



Henry Street Food Pantry **Volunteer Packet**

Thank you so much for taking the time to volunteer onsite at Henry Street Settlement. We are truly grateful that you are willing to help out our community during this time by delivering meals to our community members who are facing food insecurity. As you can imagine the need for meals and food delivery have been a pressing issue in the community, with shelter-in-place orders in place and the unprecedented job loss we've seen over the last few weeks.

Henry Street has partnered with Vision Urbana, a local food pantry on the Lower East Side, to deliver healthy pantry items and emergency food packages to families in need across the neighborhood. Henry Street is utilizing three currently closed program sites, including the Boys and Girls Republic youth center, and our Senior Center on Madison Street, as packaging and distribution sites. Volunteers will be delivering meals to Lower East Side community members who have been identified as food insecure by our staff members, case managers, and volunteer wellness callers. Providing these resources is crucial during this time, and will ensure that no family in need will go hungry during this incredibly difficult time. Thank you so much for doing your part to make sure that our community members are provided with the resources that they desperately need.

Volunteer Policies and Procedures

- The volunteer department has an age recruitment for anyone volunteer onsite. We will recruit and accept volunteers 18--60, per CDC guidelines of who is at higher risk and should stay home.
 - The volunteer department can make exceptions to this rule, but only on a case by case basis. Any individual under the age of 18 that we allow to volunteer must have a separate volunteer waiver signed by a parent or guardian before they start volunteering.
- Volunteers should self-report if they have experienced ANY symptoms of COVID-19, including fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea.
- Volunteers who have recently attended any group event/gathering where social distancing was not adhered to should be tested for Coronavirus, and may not be allowed to volunteer if they have not been tested.

- Volunteers will be sent out on deliveries in pairs; no volunteers should make deliveries on their own.
- Volunteers must follow CDC guidelines for wearing personal protective equipment, including face masks. Volunteers will be asked to bring any PPE with them for their shift; if they are unable to do so, PPE will be provided for them.
- Volunteers will be given a badge to wear while making deliveries, identifying them as Henry Street Volunteers. This badge must be worn at all times during their volunteer shift.
- Volunteers will receive an email and call in advance of their shift, reminding of the time and location of their shift. At this time, they may be asked to report any symptoms or asked if they have attended any group gatherings.
- Volunteers may be subject to a temperature check before they are allowed to deliver food.
- Volunteers must adhere to all social distancing requirements.

Henry Street Food Delivery 101

- Upon arrival a Food pantry staff member will give you a list of folks to deliver groceries to. If you need help finding the address, please let a staff member know.
- Once you have a delivery list you will be paired with a partner. Depending on the access to the apartment you can either both go up floors to deliver, or you can have one person wait downstairs with the carts while the second person goes up with a bag if stairs are the only method of access.
- As you deliver, please knock on the door (see notes, sometimes **LOUD** knocks are requested) and put the bag down in front of the door and **STEP BACK SIX FEET AWAY**. If someone answers, introduce yourself and say you are from Henry Street's food pantry.
- If an individual asks you to bring the bag in, the **ONLY** thing you can do is ask them to step at least six feet away from the door, and you can set it just inside the door. **DO NOT** carry it to their table, living room, etc. Henry Street's goal is to minimize the chance of exposure to you and the person receiving the food.
- If the delivery is successful, please check off to confirm that the delivery was received. Please **DO NOT** leave bags at the door, someone has to accept the delivery. If their phone number is missing, please ask for it and put it on your sheet. It is important for the food pantry team to have this information just in case we need to get in touch in the future to ask them about their delivery.
- Once you're done, please bring the list back and give it to your onsite contact. If you are able to do another delivery route a food pantry staff member will provide you with you another list of deliveries.

General Contact Information

Tuesday Food Pantry Location 1: [888 East 6th Street New York, NY 10009 \(Henry Street's Boys and Girls Republic\)](#)

Tuesday Food Pantry Location 2: [334 Madison Street \(Lower Level\) New York, NY 10002 \(Henry Street's Senior Center\)](#)

Wednesday and Friday Pantry Location: [334 Madison Street \(Lower Level\) New York, NY 10002 \(Henry Street's Senior Center\)](#)

Tuesday Onsite Contact: Jon Harper: jharper@henrystreet.org

Wednesday Onsite Contact: Karina Mungia: kmungia@henrystreet.org

Friday Onsite Contact: Susana Sanchez: ssanchez@henrystreet.org

Main Volunteer Contact: Deanna Sorge: dsorge@henrystreet.org

Henry Street HELPLINE Information

It is common for folks to stop volunteers on their delivery routes to ask how they can sign-up to get food from the food pantry. Please advise people to call the Henry Street HELPLINE so they can get in touch with a case manager and sign up for meal deliveries.

Henry Street HELPLINE Number : 347.493.2787

Henry Street Pantry Catchment Areas

