

# Best Practice Toolkit



For suggestions or a copy, contact:

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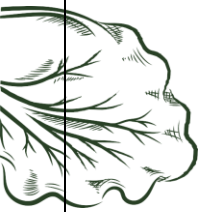
RHODE ISLAND COMMUNITY  
**FOOD BANK**

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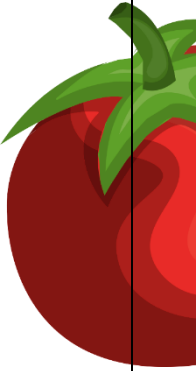


# What is a Best Practice?



Best Practice: A procedure that has been shown by experience to produce optimal results and that is established or proposed as a standard suitable for widespread adoption.

The Rhode Island Community Food Bank's network of food assistance agencies share a common goal of fighting hunger in diverse communities with differing needs and resources. This toolkit is a peer-to-peer resource of best practices, designed to help agencies do their important work by learning from one another.



This toolkit will evolve over time. If you would like to submit examples of a best practice, please contact **Julie Chhay** at [jchhay@rifoodbank.org](mailto:jchhay@rifoodbank.org).

# Guest Services



*Great customer service to guests of food assistance agencies is the final product of our efforts and is where the rubber meets the road.*

*This section includes some ways to make your program guests feel welcome through effective communication and interactions.*

# Guest Services



*One of the first things a guest notices when stepping into your program is if they feel welcomed. This feeling can be achieved by creating a welcoming atmosphere.*

## Signs

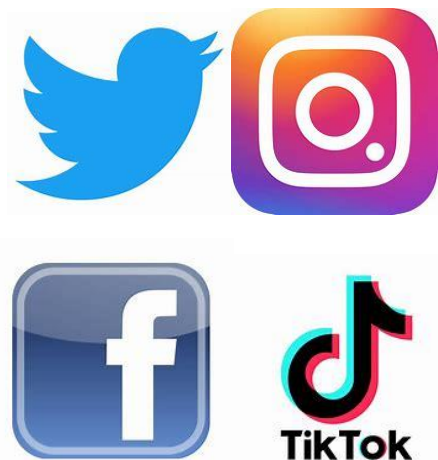
It's very important to post current and accurate signage. In addition to posting your program's open days and hours, let guests know of any changes or cancellations in advance. Signage could also include guest guidelines, a customer service standard, timely community resources, and special program announcements.



## Social Media

Use your social media as a platform to inform your program guests about things they should know, like closures or delays and to highlight inventory, recipes, relevant news, or other special programs.

*St. Mary of the Bay Food Pantry in Warren uses their Facebook page to post closures and the next available time for their guests to stop in.*



# Guest Services



## Resource Board

A resource board allows guests to have access to information that is useful to their situations discreetly.

*“Being able to provide information to our guests helps us better serve, and care for the people.”- Church of the Master Meal Site, Providence*

## Seasonal Resources

Some resources are available only during certain times of the year. Make sure to post up timely resources for your guests. Be sure to read the Food Bank’s Agency e-blast for updates and information to print, post and share!

### Fall

#### [LIHEAP](#)

The Low-Income Heating Assistance Program starts in October.

### Winter

#### [HealthSourceRI](#)

Open enrollment runs from November – January

### Spring

#### [VITA](#)

The Volunteer Income Tax Assistance program is offered during tax season.

### Summer

#### [Summer Meals Program](#)

Provides kids with free meals in parks and community settings throughout RI during the summer.

## Resource board ideas:

- ❖ Food Assistance List
- ❖ Local CAP
- ❖ SNAP Information
- ❖ Shelters
- ❖ Affordable healthcare
- ❖ 2-1-1 information
- ❖ Food Bank monthly resource flyers

### **Pro tip:**

Invite the Food Bank’s outreach workers to come and speak with your program guests about community resources during distribution! Email Lihna Agostini, Community Outreach Manager, for more information at [lagostini@rifofoodbank.org](mailto:lagostini@rifofoodbank.org).

# Guest Services



## Establish a Customer Service Standard

As a member of the Food Bank, we expect that agencies provide their guests with excellent customer service. Having a customer service agreement sets expectations of a service standard that guests, staff, and volunteers use as a guide. Want help in establishing one for your agency? Email Hope Indeglia O'Brien at [hiobrien@rifoodbank.org](mailto:hiobrien@rifoodbank.org).

### Guest Guidelines

**Name of Agency Food Pantry Hours:  
Days & Hours**

This food program serves residents of  
(Enter your service area here).

All new households will be asked to register with us. We will require basic information from you for program statistics and food safety reasons. There are no income eligibility requirements for the food pantry. All are welcome.

We work hard to ensure that there is enough food here for everyone who needs it and have established the following guest guidelines for you and for our staff and volunteers.

1. All registered households may access the food pantry (enter how often).
2. If driving here, please park (where).
3. All guests should enter (where) and check in (where). (You can also say what time doors open, if you have a special ticketing system, etc. here or below).
4. Prior to entering the shopping area, please (enter other info like carts/baskets, masking req's, etc.)
5. Please shopping according to the posted item limits. Limits are based on household size and help us to ensure that we have enough for everyone.
6. We are not able to offer product substitutions. For example, if you chose less from one product category, we are not able to allow a substitution to take more from another.
7. We host (enter any special programs you offer related to the food pantry – such as holiday distributions, produce-only days, etc.) from month/date to month/date. All households may come when and for what.
8. If there are products or items that you would like to see us offer, please let us know and we will do our best to try to stock it.
9. We treat one another with respect. For the safety and comfort of everyone, major disruptions or arguments that are disrespectful will not be tolerated and you may be asked to visit us at another time.

**If you have any questions or concerns,  
please ask for WHOM or call (401) ENTER NUMBER.**

**Thank you!**

# Guest Services



## Waiting Area

Open the doors to a common room where the guests can commune before your food distribution starts.

***The Emanuel Evangelical Lutheran Church Pantry in West Warwick began this practice after a Food Bank workshop called “Listening Beyond Words”. They open the doors to the church an hour before they begin distribution. The guests receive a number and wait with a coffee and a baked good.***

## While You Wait

*“Our pantry team considered various solutions and settled on a set of restaurant-style wireless pagers. It gives clients an opportunity to wait in their cars, visit our picnic benches, or visit the thrift store. When greeted at the door, they are registered through our registration system and are free to shop. This has relieved a great deal of tension among guests and staff alike and has been a source of entertainment for the younger kids as they proudly present their beeper at the door.”*



***- Rhode Island Center Assisting those in Need, Charlestown***

## Play Music

***The Dr. Martin Luther King Jr. Center in Newport plays relaxing music during pantry hours to lighten up the atmosphere for guests, staff, and volunteers. Choose a playlist that fits the ambiance of your agency.***





# Guest Services



## Offer Seasonal Fresh Food

The Food Bank regularly stocks seasonal fresh fruits and vegetables. To compliment what we offer and to add more variety to your inventory, consider reaching out to these local produce providers:

- [Hope's Harvest at Farm Fresh RI:](https://www.farmfreshri.org/programs/hopes-harvest/)  
<https://www.farmfreshri.org/programs/hopes-harvest/>

**Food on the Move** will provide 50% discount when purchased with SNAP

- [Food on the Move:](https://riphi.org/food-on-the-move/) <https://riphi.org/food-on-the-move/>

*The West End Community Center in Providence shares:*

*“West End used grant money to buy vegetables from Farm Fresh RI to create a self-serve produce display on every senior box distribution day. The seniors’ reactions were so positive! Because of this, we began doing weekly fresh produce distribution to local members.”*

## Coupon Exchange

Leave out baskets with different categories of coupons! This is a fun and interactive way for guests to drop off or take coupons with every visit to your agency, promoting ways to not only save but engaging for guests.



## Labels on Cold/Freezer units

Trinity Episcopal Church in North Scituate has numerous freezer units that are individually labeled. The labels indicate fish, beef, and chicken too better separate and help guests identify which unit has what items in them!

# Guest Services



## Mobile Pantry



Some agencies may be able to increase food access for people by establishing a mobile pantry program. **The Dr. Martin Luther King Jr. Community Center in Newport** piloted their mobile pantry program on February 2018. Through this program, they have increased their reach to other communities in Aquidneck Island. Utilizing their social media accounts, they inform guests of the whereabouts and locations of the truck, so guests have better access to food near them!

*“We have a mobile food pantry for homebound, food insecure elderly who cannot access traditional pantry. We offer personal choice through a checklist of items provided in the bag. We also offer nutritional education and healthy recipes in the bag with every delivery.”* -**Meals on Wheels of RI**



## Drive- Thru Service



A drive-thru service is a fun and efficient way for guests to access food. **RICAN** set up a drive-thru during their ongoing construction, ensuring that guests aren't inconvenienced and are able to receive food on their normal set schedule.

