



**PORTLAND OPEN BIBLE
COMMUNITY PANTRY**

MANUAL OF PANTRY OPERATIONS & INFORMATION





PORTLAND PEN BIBLE COMMUNITY PANTRY

No One Should Go Hungry!

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1. INTRODUCTION

Inspired by continued break-ins of the Portland Open Bible Church where only food was taken, this SE Portland church saw a community need. People were going hungry. The church felt compelled to do something about it. So, in 2015 the leadership of the church created the Portland Open Bible Community Pantry and let it be known that anyone could come and receive food for themselves and their families. They reached out to The Oregon Food Bank for assistance and guidance and during their entire first year they fed 500 people. As the word spread more people in need showed up and along with them the number of volunteers increased. It quickly became obvious there was a need to feed people. The Portland Open Bible Community Pantry and volunteers were willing to meet the challenge.

Since those early days, the Pantry has struggled to meet the demand of the increasing numbers of clients. The Pantry is constantly working with and developing sources for safe and nutritional food from providers like the Oregon Food Bank, various retail grocery outlets, wholesale outlets, other non-profit organizations, direct purchases, and more.

Portland Open Bible Community Pantry's mission has always been to provide food and hope to its neighbors in need because no one should go hungry. It provides access to healthy nutritious foods and services that help support peoples of all walks of life in their effort to achieve individual dignity and self-sufficiency.

Then Covid spread around the world. The 2020 Covid-19 pandemic caused the Pantry to alter its operations so that it could safely serve its neighbors. With the pandemic the Pantry saw its client numbers swell and in 2021 they provided healthy food to 4,000+ individuals a month. That was double the monthly number of individuals that were being served before the 2020 pandemic began. Thanks to the generous support of governmental and non-governmental organizations, and other valuable supporters, the Pantry was able to continue to serve its community. Nevertheless, since the crush of the pandemic, the need and demand for food has continued to increase.

The Pantry became aware of another need. During the Covid pandemic, staff and management were alert to the serious nature of the Covid virus and the possible vulnerability of Pantry clients and volunteers. As a precaution for its clients in addition to the Covid national safety standards, extra safety practices were developed as alternative methods of food distribution. This inspired a new "web on-line" order system for client drive-thru and pickup, relieving those clients from direct exposure to other clients and volunteers. Additionally, an in-home delivery to home-bound clients

was developed with other community partners. Meanwhile, following Covid safe practices, the traditional twice-a-week “on-site” shopping continued to serve clients. The Pantry collaborated with other organizations and professionals to deliver food and health home goods as well as sponsor anti-Covid clinics and deliver vaccinations.

Concurrently during the early period of Covid, and while the numbers of people in need of food was increasing, the Pantry reached out to its community in multiple ways to help educate and stem the spread of Covid. With the support of the Oregon Health Authority (OHA), the Pantry trained individuals, setup classrooms, and provided a broad education about Covid to hundreds of people willing to take the classes. With the diverse population that relies on the Pantry, it delivered education in five and sometimes six languages both written and oral over several months. Working with the OHA the Pantry assisted individuals who had contracted Covid, with their utility bills, picking up prescriptions, and delivering food. Throughout all the pandemic the Pantry never retreated from its normal operating time or turned anyone away. Pantry volunteers continually put themselves on the front line to assure that clients had access to healthy resources and to do it in the same familiar, compassionate, friendly, trusted, and Covid safe environment clients were already accustomed to.

2. MISSION

The mission of the Portland Open Bible Community Pantry is to provide essential items with compassion and dignity to those in the community who are going through difficult times.

Providing The Essentials

There is an abundance of food in our country. The Pantry’s leadership and volunteers believe no one should go hungry. That’s why the Pantry is dedicated to providing healthy and nutritious foods. From fresh fruits & vegetables to canned goods & dairy, and even live tomato plants, plus fresh & frozen meats, the Pantry is open to those in need.

Pantry Clients

Individuals of all walks of life turn to the Pantry for food for themselves and their families. Some are homeless, most are not. Most of the clients are employed but lack sufficient resources to cover all the necessities including food. Aware of the various cultural differences of the Pantry’s clients, every effort is made to meet their likes and dislikes and maintaining dignity.

