

## CAIN Member Churches

### **CINCINNATI URBAN PROMISE**

4139 Kirby Rd. (45223) + 255-5582 + [www.cincyurbanpromise.org](http://www.cincyurbanpromise.org)

### **CLIFTON UNITED METHODIST CHURCH**

3416 Clifton Ave. (45220) + 961-2998 + [www.cliftonumc.com](http://www.cliftonumc.com)

### **FIRST UNITED CHURCH OF CHRIST**

5808 Glenview Ave. (45224) + 541-7302 + [www.firstuccinci.com](http://www.firstuccinci.com)

### **HIGHER HEIGHTS OUTREACH MINISTRY**

4016 Hamilton Ave. (45223) + 344-5375

### **NEW SPIRIT METROPOLITAN COMMUNITY CHURCH**

4033 Hamilton Ave. (45223) + 661-6464 + [www.newspiritmcc.com](http://www.newspiritmcc.com)

### **NORTH PRESBYTERIAN CHURCH**

4222 Hamilton Ave. (45223) + 681-1400 + [www.northpresbyterian.org](http://www.northpresbyterian.org)

### **NORTHSIDE CHRISTIAN CHURCH**

4114 Fergus St. (45223) + 542-4036

### **ST. BONIFACE ROMAN CATHOLIC CHURCH**

1750 Chase St. (45223) + 542-1563 + [www.stbonifacecincinnati.com](http://www.stbonifacecincinnati.com)

### **ST. SAVIOUR ROMAN CATHOLIC CHURCH**

4136 Myrtle Ave. (45236) + 791-9004 + [www.stsaviourparish.org](http://www.stsaviourparish.org)

### **ST. TIMOTHY'S EPISCOPAL CHURCH**

8101 Beechmont Ave. (45255) + 474-4445 + [www.sainttimothys.com](http://www.sainttimothys.com)

### **TRUTH & DESTINY COVENANT MINISTRIES**

4663 Kirby Rd. (45223) + 541-5052 + [www.tdcchurch.com](http://www.tdcchurch.com)

### **WORD ALIVE CHRISTIAN FELLOWSHIP**

4260 Hamilton Ave. (45223) + 681-WORD

### **WORLD OUTREACH CHRISTIAN CHURCH**

4222 Hamilton Ave. (45223) + 531-0618 + [www.wpcchurch.org](http://www.wpcchurch.org)

(1/13)

**CAIN**  
CHURCHES ACTIVE IN NORTHSIDE



# VOLUNTEER HANDBOOK

## Rainbow Choice Pantry Hours of Operation

Monday  
6:30 - 8:30 p.m.

Tuesdays  
10:00 a.m. — 1:00 p.m.

Thursday  
10:00 a.m. — 1:00 p.m.

4230 HAMILTON AVENUE, CINCINNATI, OH 45223  
PHONE: 513.591.2246 x4 FAX: 513.591.2262  
EMAIL: [VOLUNTEERS@CAINMINISTRY.ORG](mailto:VOLUNTEERS@CAINMINISTRY.ORG)  
[WWW.CAINMINISTRY.ORG](http://WWW.CAINMINISTRY.ORG)



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### CAIN's Mission

*CAIN is a neighborhood ministry that transforms lives and inspires hope by providing nutritious food, crisis assistance, resources, and compassion in a way that respects human dignity and builds a more vibrant community.*

### CAIN's Volunteer Philosophy of Service

CAIN's volunteers are an integral asset to the organization and CAIN's mission. Volunteers who give of themselves make a valuable contribution by **embracing** the essence of the mission, giving **respect, hope, and help** to those in a time of need or personal crisis.

### ***Assignment/Reassignment***

Volunteer assignments are made based on CAIN's need and the skills and interest of the volunteer. We hope to provide interesting, challenging, and rewarding volunteer opportunities that will satisfy our volunteers for many years. If the volunteer assignment is not meeting your needs and preferences, please speak to the Volunteer Coordinator. Our goal is to match your skills and interests with our needs and every effort will be made to help you get the most out of your volunteer experience.

### ***Keeping and Maintaining of Records***

Privacy of confidential information and security of records shall be of prime consideration in the administration of the screening process.

### ***Returning Volunteers***

Returning volunteers must complete a Volunteer Update every year in order to update their status and their personal information. At the time that the volunteer's social security number is requested to run the Background Check, the volunteer will be made aware of the cost and are welcome to donate the fee if able/interested. If not, CAIN incurs the cost.

