

2023

Volunteer

Handbook



METRO CARING

ENDING HUNGER AT ITS ROOT
TERMINAR LAS CAUSAS PROFUNDAS DEL HAMBRE

EST.  1974



OUR MISSION

Metro Caring works with our community to meet people's immediate food needs while addressing the root causes of hunger. We provide nutritious groceries to our neighbors and offer comprehensive anti-hunger resources so that families can break the cycle of poverty.

Metro Caring offers innovative programming in Nutritious Foods Access, Nutrition Education and Cooking Classes, ID Procurement, Urban Gardening and Agriculture, and Community Organizing and Development.



Our Core Values

Pursue Equity

We embrace diversity and ask ourselves: are we modeling the inclusion that we seek? We recognize that systems have historically oppressed and marginalized groups of people by identity; and we work to dismantle both the patterns of behavior and the way we approach our work. We are committed to doing this work so it does not perpetuate systems of inequity. We examine in our individual roles in ensuring Metro Caring is a place where every individual feels like they are safe, that they belong, and that they are included.

Champion the Mission

As an organization with decades of history, we believe that we must relieve hunger while also addressing the root causes of that hunger. We channel our passion to addressing the mission of our organization; and most importantly, we are driven by the vision of a world where every person has access to good food and a healthy life.

Rise Together

We stand in solidarity and deep relationship with those who have historically been disenfranchised by systems. We believe we are interconnected, and that our humanity is tied up in one another. Rather than do "For," we seek to do "With" by ensuring we create spaces at every table for those most impacted by food injustice. We believe everyone has a role to play.

Find the Joy

We celebrate our wins, bringing together our imperfectly perfect humanity in concert with our desire to bring change. Choosing to find the joy in this work and in our lives is about more than happiness; joy is also about honesty, sharing ourselves, and respecting our boundaries. Finding the joy is about sitting together in the fullness of the human experience: laughter, tears, dancing, sleeping, eating, and everything in between.

Own it

We hold ourselves and other each accountable to achieving the promise we make to our community. We feel urgent about achieving our mission, but we recognize that it requires both strategic thinking and a passion to ensure quality of our work. Therefore, we hold ourselves to high expectations and strive to be excellent in everything we do.

Are Brave

We value continuous improvement and see the often uncomfortable challenge of intentional risk-taking, learning, and willingness to grow as an act of bravery and an opportunity to talk about where we fall short and learn together.

Think outside the box

The roots of an unequal food system go deep, and we know transformation is necessary. The current reality of the charitable food system is managing a problem and diagnosing symptoms – we are committed to tackling root causes and to reimagining new solutions to old problems. We are doing the work to imagine a future that is still a possibility, not a current reality.

What is Anti-Hunger Work?

Anti-hunger work seeks to promote activity and policies directed towards eliminating hunger as a social problem (racial-wealth gap, housing discrimination, unemployment, access to healthcare) rather than a supply problem. Coloradans do not go hungry because there is a lack of food, they go hunger because they do not have money to buy food. We recognize that hunger is part of a much larger, systemic issue.

What is Anti-Oppression Work?

An active approach to understand how power and social identities interact and result in the exclusion and inequitable outcomes for certain people or groups.

1 in 4

LGBTQ+ individuals reported a lack of sufficient funds for food at some point in the last year

2x

Black households are 2x more likely to experience hunger

55%

Of disabled Medicare recipients reported not having enough food or not having access to the foods they wanted



TEFAP ANTI-DISCRIMINATION POLICY

Metro Caring prohibits unlawful discrimination because of age, sex, race, color, military status, religion, disability, sexual orientation, gender identity, national origin, pregnancy, genetic information, marital status, creed or ancestry.

Unlawful discrimination would be anything that treats people differently (better or worse) based on whether they belong to one of these protected classes.

All participants have the right to file a civil rights complaint. If someone comes to you to make a civil rights complaint, please contact a staff member.

METRO CARING ANTI-DISCRIMINATION POLICY

We serve an extremely diverse community. If you are discriminatory, prejudice, disrespectful or hold preconceived judgements towards any types of persons – we would like you to question how these judgments may impact the work you do here.



WE'RE SO MUCH MORE THAN A FOOD PANTRY!



Community Connection

For the non-food related needs of our community, we provide on-site resource referrals every day we are open to the public.



