



The Storehouse

OF COLLIN COUNTY

Volunteer Do's and Don'ts

The recommendations outlined in this document serve to:

- protect our volunteers,
- ensure that all our neighbors are treated fairly, and
- prevent neighbors from receiving special favors.

Please do:

- arrive on time; and remove your name from the schedule well in advance if there is any problem in meeting your shift commitment
- follow the distribution process, policies and guidelines of The Storehouse
- seek the guidance of Storehouse staff if you're not sure how to handle a situation
- inform a staff member at any sign of mounting tension
- socialize with neighbors during their visits to Seven Loaves Food Pantry & Joseph's Coat
- remain friendly with, and attentive to neighbors; be the best listener you can be
- respect the diversity of beliefs and faith practices of neighbors and volunteers
- maintain a high degree of professionalism and clear boundaries
- maintain confidentiality concerning the people we serve
- smile and enjoy yourself when volunteering

Please do not:

- give out your last name, phone number, or other personal identification to neighbors
- invite neighbors to come home with you or offer rides to neighbors
- give or lend money to neighbors
- touch neighbors except in a handshake of greeting or shoulder-pat of congratulations or assurance
- ask neighbors any probing or personal questions
- share information on your faith or belief practices with neighbors or other volunteers unless asked; sway or attempt to convert neighbors to your specific religion or opinions