

Woodstock Pantry ENews Brief

24 June 2023

We served 248 people this week. We ran out of food?! Thankfully, all our shifts were full again this week! I can't tell you how wonderful that is! It takes a load off of volunteers and gives us space to build community with ourselves and with our neighbors. It's fantastic! Thank you so very much!

WP CLOSURE

Many of you have seen the sinkhole and heard the story behind it. Now, the parish has found a company to repave the parking lot! To do so, **Woodstock Pantry will be closed July 14-15**. We will increase the amount of food we put in the grocery bags in the next two weeks to help people through that week. It will be wonderful to have a new parking lot, for all the obvious reasons. But also because we are preparing to break ground on our new pantry structure!

SIGN UP FOR LAST WEEK OF JUNE & JULY SHIFTS

There's a new signup sheet for the last week of June and all of July. The old one is closed, so be sure to use this link when you sign up!

[WP Sign Up June/July](#)

PROGRAM DEVELOPMENT

Wrapping Up the Year We have been working hard this past year to develop the pantry into a sustainable food source for our area. There have been lots of experiments, new processes and changes...across all the shifts. Our volunteer network has grown to 100+, with 70 regular volunteers! btw – we need a minimum of 35 volunteers every weekend, in addition to all the work done behind the scenes. So, this has grown into a huge operation...**Operation Neighbors Helping Neighbors!**

We are now in the process of wrapping up our first year. The final steps include developing the Outreach Coordinator Team (OC Team), the pantry build and a program review process leading to an Annual Report and our 2023-24 Annual Plan. There are two parts to our program review, i.e., the Oregon Food Bank (OFB) site review and the Customer Satisfaction Survey. The OFB site review will occur in the last weeks of July.

We completed our Customer Satisfaction Survey and are now in the process of learning from our neighbors. I love all the wonderful things they said, and I highly value the ideas they shared about how we can improve our services. Please help the OC Team complete this next step, i.e., to learn from their comments.

- ✓ Please look at the data and send me ideas for how to improve our services. Note that you can glean ideas from things our neighbors really like as well as from things they feel need improvement. There are no bad ideas, so share whatever you think! You can see the raw data at [WP Customer Satisfaction Survey Data](#). This data is presented verbatim, i.e., we recorded what people said.

Stepping up to Next Year We are moving from a period of massive transition into a period of more stable operations. We will shift our focus to Continuous Quality Improvement, i.e., routinely making minor adjustments to our work that add value to the service we provide. It will be a continuation of the process we have used this past

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year, namely, idea/experiment/learn/adopt. And we will lean into our vision of Neighbors Helping Neighbors.

TRAINING

Training is an annual requirement for all volunteers.

1. **Seasoned Volunteers** - it's time to renew your training!
2. **New Volunteers** - Please complete your training prior to your shift.
3. New Volunteers who have already completed training - Please complete the FIFO training.

I updated all the Shift Instructions. **We all need to read them and sign off** (see *First-In, First-Out* training below). Please work to integrate the new/improved practices into your routine. Building a practice requires conscious effort. So, check the Shift Instructions (in the volunteer binder) each week until you consistently incorporate the new practices into your work!

Click on the links to get to the training. After you complete the training, click on the [Volunteer Training Log](#) link to document that you have completed the training.

1. People working **all shifts** need to view the [Oregon Food Bank Food Safety Video](#) (16 minutes).
2. People who work the **Distribution shift** need to view the [Client Civil Rights & Confidentiality Video](#) (20 minutes). I encourage everyone to view it, even if you don't work the Distribution shift, as it introduces our philosophy and values regarding our neighbors.
3. Everyone needs to complete **First-In-First-Out** training for the shifts you work. They are included in the Shift Instructions. You will find links to your Shift Instructions on the [Volunteer Training Log](#). (10 minutes).

Celebrate...

It Takes a Community, And We Are It!