Building Up Our Community

In Portland and across Oregon, we know that we are better together as a community. That must include taking care of everyone. That’s where the

Pantry reaches out in partnering with dozens of local businesses & hundreds of individuals.

Compassion & Dignity

Food insecurity is exceptionally difficult, being both physically & emotionally taxing. At the Pantry the staff and volunteers are there to help individuals and families as friends & neighbors of the community. “We care, and we strive to make their experience a good one without losing their dignity.”



3. ORGANIZATION

The Portland Open Bible Community Pantry has been providing food to community members in need since 2015. It is a part of the Portland Open Bible Church located in SE Portland and serves over 40,000 people a year. The Pantry organization is comprised of:

- **The Board of Directors**
- **The Executive Director**
- **Bookkeeper**
- **Staff**
- **Volunteers**

Food is made available on site twice a week plus an outdoor fresh fruit and vegetable market once a month.

It receives food and other supplies from organizations like:

- **The Oregon Food Bank**
- **The Birch organization**
- **Safeway**
- **Grocery Outlet**
- **Starbucks**
- **Seventh Day Adventist Pantry**
- **Serres Farms**

- **Sysco**
- **City Teams**
- **Dave's Killer Bread**
- **Imperfect Produce**
- **Many others to numerous to mention**
- **Purchases using financial donations from our supporters**

Limited medical and dental services are given when available.
Education regarding Covid 19 is provided in various languages.

4. BOARD OF DIRECTORS

The board is comprised of six members including a chairperson, secretary, and four sitting members. Each are volunteers with no term limits.

Specific qualifications and requirements of the Board Of Directors are contained in a separate document.

GENERAL DUTIES

As the highest leadership body of the organization and to satisfy its fiduciary duties, the Board of Directors is responsible for participating in:

- Determining the mission and purposes of the organization
- Selecting and evaluating the performance of the chief executive
- Ensuring strong fiduciary oversight and financial management
- Strategic and organizational planning
- Fundraising and resource development
- Approving and monitoring the organization's programs and services
- Enhancing the organization's public image
- Assessing its own performance as the governing body of the organization

Furthermore, individual Board Members are expected to:

- Follow the organization's bylaws, policies, and board resolutions.
- Notify the board of any conflict-of-interest activities as well as disclose potential conflicts before meetings and actual conflicts during meetings and maintain confidentiality about all internal matters of the organization.
- Support the position of the board even if personally in disagreement.
- Acknowledge that they represent the organization and not themselves as an individual.

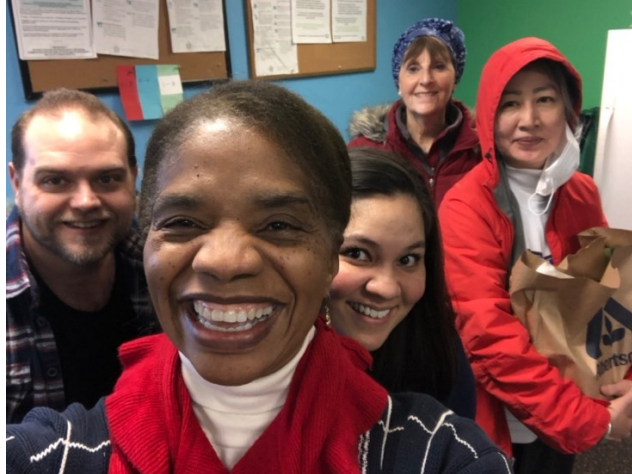
- Make an annual financial or other gift “commensurate or significant according to their circumstance” to the organization (in order to achieve 100% board giving).
- Identify, cultivate, and recruit potential sponsors and donors.

Meeting Schedule

- Board meetings will be held as the Executive Director and Board Chairman shall determine, but not less than once every two months. Meetings may be conducted in person or electronically. A quorum of no less than four (4) members must be present for the meeting to be conducted.
- Directors must actively participate in the oversight of the organization including attending meetings of the board, monitoring the financial condition of the organization, evaluating reports, reading minutes, participate in fundraising activities, and reviewing the performance of the Executive Director.

- Board members missing more than two successive board meetings shall be considered to no longer be a member of the board unless the majority of the remainder of the board of directors, on the third missed board meeting, votes to excuse the missing member until the next regular board meeting.





