

# Welcome to FISH Food Bank



Welcome to FISH (Friendly, Instant, Sympathetic, Help) Food Bank, where our mission is to provide nourishment and support to our community members in need. Here, we are dedicated to ensuring that no one goes hungry, and everyone has access to healthy, nutritious food. We believe in the power of community and the strength that comes from helping one another.

## Our History

FISH Food Bank was established in 1969 under the auspices of World Council of Churches, later Gorge Ecumenical Ministries, and, finally, in 2014 under our own 501©(3). FISH Food Bank operates satellite branches in Parkdale and Cascade Locks. We graciously receive a portion of our food from the Oregon Food Bank and partners; but we receive no federal, state, or local funding. We rely on grants and donations from our community to purchase food to fill our shelves.

## Our Services

At FISH Food Bank, we provide a range of fresh produce, non-perishable items, dairy products, and protein sources to ensure balanced meals for those in need. We collaborate with local organizations, schools, and businesses to raise awareness about food insecurity and to mobilize resources for those in need.

## Get Involved

Thank you for getting involved by volunteering at the food bank. We rely on the generosity and support of our volunteers. Our 450 + volunteers join us in sorting, stocking, and distributing food. Your time and effort are invaluable to our mission.

## THINGS YOU SHOULD KNOW ABOUT VOLUNTEERING

- **Please be prompt. If you are volunteering for distribution, please arrive no later than 2:45 p.m.**
- Please always wear closed-toe shoes and dress according to the weather, keeping in mind that the doors are often open
- Do not gossip or share information about clients or other volunteers— always keep any information confidential
- **Do not discuss politics or religion while at the food bank**
- If you see or hear something that does not seem right, let Sarah Benson, Director of Volunteer Services, or Jacqueline Carey, Executive Director, know right away.

- If you have any questions, please contact Sarah Benson, Jacqueline Carey, or a board member who is in the office. The office phone number is 541-386-3474. There is also a board member present at most distributions in Hood River and Cascade Locks.

**FISH volunteers should be sympathetic, empathetic, and friendly. A smile goes a long way, especially to those who are facing major life challenges. None of us knows what someone else is dealing with, so err on the side of compassion. People always remember being treated with respect, dignity, and kindness.**

**FISH DEI STATEMENT:** Food is a human right, and everyone deserves to have nutritious, culturally desirable food. We affirm the worth and dignity of all people and serve our communities with respect, striving to move closer towards food security.

\*\*\* Retain this sheet and return the signed volunteer application (attached) to Sarah Benson



## FISH Food Bank Volunteer Registration

Name \_\_\_\_\_

Last

First

Middle Initial

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email \_\_\_\_\_

Phones	Area Code	Number	Best time to call
Home	( )		
Cell	( )	(Do you text <u>yes</u> <u>no</u> )	
Work	( )	(Ok to call? <u>yes</u> <u>no</u> )	
Other Specify:			

### Check Current Volunteer Role for FISH (mark all that are appropriate)

<input type="checkbox"/> Food Distribution (M, W, F)	<input type="checkbox"/> Board Member
<input type="checkbox"/> Transport food to sites	<input type="checkbox"/> Unload truck
<input type="checkbox"/> Daily Set-Up	<input type="checkbox"/> Stock Shelves
<input type="checkbox"/> Food Pick-Up from stores/business	<input type="checkbox"/> Pack or Deliver Shut-In Boxes
<input type="checkbox"/> Student group _____	<input type="checkbox"/> Other _____
<input type="checkbox"/> Church or Group _____	

Would you be interested in helping in another way? \_\_\_\_\_ Area willing to help? \_\_\_\_\_

If so, when are you available to help? \_\_\_\_\_

Year started working as a FISH volunteer: \_\_\_\_\_

Please provide an emergency contact:

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

### FISH Volunteer Expectations

In cooperation with faith groups, businesses, and community members it is the mission of FISH Food Bank to help alleviate hunger by distributing food regularly on an emergency basis, regardless of gender, race, religion, or sexual orientation and in a friendly, instant, sympathetic and helpful, nonjudgmental, and confidential manner.

Acting as a volunteer for FISH Food Bank, I recognize the following guiding principles and agree to follow them:

- ▶ Food is distributed on an emergency basis, regardless of race, religion, or sexual orientation.
- ▶ FISH is an acronym for Friendly, Instant, Sympathetic, and Help. We strive to always serve our clients in a respectful manner.
- ▶ It is our general procedure to serve clients every 30 days, but we do not turn away clients if they come sooner than 30 days. There are no federal or state regulations that state emergency food can only be given every 30 days.

- We strive to alleviate hunger and socioeconomic problems of food insecurity by providing a medium for cooperation with faith groups, community members, and businesses.

## Confidentiality Agreement

As a volunteer at **FISH Food Bank**, you may encounter people from the community that you know or have access to records of the people receiving food assistance. It is the policy of this organization that all information about clients is strictly confidential and stays within the walls of the pantry. Also, any information or knowledge you may have about a client's life or situation is not to be brought to the attention of other volunteers at the pantry.

To protect the privacy and dignity of the people we serve, we ask that you acknowledge and affirm your intent to keep all information regarding clients confidential and that you will not share any information about clients outside the pantry.

What I hear and observe about clients, staff or other volunteers while volunteering here will remain confidential. I agree to protect the privacy of client information I am given access to. I agree to keep this information in the strictest confidence and the failure to do so may result in my being denied the opportunity to volunteer.

**I have read, understand and agree to the above FISH Volunteer Expectations and Confidentiality Agreement. I understand that any action on my part that contradicts the above may result in being denied the opportunity to volunteer.**

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Signature

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Date

**I fully understand my responsibilities in adhering to Civil Rights responsibilities and regulations.**

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Signature

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Date

**I give permission to use my name, hometown, image and/or voice on videotape, audiotape, film, photograph, or any other medium, including World Wide Web for educational, promotional, or fundraising purposes.**

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Signature

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Date

**FISH Food Bank is an equal opportunity provider.**



01/09/2026