

## **Guidelines for Volunteers**

1. Treat each shopper with kindness and respect.
2. For first time shoppers:
  - a. Ask shopper to show college id. If they don't have a college id, guide them to the College Communications Center in Founder's Hall where they can obtain a college id. We must see the college id card.
  - b. Give shopper the guideline and waiver form. Have the shopper sign the form after they have read it.
  - c. Ask shopper to sign in, (binder)
  - d. Introduce them to how food is categorized and provide guidelines regarding how many of each item they can have.
  - e. Inform shopper that they are allowed only 10 items per visit, unless the item is a toiletry, a *grab 'n go* item, or a food item that has passed expiration date.
  - f. Let the individual shop: no more than two shoppers in the bus at a time.
  - g. If a shopper has questions, try your best to answer them. But, if you are not sure of an answer, please try to find Prof. Felton, Snow Hall, room 508; 860-343-5816; [jfelton@mxcc.edu](mailto:jfelton@mxcc.edu).
  - h. Thank shopper.
3. For return shoppers:
  - a. Ask shopper to show college id. If they don't have a college id, guide them to the College Communications Center in Founder's Hall where they can obtain a college id. We must see the college id card.
  - b. Ask shopper to sign in, (binder.) Verify that the shopper has not maximized their shopping visits this month or their allotted items.
  - c. Inform shopper that they are allowed only 10 items per visit, unless the item is a toiletry, a *grab 'n go item*, or a food item that has passed expiration date.
  - i. Let the individual shop: no more than two shoppers in the bus at a time. If a shopper has questions, try your best to answer them. But, if you are not sure of an answer, please try to find Prof. Felton, Snow Hall, room 508; 860-343-5816; [jfelton@mxcc.edu](mailto:jfelton@mxcc.edu).
  - j. Thank shopper.
4. We expect all volunteers to be reliable, professional, and respectful of shoppers and fellow volunteers. All volunteers must respect rules of confidentiality and, at no time, will information shared by shoppers be shared with anyone outside the confines of the work of the Magic Food Bus. Should there be evidence that a volunteer has behaved in a manner that is disrespectful, unprofessional, or has consistently not followed the guidelines, that volunteer may be asked not to return to the Magic Food Bus.