to the power of volunteering and the impact it can have on our community.

Get Ready for the Feinstein Challenge! Looks like this is all going to happen soon.

The MLK is gearing up for the 171st Annual Millenium Feinsteine Challenge to end hunger. Now Steven Feinstein will donate $10,000 among hunger-fight agencies for all donations and pledges received between March 1 and April 30. Donations of Food (based at $1 per pound), cash, checks or pledges are eligible. The more you give, the more Feinstein donates. The goal is $2.5 million in food gifts. Last year we raised nearly $50,000 and collected over 7,500 food items to feed hungry Newport County neighbors. Let's beat it!

Here's how YOU can help:

- Bring in your donation to the Center between March 1 and April 30. Be sure to tell us the donation is for the Feinstein Challenge.
- Call with a credit card and mail in a check to make a cash donation to the Center. Please note Feinstein Challenge on your check.
- Tell your friends to give to the MLK.

All donations, gifts and pledges must be received by Wednesday, April 30th to qualify.

Please contact arrive@301-491-6466 to qualify.

MLK Extreme Couponer

“Clip for a Better Life”

The MLK Center, organized by Holly Levine and Linda Hilliard, is a coordinated group of coupon shoppers using coupons to purchase programs with companies like GPE, Savvy Shopper and Michelle to purchase healthy foods. These items, when purchased with SNAP benefits and are often the only food for our clients. The most popular items are shampoo, soap, deodorant, toothpaste and paper towels. Thank you MLK Center for the thousands of items you have donated to the Center.
<table>
<thead>
<tr>
<th>FOOD ITEMS</th>
<th>1 CHILD</th>
<th>2 CHILDREN</th>
<th>3 CHILDREN</th>
<th>4 CHILDREN</th>
<th>5 CHILDREN</th>
<th>6 CHILDREN</th>
<th>7 CHILDREN</th>
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<tbody>
<tr>
<td>CEREAL</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>EGGS</td>
<td>⅛ Dozen</td>
<td>⅛ Dozen</td>
<td>1 Dozen</td>
<td>1 Dozen</td>
<td>1 ½ Dozen</td>
<td>1 ½ Dozen</td>
<td>2 Dozen</td>
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<tr>
<td>PEANUT BUTTER</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>2 Large</td>
<td>2 Large</td>
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<tr>
<td>JELLY</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<td>2</td>
</tr>
<tr>
<td>MAC AND CHEESE</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>TUNA FISH</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>SOUP</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
<tr>
<td>BREAD</td>
<td>1 Loaf</td>
<td>1 Loaf</td>
<td>2 Loaves</td>
<td>2 Loaves</td>
<td>3 Loaves</td>
<td>3 Loaves</td>
<td>4 Loaves</td>
</tr>
<tr>
<td>CHEESE</td>
<td>¾ Pound</td>
<td>¾ Pound</td>
<td>¾ Pound</td>
<td>1 Pound</td>
<td>1 Pound</td>
<td>1 ½ Pounds</td>
<td>1 ½ Pounds</td>
</tr>
<tr>
<td>BANANAS</td>
<td>3</td>
<td>6</td>
<td>9</td>
<td>12</td>
<td>15</td>
<td>18</td>
<td>21</td>
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<tr>
<td>APPLES</td>
<td>2</td>
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<td>6</td>
<td>8</td>
<td>10</td>
<td>12</td>
<td>14</td>
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<tr>
<td>MILK</td>
<td>½ Gallon</td>
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<td>3 Gallons</td>
<td>3 ½ Gallons</td>
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<tr>
<td>SNACKS</td>
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<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
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<tr>
<td>JUICE BOXES</td>
<td>5</td>
<td>10</td>
<td>15</td>
<td>20</td>
<td>25</td>
<td>30</td>
<td>35</td>
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</tbody>
</table>

**FAMILY SIZE OF ONE**
- 1 BOX OF CEREAL
- 1 JAR OF PEANUT BUTTER
- 1 BOX OF JELLY
- 1 BOX OF MAC & CHEESE
- 1 CAN OF TUNA FISH
- 1 CAN OF SOUP
- 1 LOAF OF BREAD
- 1 SNACK
- 5 JUICE BOXES
- 3 BANANAS
- 2 APPLES

*PLEASE ASK A VOLUNTEER FOR THE FOLLOWING Items:
- ½ A GALLON OF MILK
- ½ A DOZEN OF EGGS
- 1 PACKAGE OF CHEESE*