**Holy Family Parish** has been operating with a drive-thru system since 2020. Guests are registered as cars pull in. Food is set up against the building, and guests can choose from each section the items they would like to take home.

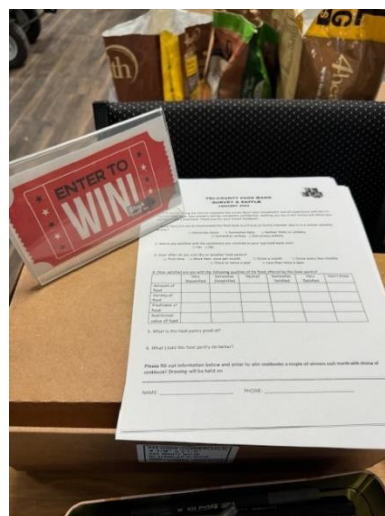
# Guest Services



## Survey Your Guests

Surveying your guests is a great way to get insight into the needs and wants of your community. This is also a great opportunity to learn about who you are serving. Through surveying, you will also be able to see if you need to order more culturally relevant food for your agency.

**Tri-CAP County North Providence** created a fun and interactive way for their guests to take the survey. Guests who participated in taking the survey have a chance of winning a raffle!



## Vegetable Bags

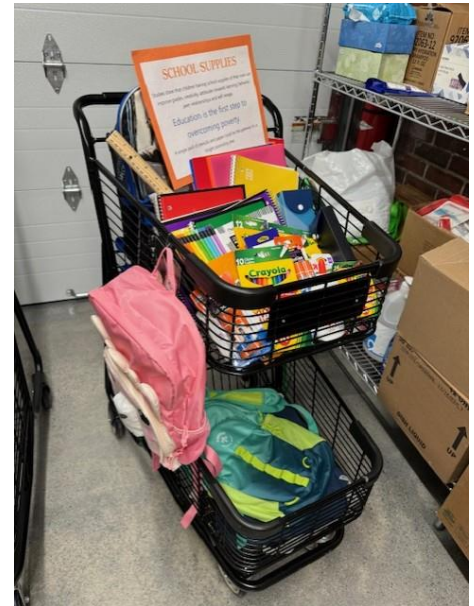
**Trinity Episcopal Church** in N. Scituate receives donations of vegetable bags from a local grocery store near their agency. A great way for guests to bag up their produce, and also get that true marketplace experience within their own local pantry! Reach out to a local grocery store and ask for a donation of vegetable bags for your agency!

# Guest Services



“Each week the children who attend can choose a free book to take home” – St. Peter & St. Andrew, Providence

**St. Patrick Food Closet in Burrillville** provides school supplies for students for Back to School! Kids don't need to worry about what school supplies they will need, and instead focus on the excitement of the first day of school!



## BACK TO SCHOOL SUPPLIES

**Pantry on the Lane**  
70 Bowling Lane, Bradford, RI

Join us as we distribute school supplies and food items for getting back to school. All items will be on a first come first serve basis. Saturday August 27th from 10am-Noon.

### Guest Services provided by Joy Fellowship, Westerly:

- Trunk or Treat
- Easter egg hunt
- Back to school supplies
- Coffee & donuts while guests are waiting.
- Kids tea room while parents' shop.
- Utilizing Facebook to reach more people in the community



# Guest Services



North Kingstown Food Pantry

October 16 at 6:00 PM · 🌐



## Recipe Of The Month

These are photos of the people who made the Beefy Taco Joe in September. The Recipe of the Month for October is "Pasta with Tomato & Beans." Clients who submit a photo of their using the ingredients we provide and making the recipe, are eligible for a gift card. We hope to see delicious looking pasta dishes next month!

**North Kingstown Food Pantry** provides a bag of food that also includes a "recipe of the month". guests are encouraged to send a photo of the meal they cooked using the recipe. The winner will receive a \$50 gift card to Dave's Marketplace. This is a great way to get creative and interact with the guests.



*Monthly Recipe Kit*

"The kit includes all the ingredients to create a  healthy meal. All recipes are based off of a pantry staple ingredient" - 

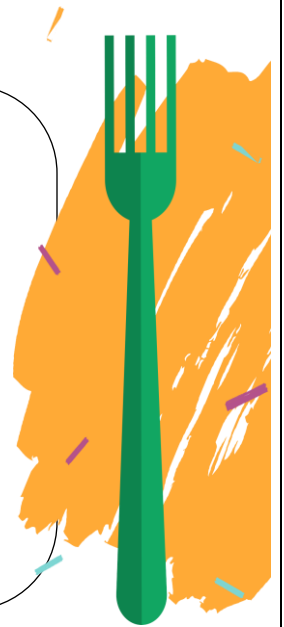
Jonny Cake of Westerly  
Food Pantry 

# Guest Services



## Celebrate Your Community

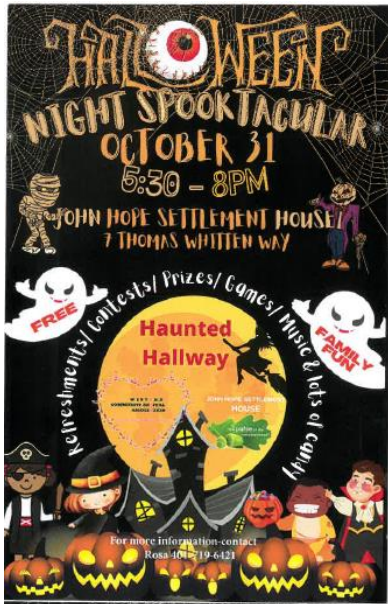
*“We give candy during Easter, flowers on Mother’s Day, and throw a block party for the entire neighborhood. We have conducted surveys to ensure we obtain the right food and are meeting the needs of the community. We play fun music; we wear aprons to identify who is a volunteer, and we ensure all signage, and documents are in both English and Spanish. We have increased our outreach efforts and have WIC, SNAP, and One Neighborhood, as well as other groups coming regularly to offer information and support. We are back to 100% shoppers’ choice as of April.” – St. Peter & Andrew Food Pantry, Providence*



## Celebrate with Guests

*“We recently received a large donation of party goods from a party store that was relocating. Instead of putting the items on a table as a “free-for-all”, we decided to organize the items and store them in our back room. In addition to this donation, we also receive donated cakes from Stop & Shop. Since we have birth date information on all our registered households, we can identify which families have a birthday to celebrate during the week. We package up birthday plates, cups, napkins, and a cake appropriate for the celebration which comes as such a surprise. The expressions on the client’s face are priceless. Everyone has been VERY appreciative”- St. Patrick Food Closet, Burrillville*

# Guest Services



## Pantry Pick up

If your agency has a homebound guest, invite a neighbor, friend, or family member to assist in helping them pick up their needed items. **St.**

**Mary of the Bay Food Pantry** encourages community members to assist one another. If you find that more than a few families are under a single household. Create a guideline that you will only be serving a maximum number of families under one household. Feel free to contact Julie for more information or guidance at:

[Jchhay@rifoodbank.org](mailto:Jchhay@rifoodbank.org)

What fun ways are you getting involved with your neighbors?

**John Hope Settlement House in Providence** hosted a free Halloween event for their community and offered refreshments, games, prizes, and candy!



# Guest Services



## Diversity & Culture

Culture goes beyond race and ethnicity. Culture is a group of people who share the same beliefs and practices because of their shared backgrounds. Many of these groups overlap and can change. If you know a little about what they believe and how they might feel, it could be easier to relate to your guests.

*“We’ve added Spanish language translation services and endeavored to have Spanish-language volunteers available to assist guests during all pantry hours. We’ve found that this greatly increases the comfort level of native Spanish speakers, makes them more inclined to reuse services, and recommend others that might benefit.”*

***The Dr. Martin Luther King Jr. Community Center, Newport***

Other cultures and populations to customize your program to include but are not limited to:

- Non-English speakers – language barriers
- Literacy
- Age
- LGBTQIA+
- Physical and mental disabilities
- Transportation barriers



## Visual Display

*“We have guests who are blind, cannot read, or are not conversant in English. For anyone requesting help, we have our display shelves - a wheeled shelving unit - which (displays) on its upper shelves a representation of each item on the shopping menu. This shelving unit stands behind the check-in table where everyone can see. Volunteers take guests who need help to the display, to show them each item and ask if they want that item. If so, the volunteer marks it on their order menu. The guests are not hurried. Those who wish to look at the labels are encouraged to do so. When finished, the guest can visit other tables in the hall while their order is processed.” – St. Mary of the Bay Food Pantry, Warren*



# Guest Services



## Program Brochures

Program brochures are an easy way to share your agency's services, hours of operation, policies, weather hotline, and much more. They can also be created in different forms, such as a bookmark! **Check out the brochure to the right, created by SVDP St. Philip Food Pantry in Greenville.**

### Sounds Good! What are the Rules?

Our Pantry is an environment of mutual respect. Along with common courtesy, please follow these simple rules:

- There is **no smoking** anywhere on St. Philip property.
- Due to space limitation, we allow only one individual per family in the selection area.
- Except for children seated in the shopping cart seat, no children under 16 are permitted in the shopping area due to insurance regulations.
- Please make your selections in a timely manner so we can better serve everyone.
- Doors will open 1/2 hour prior to posted opening times. Please do not ask to be let in early, as we are busy preparing for all of our guests.
- Please park only in marked spots. Do not park in areas marked No Parking.
- After loading your groceries, please return the shopping cart to the front door of the Pantry.
- If you arrive ten minutes before we close, there may not be time for you to shop. However, we will gladly give you prepackaged bags of non-perishable foods and invite you back at your earliest convenience.