Community Organizing

Join our community activation efforts as we work with our community to prepare leaders to occupy all areas of influence that impact the food equity movement.



Community Food Utility

Community Food Utility focuses on our large-scale initiatives designed to provide long-term solutions to systemic challenges faced by our community members and our organization.

Food Sovereignty

“Food sovereignty is the right of peoples to healthy and culturally appropriate food produced through ecologically sound and sustainable methods, and their right to define their own food and agriculture systems. It puts the aspirations and needs of those who produce, distribute and consume food at the heart of food systems and policies rather than the demands of markets and corporations.”

– Declaration of Nyéléni, the first global forum on food sovereignty, Mali, 2007

FOOD ACCESS GUIDELINES

Shopping

- Folks can shop once per month
- Appointment is required to shop
- Provided 2 bags and 2 boxes or 3 bags and 1 box to shop with
- 15 minutes before or after appointment time
- First time to Metro Caring ever? Can shop for their first visit in lieu of an emergency bag.

Emergency Bags

- 2 Full or Partial Kitchen Emergency Bag Visits per month
- 4 Non-Kitchen Emergency Bags (smaller amount of food)



VOLUNTEER EXPECTATIONS AND THE VOLUNTEER FOOD POLICY

The following best practices ensure everyone at Metro Caring is treated with respect and dignity!

As a Volunteer I will...

- Cultivate a safe and positive space for all members of the Metro Caring community.
- Recognize that Metro Caring has an incredibly diverse population, and any biases, judgements, or stereotypes that I have could severely affect my work here.
- Be flexible and adaptable to the needs of the organization.
- Be reliable and on time for my volunteer shifts.
- Consider being fully vaccinated against COVID-19 to protect the safety and health of Metro Caring's vulnerable population.

Metro Caring Volunteer Food Policy

- Volunteers are permitted and encouraged to take food home with them each day they volunteer.
- Volunteers can take 10lbs per day.
- Volunteers are not permitted to take ineligible food home with them. This includes: TEFAP product, meat, and hygiene products.
- Volunteers are permitted to take 1-dozen eggs per week.
- Please weigh your food and log how much you are taking in the "Volunteer Food Area".

VOLUNTEER ROLES



Food Access

Food Access volunteer roles support our Fresh Food Market through sorting, restocking, making emergency bags, cart attendants and more! Many of these roles are a little more physical in nature.



Front-End

The Front-End Volunteer roles are usually seated and require the use of technology. Front-End volunteers make appointments, check folks in for appointments and help with ID vouchers.



Urban Agriculture+Nutrition

We seek to build community through food by learning, cooking, and growing together! Volunteer roles include: washing dishes and keeping the kitchen clean for cooking clubs and supporting growth in growing spaces.



Skills-Based Volunteering

Do you have a special skill that could help Metro Caring and want to get more involved? Talk with our staff directly to get plugged in around sharing gifts such as fundraising, maintenance, photography, finance and MORE!

PLEASE SIGN UP FOR YOUR SHIFT. THEN SIGN IN FOR YOUR SHIFT!

After you've signed-up for a volunteer shift, or a few days before your scheduled volunteer shift, you'll receive an email reminder. Sometimes our emails hit your "Promotions" folder so check there!



Emma,
This is to remind you about your upcoming volunteer assignment.

- Volunteer Shift - PM
- Shift Start Time: 2/17/2023, 12:00 PM
- Address: 1100 E. 18th Ave., Denver, CO 80218

Need to cancel or reschedule your shift? Follow the link below to access your volunteer profile online!
https://metrocaring.secure.force.com/GW_Volunteers_PersonalSiteContactInfo?contactId=0032E00002ewGUG&Email=eacmoore23@gmail.com

COVID-19 Safety Information

If you have a cough, shortness of breath, or at least two other COVID-19 symptoms (fever, chills, headache, sore throat, repeated shaking with chills, muscle pain, or new loss of taste or smell) or if you have been exposed to COVID-19, you are not eligible until your quarantine period is over and you have been cleared by a doctor. Please [see the CDC guidelines](#) for more information.

Parking Information (for shifts at Metro Caring)

To make sure our shoppers are able to access parking, please avoid parking in the lot next to our building unless you have a disability that requires closer parking. The best place to park is in any of the St. Joseph Hospital parking garages and then walk over to Metro Caring (about 2 blocks). Parking in the garages is free. You can also try street parking, but with all of the construction in the neighborhood, it's tough.