5. EXECUTIVE DIRECTOR

The Executive Director works at the pleasure of the Board of Directors and is retained to oversee the entire operation of the organization.

Specific qualifications and requirements of the Executive Director are contained in a separate document.

GENERAL DUTIES

- The Executive Director is the “face” of the organization and must represent the organization in a professional, friendly, and reputable manner at all times.
- The Executive Director is responsible for the day-to-day financial management of the organization. The Board authorizes the Executive Director to hire and supervise staff and independent consultants, pay bills, receive funds, and maintain bank accounts.
- The Executive Director is responsible for oversight, assignment, and safety of the organization’s volunteers.
- The Executive Director is authorized to sign checks up to \$5,000. Checks for amounts greater than \$5,000 shall require the additional signature of the Secretary or Board Chair or others as the board shall direct and approve.
- The Executive Director is authorized to enter into contracts for activities that have been approved by the Board as a part of budgets, mission or plans. The Board of Directors must authorize any contracts outside of these parameters and all contracts with a financial value greater than \$10,000.00.

- The Executive Director is authorized to manage expenses within the parameters of the over-all approved budget, reporting to the Board of Directors on variances and the reason for these variances.
- The Board of Directors must approve any use of the board designated cash reserve fund.

Responsibilities

The Executive Director shall:

- Meet with and work closely with the organization's bookkeeper to ensure all record keeping and financial management is current and accurate.
- Apply for grants, awards, services, and any other organizational forms of support both financial and non-financial whenever becoming aware of an opportunity.
- Seek and explore all means of fund-raising opportunities.
- Account for donor restricted and board designated funds, grants or other awards separately from general operating funds, and clearly define the restrictions applicable to these funds.
- Report the financial results of the organization monthly to the Board of Directors.
- Pay all obligations and file required reports in a timely manner.
- Make no contractual commitment for bank loans, corporate credit cards, financing by others, or for real estate leases or purchases without specific approval of the Board.
- Limit vendor credit accounts to prudent and necessary levels.
- Obtain competitive bids for items or services costing in excess of \$5,000 per unit. Selection will be based on cost, quality, service, and other elements of the contract. A complete bid exception can be made with board approval.
- Maintain frequent ongoing open communications with board members, supporters, volunteers, staff, community members, clients and others via newsletters, web-site postings, social media activity, press opportunities and any other method available.



6.VOLUNTEERS

At times, the Pantry has over 85 volunteers. Without our volunteers the Pantry would not exist.

Volunteers are the backbone of the Pantry's programs and serve a vital role in our organization ensuring the success of our programs.

Since 2015 volunteers have been showing up to serve the Pantry's clients as well as assist with administrative tasks. Some help as drivers to pick up or deliver food items. Many others are needed to inspect and sort food in the sorting area, store items in the storage units, run food boxes out to the drive-through clients, or help clients select grocery items in the market area. Likewise, volunteers assist in the education efforts, vaccination clinics, and frequently just give a willing ear to clients wishing to visit.

The Pantry provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon one's ability to perform the job, as well as one's dedication to the Pantry's mission and needs.

Volunteers do not accept any tips or gifts from clients. Their goal is to not create an atmosphere where Pantry clients feel obligated to reward Pantry staff and volunteers for their assistance. Volunteers are prohibited from soliciting for their own business enterprise, political agenda, or religious beliefs.

The volunteer's goal is to serve the client and make every effort to ensure their dignity and self-respect with no obligation.

Volunteers are the most valuable resource to the Pantry. Because volunteers are always on the frontline, they are constantly looking for better ways to serve the client.



7.ORGANIZATIONAL CHART



8. NON-DISCRIMINATION STATEMENT

The Portland Open Bible Community Pantry (Pantry) is committed to equal access to programs, activities, goods and services, facilities, volunteering, and employment for all its: (1) recipients (clients), (2) employees, (3) vendors, (4) donors, (5) board members, (6) contractors, and (7) community members. It is the policy of the Pantry to maintain an environment free of discrimination against any person because of their real or perceived “protected characteristic” including race, color, religion, national origin, sex, sexual orientation, gender identity, gender expression, pregnancy (including pregnancy-related conditions), age, physical or mental disability, genetic information (including family medical history), ancestry, familial status, citizenship, service in the uniformed services (as defined in federal and state law), veteran status, expunged juvenile record, and/or the use of leave protected by state or federal law.