### What if I Can't Make it to the Pantry?

If you want a friend to shop for you, please provide a written note, signed by you, authorizing a specific person to shop for you that day.

### What Happens When the Weather is Bad?

As a general rule, if the Smithfield Schools are closed so is our Pantry. Please call us at 949-2949 as we will update our greeting with an announcement of our opening/closing status.

### Who are the Workers?

100% of our staff are volunteers. Nobody receives a salary, a stipend/bonus, or benefits of any kind. Volunteers are associate members of the Society of St. Vincent de Paul and have passed mandatory background checks.

### What if I Need Help with Other Bills?

Speak with our volunteers at the front desk. They may be able to assist you with utility bills, heating, rent, medical expenses, or steer you towards available resources. We can make an appointment with you in your home to assist you in finding solutions. Time demands may prevent us from assisting you during Pantry hours.

### What if I Have Other Questions?

Call us at 949-2949 if you have questions or concerns. Have an idea for an improvement? Call us and let's talk.

St. Vincent de Paul Food Pantry  
at Saint Philip Church

620 Putnam Pike  
Greenville, RI 02828  
(401) 949-2949  
vinnysangels@saintphilip.com



### Hours:

Wednesdays: 1 PM - 3 PM  
Saturdays: 9 AM - 10:30 AM

We Serve All Residents of  
the Smithfield Area in  
Need of Assistance.

All Are Welcome



## Shopper's Choice

Shopper's Choice allows guests to choose what they'd like to bring home with them. It replicates a traditional grocery shopping experience for guests, making it a more dignified way to access food support, while also producing less food waste!

## Methods of Shopper's Choice

- ❖ Window/counter service
- ❖ Table Set-up
- ❖ Shopping list or ordering in advance
- ❖ Market set-up

"Our trained marketplace volunteers and staff assist our customers with choosing from our available grocery items in various categories- doing our best to hit all dietary needs, restrictions, and cultural diversity- shopper's choice. we are also happy to announce that we have recently been able to provide some much-needed toiletries and farm-fresh veggies!"-  
Westbay CAP Marketplace, Warwick

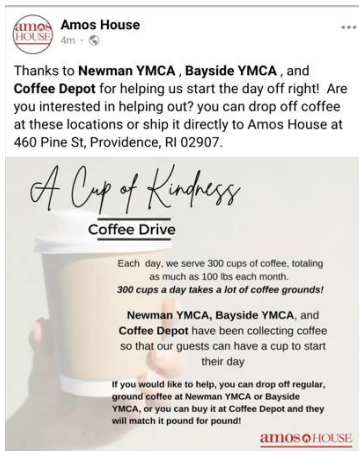
# Guest Services



## Enhancement Programs

### Food4Kids

The East Bay Food Pantry in Bristol advertised their Food4Kids program in multiple languages on their social media. This program is a customized for families with children and helps families with extra food support during weekends.



## A Cup of Kindness

At Amos House in Providence, coffee is a staple of their meal service program, so they hold a coffee drive, called A Cup of Kindness.

They use social media to spread awareness and appreciation to the community and donors.

*Good Neighbors in Riverside provides special shopper's choice during Thanksgiving and Christmas side dishes.*

Check out their posts to learn more.





# Guest Services



## Carnival Event

Holy Trinity Church in Woonsocket organizes their annual carnival every year! Food trucks, fun rides, games, and so much more! This is a great way to receive donations for your agency, but also bringing community members together!

**Holy Trinity Parish Carnival Field**  
1409 Park Avenue, Woonsocket

### Holy Trinity Annual Carnival

**B I N G O**

**Wednesday August 2nd**  
Rockwell Rides: 6-11 p.m. - Pay One Price for rides: \$35 (bracelet)  
Carnival Kitchen: 6-9 p.m. & Carnival Games: 6-10 p.m.  
Carnival Food: Hot Dogs, Burgers, Sausages, Empanadas & Dynamites  
Food Trucks: Mickey G's, Juice Junkie Bugg'd Out BBQ, & Alien Ice  
Classroom Bingo & Nightly Entertainment

**Thursday August 3rd**  
**FIREWORKS!**  
Rockwell Rides: 6-11 p.m.  
Carnival Kitchen: 6-9 p.m. & Games: 6-10  
Carnival Food: Hot Dogs, Burgers, Sausage, Empanadas & Dynamites  
Food Trucks: Mickey G's, Juice Junkie, Bugg'd Out BBQ, & Alien Ice  
Classroom Bingo & Nightly Entertainment

**Friday August 5th**  
Rockwell Rides: 6-11 p.m.  
Carnival Kitchen: 6-9 p.m. & Games: 6-10  
Carnival Food: Hot Dogs, Burgers, Sausage, Empanadas & Dynamites  
Food Trucks: Juice Junkie, Bugg'd Out BBQ, & Alien Ice  
Classroom Bingo & The Bad Habits of RI (Music)

**Saturday August 5th**  
**Yard Sale**  
YARD SALE: 11 a.m. to 5 p.m.  
Rockwell Rides: 1-5 p.m. Pay One Price: \$35 (bracelet)  
Rockwell Rides (ordinary ticket prices): 6-11 p.m.  
Carnival Kitchen Matinee: Open at noon! until 9:00 p.m.  
Carnival Games: 6-10  
Carnival Food: Hot Dogs, Burgers, Sausage, Empanadas & Dynamites  
Food Trucks: Juice Junkie, Bugg'd Out BBQ, & Alien Ice  
Classroom Bingo & The Bad Habits of RI

**ROCKWELL AMUSEMENTS**

**Juice Junkie**

**MICKEY G'S CLAM HACK**

🎪 🎆 🎉 The Holy Trinity Annual Carnival is coming back!!  
🎆 🎆 🎆

July 31-August 3, 2024!! Mark your calendars!! 📅 🍪 🎪  
🍷 🍔 🍌 🍌 🍌



# Guest Services



In addition to their shopper's choice pantry, the **Rhode Island Center Assisting those In Need in Charlestown** offers monthly themed bags for guests to take home with them.

They also have a "sponsor a theme week" where a donor can help sponsor a themed basket. This is a great way to connect with local businesses or individuals within your community!

Check out their social media post here to learn more!



 **Rhode Island Center Assisting Those in Need** ...  
2d · 🌐

At the end of each month, RICAN Food Pantry likes to do a special treat for our guests by providing a fun-themed bag. This bag is always unique compared to what we typically distribute week to week. We welcome local businesses and/or individuals to sponsor our theme weeks. This would include covering food costs along with the option of volunteering during our distribution shifts. You would be recognized through social media and during our distribution shifts too.

Last month's theme was Pizza Week, where we encouraged our guests to get the family together to make pizza for dinner. Anyone interested should please feel free to call us at 401-364-9412 ext. 1

#foodpantry #themeweek  
#supportingthecommunity #charlestownri  
#southcountryri #rhodeisland



# Guest Services



**TapIn in Barrington** teamed up with *Priceless Presents* to provide parents with unopened and unwrapped birthday gifts to choose from for their child aged 10 and under. To learn more, go to <https://www.tapinri.org/pri>.



## Advent Calendar

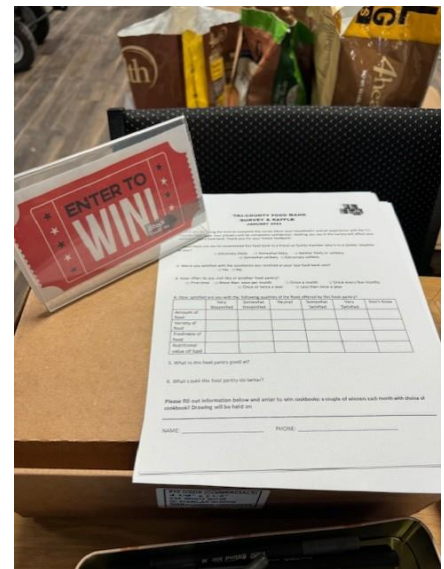
Reverse advent calendar for the Holidays! Make a list for local schools, organizations, friends, family, etc. For each day of December, request a specific item

Here is the link for the schedule: [Reverse Advent Calendar - Such A Great Idea To Give Back! \(passionatepennypincher.com\)](https://www.passionatepennypincher.com)

## Surveying your Guests

Surveying your guests is a great way to get insight into the needs of your guests. We suggest asking guests what they would like to see on your shelves, or questions on what their needs may be. They can be non-food items as well! You can also ask guests to rate your service and where your agency may need to improve! For suggestions on a survey form or questions to ask, feel free to reach out to our Agency Coordinator Julie Chhay at [jchhay@rifoodbank.org](mailto:jchhay@rifoodbank.org)

**Tri-County CAP North Providence** does a survey that gives guests the chance to win a raffle basket! A nice incentive while also getting guests' input at the same time!





