

# Village Pantry Volunteer FAQ

## Where is the Pantry located?

Village Pantry is at Village Exchange Center located NW Aurora at **1609 Havana Street Aurora, CO 80010**



## Do you have parking?

Parking is available across the street from our front entrance on 16<sup>th</sup> Street. If you are coming on a Wednesday for Pantry parking can be harder to find. For large groups we can arrange additional parking in the church across from us on Havana St.

## What do I do when I get there?

Enter through our main doors on 16<sup>th</sup>. Our doors are locked so you will wait for our front office team to let you in. Then you'll check-in and get a volunteer badge. Please wear your badge at all times.

## What do I need to bring?

We encourage volunteers to bring these items:

- Close-toed and comfortable shoes you're ok with getting dirty
- Clothing that's moveable
- Water bottle
- **DO NOT BRING:** any valuables, weapons, alcohol, or drugs. You can put any coats or bags in our break room. Any items lost or stolen are not the responsibility of Village Exchange Center.

You must sign our Volunteer Release Form prior to your shift. [You can do that here](#) or request a PDF to sign and bring with your group.

## What will I be doing?

Tasks vary from day to day, but include unloading deliveries, packaging food, cleaning, stocking, carrying bags and boxes from our downstairs warehouse, and pantry registration.

## Do you have age requirements for volunteers?

We welcome student volunteers who are 15 years of age or older. Anyone under 15 should have a parent or guardian to provide supervision.

## How Many Volunteers can you accommodate?

We accept up to 20 volunteers for groups and up to 10 individuals on our open volunteer days. We do work with larger groups on a case-by-case basis. Please reach out to [Andrea@VillageExchangeCenter.org](mailto:Andrea@VillageExchangeCenter.org) to schedule groups larger than 20

## How long do I volunteer for?

We encourage individuals and volunteers to work with us for between 2-5 hours each shift.

## How do I sign-up?

Visit our [Volunteer Match](#) landing page for current opportunities or reach out to [Andrea@VillageExchangeCenter.org](mailto:Andrea@VillageExchangeCenter.org) to schedule a group for dates not listed on the calendar.

## What if I need to cancel?

You can cancel through Volunteer Match. We understand that emergencies come up, but please aim to give our team at least 24 hours notice.

## Have additional questions?

Please contact Andrea Zimmer at [Andrea@VillageExchangeCenter.org](mailto:Andrea@VillageExchangeCenter.org).

Thank you for your support of  
Village Exchange Center!



# Village Pantry Agreements

The Village Exchange Center is a non-profit organization formed to serve immigrants and refugees in the Aurora/Denver metro area. As a community center and multi-faith worship space, we seek to celebrate cultural and religious diversity by creating an inclusive environment where residents from all backgrounds interact, share, and develop together. The overarching goal is creating bridges between people and communities, both locally and globally.

Everyone who comes to The Pantry is expected to engage with other people, whether they are volunteers, staff, or clients, with respect. We will interrupt oppressive behavior, which we define as any behavior that demeans, marginalizes, rejects, threatens or harms anyone on the basis of their cultural background, ethnicity, immigration status, language, nationality, race, religion, gender or sexual orientation, education, ability, or age.

## Presence

Please show up, on time, fully present, and ready to participate in Pantry activities.

## Sign-in

Enter the building through the 16<sup>th</sup> street entrance. Check-in at the front window and receive your volunteer badge. You must wear your volunteer badge throughout your time at Village Exchange Center.

## Listening

Actively participate. Actively listen. Respect the requests of our Pantry Team. Often tasks will arise, like unloading a truck, that need to be done quickly. Accept the reprioritizing of activities based on the guidance of our Pantry Manager and supporting team.

## Sharing

Share knowledge and skills with our community. No one knows everything. Together we know a lot. Take space, make space for all to participate. Be aware of your prejudices and privileges and allow space for all voices. What's said here stays here, what's learned here leaves here.

## Self-Care

Practice self-care. Be patient and gentle with self. If you need to take a break, you can do that. Volunteering can be hard work – both physically and mentally. Take care of yourself.

## Non-Violence

There is zero tolerance for violence at Village Exchange Center – including physical and verbal threats, bullying, harassment, assault, relational aggression, and intimidation.

Be aware of both intent and impact. Listen and change your behavior if someone tells you it is causing harm. Call in, not out. When someone behaves in a way that challenges your values, do your best to invite them into awareness rather than dismissing, shaming, or shunning them. Don't be a bystander – support others in upholding our agreements. You don't have to "call in" alone – Village Pantry staff can support or do it for you.

## Identity

Respect everyone's identity and background, including pronouns and names. Do not assume anyone's gender identity, sexual preference, survivor status, economic status, immigration or documentation status, background, health, etc.

## Sign-out and record your hours

Return your volunteer badge at the front window before you leave and record your hours on our QR code.

*Modified from Soul Fire Farm Agreements*