MARY'S KITCHEN PANTRY
Food Distribution Pantry - Serving the Needs of Our Community

790 E. Debra Ln., Anaheim, CA 92805
714-633-0444 | MarysKitchenPantry.org

VOLUNTEER SAFETY PROCEDURES & WAREHOUSE POLICIES

Required policies for all volunteers

All volunteers are required to read, understand, and follow these policies while volunteering at Mary's Kitchen Pantry.

SAFETY & WAREHOUSE PROCEDURES

1. Emergency Exits - Emergency exits, exit doors, fire extinguishers, electrical panels, and emergency equipment must remain clear and accessible at all times.

2. No Climbing on Shelving or Pallets - Never climb on warehouse shelving, racks, pallets, boxes, tables, or other objects to reach merchandise.

3. Use Ladders and Step Stools Safely - Only authorized ladders or step stools may be used. Never stand on chairs, boxes, pallets, or unstable surfaces.

4. Watch for Moving Equipment - Always remain alert for forklifts, pallet jacks, carts, delivery vehicles, and other moving equipment operating in or around the warehouse.

5. Maintain Safe Distance From Forklifts - Never walk underneath raised forklift loads or stand between moving equipment and walls, shelving, vehicles, or other fixed objects.

6. Do Not Ride on Equipment - Volunteers may not ride on forklifts, pallet jacks, carts, pallets, or other equipment unless the equipment is specifically designed and authorized for passenger use.

7. Stack Materials Safely - Boxes, food, supplies, and other materials must be stacked securely and must not be positioned where they could fall, shift, or collapse.

8. Do Not Overload Shelving or Carts - Never overload shelves, racks, carts, tables, pallets, or other storage and material-handling equipment.

9. Report Damaged Equipment - Damaged carts, shelving, electrical cords, ladders, equipment, or other unsafe items must be reported immediately and should not be used.

10. No Horseplay or Running - Running, pushing, horseplay, practical jokes, or other unsafe behavior is prohibited in warehouse and work areas.

11. Use Proper Carrying Techniques - Do not carry loads that obstruct your vision. Make multiple trips or ask for assistance when necessary.

12. Keep Hands and Feet Clear - Keep hands, fingers, feet, clothing, and personal items away from moving equipment, wheels, pinch points, doors, and shifting loads.

13. Clean Spills Immediately - Spilled liquids, broken containers, leaking food, and other floor hazards must be reported and addressed immediately to prevent slips and falls.

14. Report Injuries Immediately - All injuries, accidents, falls, near misses, or unsafe incidents must be reported to authorized Mary's Kitchen Pantry staff immediately, even when an injury initially appears minor.

15. Follow Emergency Instructions - In an emergency, volunteers must stop work and follow instructions from authorized staff, emergency personnel, posted evacuation procedures, and designated emergency routes.

16. Wet Floor Signs - Place a wet-floor sign immediately whenever a floor is wet, being cleaned, or presents a slipping hazard. Do not remove the sign until the floor is completely dry.

17. Cuts and Open Wounds - Cuts, sores, or open wounds must be completely covered with a secure waterproof bandage and appropriate glove before handling food.

18. Broken Glass or Sharp Objects - Never pick up broken glass, exposed blades, needles, or other sharp objects with bare hands. Notify authorized staff immediately.

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19. Knives and Cutting Tools - Use knives, box cutters, and other cutting tools only when authorized. Always cut away from your body and properly store the tool immediately after use.

20. Food Contamination - Immediately report food that has fallen on the floor, leaked, been exposed to contamination, or appears spoiled or unsafe. Do not distribute or return questionable food to storage without authorization.

21. Prevent Cross-Contamination - Keep raw foods, ready-to-eat foods, chemicals, cleaning supplies, and contaminated materials properly separated.

22. Cleaning Chemicals - Volunteers may not mix chemicals or use unidentified cleaning products. Cleaning chemicals must remain labeled and separated from food and food-contact surfaces.

23. Illness and Food Handling - Volunteers experiencing vomiting, diarrhea, fever, or other symptoms that could contaminate food must immediately notify authorized staff and must not handle food.

24. Food-Contact Surfaces - Tables, counters, utensils, containers, and other food-contact surfaces must be kept clean and sanitized as directed before and after food preparation or handling.

ORIGINAL VOLUNTEER POLICIES & PROCEDURES

25. Closed-Toe Shoes Required - Closed-toe shoes must be worn while volunteering.

26. Sign In at the Front Desk - All volunteers must sign in at the front desk before entering or beginning work.

27. Wait for Your Assignment - Check with the front desk or authorized staff before beginning a task.

28. Restricted Areas - Volunteers may not enter the back room, back hallway, offices, or other restricted areas without front-desk clearance.

