



Volunteer Handbook

Revised March 2023

WELCOME!

Thank you so much for giving generously of your time to support Manna's mission to end food insecurity in the North Penn region! Volunteers are the lifeblood of this organization, and we would be unable to provide our programs without your support and kindness.

With any service agency, there is a natural gap between the staff and those we work to serve. At Manna we have worked hard to minimize that, but our volunteers are the true bridge for that gap. Our volunteers come from all walks of life, with the one common factor being that the North Penn region is our local community. As a result, volunteers and clients often see each other outside of Manna -- at the gas station, or at a place of worship, or at an area event. In that familiarity that is built, we are all reminded that we are in this together, and here to support each other, and our neighbors, and in turn build a stronger and more sustainable community.

I hope that this handbook will be a good resource for you and answer any questions you might have about volunteering at Manna. If you have any questions, please do not hesitate to reach out!

Welcome to Manna!

With gratitude,

Meg Currie Teoh

215-855-5454 x12 // meg@mannaonmain.org

ABOUT MANNA

Manna's Mission

Manna on Main Street is committed to ending hunger in the North Penn region by providing food, fulfilling social service and education needs, and conducting community outreach. Through a food pantry and soup kitchen, emergency financial aid, counseling and referrals, and education opportunities, we serve those in need with the hope “that everyone might be fed.”

We are able to continue operations thanks to the compassionate support of our community, in generosity of time, finances, and food. We are immensely grateful!

Our History

Manna was established in 1981 at St. John's United Church of Christ, on West Main Street in Lansdale. The late Reverend John Touchberry saw a need in his community, and worked to distribute soup and government surplus food to those in need.

We have grown since then, and in October 2016 we joined with three partnering agencies to establish our new location here at North Penn Commons. We share this space and vision with Advanced Living Communities (60 affordable housing units for seniors), PEAK (senior center); and the Lansdale YMCA.

The Issue: Food Insecurity

Food insecurity is:

- household-level economic and social condition
- limited or uncertain access to adequate food
- different from hunger

Hunger is:

- individual-level
- may result from food insecurity

Location	Overall	Children
U.S.A.	10.9% (35,207,000 indiv)	14.6% (10,732,000 indiv)
Pennsylvania	10.6% (1,353,730 indiv)	14.6% (383,520 indiv)
Montgomery Co.	6.9% (52,820 indiv)	8.0% (14,380 indiv)
Bucks Co.	7.2%	8.5%
Delaware Co.	8.5%	12.8%

Source: Feeding America, *Map the Meal Gap*; 2019

Not everyone struggling with food insecurity qualifies for federal nutrition assistance. Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), the program with the highest income threshold, has a cutoff of 185% of the poverty level. Regional food banks and local pantries are a critical part of the food safety net for our community.

In addition to addressing the direct need for food, we also work to support stability in the community generally, through efforts such as emergency financial assistance as well as a culinary job training program.

As I update this handbook, COVID-19 has impacted every aspect of our lives for two years and counting. The above numbers have grown significantly, our client need has risen significantly, and our service model has had to change in order to continue to safely feed our community. We are deeply grateful to all of you who continue to join us at Manna to support our community!



MANNA BY THE NUMBERS

(October 1, 2021 – September 30, 2022)

- **Sit-down and to-go meals provided:** 66,176
- **Groceries:** provided 662,799 lbs. of food to 1,178 households
- **Emergency Financial Aid Program** distributed \$162,746

Volunteer Numbers

In a typical 7 day period:

- 217 volunteer slots per week
- 17,347 hours given in the last fiscal year!

VOLUNTEER OPPORTUNITIES

There is no experience needed for any of our volunteer roles, and any necessary training will be provided. Please see page 9 for age restrictions. Thank you!

Manna's Kitchen

Manna's Dinner: During this dinner service, guests will be served as in a restaurant. You will welcome them, bring them utensils and drinks, take their meal order and deliver it to their table. You will bus the table when they are finished eating and help wipe up after the meal. If there is time, you are welcome to sit and enjoy a meal with the community! This meal shift is Monday through Thursday afternoon, for 2 ½ hours.

Emergency To-Go Meals: Production: Volunteers work in our Food Production Space to prepare and package bagged meals for our Soup Kitchen clients. There are two shifts per weekday, lasting 2-3 hours each and two 2-hour shifts each weekend day, requiring up to 4 volunteers.

