



Don't Forget to Feed Me

PET FOOD BANK

**VOLUNTEER
HANDBOOK**

2021

QUICK INFO

Mission

The mission of Don't Forget to Feed Me is to supply pet food to local food pantries in support of pet owners. By providing pet food for those in need during challenging financial times, we hope to provide an alternative to surrendering – or worse, abandoning – a family pet. Don't Forget to Feed Me helps to ensure that no pet owner ever has to make the decision between stay...or go.

Office Address

5825 E. Rosedale Street
Fort Worth, TX 76112

Office Hours

M-F 9am-2pm
by appointment

Office Parking

Park in front of DF2FM suite (5825) only; do not block adjacent suite

Mailing Address

PO Box 471277
Fort Worth, TX 76147

Phone

(817) 334-0727

Email

Operations Manager: manager@dontforgettofeedme.org

Community Outreach Coordinator: operations@dontforgettofeedme.org

Warehouse Manager: warehouse@df2fm.org

Online

Website: www.dontforgettofeedme.org OR www.DF2FM.org

Social Handle: DF2FM

Facebook, Instagram, YouTube, LinkedIn, Etc.

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WHY WE DO IT

Usually when people hear the phrase “pet food bank,” they immediately “get it.” Here is a little more information to help you talk about DF2FM to the people in your life and why we are so passionate about what we do.

- About 62% of all households in the United States have a pet. (Source: American Pet Products Association)
- The average cost of basic food, supplies, medical care, and training for a dog or cat is \$600 to \$900 annually. (Source: American Pet Products Association)
- Tarrant County Unemployment Rates in August 2020 – 6.6% (Source: U.S. Bureau of Labor Statistics)
- In September 2020 106,113 residents of Tarrant County participated in the state food stamp (SNAP) program. (Source: Texas Health and Human Services Commission)
- In 2018, 280,150 people in Tarrant County experienced food insecurity – 13.9% of people. 38% of people considered “food-insecure” in Tarrant County make too much money to receive SNAP assistance yet must forgo nutritious meals to pay for other necessities, such as housing and medical bills. (Source: Map the Meal Gap, a report by Feeding America)
- Cost of pet maintenance is the #3 reason for dog surrender and #4 reason for cat surrender in the U.S. (Source: National Council on Pet Population Study and Policy)
- Approximately 5 to 7 million companion animals enter animal shelters nationwide every year, and approximately 3 to 4 million are euthanized (60% of dogs and 70% of cats). Shelter intakes are about evenly divided between those animals relinquished by owners (surrender) and those picked up by animal control (abandonment). (Source: The American Society for the Prevention of Cruelty to Animals)
- Fort Worth Animal Care and Control intakes between 60 to 120 animals per day. (21,900 to 43,800 per year.) (Source: Michael Camp, Superintendent, City of Fort Worth Animal Care and Control)
- Humane Society of North Texas receives more than 100 animals per day. (36,500 per year.) (Source: Humane Society of North Texas)

WELCOME!

Greetings!

From all of us at Don't Forget to Feed Me, welcome and thank you for volunteering your time, energy, and care to helping ensure that no family has to choose between stay...or go!

In this handbook, you will find background information about the agency, details about how DF2FM works, and information about volunteering with DF2FM. Please feel free to contact us at any time if you have additional questions or if you have ideas about how we might improve our services.

We hope that you have a positive experience volunteering with DF2FM and that you choose to stay involved for years to come. YOU make a real, immediate difference in the lives of pet owners and their pets every day. YOU are the difference between stay...or go. Thank you!

Sincerely,

Maria Koegl
Operations Manager
manager@dontforgettofeedme.org
(817) 334-0727

ABOUT DON'T FORGET TO FEED ME

Mission

The mission of Don't Forget to Feed Me Pet Food Bank is to provide pet food to local food pantries in support of pet owners. By providing pet food for those in need during challenging financial times, we hope to provide an alternative to surrendering – or worse, abandoning – a family pet. Don't Forget to Feed Me helps to ensure that no pet owner ever has to make the decision between stay...or go.

Rationale

DF2FM is the only social service agency in the Metroplex focused solely on directly assisting local food pantries with pet food. By keeping our focus on this one issue, we are able to address this specific need efficiently and quickly. DF2FM does not attempt to duplicate services offered by other organizations or agencies.

Many local agencies help pet owners with veterinary needs such as spaying/neutering and vaccinations, and many local agencies are concerned with ensuring that homeless animals are adopted into "forever homes." These agencies address real needs and provide valuable services to the community; however, these efforts will all be for naught if the pet owner is unable to feed the animal. It will end up in a shelter – or on the streets – anyway. By providing pet owners with pet food, DF2FM helps relieve stress on shelters, rescues, and local animal control.