# Guest Services



*“The measure of mental health is the disposition to find good everywhere.”- Ralph Waldo Emerson*

**NAMI** (National Alliance on Mental Illness) is a great resource to refer to for information on mental health. If you want to better understand the topic, NAMI provides online classes and in person classes as well.

[Homepage - NAMI Rhode Island :](#)

## Tips on communicating with guests with mental health:

- Talk to the guest in a more comfortable area of your pantry.
- Ease into conversation and show gentle kindness.
- Speak in a relaxed and calm manner.
- Be compassionate and empathetic to their feelings.
- Be a good listener and make eye contact with a caring approach.
- Share easy insights as a way of encouraging easy conversations.
- Reduce your defenses and share any common ground.
- Show respect and understanding.
- Offer your support and connect them with help they may need.

For more tips and information, follow the link below:

<https://www.nami.org/Get-Involved/NAMI-FaithNet/Tips-For-How-to-Help-a-Person-with-Mental-Illness>



# Guest Services



## Monthly Newsletter

Monthly

Breaking News

### Winter 2023/24 NEWSLETTER

ISSUE 8 - FEBRUARY 2024



Amber Handy, Education Director, and preschoolers celebrating Black History Month at 2023's First Black History Month Luncheon.

#### Upcoming Events

Join us for the **2023/24 Annual Fundraising**! We are raising funds to benefit the West End Community Center Food Pantry.

Date: Monday, April 22, 2024  
Time: 4:00pm  
Location: Ogden's Theater Park  
1200 Northwood in Providence, RI



We hope to see you there!

#### Hours

**FOOD PANTRY:**  
Monday - Friday from 9:00 am - 3:00 pm

**EDUCATION PROGRAMS:**  
Monday - Friday from 8:30am - 3:30pm

Closed ALL DAY on March 29th

CONTACT US: (401) 761-4242

**WEST END COMMUNITY CENTER IN PROVIDENCE SENDS OUT A MONTHLY NEWSLETTER INFORMING READERS OF ALL THE PROGRAMS THAT THEY OFFER, AND TO SHARE SOME OF THE RESOURCES THAT THEY PROVIDE!**

**SVDP- ST. PHILLIP IN GREENVILLE SENDS OUT A NEWSLETTER WITH UPCOMING EVENTS AND CHURCH'S UPDATES. A GREAT WAY TO KEEP YOUR COMMUNITY INFORMED!**

#### New Memorial Trees

has been retained in the foyer of the Church since the entire ceiling, so we are out of available space with the original tree. If you would like to purchase a new tree by purchasing a tree, please contact the parish office at 509-1598 for more details.

#### "Sagaponit" 2024

Close on your heels! Join by contributing to St. Vincent de Paul's Annual "Sagaponit" Collection.

Members will be at the doors of the church after all Masses next weekend, February 18th and 19th to receive your donations. We will also have information about the Society available for anyone interested. As always, thank you for your generous support.

#### UPCOMING EVENTS

- Monday, February 5 - 1:30 - 5:30 pm  
St. Ed. Center 4 - 5 - Parish Center
- Monday, February 18 - 9:00 - 11:00 am  
St. Ed. Center 4 - 5 - Parish Center
- Monday, February 22 - 9:30 - 11:30 am  
St. Ed. Center 4-5 - Parish Center
- Monday, February 26 - after the 9:30 Mass  
Catholic Art for All Participants - Parish Center
- Wednesday, February 28 - 9:30 - 10:30 am  
St. Ed. Center 4 - 5 - Parish Center
- Wednesday, February 28 - All-Women's  
St. Ed. Center 4 - 5 - Parish Center
- Monday, March 4 - 9:00 pm  
St. Ed. Center 4 - 5 - Parish Center

#### 2023 Statements of Contributions

made to Saint Philip Church from January 1, 2023 to December 31, 2023 in the budget envelope system will be mailed out by our Budget Envelope Company along with a letter from our Pastor. The recording of contributions made in the Parish is not done in the Parish Office at the Rectory. Please note that contributions made to the Parish outside the budget envelope system will not be reflected in these statements, nor will any direct deposits (gifts or memorial contributions). Donations of donations to the Catholic Charities Appeal and the Grateful For God's Providence Capital Campaign are acknowledged and mailed by the Business Office.

#### For a Gift:

You will receive an email from the Parish office with your year end contribution statement. Should there be any discrepancies between your records and the statement you receive, please notify (1) that you always used an official Parish budget envelope for every contribution and (2) whenever you sent a check to each church, you indicated clearly and money when it was for and you included your name (with a cash donation).

Please note, if you contributed to the Parish outside of the budget envelope system, kindly do not expect that we can verify those donations with a statement of your contribution because they were not officially received by the Parish. If you have any questions, do not hesitate to reach out to Beverly Barbucci, at 945-1598 or by email.

#### 2024 Catholic Charities Appeal Parish Participation

The weekend of February 26, the "big gift" envelopes will be available for those who wish to contribute in this way. Also, our parishoner and stewardship, St. Paul Saturday will speak briefly at all Masses regarding St. Philip's participation.

On the weekend of February 18/19, Stewardship Advisor Deborah and our own Thomas Edell will speak regarding parishioner vocations and share their witness on how the Appeal works with stewardship education.

# Staff & Volunteers



*This work can only be done by the  
“Boots on the ground”.*

*This section includes tips to create a welcoming  
environment with well-trained staff and  
volunteers.*



# Staff & Volunteers



*“We are proud of our community atmosphere. We offer professional service that we take very seriously.”*

***Blackstone Valley Emergency Food Center, Pawtucket***

## **Volunteer Duty Descriptions**

Establishing service guidelines with volunteers makes for a good experience for the volunteers and for the guests. It ensures that the volunteer’s role is clear and consistent. Valued volunteers with clear expectations tend to feel motivated and engaged with the work at hand.

Create **volunteer guidelines** to help set responsibilities and value beliefs for the volunteers. Let us help you! Contact Hope at [hiobrien@rifoodbank.org](mailto:hiobrien@rifoodbank.org) to learn more.

The Role can consist of:

- Restocker
- Lobby Guide
- Personal Assistance Shopping Guide- to help guests navigate the space
- Pantry Host

## **Personal Assistant Shopping Guide**

- ❖ At the ***Good Neighbors Rumford Food Pantry (formerly known as Bread of Life)***, guests first interact with a greeter, then an intake person, followed by a shopping team. With enough staffing, the agency also provides an escort to help guests bring the groceries to their cars.
- ❖ ***The Dr. Martin Luther King Jr. Community Center in Newport*** uses a **“Lobby Guide”** to greet guests who may not be familiar with their program. This is especially helpful when the receptionist is busy helping other program participants.

# Staff & Volunteers



## Matching Aprons

At the *Impact Center's Meal Site in Providence*, volunteers wear matching aprons to indicate they are the “go-to” person. This is a fun, inexpensive customer service best practice.

### **Pro Tip:**

To avoid becoming complacent or fatigued in a certain role, and to create cross-training opportunities, consider having volunteers' cycle through the different roles at your food program.

## Volunteer Newsletter

*The East Greenwich Interfaith Food Cupboard* sends a quarterly newsletter with the volunteer schedule, announcements, welcomes newcomers, acknowledges volunteers and their achievements, and relays any media coverage or changes the agency has experienced.

*McAuley Ministries in Providence* sends a weekly update to their volunteers, supporters and guests and posts the link on their Facebook page to gain even more subscribers.



## De-Escalation Class

*New Beginnings* in Woonsocket hosted a de-escalation class for their staff and volunteers. This is a great way to train and share awareness with staff & volunteers who are assisting guests who may be dealing with mental health or substance and alcohol abuse. You want to protect not only your staff and volunteers but also yourself.

# Staff & Volunteers



## Volunteer Board

**St. Patrick Food Closet, Burrillville** hosted an open house for their new space! Donors and members of the community were welcome to tour the new space. They provided a volunteer board with some quotes and also some statistics as well. They showed their statistics and showed that with the hard work of every volunteer they were able to assist every guest that walked through the door!