Emergency To-Go Meals: Distribution: The bagged meals are distributed to our community so that all who would have come to us for a Soup Kitchen meal are still fed when our Dining Room is closed. There are two shifts Saturday through Thursday, lasting 2-3 hours each, and one 2-hour shift on Fridays, all requiring 1-2 volunteers.

Meals on Wheels: Production: Volunteers work in our Food Production Space to prepare and package tray meals for the Meals on Wheels program. There are three shifts per weekday (Monday-Friday), lasting 2-3 hours each, requiring between 2 and 5 volunteers.

Manna's Market

Manna's Market: During in person shopping, there are multiple support roles. You will do one of the following: station at one of a few locations in the market to assist shoppers, "check out" at the register as shoppers exit or bag their groceries during that check out. There is one shift per day Monday through Thursday as well as Saturday, all lasting approximately 2 ½ hours.

Cart Support: This role supports our Market during in-person shopping. You will ensure that all carts return to the building and are wiped clean and prepared for the next shopper. There is one shift per day Monday through Thursday as well as Saturday, all lasting approximately 2 ½ hours.

Sorting and Stocking: In between shopping opportunities, the Market needs to be restocked and certain items, such as fresh produce, need to be prepared for shoppers. You will ensure the shelves are filled and organized before the Market opens again. There is one shift per day Monday through Friday, each lasting approximately 2 hours.

Administrative Support:

On occasion, there are projects in our offices that need extra hands – seasonal projects, data entry, filing and similar. Additionally, from time to time we look for new volunteers to join our front desk receptionist crew. Experience is appreciated but not required.



VOLUNTEER SHIFT TIMES

Volunteer shift times vary from day to day; the most accurate information can be found in the Volunteer Portal. As a general rule, the shifts related to To Go Meals and Meals on Wheels are in the morning through midday; the Dinner service is in the late afternoon, and the Market is open at various times throughout the week.

If you sign up for a shift, you are expected to be present for the entire shift. These times are also subject to change; refer to the schedule for the most current information.



Volunteer Age Restrictions as of Thursday, June 23, 2022

- Volunteers age 13 and older: May join any shift in which they are serving WITH their parent or guardian, who must also be a registered and scheduled volunteer.
- Volunteers age 14 and older: May volunteer on their own ONLY in non-client facing positions, including To Go Meals Production and Sorting + Stocking.
- Volunteers age 15 and older: May volunteer for any open shift.
- Groups: All volunteers must be at least 13 years old, with minimum of 2 volunteers 16+, one of whom must be 18+.

This will be an honor system due to the limits of the scheduling system. As these rules were crafted largely for everyone's safety, we will be firmly enforcing them. Thank you for understanding!

Please contact Director of Volunteer & Community Engagement Meg Currie Teoh (meg@mannaonmain.org) with any questions.

PA ACT 153 BACKGROUND CLEARANCES

As of Aug. 25, 2015, all new volunteers aged 18 and older must obtain clearances mandated by the [PA Child Protective Services Law](#) prior to beginning service at Manna.

The clearances required are:

- 1) PA State Police Background Check
(<https://epatch.state.pa.us/Home.jsp>)
- 2) Child Abuse Background Check
(<https://www.compass.state.pa.us/CWIS>)
- 3) Affidavit (IF you have lived in Pennsylvania continuously for the past 10 years: [http://mannaonmain.org/wp-content/uploads/Volunteer Disclosure Statement UPDATED fillable.pdf](http://mannaonmain.org/wp-content/uploads/Volunteer_Disclosure_Statement_UPDATED_fillable.pdf)) **OR** FBI Fingerprint Clearance (if you do not meet the affidavit criteria:
<https://www.identogo.com/locations/pennsylvania>; when requested use code **1KG6ZJ**)

Links to all can be found at: <http://mannaonmain.org/give-time/volunteer-clearances/>

In all cases, please download and share the results when you receive them, not the application form or a web link. The agencies will not contact us with, nor will they share, this sensitive information; it can only be shared via you.

Clearance FAQ's:

- Clearances are required for ALL non-minor volunteers, no matter what you intend to do here at Manna.
- If you are having technical issues applying for any of the clearances, please contact the issuing agency directly.
- Once clearances have been issued, they are good for **5 years from the issue date** per PA State Law.
- If you become an active Manna volunteer prior to turning 18, you will have a 6 month window after turning 18 within which to complete your clearances. If you have not turned in your clearances by that time, your account will be suspended until your clearances are complete.
- If you have clearances already, from other volunteer service or your employer, and they have been issued within the past 5 years, you can simply give us photocopies – you do NOT need to do the process all over again.