If something comes up and you're not able to make your shift, please let us know you can't make it by canceling your shift using the link in the email and cancelling the shift in your volunteer portal.

VOLUNTEER SHIFTS

Sunday

1 - 3 pm

Monday

8:30am - 12pm

12 - 3:30pm

Tuesday & Wednesday

8:30am - 12pm

12 - 3:30pm

:30 - 8 pm

Thursday

8:30am - 12pm

12 - 3:30pm

Friday & Saturday

Closed

The screenshot shows the 'Volunteer Profile' page for Emma Moore. At the top, there are tabs for 'Volunteer Profile', 'Available Jobs', and 'Job Calendar'. The profile section includes her name, email (eacmoore23@gmail.com), and mobile phone number (317-752-8868). Below this, there are sections for 'Home Phone', 'Monday Morning (8:30-11:30 am) Volunteer Availability', 'Human Resources Volunteer Skills', 'Sorter Volunteer Assignment Preferences', 'Email Opt Out', 'Volunteer Messages Opt Out', and 'Volunteer Auto-Reminder Email Opt Out'. An 'Update' button is at the bottom of this section.

To the right, a 'How are you tracking?' graph shows 'Volunteer Hours' on the y-axis (0 to 1) and 'Month' on the x-axis (Mar 2022, Apr 2022). Below the graph is a 'How You Rank' table:

Volunteer Hours	4/21/2022	4/21/2022	2/15/2023
0.00	First Volunteer Date	Last Volunteer Date	Volunteer Last Web Signup Date

A hand-drawn arrow points from the 'Update' button to the 'How You Rank' table.

At the bottom, there are two tables: 'Scheduled Volunteer Shifts' and 'Your Recent Volunteer History'.

Date	Time	Job	Details	Cancel
Fri 2/17/23	12:00 PM - 3:30 PM	Volunteer Shift - PM	Q	X

Date	Job	Hours
Thu 4/21/22	Volunteer Shift - AM	0

A 'Show more' link is located below the 'Your Recent Volunteer History' table.

First-Day FAQs

How do I get in the building when I arrive?

The "Volunteer Entrance" is on the Southeast corner of Metro Caring adjacent to the parking lot. The front door will be locked when you arrive, head to the back of the building to enter through the "Volunteer Entrance".

Do I need to sign up for my shift?

Yes! Signing up for your volunteer shift is essential. When you arrive to Metro Caring you will sign in for your scheduled shift at the volunteer computers outside of the Education Center

What should I wear?

Please wear something you are comfortable in and do not mind getting dirty. Closed-toe shoes are required, we cannot permit you to volunteer in inappropriate footwear.

Do I need to bring anything?

Please bring a water bottle and a light jacket. Our facility runs cold, and we want you to be comfortable while volunteering.

How do I know what to do when I get here?

When you arrive, please follow the bright pink signs to "Volunteer Gathering". Gathering is where we go over Metro Caring updates and assign volunteer roles. If you don't attend Gathering you might miss important information about the shift!

Can I bring my pocket-knife, box cutter or weapon to Metro Caring?

Weapons of ALL kinds are strictly prohibited at Metro Caring. We will provide you with a box-cutter if you are volunteering in the warehouse, you do not need to bring your own.

Can my children volunteer with me?

Yes! We accept volunteers who are 14 or older. They can volunteer without a parent or guardian as long as they have a waiver signed by a guardian. We cannot accept children under 14, even with a guardian present, due to our facility being an operating warehouse.

MEET TEAM VOLUNTEER



Beatrice Chavez

Volunteer Team Manager
BChavez@MetroCaring.org



Isabel Solache

Volunteer Coordinator
ISolache@metrocaring.org



Aja LeDoux

Volunteer Coordinator
ALeDoux@metrocaring.org

We are so excited to welcome you to Metro Caring!

Thank you for being a part of our community. We are so grateful for each and every one of our volunteers and absolutely know that we could not do any of the work that we are doing without the countless hours and hard work that our volunteers put in.

We greatly appreciate your patience, love, support, and input as we continue to adapt and evolve. Look out for updates, tips, and connections on our social media!

Follow us on social media!
@MetroCaring





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