***“Volunteers make over 75 home deliveries each month.”***

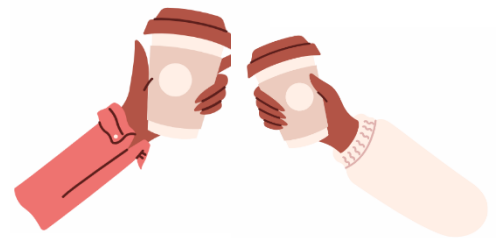


## Coffee Hour

The **St. Edward Food and Wellness Program** in Providence gathers staff and volunteers for weekly meetings to discuss any feedback or recent events at the program.

## Colleges & Universities

**Pete & Andy's Food Pantry in Providence** shared, *“We are currently working with different fraternities/sororities from local colleges & universities. They help us to unload weekly food orders and assist with sorting the donations that come in every week. We partner with community organizations that work with disabled adults looking for opportunities to learn skills that can be transferred to paying jobs. Additionally, we partner with other agencies and several churches in the area to spread the word about our mission to gain support (funds/donations/volunteers). Through all this outreach, we've been able to not only gain dozens of dedicated volunteers and resources for our pantry, but also spread awareness about hunger in our community.”*





# Staff & Volunteers



## Name Tags

**St. Patrick Food Closet, Burrillville** provides name tags for their volunteers. This also includes a little thank you note for all the wonderful work they do for their agency!

## Volunteer Recruitment & Training

The *Jonnycake Center for Hope in Peace Dale* created a *Hunger Task Force* to encourage community members to help fight hunger in the community. They host a volunteer orientation to better train those joining their team.



Interested in volunteering? Volunteers are welcome at the Jonnycake Center of Westerly!

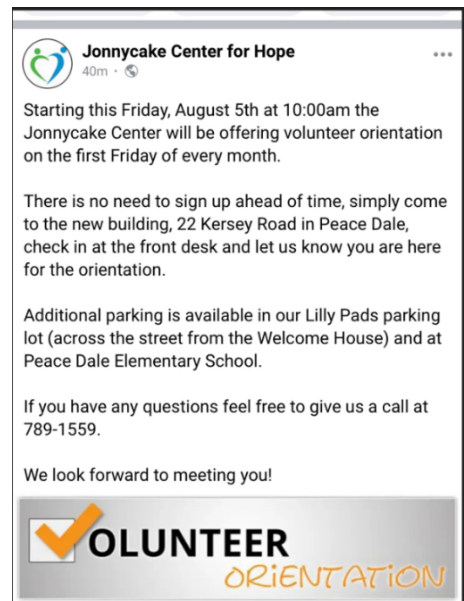
Volunteers are essential to all areas of our non-profit organization. They help with running our Food Pantry, assist clients visiting the Social Services office, lend a hand in ensuring that our Thrift Store is organized and well-stocked, and even plant and harvest the Center's Giving Garden!

If you or someone you know are looking for a volunteer opportunity, contact Adrienne or Meredith at Volunteer@jonnycake.org or (401) 377-8069. (ext 114)

All abilities are welcome! Volunteers are recognized at an annual appreciation dinner, and merchandise discounts are offered for eligible volunteers who meet service requirements. Be part of the fun on the Jonnycake team and contact us today!

CALL FOR

**Volunteers**



**Jonnycake Center of Westerly** posts on their social media that they are seeking volunteers. There is also an incentive! Volunteers are recognized during an annual appreciation dinner, and discounts are offered to eligible volunteers!

# Staff & Volunteers



*“Oftentimes we say that when a guest is using a pantry they’re already not having a great day. The overall process and associated societal stigmas can be stressful and burdensome. We’ve made it a point to ensure that all volunteers and staff undergo training to engage with guests in a respectful, non-assumptive manner. Additionally, we’ve added volunteers to all our pantry shifts whose sole responsibility is to welcome all guests to the Center and see their needs in a respectful way.” - Dr. Martin Luther King Jr. Community Center, Newport*

## **From Guest to Volunteer**

Give current or former guests the chance to return the kindness that was offered to them by your agency by giving them opportunities to donate their own time and effort to your agency. Through these opportunities, your agency will gain passionate volunteers who understand the guests’ needs.

## **Appreciation Events**

Letting volunteers know how much they are valued can make a difference whether they continue to donate their time or not.



Do you help at the NK Food Pantry? We would love to say THANK YOU! at our annual volunteer picnic. Mark your calendars and save the date for Tuesday, August 15th at 5pm for our annual cookout at the Pantry. We provide everything EXCEPT the chairs. Bring a seat and an appetite!



... **North Kingstown Food Pantry** sent out a Save the Date for a Volunteer Appreciation Picnic! What a fun and relaxing way to show appreciation for your volunteers.

*“We show our appreciation to all our volunteers and let them know that together we are all a special family. It enables a pantry to better serve the North Kingstown Community.”- **North Kingstown Food Pantry***

# Staff & Volunteers



The photo to the right was submitted by **Casa De Oracion Pawtucket Getsemani Food Pantry.** They show volunteer appreciation by celebrating the month that a volunteer's birthday falls on. "We arrive to fellowship and celebrate together."



**Louis & Goldie Chester Full Plate Kosher Food Pantry and Jewish Collaborative Services, Providence-** Celebrates volunteers in April for their volunteer appreciation month. "Back in 2021, we gave out the ice cream scoop to each volunteer. They were really well received. This way, everyone started to look forward to summer and yummy ice cream." (see photo to the left)

**West End Community Center Providence,** celebrating the grandparents that volunteer during Fresh Food Fridays on Mother's Day weekend.





# Staff & Volunteers



## Thank You Party for Food Pantry Volunteers

In November we held a thank you party for our volunteers. We made invitations which we emailed, hand delivered and even snail mail some of them. We encouraged the volunteers to bring their spouse, partner, or friend.

We held the party in our parish hall, the same place we distribute the groceries each week. We had a wonderful array of food, from Buffalo chicken wings to shrimp with cocktail sauce, Brie and apple bake and much more. For dessert we had homemade chocolate chip cookies and a large assortment of cupcakes. We did serve a limited amount of wine as well as other drinks. We had live music.

It was an evening of fun, good conversation, laughter, and joy. Over 60 people attended the party.

The food and the music were provided by volunteers who do not serve at the food pantry but gave of their time and energy to celebrate those who do. Please see the pictures below.



# Staff & Volunteers



**Federal Hill House Pantry** in Providence works with different schools and other programs to provide volunteers for their pantry. This is a wonderful way to connect with others within your community and build a more diverse group of volunteers!

Here is a list of some of the schools and programs that they cooperate with:

- East Bay
- Spurwink
- Students from the Autism school for tomorrow (located in their building)
- Mount Pleasant High School
- A graduate from the PASTTA Program
- Seven Hills School





# FOOD & FUNDS SUPPORTERS



*Rhode Island is small but it makes up for its size in the diversity of its people.*

*This section includes ideas for leveraging supporters of your agency through food and fundraising and keeping strong connections within your surrounding community.*

# FOOD & FUNDS SUPPORTERS



Get creative and detailed when requesting donations and make your agency highly visible.

## Solicit Food Donations

The generosity of the members of the Rhode Island community makes it possible for the Food Bank and agencies to serve people in need. Here are some creative ways to encourage our supporters to donate.

## Themed Food Drives

Pasta Dinner  
Back- to-School Food for Kids  
Souper Bowl Sunday  
Thanksgiving Side Dishes

Self-Care & Personal Care  
School Vacation Food for Kids

Here's an example of a food drive by **Jonnycake of Westerly Food Pantry and RICAN** with a popular local event.

They proposed a prize with every donation of a non-perishable food item.

**CHARLESTOWN SEAFOOD FESTIVAL**  
**FOOD DRIVE | AUGUST 6 - 11AM - 6PM**

Bring non-perishable food items that will be donated to Rhode Island Center Assisting those in Need and Jonnycake Center of Westerly. For every item you donate you will be entered to win a \$2,500 project credit\* at Finetco, A Family of Lumberyards - so the more you bring the better your chances are to win! Plus, the first 1,000 who donate will receive a \$5 gift card to Dunkin'!

Donations are made in the parking lot at main gate entrance.

\*Terms & Conditions Apply



CHARLESTOWN  
Seafood  
Festival



Charlestown Chamber of Commerce

Sponsors:



**FINETCO**  
A Family of Lumberyards



Yale  
New Haven  
Health  
Westerly Hospital



**JONNYCAKE CENTER**  
OF WESTERLY



Rhode Island Center Assisting those in Need  
**RJCan**  
Food Pantry & Thrift Shoppe

# FOOD & FUNDS SUPPORTERS



- “Each month we list the 4 most needed items in six different local church bulletins. We generate many donated items by doing this and the record is 1,112 cans of tuna in one month.”- ***Good Neighbors Rumford Food Pantry (formerly known as Bread of Life)***
- Host a Neighborhood Party – Invite groups or individuals from the community who can sing, dance, or entertain. Offer refreshments and games. Encourage attendees to bring non-perishable items to donate to your agency. - ***Salvation Army Newport Food Pantry***



“We provide outreach by scheduling outside agencies to assist our clients with services we do not provide. We also provide first aid, CPR, and Narcan training for staff and volunteers” – **New Beginnings Meal Site, Woonsocket**



# FOOD & FUNDS SUPPORTERS



## Peanut Butter Drive

Washington Trust organizes a peanut butter drive in the month of March. Anyone can walk into any branch and donate a jar of peanut butter. The peanut butter was donated to the **Jonnycake Center in Peace Dale**.