(Once the first background check has been done, volunteers are responsible for reporting any changes in their status or criminal history to the Volunteer Coordinator, CAIN will conduct background checks on returning volunteers every three years. If the Volunteer Coordinator, CAIN Executive Director, or Board deems that it is necessary, a Background Check may be conducted or asked for at any time.)

### ***Groups Who Volunteer One Time***

The organization that sends the volunteers will sign a form documenting they have screened adults and they assume liability for their volunteers.

### ***Guest Volunteers***

At CAIN, anyone who receives our services is treated as and referred to as a Guest. Guest Volunteering is an important part of CAIN's ministry. Background checks are not required because guest volunteers do not provide direct services (interact with and assist people directly).

### ***Court-Ordered Volunteer Service***

CAIN is not able to accommodate the needs of individuals who are court ordered to do Community Service.

### ***Related Policy:***

For the safety of children, no one is permitted to be alone with a child or children. This policy is for the protection of the child, the volunteer, and our organization.



# How to Become a Volunteer

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## **Application**

As a prospective volunteer you must complete a written application form and background check form. The application form is designed to identify your skills and interests so you can find the volunteer position that matches your abilities. A criminal background check is conducted on all potential volunteers to ensure the integrity, safety, and reputation of our volunteers and guests. The Volunteer Coordinator will utilize approved vendor for background checks. The volunteer will be asked to provide his/her social security number. If a volunteer does not want to offer his/her social security number, the volunteer will be asked to have a police record check done and submitted to the Volunteer Coordinator.

## **Benchmarks for Acceptability**

In the event that issues arise during this process, the Benchmarks for what is acceptable are:

- Any volunteers with convictions for sexual misconduct, predatory behavior, assault, or violent activity will not be allowed to volunteer.
- A record of drug or alcohol charges will be weighed on a case by case basis. If there has been more than 5 years since any charges, the volunteer may be accepted for a probationary three month period.
- Any conviction for theft will be weighed on a case by case basis with consideration being given to length of time from last conviction and seriousness of crime.
- Any traffic or vehicle related issues will be accepted unless the Volunteer Coordinator deems it necessary to disqualify.

## **Orientation & Training**

All new volunteers must attend one of the monthly Volunteer Orientations. During the Interview process, the volunteer will be directed toward any other training that will need to happen.

## **Interview**

All prospective volunteers will have an in-person interview with the Volunteer Coordinator some time after the Volunteer Orientation. At this time, the volunteer opportunities and calendar will be discussed. The Volunteer Coordinator will review the Volunteer Handbook and share the Confidentiality Form. Based on the interview and application, the Volunteer Coordinator will make selections that are based on suitability for task without regard to race, creed, color, place of origin, nationality, sex, sexual orientation, or age.

# Welcome and Introduction

Thank you for taking time to give to others. Your willingness to practice hospitality through CAIN is a blessing to all we serve.

CAIN's orientation is designed to educate and inform new volunteers of our mission and vision, philosophy and structure as we strive to be an instrument of encouragement and strength to our brothers and sisters during difficult times.

Your positive time and energy will enhance our outreach and increase the opportunity for all of us to serve our guests with the highest priorities of kindness, compassion, and hospitality.

Whether you volunteer for a day, a week, a month, or a lifetime, your efforts will continue to build a solid foundation for our guests for many years to come.

If you have any suggestions or questions during the orientation please do not hesitate to ask or give us your feedback.

**Welcome and enjoy your experience!**



# The Beginning of CAIN

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Jewel Davis Smith, a Northside United Methodist Church member, founded a food pantry in response to her pastor's Sunday sermon where he challenged parishioners with the question of *"How are we helping the hungry, thirsty, naked, sick, and imprisoned and welcoming the stranger?"* Jewel was stirred to take action and a food pantry in Northside was born. Her witness calls each of us to live our faith by serving others. Jewel was the driving force behind the pantry for twenty years. After her death in 1991, the Northside churches that supported Jewel's food pantry ministry formalized their association and created CAIN: Churches Active In Northside as an incorporated 501(c) 3 non-profit organization that has continued to operate ever since.

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## Who does CAIN serve?

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CAIN provides necessities for residents of the 45223 zip code. CAIN serves 'guests' not 'clients.' We embrace the biblical imperative of hospitality.

In order to receive services, guests present the following, at each visit:

- ◆ Photo ID
- ◆ Current proof of address (utility bill or other business mail)
- ◆ Verification of household members (social security card, birth certificate, medical card, school records, etc.)

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## How does CAIN serve the community?