History

The economic crisis of 2008 caused many families to face extreme hardships. Many were forced to choose between feeding the family and feeding the family pet. Two area women were brought together by a common goal; to keep pets with their families. A committee was formed in the fall, and DF2FM launched an inaugural Valentine pet food drive in February of 2009 as an initiative working through Tarrant Area Food Bank.

DF2FM quickly grew, and in September of 2010 DF2FM set up independent office space and began a distribution partnership with Community Food Bank. We began a distribution partnership with The Community Storehouse in Keller the following year. In 2013, Wesley Mission Center in Mansfield joined the DF2FM family and began distributing pet food.

After 10 years of service the organization began to outgrow the space at Community Food Bank. In 2018 we moved into our own facility. This move provided more warehouse and office space, further allowing the organization to make a difference in the community. We were able to send over 3,000 pounds of food to the Texas Gulf Coast to assist with those displaced during Hurricane Harvey.

HOW WE OPERATE

Donor → Donation Location → Driver → DF2FM → Distribution Partner → Owner → Pet

Don't Forget to Feed Me (DF2FM) is a conduit through which donated pet food reaches deserving families. We manage the collection of pet food and deliver it to distribution partners around the area, who then in turn distribute it through their normal channels to their clients.

Who We Serve

We serve economically deserving families in the Greater Tarrant County area.

What We Provide

DF2FM focuses solely on providing pet food to deserving pet owners.

DF2FM does not:

- Routinely provide direct financial assistance;
- Routinely provide animal supplies other than food;
- Assist with veterinary care or supplies;
- Provide adoption services;
- Serve as an animal rescue;
- Routinely provide food to other organizations or groups.

Governance

DF2FM consists of volunteers and paid staff.

DF2FM is governed our bylaws and administered by a Board of Directors composed of a President, Vice-President, Secretary, Treasurer, the Immediate Past President, and several at-large members.

The day-to-day functioning of the organization is handled by our full-time Operations Manager, part-time Community Outreach Coordinator, part-time Warehouse Manager, and team of volunteers.

A copy of our bylaws is available from the secretary of the Board of Directors.

Funding

DF2FM is a non-profit 501(c)(3) organization. DF2FM is funded by grants from local and national organizations, corporate donations, and private donations. All expenses are paid from these contributions. A copy of our yearly budget or additional accounting information is available from the treasurer of the Board of Directors.

STAY...OR GO? PROGRAM

Our pet food distribution program is referred to as the “Stay...or Go?” program. It is our signature program and the cornerstone of all we do.

Collection of Pet Food

Pet food is collected by DF2FM in many ways, including but not limited to:

- Donation locations (retail or service locations that have agreed to host a collection box and receive pet food);
- Group drives (companies, schools, other groups);
- Corporate donations from pet food manufacturers or retailers; and
- Individual donations.

As needed, DF2FM purchases pet food from a local retailer at a negotiated bulk rate. Monetary donations/grants designated to purchase pet food are used for this purpose.

Current Donation Locations

Because we are continually adding new donation locations, a current list of DF2FM donation locations is available on our website.

Adding Donation Locations

If you encounter a retail or service provider that may be interested in becoming a donation location, please let the Community Outreach Coordinator know.

He or she will be able to assist the location in setting up a collection box, scheduling regular collection pick ups, and providing the location with DF2FM promotional materials. Additionally, he or she will ensure that the donation location is properly listed on the website and promoted in all social media.

Distribution of Pet Food

DF2FM does not give pet food directly to the public; instead, we work with established distribution partners to disseminate pet food.

Distribution partners are organizations which give out the pet food collected by DF2FM, generally community organizations which already have the processes in place to manage the distribution of food for humans to those in need. Distribution partners have agreed to receive from DF2FM and then distribute pet food to their existing or new clients through their normal means, using their existing criteria, screening processes, and schedules.

When people contact DF2FM and inquire about receiving pet food, they are directed to one of the distribution partners.

Current Distribution Partners

Because we are continually adding new distribution partners, a current list of DF2FM donation locations is available on our website.

Adding Distribution Partners

Only the Community Outreach Coordinator and Operations Manager, working in conjunction with the officers of the Board of Directors, may set up an agreement with a distribution partner.

OTHER PROGRAMS

The Maverick Fund

The Maverick Fund was named in honor of Maverick, the beautiful dog of Patti and Joe Chiaramonte, two long term volunteers. Maverick is no longer with us, but he left a legacy of helping pets through this fund.

The Maverick Fund helps individuals and families who experience an emergency or unexpected tragedy and have immediate short-term needs for their four-legged loved ones.