Discrimination or harassment based on one or more of these protected characteristics violates the dignity of individuals, impedes the realization of the Pantry’s mission, and will not be tolerated.

It is the responsibility of every member of the Pantry community to foster an environment free from discrimination, harassment, and retaliation. All volunteers, employees, and other members of the Pantry community are strongly encouraged to take reasonable and prudent actions to prevent or stop acts of discrimination, harassment, or retaliation. This may include directly intervening when safe to do so, enlisting the assistance of others, contacting law enforcement, or seeking assistance from a person in authority.

This Policy assumes and uses the term “respondent” to refer to the person alleged to have violated the policy; the term “complainant” to refer to the person who was subject to the respondent’s alleged misconduct; and “Executive Director” to refer to the Pantry’s Executive Director who should be made aware of any such violation.

9. SEXUAL HARASSMENT

The Pantry is committed to providing a workplace that is free from sexual harassment. Sexual harassment in the workplace is against the law and will not be tolerated. When the Pantry determines that an allegation of sexual harassment is credible, it will take prompt and appropriate corrective action.

If the Pantry receives an allegation of sexual harassment, or has reason to believe sexual harassment is occurring, it will take the necessary steps to ensure that the matter is promptly investigated and addressed. If the allegation is determined to be credible, the Pantry will take immediate and effective measures to end the unwelcome behavior. The Pantry is committed to take action if it learns of possible sexual harassment, even if the individual does not wish to file a formal complaint.

Employees or volunteers who have been found by the Pantry to have subjected another employee, volunteer, supplier, or client to unwelcome conduct of a sexual nature, whether such behavior meets the legal definition of sexual harassment or not, will be subject to discipline or other appropriate management action. Discipline will be appropriate to the circumstances, ranging from a letter of reprimand through termination. A verbal or written admonishment, while not considered formal discipline, may also be considered.

10. AMERICANS WITH DISABILITIES ACT

PORTLAND OPEN BIBLE COMMUNITY PANTRY (Pantry) does not discriminate on the basis of disability in its services, programs, or activities.

Employment: The Pantry does not discriminate on the basis of disability in its hiring or employment practices or accepting volunteers and complies with the ADA title I employment regulations.

Effective Communication: The Pantry will, upon request, provide auxiliary aids and services leading to effective communication for people with disabilities, including qualified sign language interpreters, assistive listening devices, documents in Braille, and other ways of making communications accessible to people who have speech, hearing, or vision impairments

Modifications to Policies and Procedures: The Pantry will make reasonable modifications to policies and procedures to ensure that people with disabilities have an equal opportunity to enjoy programs, services, and activities. For example, people with service animals are welcomed in the Pantry facility's, even where pets and other animals are prohibited.

Requests: To request an auxiliary aid or service for effective communication, or a modification of policies or procedures contact Executive Director, Betty Brown as soon as possible, preferably 14 days before the activity or event.

Complaints: Send complaints to Betty Brown, Executive Director.

11. Donor Privacy Policy

Philanthropy is based on voluntary action for the common good. It is a tradition of giving and sharing that is primary to the quality of life. The Pantry depends on individual, corporate, organizational, and governmental donors, plus prospective donors, to sustain its mission. It is the Pantry's intention to assure that philanthropy merits the respect and trust of the general public, its donors, and prospective donors. Donors can have full confidence in the Pantry where safeguarding donor personal and private information is imperative.

The Portland Open Bible Community Pantry will not, without donors' consent, sell, share, or trade donors' names or personal information with any other entity, nor send mailings to our donors on behalf of other organizations. This policy applies to all information received by the Pantry, both online and offline, on any platform, as well as any electronic, written, or oral communications. To the extent any donations are processed through a third-party service provider, our donors' information will only be used for purposes necessary to process the donation.



Donors are assured their gifts will be used for the purposes supporting the Pantry's mission. Likewise, upon request, donors have the right to request to have their names deleted from any mailing lists that the Pantry may use for communication including electronic lists.

Thank You.

You can always ask questions by contacting our Executive Director Betty Brown or any Board member.

Meanwhile we hope you will consider donating by clicking below.

[MAKE A DONATION](https://give.pobcpantry.com/give/326244)

<https://give.pobcpantry.com/give/326244>