## Community Cookout

Summer is a great time for families and communities to come together and share a nice meal with one another. **Good Neighbors** will be hosting a community cookout which includes an open house tour of their facility, music, and welcoming any food donations.

Dave's Marketplace displays a QR code to donate \$5, \$10, or \$20 to a local pantry. The participating pantries were **The Northern RI Food Pantry, the North Kingstown food Pantry, and Westbay Community Action in Warwick**. Contact local supermarkets and businesses to help fund and sustain your agency. This is also a great way to advocate for your agency and spread awareness of the great work you do every day for your community!





# FOOD & FUNDS SUPPORTERS



## 12 Pies of Christmas

Pizza Marvin in Providence hosted a 12 pies of Christmas fundraiser. On each day, a different restaurant or chef participates to make their own special pizza pie! The proceeds of each pie purchased go to Sojourner House. In December of 2023, they donated \$13K to **Sojourner House!**



# FOOD & FUNDS SUPPORTERS



## THE 50TH ANNIVERSARY BREAKING THE WAVES OF HUNGER

A benefit for the Jonnycake Center for Hope

Join us for an evening on Narragansett Bay including  
 Complimentary cocktail hour brought to you by  
 Sons of Liberty and Shaidzon Beer Company  
 Delicious plated dinner  
 Silent Auction  
 Live music all evening from  
 The 2nd to None Band and The Becky Chace Band

FRIDAY MAY 31 at 5:30pm

THE DUNES CLUB  
 137 Boston Neck Road

\$150 per person  
 Evening Attire (no jeans please)

Limited tickets available

Kindly respond by May 17 at [jonnycakecenter.org/fundraiser](http://jonnycakecenter.org/fundraiser)  
 or by calling Kim Arundel at 401-515-7284



“Breaking the Waves of Hunger” is a Gala hosted by the **Jonnycake Center**, with complimentary cocktails, meals, and a silent auction. What a great way to celebrate their 50<sup>th</sup> anniversary. A great night to celebrate all their accomplishments throughout the years, and also a way to fund and sustain their agency moving forward!

**The Dr. Martin Luther King Jr. Community Center in Newport** worked with Audrain Auto Museum to host a *Trunk or Treat*. A canned good was an admission to the Audrain Auto Museum’s *Cars and Coffee* event. The Center received 1,486 lbs. of canned goods just in time for the holiday season.



The East Greenwich Turkey Trot happens annually. The EG Lions Club collects canned goods on race day. The food goes to the **East Greenwich Interfaith Food Pantry.**

Take advantage of local events in your neighborhood!



# FOOD & FUNDS SUPPORTERS



Front Street Family Center  
**GRAND OPENING PARTY!**  
**Where** • 719 Front Street Woonsocket, RI 02895  
**When** • June 3<sup>rd</sup>, 2023 • 12:00pm - 4:00pm

### Join us for a day of family fun!

Free to the public • Music • Vendors • Games  
Activities • Food trucks • Raffle prizes

\*No on-site parking available. Guests can park at Villa Nova Middle School (240 Florence Drive), or the Boys and Girls Club (600 Social St.) and utilize the free shuttle service to the event.



#### Our Sponsors



Neighborhood Health Plan of RI • Washington Trust

In May of 2023, **Connecting for Children and Family (CCF)**, Woonsocket, moved their pantry to a new location. They sent out an email to help support and bring awareness to their pantry. They also worked with organizations such as Navigant, Amica, and many more.

Along with a grand opening invitation, the email had a link for donations, and also items a list of food to sustain their pantry. This is a great example of partnership and spreading awareness!

Below: Part of The CCF email signature is a URL that will lead directly to their donation page! Utilize your email signature to lead directly to a donation page on your website!

WANT TO SUPPORT OUR MISSION?  
Click Here!  
Make a gift to transform the lives of children and families in Woonsocket

# FOOD & FUNDS SUPPORTERS



The **Center for Southeast Asians** holds a food drive about twice a year in Providence and Woonsocket. This includes catered culturally relevant meals for the guests to enjoy! Staff and volunteers are fluent in different Southeast Asian languages such as Khmer, Lao, Hmong, and more, serving the Southeast Asian community specifically with resources. Other organizations are invited to set up a table to provide community members with other resources. Some of the participating programs include Neighborhood Health Plan, Safe Link, YMCA, United Healthcare, and many more.

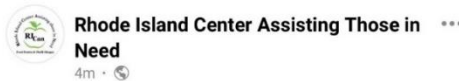




# FOOD & FUNDS SUPPORTERS



Rhode Island Assisting Those in Need utilizes their social media to promote specific items needed for their pantry. This particular post was for their Thanksgiving distribution. This is a wonderful time to bring awareness to your agency, and also a way to help sustain your agency during the holiday season.



TOMORROW is National Pancake Day! Donate any brand of pancake mix and receive 10% off your purchase.



**RICAN** in Charlestown promoted pancake day. If you donate pancake mix on pancake day, you will receive 10% off from the thrift store. This is a fun way to get creative with all the different days we celebrate a national day for something!

# FOOD & FUNDS SUPPORTERS



**West End Community Center** in Providence sent out a Holiday card to donors and anyone within their network. This page shows the post card with a fun poem. This will help catch the eye of a possible donor and bring awareness to the needs of the agency. They also provided a QR code which leads to a donation page.



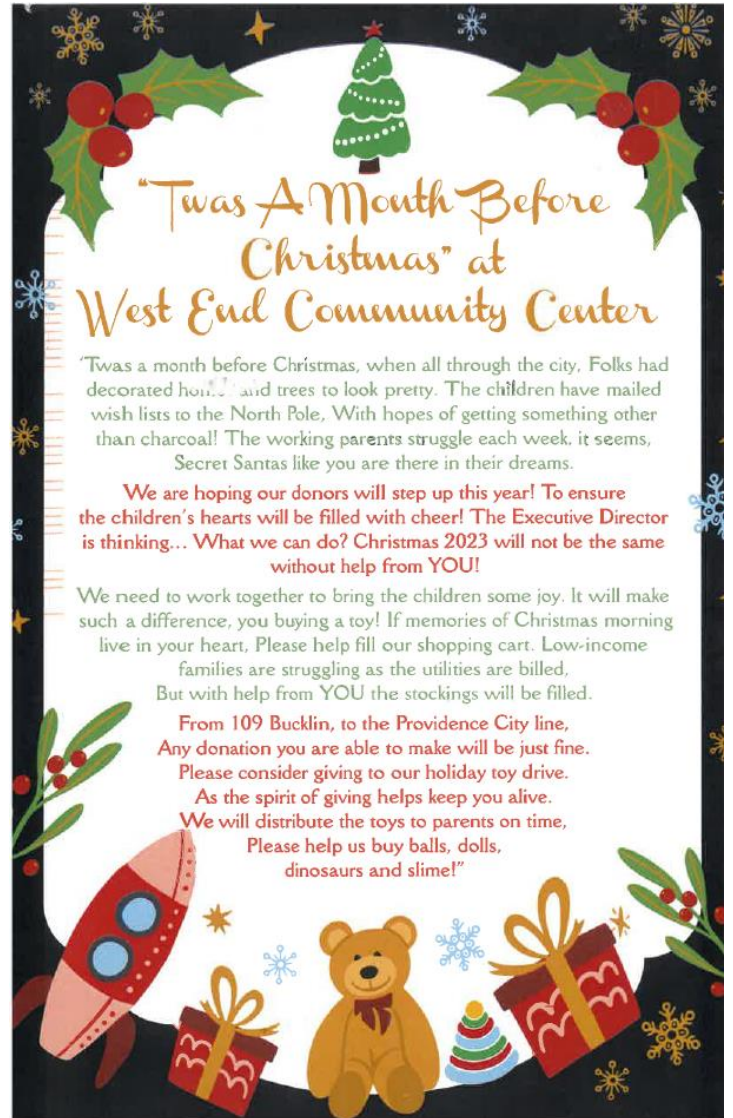
**WEST END COMMUNITY CENTER**

109 Bucklin Street  
Providence, RI 02907

Proudly Serving Providence Since 1975



With a quick QR Code scan  
On the WECC webpage you will land.  
It is here you can make a donation,  
Because when you give from the heart,  
there is no need for translation.