DF2FM works with the American Red Cross North Texas Region to identify and serve pet families in need via The Maverick Fund. General inquiries are not accepted.



Home, Not Alone

The mission of the Home, Not Alone program is to provide free pet food to low-income seniors. DF2FM partners with Sixty & Better and Meals on Wheels.

Often, senior pet owners are on extremely limited incomes, including Medicaid, VA assistance, or highly restricted Social Security income. These seniors are often unable to drive to get pet food themselves. Pet-owning seniors often take food from their own tables to feed their companion animals. Many times the animals these seniors keep are the only "family" they see on a regular basis, their only real companions, and precious small reminders and reminders of independent lives and homes they once enjoyed. These pets provide not only companionship to these residents, but also a sense of purpose and a feeling of still being needed.



VOLUNTEERING

Types of Volunteer Opportunities

- **Road Team** - These volunteers make a commitment to pick up pet food from one or more of our donation locations and deliver it to our warehouse. This is done in their personal vehicle. The Warehouse Manager uses the DF2FM box truck to pick up and deliver pet food, however, when there is an influx of food drives and/or the truck is being serviced/out of commission - these volunteers ensure the continuation of the organization's mission.
- Vehicle must be able to handle the volume of donations. Donation Locations can have upwards of 500 pounds. It is up to the volunteer to determine ability and ensure the time commitment can be met.
- If a volunteer is assigned a site to monitor regularly it is extremely important that they are available to visit their site(s) regularly.
- Upon first visit ensure you ask for the manager and introduce yourself. Arrange with the manager a regular pickup day/time and leave your contact information.
- Call your monitoring sites a minimum of twice a month to see if they need a pickup. Pick up donated pet food regularly and deliver it to the warehouse within a reasonable amount of time.
- When you pick up, please wear your Don't Forget To Feed Me name badge.
- Monitor the condition of the donation box and inform DF2FM if a replacement is needed.
- Ensure you are noting the date of pick up, number of pounds picked up, and location from which pet food was picked up, It is important that we keep accurate records of pet food donations for grant reporting and accounting purposes.
- If you are going to be unable to make a regularly scheduled pick up from your collection site, please contact collection site and DF2FM immediately.
- If circumstances change and you are unable to continue to serve as a site monitor, please let DF2FM know ASAP so that a replacement may be recruited.
- **Event Team** - DF2FM hosts community events each year and participates in many in the greater Fort Worth area. From staffing an informational booth at various local events to helping at a DF2FM event, volunteers help raise awareness, pet food, and funds for DF2FM!
- **Office Team & Warehouse Team** - Bagging, sorting, and labeling pet food is done in our warehouse. Administrative tasks are done in the office.
- **Outreach Team** - Volunteers help get the word out about DF2FM by distributing promotional materials, serving as social media connectors, etc. Material distribution is performed using the volunteer's vehicle. Volunteers can also coordinate and host food drives in their community. DF2FM can supply supporting materials as needed.
- **Board of Directors** - The DF2FM Board of Directors is made up of local professionals who serve as volunteer leaders for the organization. The Board of Directors meets periodically to guide the organization and make any major decisions for DF2FM. Members are invited to participate by existing members. If you are interested in serving on the Board of Directors, please contact the Operations Manager.

Volunteer Code of Conduct

- Keep commitments.
Arrive on time and be able to stay throughout the duration of the commitment. If circumstances change and you are unable to fulfill your volunteer commitment, please notify the Community Outreach Coordinator ASAP.
- Leave their own pets at home.
We ask that you not bring your own animals to any event during the time period in which you are committed to serving.
- Bring only age-appropriate children.
We ask that you bring only age-appropriate children to any event during the time period in which you are committed to serving.
- Wear appropriate attire.
If you have a DF2FM shirt to wear to casual events, please do! Comfortable, closed-toed shoes are recommended when working booth events and are REQUIRED in the warehouse.
- Show respect for others at all times.
Using appropriate language, cleaning up after oneself, handling conflict professionally and privately, and other ways in which we treat one another with consideration are hallmarks of DF2FM volunteers. These values apply to all interactions, whether in person or online.
- All volunteers will always act in a professional manner. Reports of staff or volunteer misconduct will be the cause for immediate suspension from volunteer service.
- If DF2FM receives complaints regarding any volunteer, and/or it is determined that the volunteer is not performing the service in a safe, reliable, or responsible manner and corrective action has not resulted in improved performance, DF2FM will remove the volunteer from volunteer service.
- Volunteer shall not:
 - a. Make sexually explicit comments, or solicit sexual favors, or engage in sexual activity while in the service of Don't Forget to Feed Me;
 - b. Use alcohol, narcotics or controlled substances, or be under their influence, while on duty.
- Volunteer shall:
 - a. Properly identify their presence with name tag/badge provided by DF2FM.

