

Dear Volunteers,

Nourishing Hope, formerly Lakeview Pantry, relies on people like you, individuals who want to make a difference in the world and in their community, to help us complete our mission. Our name has changed, but our mission and values remain constant. You truly are the face of our organization and our representatives in the community. We strive to provide quality food, friendly service and hope for tomorrow. You are the bearers of that hope. Together, we can work to eliminate hunger in our community and provide quality service to our neighbors.

We can also use this opportunity to learn from each other. Our diverse histories provide us with the chance to grow, establish new relationships and work to end poverty together. The connections we develop here can change hearts and minds, raise awareness of our cause and recruit new advocates for those in need. Thank you for being someone who makes a difference, and thank you for joining our Nourishing Hope family.

Sincerely,

Aliya Prescott

Aliya Prescott
Director of Volunteers



Volunteer Program Policies

Scheduling Details:

Scheduling on your personal site is quick and easy. To access your personal site, request a link by entering your information at www.nourishinghopechi.org/volunteer/existing-volunteers. You'll get an email with a link to your page where you can sign up for shifts, cancel shifts and update your personal information.

Full Shift Time:

Please make sure to arrive on time and stay for the entire shift. Exceptions can be made ahead of time for specific circumstances. Please simply do your best to communicate with us about any issues that may arise with shifts. We really appreciate your cooperation and understanding of this need. Nourishing Hope would not be able to achieve all that it does without you and its many other dedicated volunteers.

Cancellation Policy:

Should you need to cancel for any shift, please let us know as soon as possible. The best way is to cancel on your personal site. If you need to cancel within 24 hours of your shift, please email volunteers@nourishinghopechi.org or your site coordinator.

Community Service Policy:

If you need community service hours, we can aid you in completing them. Please note, we do not accept theft or violent crime charges. Before your first day, we will need documentation of your charge on file. Keep in mind that you are responsible for tracking all of your hours. The volunteer department will sign off on your hours upon completion and request. Request letters by email only and allow the volunteer department two business days to complete the request.

Nourishing Hope Staff:

Staff are on site to provide direction and ensure tasks are completed. Please feel free to let staff know what tasks you are and are not comfortable with, but please keep in mind it is the staff's job to delegate tasks.

Dress Code:

Please make sure to wear appropriate clothing for volunteer work in our food pantry, such as casual wear. Closed-toed shoes are required. Please do not wear anything revealing or with inappropriate words or pictures. Simple, functional clothing is best as a way of being in solidarity with our clients. Nourishing Hope t-shirts are available for volunteers.

Volunteer Program Policies

Code of Conduct and Anti-Harassment Policy:

Nourishing Hope is dedicated to maintaining a supportive environment that values individual diversity in which respect for the individual is encouraged and protected. We are committed to maintaining an environment free from all forms of harassment and insists that all employees, clients, board members, volunteers, vendors and other third parties be treated with dignity, respect, and courtesy.

Harassment on the basis of an individual's actual or perceived race, color, religion, sex, sexual orientation, gender identity, age, pregnancy, national origin or ancestry, disability, military service, veteran status, genetic information, or any other personal characteristic designated by federal, state, or local laws will not be tolerated at Nourishing Hope.

Sexual harassment is a form of gender harassment. This policy prohibits harassment based on an individual's actual or perceived gender regardless of whether the offensive conduct is sexual in nature and regardless of whether it rises to the level of a legal violation. Any unwelcome conduct based on gender is prohibited regardless of whether the individual allegedly engaged in "harassment" and their alleged targets are of the same or of different genders.

The conduct prohibited, whether verbal, physical, or visual, includes any discriminatory action and any unwelcome conduct directed at or affecting someone because of that individual's protected status.

Any volunteer who believes they are being harassed by another person, or who is a witness to such harassment, should promptly inform the director of volunteers, any Nourishing Hope manager, director or officer, human resources or the CEO.