# FOOD & FUNDS SUPPORTERS



The Strolling Rolling is an event held in Apponaug in Warwick. This is a wonderful holiday to celebrate the season with carriage rides, food trucks, and carolers. During this event, they also take food donations. The donations are given to **Westbay CAP** in Warwick. Take advantage of town events and parades. Connect with the town to receive more donations for your agency.

A blue rectangular poster with white and red text. At the top, 'The Strolling Rolling' is written in a red cursive font, followed by 'APPONAUG Winter Festival' in white block letters. Below that, the date 'December 9, 2023' is in yellow, with 'Saturday • 9:00am-3:00pm' and 'Rain Date December 10' in white. At the bottom right, there is an illustration of an orange food truck with a yellow speech bubble saying 'food trucks'.

A large blue poster with a central title 'The Strolling Rolling APPONAUG Winter Festival' in white and red. The date 'December 9, 2023' and time 'Saturday • 9:00am-3:00pm' are in yellow, with 'Rain Date December 10' in white. To the right, 'A Christmas/Holiday Parade 10:00am' is in yellow. The poster is decorated with several Christmas ornaments containing text: 'Carolers', 'Babe Ruth baseball activities', 'food trucks', 'balloon art', '&amp; more', 'carriage rides', 'face painting', 'touch-a-truck', and 'WCBC Nativity'. At the bottom, a white line of text reads 'Please donate a non-perishable food item for West Bay Community Action'.

# FOOD & FUNDS SUPPORTERS



St. Jude’s Church in Lincoln teamed up with **Northern RI Food Pantry** in Cumberland for a benefit concert. All proceeds collected went to the Northern RI Food Pantry. This is a great way to team up with other agencies to assist with not only supporting one another, but also bringing awareness to your agency.

Empty Bowls East Providence is organized by different businesses, and the proceeds go to **Good Neighbors** in East Providence. It consists of a pasta dinner fundraiser, raffles, and plant sale!



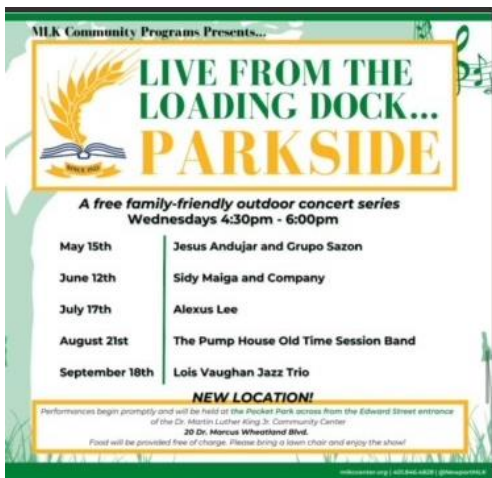
## Pasta Dinner Fundraiser

**TUESDAY MAY 24**  
5PM-7:30PM  
EPHS STUDENT COMMONS

TICKET INCLUDES DINNER + HANDMADE CERAMIC BOWL  
\$10 ADULTS, \$5 KIDS, AGES 5 AND UP

HUGE RAFFLE & PLANT SALE

ALL PROCEEDS TO BENEFIT **Good Neighbors** IN EAST PROVIDENCE



“Live From the Loading Dock...Parkside” is presented by the MLK Community Program in Newport. It’s a summer concert series for Newport residents and a family-friendly event with local artists. The concert provides free food and drinks. This is a great opportunity for families to have a nice community gathering with a wonderful meal!



# FOOD & FUNDS SUPPORTERS



Shady Lane Granola in Barrington is run by RI native Virginia McQueen. She volunteered and assisted with meals for **Good Neighbors** in East Providence. Shady Lane Granola is now regularly donating to Good Neighbors, and McQueen is now one of the board members of Good Neighbors!

## “Feeding Families Fundraiser”

Fundraise and advocate for your agency. Work with local businesses to help spread awareness. **Federal Hill House** put together a fundraiser with McBride’s Pub which generated donations for their pantry.



## Giving Tuesday

*Tapin in Barrington*, along with a number of other member agencies, participate in Giving Tuesday, which is a national initiative to help non-profits solicit financial support. To learn more, go to <https://www.givingtuesday.org/>

# FOOD & FUNDS SUPPORTERS



## “Share the Love”

Subaru dealerships throughout the country will participate in the “Share the Love” charity. Money is raised and donated to different causes and agencies. Anchor Subaru for the “Share the Love” charity event donated to the Northern Rhode Island Food Pantry in Cumberland- one of the biggest known donations for the Northern Rhode Island Food Pantry! This helped provide more food for their growing number of guests!



We are grateful to



for their sponsorship this month.



...



## Sponsorships

**McAuley House Ministries Meal Program in Providence** asks donors to sponsor a meal or meals. The initiative, called **Lunch on Us**, solicits monetary donations from local companies to sponsor the meals, then thanks them via their social media outlets.

**Martin Luther King Jr. Community Center** is supported by different businesses and organizations. They help sponsor a meal for their meal site. The sponsors have ranged from Neighborhood Health Plan, Castle Hill Newport Restaurant, or a Brazilian prepared meal by special cooks like Edmilson Barbosa! What a great way to offer a variety of meals and specialty meals for your guests!

# FOOD & FUNDS SUPPORTERS



## Tap into Community Allies

### **Rotary Clubs:**

Rotaries are not-for-profit corporations supported by voluntary contributions. Many have grant opportunities and local chapters that your agency may be able to partner with. Go to <https://www.rotary.org/en/get-involved/rotary-clubs> to find your local club.

### **Rhode Island Foundation:**

The RI Foundation Basic Human Needs grant supports community agencies that provide assistance to Rhode Islanders. Grants up to \$5,000 are awarded to community-based programs that provide assistance. Organizations can receive one grant per calendar year. Go here for the grant application: <https://rifoundation.org/grant/basic-human-needs-grants>.

## Donor Appreciation

*“When donors come in with a donation, we collect their name and address. Later, we send them a thank you card to show appreciation for what they donated to the pantry.”*

*- SVDP St. John Paul II, Pawtucket*



# FOOD & FUNDS SUPPORTERS



## Thrift Stores

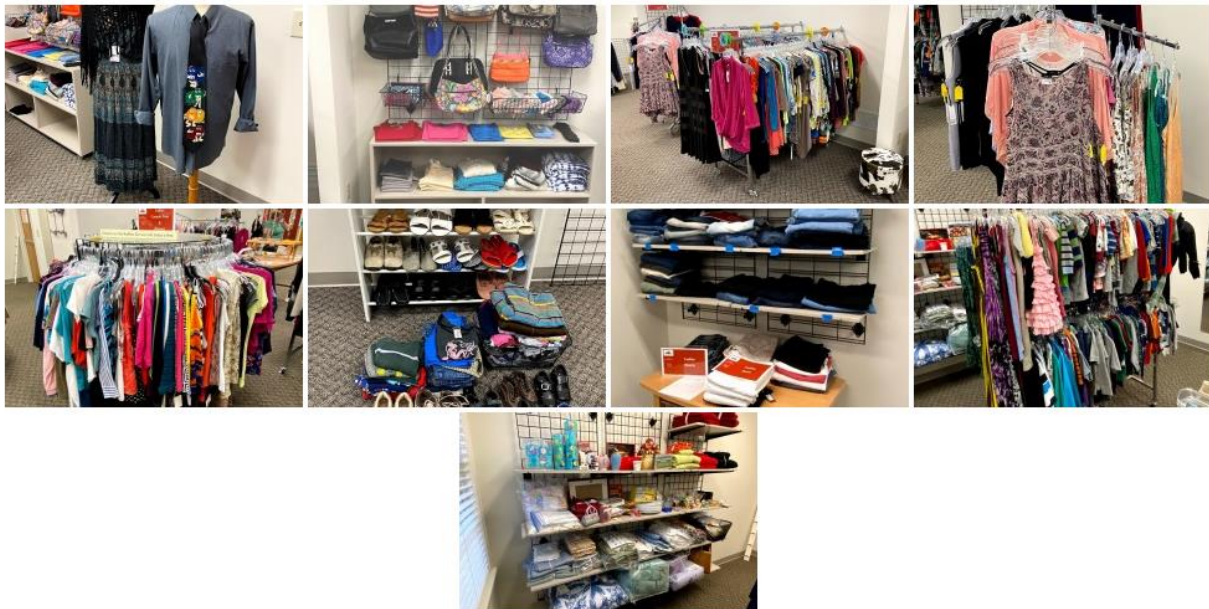
Selling donated clothes and other non-food household goods can help fund your agency. Several Food Bank member agencies run successful thrift stores. If your agency is interested in learning more about how to set up a thrift shop, call Hope, our Community Impact Director, at 230-1704 for a referral list!