**Clearances can be emailed (clearances@mannaonmain.org),
faxed (215.855.8241), mailed (606 E. Main St., Ste. 1001,
Lansdale PA 19446) or dropped off at the reception desk
during business hours. Questions? Email the Volunteer
Director: meg@mannaonmain.org**

Signing Up for Shifts & Attendance

When you have turned in your clearances, your account will be activated soon thereafter. You can begin scheduling yourself on the Volunteer Information Center!

LINK: <https://www.volgistics.com/ex/portal.dll/?from=207943>

Volunteering at Manna is entirely self-directed; there is no regular commitment or minimum commitment required. If you are interested in committing to a regular shift, though, that is welcome! Email the Volunteer Director if so: meg@mannaonmain.org.

Your login is your email address and your password was created by you when you registered – it is NOT your system-created PIN.



← → ↻ Volgistics Inc. [US] | <https://www.volgistics.com/ex2/vicnet.dll?from=207943>

Apps Volgistics - Login Manna on Main Street List of Services | Man Wordpress Manna on ITW Cybergrants Manna on Main - Re Off


North Penn Commons
Building Community on Common Ground

Enter your email address and your volunteer information center password, and then click the Go button.

Login name:

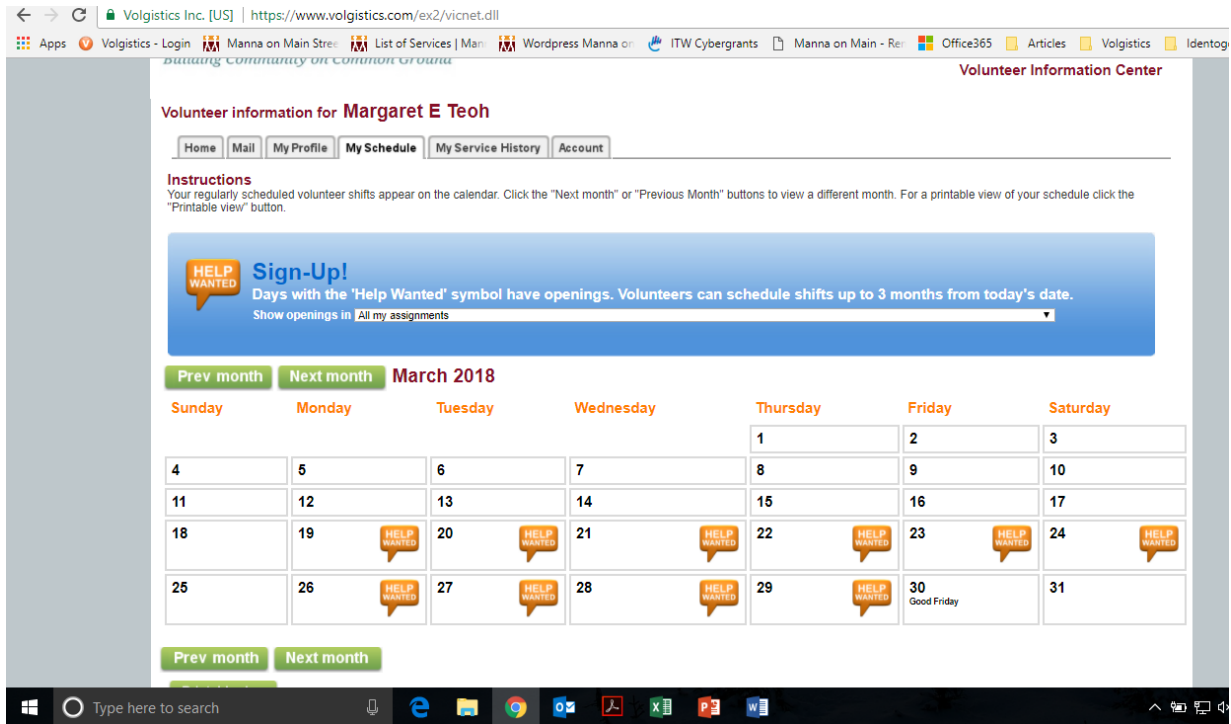
Password:

[Forgot your password?](#) [Help](#)

