



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, Abrons Arts Center, and our Senior Center on Montgomery 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

1. The volunteer department has an age recruitment for anyone volunteering onsite. We will recruit and accept volunteers 18--60, per CDC guidelines of who is at higher risk and should stay home.
 - a. 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.
2. 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.
3. Volunteers must follow both Henry Street Settlement and 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.
 - a. Staff and visitors must wear a mask at all times in a shared office (i.e., an office that is occupied by two or more people), hallways, restrooms, and other communal spaces such as classrooms, meeting rooms, and break rooms.
 - b. A mask is not mandatory if you are in a private office and no one else is in the space. Masks may be temporarily removed when dining or drinking. Make sure you maintain a social distance of at least six feet when dining or drinking.
 - c. Masks are required outside of the office when you are in direct contact with members of the public or en route to a food-delivery participant.

4. Volunteers will receive an email in advance of their shift, reminding of the time and location of their shift.
5. Volunteers must attend a mandatory virtual orientation before they start volunteering. A list of the orientation schedule will be provided to the volunteer after they sign up. If you are unable to attend an orientation a recording of the orientation will be e-mailed to you.
6. Volunteers who miss more than 3 volunteer shifts without notifying a member of the volunteer team will not be able to volunteer with us in the future.
7. Volunteers may be subject to a temperature check before they are allowed to deliver food.
8. 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 another list of deliveries.

General 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: [8 Pitt Street New York, NY 10002 \(Vehicle Required\)](#)

Tuesday Food Pantry Location 3: [334 Madison Street \(Lower Level\) New York, NY 10002 \(Henry Street's Senior Center\)](#)

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