Below are photos from **Trinity Episcopal Church** in North Scituate thrift shop.

The Thrift Shop was started some years ago by Trinity's Episcopal Church Women's group (ECW), a very dedicated group of women who would volunteer to sort, price, organize and sell gently used items. It has operated out of several locations over the years, including most recently, a small storefront near Scituate Hardware.

Today, the Thrift Store is operated by our Outreach Council, a steering committee, and lots of volunteers from our parish and the surrounding community who come together to do the important work of running the shop.





# FOOD & FUNDS SUPPORTERS



*The New Beginnings Meal Site in Woonsocket has partnered with The Rob Roy Academy to provide services to their meal site guests each month. Services include haircuts, manicures, and pedicures.*

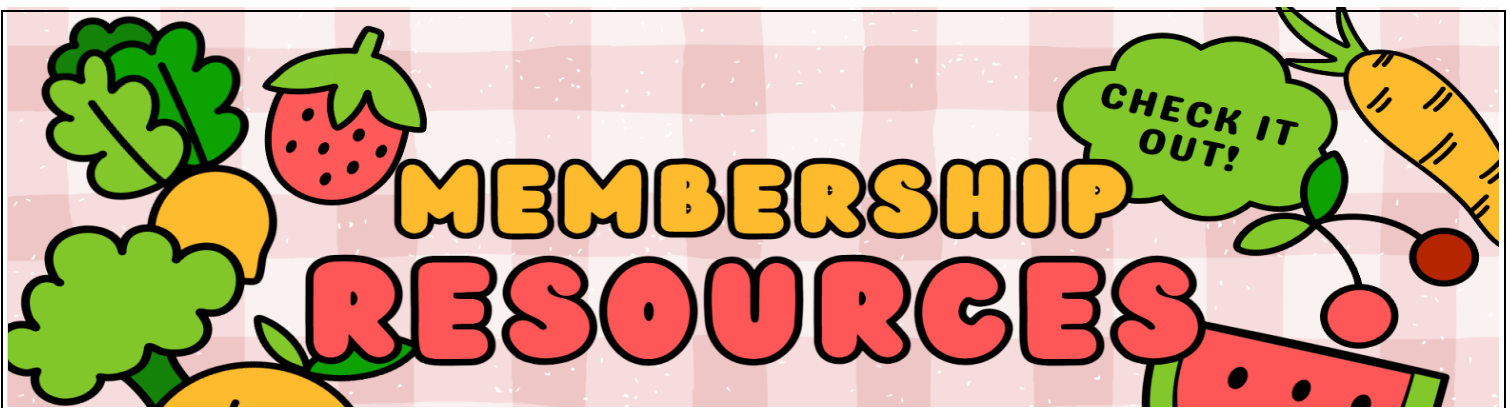


## Non-food item donations

Along with food donations, you can also request non-food items for your agency. These items are essential and just as important for guests to receive. This will also help improve the quality of life for the guests as well. As an option, feel free to order COOP items on your shopping list. This is the only category that the Food Bank charges for. Be sure you have submitted an updated tax-exempt form to qualify.







## **Weekly E-Blast**

Receive weekly updates, workshops and training opportunities, grant announcements, featured community resources, nutrition education, inventory updates, and more. If you don't currently receive the weekly e-blast, contact Jennifer at [jhazard@rifofoodbank.org](mailto:jhazard@rifofoodbank.org) with your name, agency name, and ID to make a request.

## **Regional Forums**

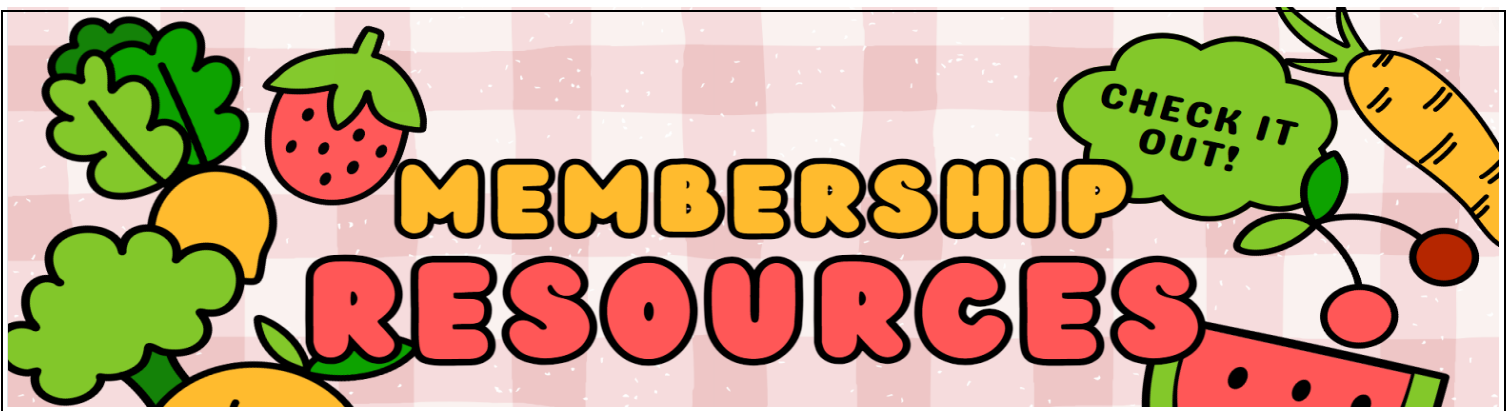
Forums take place every year in the spring and are open to all member agencies located within the designated region. Program directors, volunteers, staff, and shoppers are all encouraged to attend! This is a great way to get regional updates and Food Bank updates!

## **SNAP Outreach**

The Food Bank's SNAP Outreach Program provides SNAP information and assistance to guests at member agencies. For more information, contact one of our coordinators below and/or view our SNAP webpage at <https://rifofoodbank.org/snap-outreach/>

**Ermelinda Flores** : (401)230-1718 or [eflores@rifofoodbank.org](mailto:eflores@rifofoodbank.org)

**Jailine Ortiz** : (401)230-1697 or [jortiz@rifofoodbank.org](mailto:jortiz@rifofoodbank.org)



## **Community Resources**

Our Community Resource program strives to keep agencies knowledgeable and current on core assistance programs such as: SNAP, WIC, Energy Assistance Programs, housing issues, and affordable healthcare. For more information or to schedule an on-site outreach visit for your guests with one of your Community Outreach Coordinators: Jacob Tonseth, at [jtonseth@rifoodbank.org](mailto:jtonseth@rifoodbank.org) or 401-230-1711 or Jailine Ortiz, at [jortiz@rifoodbank.org](mailto:jortiz@rifoodbank.org) or 401-230-1697.

## **Healthy Habits and Eating Well on a Budget**

The Community Nutrition program of the Rhode Island Community Food Bank. Our team of culinary and nutrition professionals work directly with the Food Bank's network of partner agencies and their guests to provide relevant, practical, and science-based nutrition. Reach out to Flannery Sullivan for more information: [fsullivan@rifoodbank.org](mailto:fsullivan@rifoodbank.org) or 401-230-1671.





## T H A N K   Y O U

*“Kindness is the language which the deaf can hear and the blind can see.”- Mark Twain*

Thank you to our member agencies for everything you do each and every day.

Also, thank you to everyone who submitted their agency’s best practice.

- Amos House
- Blackstone Valley Emergency Food Center
- Casa De Oracion Getsemani
- CCF- Connecting for Children and Families
- Church of the Masters Meal Site
- CSEA- Center for Southeast Asians
- Dr. Martin Luther King Jr. Community Center
- East Bay Food Pantry
- East Greenwich Interfaith Food Cupboard
- Emanuel Evangelical Lutheran Church
- Federal Hill House Pantry
- Good Neighbors Pantry + Meal site
- Good Neighbors Rumford Pantry formerly known as Bread of Life Food Pantry
- Holy Family Parish
- Holy Trinity Church
- Impact Center Meal Site
- John Hope Settlement House
- Jonnycake Center for Hope in Peace Dale



## T H A N K   Y O U

- Jonnycake of Westerly
- Joy Fellowship
- Louis & Goldie Chester Full Plate Food Pantry & Jewish Collaborative Services
- McAuley Ministries
- Meals on Wheels of RI Food Pantry
- New Beginning Meal Site
- North Kingstown Food Pantry
- Northern RI Food Pantry
- Pete & Andy's Food Pantry
- Rhode Island Center Assisting those in Need
- RICAN
- Salvation Army of Newport Food Panty
- Sojourner House
- St. Edward Food and Wellness Program
- St. Mary of the Bay Food Pantry
- St. Patrick Food Closet
- SVDP- St. John Paul II
- SVDP- St. Philip Food Pantry
- TapIn
- TRI-CAP County North Providence
- Trinity Episcopal Church Food Pantry
- West End Community Center
- Westbay CAP Marketplace