29. Gloria's Office - Volunteers may not enter Gloria's office when the door is closed unless specifically authorized.

30. Breaks - Volunteer breaks are limited to 10 minutes and require front-desk approval.

31. No Loitering - Do not loiter in the front office, seating area, front desk area, or front of the building.

32. Cell Phones - No personal cell-phone use while actively volunteering, except for an emergency or authorized break.

33. Leaving Your Work Area - Notify staff before stepping away from your assigned area or leaving the facility.

34. Food and Property Removal - No food, drinks, supplies, or other items may be removed without direct authorization.

35. Volunteer Food - Any volunteer food provided is subject to availability and approval. Consult with Gloria first.

36. Gloria's Refrigerator - Do not remove food from Gloria's refrigerator without prior approval.

37. Theft - Theft in any form will not be tolerated at Mary's Kitchen Pantry. Any theft will result in permanent dismissal.

38. No Weapons - Weapons or firearms are prohibited. Violation may result in permanent dismissal.

39. Drugs and Alcohol - Drugs and alcohol are prohibited while volunteering or on Mary's Kitchen Pantry premises.

40. No Smoking or Vaping - Smoking and vaping are prohibited on the premises.

41. Visitors - Unauthorized visitors are not permitted in volunteer work or restricted areas.

42. Restrooms - Keep restrooms clean. Do not flush paper towels or other inappropriate objects. Do not take or leave food or drinks in the restroom.

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43. Handwashing and Gloves - Before handling food, wash or sanitize your hands first, then put on gloves. No exceptions.

44. New Food Arrivals - Frozen and perishable food must be placed promptly in the appropriate cooler or freezer.

45. Desserts - Desserts go into the designated side cooler, not the bread area.

46. Warehouse Safety - Stay alert to forklifts, pallet jacks, carts, vehicles, pallets, boxes, and other warehouse hazards.

47. Equipment - Do not operate forklifts, pallet jacks, carts, machinery, or other equipment unless specifically authorized and properly instructed.

48. Safe Lifting - Use safe lifting practices. Do not attempt to lift something that is too heavy. Ask for assistance when needed.

49. Spills and Hazards - Immediately report spills, wet floors, damaged items, unsafe conditions, or other hazards. Use wet-floor warnings when appropriate.

50. Keep Walkways Clear - Do not leave boxes, carts, food, pallets, or other items where they create a trip or access hazard.

51. Clean Your Work Area - Keep assigned work areas clean and organized and clean up after completing your task.

52. Attendance - Volunteers should provide 24-hour notice when they know they will not be able to report for a scheduled volunteer shift.

53. Parking - Volunteers must park on the side street only. Front parking spaces are reserved for the front desk, Gloria, staff, and other authorized personnel.

54. Sign Out Before Leaving - Every volunteer must sign out at the front desk before leaving Mary's Kitchen Pantry.

VOLUNTEER CONDUCT & RESPECT

55. Staff Conduct - Disrespectful language, tone, threats, or behavior toward Mary's Kitchen Pantry, its staff, or other volunteers will result in immediate dismissal for the day.

56. Follow Staff Direction - Follow reasonable instructions and assignments given by authorized Mary's Kitchen Pantry staff.

57. No Disruptive Conduct - Do not create unnecessary conflict, interfere with operations, or disrupt staff, volunteers, visitors, or food distribution activities.

58. Direct Questions to the Proper Staff - Direct policy and front-office questions to the front desk. Direct warehouse assignments and warehouse safety questions to authorized warehouse staff.

59. Respect the Facility and Equipment - Treat the facility, food, supplies, equipment, vehicles, and property with care and respect.

FOOD SHOPPING, HIDING & REMOVAL / EXIT POLICY

60. No Shopping Before or During Your Shift - Volunteers may not shop, select, set aside, reserve, or collect food or other pantry items for themselves before or during their volunteer shift. Volunteers must complete their assigned duties and receive authorization before obtaining any available food.

61. No Hiding or Reserving Food - Volunteers may not hide, stash, reserve, mark, relocate, or place food or other items aside for themselves or another person at any time. No exceptions without direct authorization from Gloria.

62. Unauthorized Removal of Food - Taking, concealing, or removing food, drinks, supplies, or other Mary's Kitchen Pantry property without authorization is prohibited and may result in immediate dismissal.

63. Front Door Exit Only - All volunteers, regardless of what time their shift begins or ends, must enter and exit through the front door only. Volunteers are not permitted to exit the warehouse through the back door or back gate at any time.

64. No Food Through the Back Door or Gate - No food, drinks, supplies, or other pantry items may be removed from the warehouse through the back door or back gate at any time. No exceptions.

65. Violation and Termination of Volunteer Privileges - Any volunteer observed exiting through the back door or gate while removing food or other pantry items will be sent home and their volunteer privileges will be terminated. All authorized food leaving with a volunteer must leave through the front door only and follow Mary's Kitchen Pantry authorization procedures.

THANK YOU

Thank you for taking the time to carefully review Mary's Kitchen Pantry's Volunteer Safety Procedures and Warehouse Policies. These requirements are in place to protect our volunteers, staff, visitors, the families we serve, and the food entrusted to our organization.

Every volunteer is expected to understand and follow these procedures at all times. Your cooperation helps Mary's Kitchen Pantry maintain a safe, clean, organized, and respectful environment for everyone.

We sincerely appreciate your time, service, cooperation, and commitment to helping our community.