

*Don't Forget to Feed Me*

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PET FOOD BANK, Inc.

# VOLUNTEER HANDBOOK

Updated 08/21/2023

# QUICK INFO

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## **Mission**

The mission of Don't Forget to Feed Me (DF2FM) is to supply pet food to local agencies in support of pet owners while educating the public about pet food insecurity. By providing pet food for those in need during challenging financial times and increasing awareness, we offer an alternative to surrendering – or worse, abandoning – a family pet. Don't Forget to Feed Me helps to ensure no pet owner must choose 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**

Director: [manager@dontforgettofeedme.org](mailto:manager@dontforgettofeedme.org)

Programs Assistant: [programs@dontforgettofeedme.org](mailto:programs@dontforgettofeedme.org)

Community Outreach Coordinator: [operations@dontforgettofeedme.org](mailto:operations@dontforgettofeedme.org)

Warehouse Associate & Truck Driver: [warehouse@df2fm.org](mailto:warehouse@df2fm.org)

## **Online**

Website: [www.dontforgettofeedme.org](http://www.dontforgettofeedme.org) OR [www.DF2FM.org](http://www.DF2FM.org)

Social Handle: DF2FM

Facebook, Instagram, YouTube, LinkedIn, Etc.

# 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.

# 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.

# 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 Truck Driver 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. *Volunteers between the ages of 8 and 17 may work in the DF2FM warehouse only when one of the following is present: parent, legal guardian, and/or adult responsible for the supervision and care of the child. Volunteers under age 18 must have a waiver of liability form signed by a parent or legal guardian before they can volunteer. For safety reasons, children 7 and under are NOT allowed in the warehouse.*
- **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 Director.

# ABOUT DON'T FORGET TO FEED ME

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## **Mission**

The mission of Don't Forget to Feed Me (DF2FM) is to supply pet food to local agencies in support of pet owners while educating the public about pet food insecurity. By providing pet food for those in need during challenging financial times and increasing awareness, we offer an alternative to surrendering – or worse, abandoning – a family pet. Don't Forget to Feed Me helps to ensure no pet owner must choose between stay...or go.

## **Rationale**

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

Many local agencies focus on ensuring that humans have adequate food and nutrition; however, we hear repeatedly from those organizations that pet owners will often choose to go without food to ensure their companion animals are fed. Two thirds of Americans are pet owners; the need to provide pet food to pet owners experiencing economic uncertainty is real and immediate. By providing pet owners with pet food, DF2FM ensures not only that owners are able to feed themselves, but also that pets receive food that is nutritionally appropriate for animals.

Additionally, many local agencies help pet owners with veterinary needs, such as spaying/neutering and vaccinations. Other 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, without access to proper pet food, their efforts will all be for naught. If pet owners are unable to feed their animals, those animals will end up in shelters – 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 their family and feeding the family pet. Two area women were brought together by a common goal: keep pets with their families. A committee was formed in the fall, and, working through the Tarrant Area Food Bank, DF2FM launched an inaugural Valentine pet food drive in February 2009.

DF2FM quickly grew, and in September 2010, set up independent office space and began a distribution partnership with Community Food Bank. After 10 years of service, the organization began to outgrow its space at Community Food Bank. In 2018, DF2FM moved into its own facility. This move provided more warehouse and office space, allowing the organization to make an even greater difference in the community.

# HOW WE OPERATE

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**Donor → Collection Site → Monitor → DF2FM → Distribution Partner → Owner → Pet**

Don't Forget to Feed Me is a conduit through which donated pet food reaches families in need. DF2FM manages the collection of pet food and allocation 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 Tarrant, Denton, Johnson, and Ellis County.

## What We Provide

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

DF2FM does **not**: provide direct financial assistance, 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.

DF2FM does not give pet food directly to individuals; it is supplied to our distribution partners. Individuals seeking pet food assistance need to visit a distribution partner to get pet food. Contact the partner directly to confirm eligibility requirements and distribution specifics.

Pet food received via DF2FM is meant to keep pets in their homes and should not be used for strays, feral colonies, fosters, etc. While we understand the need, we have limited resources and must stay within our mission. Please contact the appropriate agencies for assistance.

## 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 Director and part-time support staff (Community Outreach Coordinator, Warehouse Associate/ Truck Driver, Programs Assistant).

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 signature pet food distribution 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**

We are continually adding new donation partners; a current list is available on our website or upon request.

## **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; 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**

We are continually adding new distribution partners; a current list is available on our website or upon request.

## **Adding Distribution Partners**

*Only the Community Outreach Coordinator and Director, working in conjunction with the officers of the Board of Directors, may set up an agreement with a 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 Greater North Texas Region\* to identify and serve pet families in need via The Maverick Fund. General inquiries are not accepted.

\*The American Red Cross name and logo [and copyrighted materials] are used with its permission, which in no way constitutes an endorsement, express or implied, of any product, service, company, opinion or political position. The American Red Cross name and logo are registered trademarks owned by the American National Red Cross. For more information about the American Red Cross, please visit [redcross.org](http://redcross.org).

### **Home, Not Alone**

The mission of the Home, Not Alone program is to provide free pet food to low-income seniors. This program is partially in partnership with with Meals on Wheels of Tarrant County.

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 remainders 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.

## 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. If applicable, a background check must be completed prior to volunteering.***

## 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

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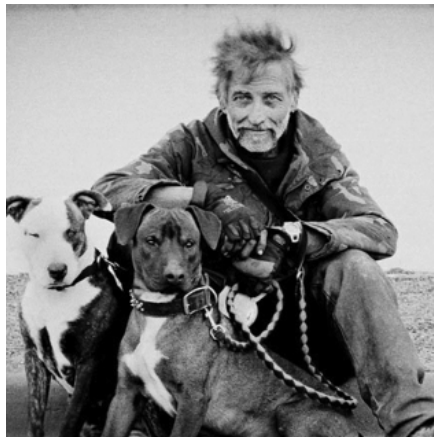
## Board of Directors

The DF2FM Board of Directors is composed of a President, Vice-President, Secretary, Treasurer, the Immediate Past President, and several at-large members. The current Board of Directors roster can be found on the DF2FM website. Below are the key members that do not change annually.

|                     |                       |
|---------------------|-----------------------|
| Co-Founder          | Kim Pearson           |
| Emeritus            | Patti Chiaramonte     |
| Emeritus            | Ryan Buehler          |
| Emeritus/Co-Founder | Terry Woodfin-Mullins |

## Staff

|               |                                    |
|---------------|------------------------------------|
| Maria Koegl   | Director                           |
| Debbie Sharpe | Community Outreach Coordinator     |
| Sarah Fuqua   | Programs Assistant                 |
| Dylan Reid    | Warehouse Associate & Truck Driver |



  
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PET FOOD BANK

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