



Volunteer Position Food Line Assistant

Clients may not go through the food line and get food without an assistant. Assistants take the tickets given to clients and provide guidance to each client during the selection of the appropriate amounts of food allotted to them dependent on their family size.

Assistants Do:

- Take one person/family unit through the food line at a time
- Make themselves available to help carry bags of food, including helping to carry food out to waiting vehicles if asked
- Help to keep the food line area clean, both during the food line open hours and after the food line closes for the day
- Have the benefit of selecting food items from the food line for themselves
- Keep in mind that Food Connection clients have outside stressors, and any negative attitudes displayed are not directed at the volunteer
- Contact a staff member if a client becomes verbally or physically abusive at any point during service

Assistants Do Not:

- Eat or drink while the food line is open
- Talk on, text, or browse the web on their phones while the food line is open
- Allow clients to take extra food off the line for themselves
- Take food items off the food line for themselves, especially while assisting clients
- Go through the food line at the beginning of their shift
- Guide themselves through the line
- Attempt to diffuse any confrontational situation that may arise

Assistant Dress Code:

- Assistants must not wear tank tops. Short sleeve shirts are allowed.
- Assistants must wear closed-toe shoes at all times. No flip flops.
- Shorts are permitted. Please wear shorts that are mid-thigh length or longer.
- Since assistants are a representative of Food Connection to the public, assistants may not wear items of clothing on which are written words or sayings that others may find offensive.
- Assistants are encouraged to dress in layers due to temperature variabilities on location.