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CAIN encourages neighborhood residents to improve their lives and neighborhood by:

**Feeding bodies and souls:** Each month CAIN's Choice Pantry provides over 400 low-income families with basic necessities like food; emergency financial assistance for rent and utilities; household and hygiene items; diapers; and referrals for furniture and baby items. CAIN meets with each person individually.

**Caring for Children:** CAIN provides cultural enrichment for young children through free "Kids Corner" art activities during evening pantry hours. CAIN supports teens through summer employment projects and Teen Service Board.

**Building Community:** CAIN works directly with Northside civic organizations to strengthen bonds between residents through community-wide celebrations and gatherings, including a free weekly community meal. ("Phil's Place") CAIN participates in Northside neighborhood events including clean-ups, Fourth of July Parade, Farmers Market, Annual Community-Wide Yard Sale ("Best of the City" by Cincinnati Magazine 2008) and Up For Grabs Day. CAIN also has an on-site community garden that provides produce for pantry.

## In regards to You, the Volunteer:

- ◆ Volunteers are loving representative of CAIN. **Please wear an apron and/or name badge at all times.**
- ◆ Safety and Security: Place all personal items in the designated volunteer storage area during your shift or lock all valuables in your trunk.
- ◆ Your time is valuable. CAIN depends on you to fulfill your commitment and the guests depend on your support.
  - ◆ Arrive 30 minutes before the pantry opens. This is time for set-up, preparation, fellowship and shared prayer.
  - ◆ Please record your volunteer time. Volunteer hours are recorded and utilized when applying for financial funding. Your actions and time donated are priceless!
  - ◆ Notify Staff as far in advance as possible if you will be absent/late (even last minute) so we can plan accordingly.
- ◆ Ask about anything about which you are unsure -"shadow" an experienced volunteer until you feel comfortable.
- ◆ Help the occasional or temporary volunteer to understand the process and then allow them to do it.
- ◆ At least two people (ideally including one staff member) must be present any time CAIN is open to the public.
- ◆ Please be considerate of other's needs, especially at opening/closing times.
- ◆ Please be flexible regarding your assignment/preferred position.
- ◆ Use common sense when arriving or leaving and try to enter or leave in pairs.
- ◆ In day times, you are welcome to park behind North Presbyterian church next door or on street to allow guests to park in CAIN lot.
- ◆ **Remember all items are purchased or donated for the sole purpose of distribution through and by CAIN. Do not jeopardize our reputation or funding by taking food, clothing or other items for your use or for someone you know.**

*Thank you for your  
willingness to practice  
hospitality through CAIN.*

*Enjoy the experience  
and blessing of being able  
to serve!*



## Habits of Hospitality

It is the purpose of CAIN, its Board and member churches to provide a safe place where members of our community can seek assistance. We value each person who enters our doors and strive to make each visit positive and helpful. Through our focus on hospitality, relationships are formed and human as well as material needs are met.

### In regards to our Guests...

- ◆ Look at guests and greet warmly and acknowledge kindly.
- ◆ Learn a guest's name, address him or her by it often. *NAMES count more than numbers.*
- ◆ Always ESCORT the guest through the pantry and offer what we have to share – freely and with grace.
- ◆ Take time to listen to guests and one another.
- ◆ Focus on the needs of the guest. Ask yourself frequently, *"How would I want to be treated if I were in this guest's shoes?"*
- ◆ You may help guests make arrangements to get home, but may NOT drive guests home.
- ◆ Refrain from giving money or personal items of yours directly to the guests. See Staff for options.
- ◆ Offer assistance in carrying, loading, etc. to a guest who is leaving and convey a warm farewell.
- ◆ Seek out advice or intervention of Staff when in doubt. Back up and support one another – hospitality is a group effort.
- ◆ Arguing, yelling, talking rudely or otherwise embarrassing a guest is NEVER acceptable.
- ◆ Confidentiality is a right of each guest. Information may never be shared outside of CAIN. Information may be shared within CAIN only for the purpose of acquiring more or better services for the guest.

***"Do not neglect to show hospitality to strangers, for thereby some have entertained angels unawares."***

*~ Hebrews 13:2*

## What is a "Rainbow Choice Pantry?"

Since 2006, guests have had the opportunity to 'shop' for their food and household items (Choice Pantry) as opposed to receiving a predetermined box or bag of items (traditional pantry.) The Ohio Association of Foodbank's recommends that choice is the preferred operation for a pantry. National research indicates that the most efficient and dignified way to distribute food is to empower customers to choose their own foods, based on their needs, tastes, religious and cultural preferences. This 'Choice Pantry' best practice maximizes distribution of food and avoids items being discarded or going unused.