Drug and Alcohol-Free:

It is the policy of Nourishing Hope to maintain a drug- and alcohol-free volunteer environment that is safe and productive for employees and others doing business with us. The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug and/or the misuse of legal drugs (including marijuana) while on Nourishing Hope premises or while performing services for our organization is strictly prohibited. Nourishing Hope also prohibits reporting to volunteer or performing services under the influence of alcohol or consuming alcohol while on duty or during work hours. Such conduct may be grounds for immediate termination.

If Issues Arise:

Should any issues arise while you are volunteering "on the floor" (i.e. at the counters, intake desk, etc.), please find a staff member immediately and say "I need you right now." We will know to provide help right away as soon as we hear this phrase. Please approach a coordinator with any general inquiries about Nourishing Hope and the director of volunteers for any specific inquiries concerning the volunteer department.

Volunteering with Friends or Family

Bringing Friends:

If you would like to attend a shift with a friend, both you and your friend must be active volunteers and sign up for the shift on your personal site.

Youth Volunteers:

1. [Click here to register to volunteer.](#)
2. Watch our virtual orientation with a parent or guardian.
3. Answer “no” to all of our COVID-19 screening questions.

How to add youth 15 years and younger to a shift:

Parents must be registered and complete orientation with all youth under 18 years old. Volunteer shifts are on a first come first serve basis. Minors age 16 and 17 are eligible to volunteer for all shifts without a parent or guardian. Home deliveries must be completed with an adult 18 or older. Parents/guardians of youth age 15 and under must accompany their youth to their volunteer shifts.

All youth can sign up for shifts using their personal volunteer site after they have completed orientation. Once youth sign up for a shift, the volunteer team will approve it. Once the youth's shift is approved, they will receive an email letting them know they are approved and we look forward to seeing them at the volunteer shift.

We ask that youth sign up for shifts at least three business days in advance so that the volunteer team can approve their shift.

Volunteer opportunities for youth depend on their age. Please visit nourishinghopechi.org/volunteer/youth to learn more about these opportunities.

Group Volunteer Opportunities:

If you are looking to bring a group to volunteer, please email volunteers@nourishinghopechi.org.



Other Ways to Support Nourishing Hope



Donate Now:

Ask your employer if they will match your donation. You can also sign up to donate on a monthly basis. To make a donation, visit nourishinghopechi.org/donate or contact us at development@nourishinghopechi.org to learn about how your donation makes a difference!



Fundraise for Us:

Host an event to benefit Nourishing Hope or launch a personal campaign to raise money with your friends and family! For more information, visit nourishinghopechi.org/fundraise-for-us or contact development@nourishinghopechi.org, 773-849-7447.



Plan a Food Drive:

Help us keep our shelves stocked by planning a food drive! For more information, visit nourishinghopechi.org/host-a-food-drive or contact Matt Tropp, Food Resource Supervisor, at matt.tropp@nourishinghopechi.org, 773-525-1777 x242.



Become a Sponsor:

Whether you represent a corporation, grocer, or are an individual donor, we have various sponsorship opportunities available that offer you recognition at our events, on our website and more. To learn more about our sponsorship levels and the opportunities available, visit nourishinghopechi.org/ways-to-help or contact Drew Moran, Director of Corporate and Foundation Partnerships, at drew.moran@nourishinghopechi.org, 773-525-1777 x243.



Connect with Us Online:

Sign up for our e-newsletter at nourishinghopechi.org/news and follow us on Facebook, Instagram and LinkedIn @NourishingHopeChi and on Twitter @NourishHopeChi.

We're grateful for your support and want you to stay in touch!

Headquarters

1716 W. Hubbard St.
Chicago, IL 60622
(773) 525-1777

Sheridan Market

3945 N. Sheridan Rd.
Chicago, IL 60613
(773) 525-1777

The Hub

5151 N. Ravenswood Ave.
Chicago, IL 60640
(773) 525-1777

La Casa Norte's Fresh Market

3533 W. North Ave.
Chicago, IL 60647
(773) 276-4900