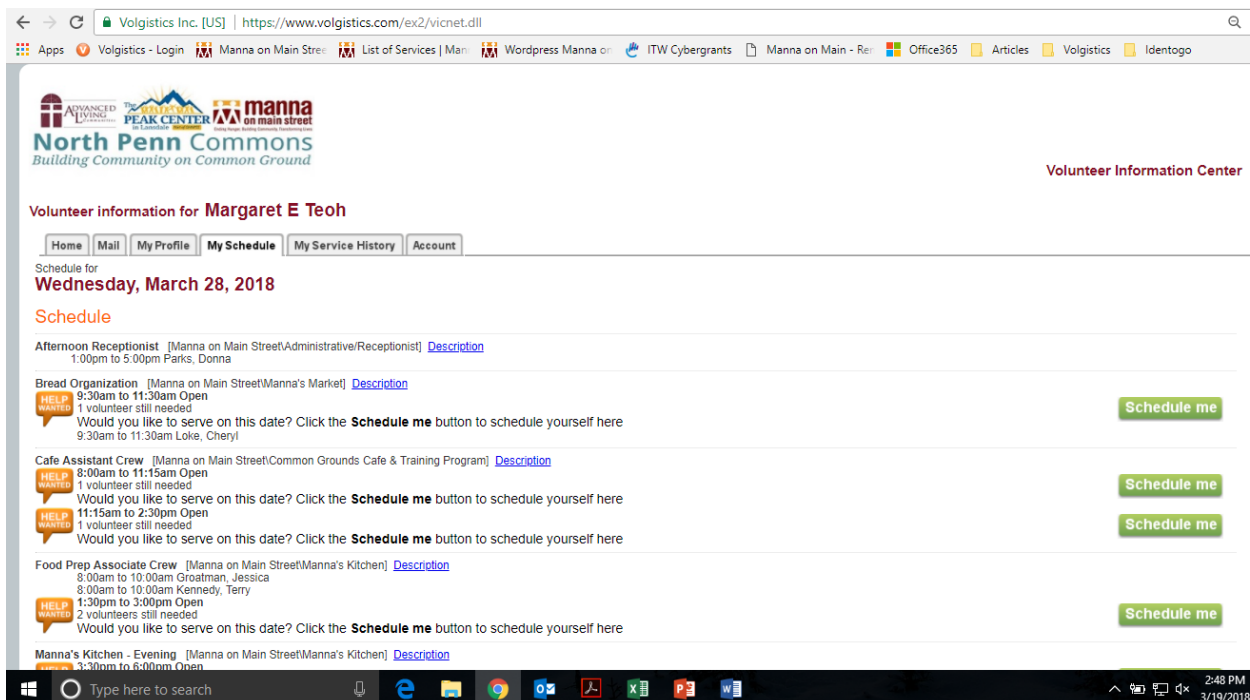
[Need a password?](#)

Manna -'How to Volunteer' | [Privacy Policy](#)

Once you have logged in, you can click the “My Schedule” tab to see the calendar of upcoming openings. Simply click on a “Help Wanted” flag to see what help is needed on a given day.



This will take you to a list of shifts – if there is a need for volunteers, the “Schedule Me” button will appear, which you can click to be assigned. The button will then change to “Remove Me”, in case you need to take yourself off that shift.



On this webpage, you can also update your contact information and your password, as well as your communication preferences.

Please note that if you opt out of “Account & Schedule Updates” you will not get updates regarding inclement weather and similar important alerts, such as regular updates from the Volunteer Director.

*While we do not have a required level of service, if more than **18 months** pass without any activity in your account (service, etc.), your account will be subject to deletion to ensure room for other volunteers. Thank you!*

Volunteers are **required** to sign up for any shift(s) they work. You are also expected to withdraw yourself from any shift you signed up for but cannot attend. Within two days of your shift, the system will not let you withdraw yourself – at that point, you should email the Volunteer Director (meg@mannaonmain.org).

When you sign up for a shift, please note that you are expected to arrive promptly and remain present for the entirety of that shift.

No-show Policy: Our volunteers are essential to Manna’s programs and services. We understand that emergencies and schedule conflicts happen that may prevent you from being here. However, please inform us **immediately** if you are unable to be here, and remove your name from the shift on our website. Not doing so is considered a “No-Show,” which affects everyone. Please be considerate of your absence’s effect on staff, volunteers on your shift, and volunteers who cannot sign up as a result.