In 2011, CAIN's Pantry adopted the "Rainbow of Colors" system designed by The Ohio State University Extension. Reflecting the colors of food groups for USDA's "My Pyramid," (now My Plate) shelf items are arranged to educate and promote healthy food choices.

During a typical visit, a volunteer accompanies a guest who is able to shop for items in all food groups and select from a variety of fresh fruits and vegetables. This "Healthy Food for All" Initiative also strives to provide low-salt and low-sugar items on a regular basis and highlights whole grain pastas and breads. The overall pantry set-up encourages guests to choose a variety of foods to provide healthy, balanced meals and snacks.

CAIN volunteers and guests give rave reviews to the Rainbow Choice Pantry:

***"They help me with food and other things but most of all, there is all ways someone here to talk to if I need. They always give love."***



## How Can YOU help?"

### You can volunteer in the Choice Pantry!

CAIN relies heavily on volunteers to operate the Choice Pantry each week on Monday evenings, and Tuesday and Thursday mornings. There are many opportunities to serve with varied responsibilities and opportunities for growth. Volunteers may choose one shift or more, weekly or monthly.

Welcome Desk Volunteer 3-4 hours weekly  
Provide hospitality as you greet guests, sign them in and help them to feel welcome as they obtain CAIN services. Direct guests to needed services.

Intake Volunteer 3-4 hours weekly  
Help guests navigate the system as you interview, screen, serve, and refer guests for appropriate services offered by CAIN and other community agencies. Additional training is also needed to utilize CAIN's database and to learn about agency services.

Benefit Bank Liaison 3-4 hours weekly  
Help guests gain access to public benefits and other community resources as they complete online applications. Requires specialized training.

CAIN Receptionist 3-4 hours weekly  
Answer phones and help with clerical tasks during pantry open hours.

Choice Pantry Shopper 3-4 hours weekly  
Assist guests in choosing items from Choice Pantry while offering support and encouragement.

Choice Pantry Stocker 3-4 hours weekly  
Stock, organize and arrange items in the Choice Pantry to make it as user friendly as possible.

Hospitality Volunteer 3-4 hours weekly  
Oversee hospitality in CAIN's lobby area to create a comfortable and hospitable atmosphere while guests wait for services.

Recycling Coordinator 3-4 hours weekly  
Help ensure that recycling happens smoothly for Choice Pantry.

Food & Donation Transporter 3-4 hours weekly  
Pick up donated items at the Freestore Foodbank and/or other locations. Times and Days vary. This is not dependent on the operating hours of the pantry. A large vehicle is needed and heavy lifting is required.

## You can volunteer to be a part of CAIN's Leadership Team!

From short term pantry positions to long term leadership, everyone has an opportunity to serve at CAIN!

Choice Pantry Operations Leader 10 hours weekly  
Work with Pantry Coordinator to maintain pantry inventory. Oversee operations and provide support to volunteers during open hours.

Building Leader 2-8 hours monthly  
Work with Executive Director to manage the building and grounds and solicit/evaluate bids for service. Oversee simple projects as needed and utilize skills to complete simple tasks.

Item of the Month Leader 2-8 hours monthly  
Insure that Choice Pantry guests have a choice of a specialty items monthly by developing and implementing a plan for soliciting, purchasing, and distributing the items. These items may include backpacks, school supplies, linens, blankets, fans and hats, gloves and coats.

"Secret Angel Shop" Inventory Leaders 2-8 hours monthly  
Work year round to insure that Choice Pantry "Angel Shop" guests will have a choice of toys, household items, and other gifts for the holiday season. Solicits, purchases and monitors donations of Angel Shop items in order to insure sufficient quantities.

Special Event Leaders and Volunteer Participants varies  
Lead (10-20 hours) and/or participate (2-5 hours) in special events throughout the year to help raise community awareness and financial support.

Northside Farmers Market: Volunteer staffs CAIN booth, answers questions about CAIN, etc. Wednesdays 3:30-7:30pm

Spring Grove Events: CAIN volunteers staff refreshment stand for events at Spring Grove Cemetery (Summer and Fall)

4th of July Northside Parade: "CAIN Brigade" carries CAIN banners and decorated 'canes' while dancing and marching along the parade route. In addition, volunteers at CAIN offer refreshments to participants.

Freestore Foodbank Memorial Day Hunger Walk: Our biggest annual fundraiser needs team captains and PR assistance to recruit walkers.

CAIN Yard Sale Coordinator: Volunteers coordinate the collection of goods to be sold as CAIN's fundraiser as part of the Northside community-wide yard sale (usually first Saturday in August)