I have received a copy of the above Code of Conduct and will abide by the contents

Signature:

Date:

Volunteer Acknowledgement

- I am in receipt of the Don't Forget to Feed Me Pet Food Bank (DF2FM) Volunteer Handbook and Orientation Information and understand I should consult with the DF2FM Community Outreach Coordinator or the Operations Manager if I have any questions about the policies or procedures contained therein.
- I understand that from time to time there may be revisions to the Volunteer Handbook and other Volunteer Documents. Such revisions will require the prior approval of the Operations Manager and will be communicated to volunteers.
- I have entered into this volunteer relationship with DF2FM voluntarily and acknowledge understanding of the commitments. I acknowledge that this manual is neither a contract of employment nor volunteering.
- Although some or all of the policies and procedures may have been explained to me verbally, I understand that it is my responsibility to fully read and comply with the policies contained in provided handbook and orientation and any revisions made to it.
- By signing the Volunteer Acknowledgement, you are a) authorizing DF2FM staff and volunteers to take photos of you while working in the DF2FM office, warehouse, or at events and b) authorizing DF2FM staff and volunteers to use your likeness in the media, in publications, and in other ways as needed.
- Before you can start volunteering with Don't Forget to Feed Me, this acknowledgement and release must be signed and returned.
- The Volunteer Handbook provides volunteer guidelines for everyday operations. The guidelines may, at the discretion of the Community Outreach Coordinator, Operations Manager, or Board of Directors, be modified or changed. The handbook does not address every possible situation. If you have questions regarding a situation, guidelines or other volunteer-related comments, please contact the Community Outreach Coordinator.
- All volunteers are subject to background checks.

I have received a copy of the above Volunteer Acknowledgement and will abide by the contents

Signature:

Date:

Communication

The Community Outreach Coordinator generally communicates with volunteers via email or text. We request that you supply a working email address, or cell phone number, which you routinely check for communication purposes.

DF2FM does not give email addresses out to any third party; may at times ask permission to share your email address or phone number with other volunteers. Occasionally, DF2FM will call volunteers on the telephone; however, the majority of volunteer communication happens via email and text.

You must complete, sign, and return all signed documents to the DF2FM office before you are permitted to volunteer in any capacity.

Event Tickets & Parking Fees

Because DF2FM operates on such a small budget, we are unable to supply volunteers with additional event tickets for free nor pay for event parking for volunteers helping at events where there is a parking fee.

Liability

Don't Forget to Feed Me does not carry or maintain health, medical, or disability insurance coverage for any Volunteer.

You **MUST** sign and return a Volunteer Liability Form to the DF2FM office before you are permitted to volunteer in any capacity with DF2FM. NO EXCEPTIONS.

Additionally, if you bring minors in your care to volunteer, each must also have a signed Volunteer Liability Form on file with DF2FM. NO EXCEPTIONS.

Logo & Support Materials

The DF2FM logo is available for promotional use with proper permission. If you need to use the DF2FM logo, please contact the Operations Manager.

DF2FM can supply volunteers with various support materials, including brochures, fliers, and posters. Please contact the Community Outreach Coordinator.

Merchandise

Because DF2FM operates on such a small budget, we are unable to supply volunteers with free teeshirts, hats, tote bags, or other DF2FM merchandise.

Mileage & Purchases

Mileage/gas will not be reimbursed by DF2FM. Volunteers can deduct it as a charitable deduction subject to IRS guidelines. Consult your tax advisor.

Volunteers are not asked to make purchases on behalf of the organization. If you would like to purchase supplies or other materials and designate these as in-kind donations, you may do so. Volunteers can deduct it as a charitable deduction subject to IRS guidelines. Consult your tax advisor.

CURRENT DF2FM LEADERSHIP

2021 Board of Directors

| | |
|--------------------------|-------------------|
| President | Liz Alexander |
| Vice President | Kim Pearson* |
| Immediate Past President | Nora Hobbie |
| Treasurer | Liz Alexander |
| Secretary | Amanda Torres |
| At Large | Megan Brown |
| At Large | Michael Jordan |
| At Large | Rebecca Johnson |
| At Large | Kara Schectman |
| At Large | Bradley Petty |
| At Large | Matt Koch |
| At Large/Emeritus | Patti Chiaramonte |
| Emeritus | Ryan Buehler |
| Emeritus | Terry Woodfin* |

2021 Staff

| | |
|---------------|--------------------------------|
| Maria Koegl | Operations Manager |
| Debbie Sharpe | Community Outreach Coordinator |
| Jason Meeks | Warehouse Manager |

* Co-founder of DF2FM



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