In the event that you are a No-Show, the following consequences will occur:

- **1st Occurrence:** Warning
- **2nd Occurrence:** Warning
- **3rd Occurrence: Account suspension**—You will be ineligible to volunteer with us for a *minimum* of 60 days.



VOLUNTEER POLICIES

Civil Rights Policy

- Manna is a nondiscriminatory organization.
- **We welcome and accommodate all individuals, regardless of language needs, disabilities, race, religion or creed, skin color, origin, age, sex, gender identification or gender expression.**
- You have the right to file a complaint in event of any Civil Rights violation. Manna must comply with any investigation.
- Information about where to file is on “And Justice for All” poster (Manna’s Kitchen & Manna’s Market).

Interacting With Our Community

- Please respect privacy of clients/guests
- Treat all guests with dignity and compassion
- No photos of our clients/guests
- Refrain from discussing any personal details they may share with you
- If you are ever unsure of a situation, check in with the nearest staff member

Attire

- Shoes: **must** be closed-toe (absolutely no flip flops or sandals)
- Comfortable & appropriate clothing – you’ll be working with food, so you may get messy
- Hair: **must** be secured away from your face

When You Arrive

When you arrive for a shift at Manna, enter through the lobby door. Upon entering Manna's glass doors turn left and go down the hall to the white wall mounted desk. Look for the iPad kiosk, and log in on the screen with your PIN number. (Please be sure to log OUT when you leave, as well.) Proceed to your work area (ask the nearest staff member if you are unsure where that is), and the staff member on that program will give you a short update and overview on what you'll be working on that day.

COMMUNITY SERVICE

We welcome volunteers with community service requirements, with the following important notes:

For court-ordered service:

- YOU are responsible for tracking your own service
- Notify Volunteer Director *before first shift*
- Submit official paperwork & contact info before first shift
- It is your responsibility to log in and out when serving at Manna; that is the official time log and what we will verify.
- **1 week notice is mandatory for timesheets, letters, and other documentation from Manna.** Contact meg@mannaonmain.org when you have completed your hours.

For service-learning requirements:

- YOU are responsible for tracking your own service
- It is your responsibility to log in and out when serving at Manna; that is the official time log and what we will verify.
- Includes hours for graduation requirements; NHS/NJHS; Boy/Girl Scouts; school/college clubs, etc.
- **1 week notice is mandatory for timesheets, letters, and other documentation from Manna.** Contact meg@mannaonmain.org when you have completed your hours.

Manna's Drug & Alcohol Use Policy

Manna on Main Street is a drug and alcohol-free campus. No use or possession of alcohol or illegal substances is permitted by any individual. Further, all volunteers are expected to arrive ready to serve. Coming to Manna intoxicated or impaired is not acceptable. You will be asked to leave immediately and your volunteer account will be suspended.

Manna on Main Street is a smoke-free campus. Any and all tobacco consumption in any form (including but not limited to smoking, chewing, or vaping) must be done beyond our property limits.

Sexual Harassment & Abuse

Manna prohibits and has zero-tolerance for sexual abuse & harassment. If at any time you are made to feel at all uncomfortable, report the situation immediately to the Volunteer Director or the Executive Director.

Manna prohibits sexual abuse in the workplace or in any organization related activity. Manna provides procedures for employees, volunteers and board members to report sexual abuse and disciplinary penalties are documented for those who commit such acts. No employee, volunteer or board member has the right to commit or allow sexual abuse.

Inclement Weather

In the event of inclement weather, Manna makes every effort to stay open when it is safe to do so, as our clients' needs remain unchanged. However, we know there are times when it is not safe to ask people to be here, and on those days we will close and/or cancel programs. In the event that this happens, the Volunteer Director will contact all volunteers who are scheduled to work on that day, typically via email unless the volunteer profile indicates another preference.

Manna also maintains an **Emergency Call List**. In the event of last minute cancelations (weather-related or otherwise) that affect our ability to provide services to our community, the Volunteer Director will contact the volunteers on this list for support on short notice. If you are interested in joining this list, thank you! Please contact meg@mannaonmain.org for further information and to add your name.

Closures and Holidays

Manna is closed on the following holidays, as well as any scheduled observances of the below:

- Easter Sunday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Inventory Day (September 30th)
- Thanksgiving
- Day after Thanksgiving
- Christmas Day / Christmas Day Observed
- New Year's Eve / New Year's Eve Observed
- New Year's Day / New Year's Day Observed