



## VOLUNTEER ORIENTATION

*We thank you for joining us at Spokane Valley Partners. Your support is what allows us to make a difference in the lives of the people we serve.*

### OUR MISSION

*Prevent hunger and poverty alongside great community partners.*

### HISTORY

Started by ten Protestant Churches, Spokane Valley Partners began with the United Church Welfare of Spokane in 1951. The purpose was to direct a united church effort to adequately supervise and care for the distressed conditions of the needy. In 1952, space was obtained at the Perry Building in Opportunity. This location was used as a commissary for storing clothing and canned goods. As cost for the space became prohibitive, all of the clothing was donated to Goodwill. United Church Welfare was then able to purchase clothing from Goodwill at drastic discounts for distribution to the needy. Those in need of clothing were taken to Goodwill, and clothing would be purchased for them. Food was stored in someone's home and given out for emergencies. This arrangement continued for a number of years.

The Clothing Bank was started in the 1960s. It was located in the Opportunity Presbyterian Church and was open one day per month. Just as today, the Clothing Bank was operated by an all-volunteer staff. During the winter of 1971, a teenager from Spokane United Methodist Church saw a need in the community for assistance with meal preparation. A youth group conceived the idea for Meals on Wheels. A community board of directors was formed, and the Spokane Valley Meals on Wheels, a non-profit corporation, was born. The Food Bank opened in 1972 and was located in the United Methodist Church.

In 1981, the United Church Welfare of Spokane Valley changed their name to Valley Shared Ministries. In 1987, Reverend Jacqueline Dickson, Sister Meg Sass and Ms. Carol Allen, along with two student groups from Inter-Collegiate Center of Nursing Education, conducted a door-to-door assessment of needs within the community. In 1988, the Guild from All Saints Episcopal Church accepted management responsibility for the Clothing Bank, and it was opened one day a week to coincide with the Food Bank.

In 1989, a task force met to discuss plans to incorporate all services currently provided. Meetings were held with the boards and directors of Valley Meals on Wheels, the Clothing Bank and the Food Bank. It was agreed that a separate organization be established to handle all of these affairs collectively. The name chosen for this new organization was The Spokane Valley Center. In April 1990, The Spokane Valley Center was given 501(c)(3) certification as a tax-exempt organization. The dedication of this new space, located at 11922 East First Avenue, was held January 15, 1991. Spokane Valley could now boast of a single, unified center serving the needs of low-income, needy and disadvantaged families. In 2001 the center moved to its current location and in 2007 was renamed Spokane Valley Partners.



Spokane Valley  
Partners

**FOOD BANK**  
& FAMILY SERVICES

## OUR CORE VALUES

Service | Compassion | Community | Stewardship | Communication

## STAFF

Chief Executive Officer	Cal Coblenz
Development Director	Angie Kelleher
Food Bank Manager	Justin Carlile
Food Bank Assistant	Tyree Fort
Food Bank Assistant	Douglas Kim
Clothing/Diaper Bank Manager	Cora Yount
Diaper Bank Assistant	Jan Humphrey
Emergency Assistance Manager	David Stone
Protective Payee Manager	JoAnne Stump
Bookkeeper	Lizzie Riesenberg
Volunteer Coordinator	Cora Yount
Homeless Outreach	Amanda Boyer
Intake/Reception	Lisa Lazo
Custodian	Steve Wynne

## PROGRAMS AND SERVICES

- **Food Bank** – Provides groceries to those in need.
- **Mobile Food Bank** – Drive thru distribution consisting of prepacked food boxes that include an assortment of nonperishable and fresh items.
- **Food for Thought** – Provides weekend food security for hungry students weekly.
- **Food Express** – Provides groceries to households in low-income senior apartment complexes.
- **Grab n' Go bags** – Available to those in immediate need but without any place to cook or store much food. Many homeless benefit from this service.
- **Clothing Bank** – Provides new and gently used clothing, some personal care items and newborn layettes to those in need.
- **Career Clothing Bank** – Provides professional clothing to job seekers and job training agencies.
- **Inland Northwest Diaper Bank** - Assists community agencies serving families through Eastern Washington. Currently supplies 16 benefitting agencies an average of 10,000 diapers per month to help support their clients.
- **Emergency Assistance** – Provides short-term emergency utility assistance to residents in the Spokane Valley. Additional assistance is also provided to seniors with needs including prescriptions and medical equipment.
- **Protective Payee Services** – Assists those not fully capable of managing their own Social Security or DSHS benefits and assures service recipients financial commitments are made through payment of bills from income sources.
- **Baby Layettes** – Provides baby baskets with layette and other baby items to new mothers each year.



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## VOLUNTEER OPPORTUNITIES

- **Food Bank**
  - Receiving Donations
  - Sorting
  - Stocking
  - Distribution/Preparing Food Cart
  - Packing
  - General warehouse work and cleaning
- **Clothing Bank**
  - Check-in
  - Weigh-out
  - Sorting
- **Front Desk**
  - Intake processing
  - Reception

## RESPONSIBILITIES

- Serve clients with core values and mission in mind
- When in doubt **Give More**
- Be punctual for your volunteer duty or shift
- Be reliable and responsible
- Communicate any issues or concerns which are likely to affect your volunteer duties
- Perform your duties as assigned and directed
- Accept guidance from the Volunteer Coordinator or supervisor
- Be willing to learn and participate in orientation, training programs, and meetings
- Understand the role of the paid staff, maintain a smooth working relationship with them and stay within the bounds of the volunteer role
- Keep sensitive organizational/client information confidential
- Comply with the policies and procedures of the organization

## WHAT TO EXPECT FROM SPOKANE VALLEY PARTNERS

- Learn about the organization and its volunteer policies
- Get an orientation to the organization and training for your volunteer role
- Know the organization's policy or protocol for handling complaints or any issues of concern
- Get guidance and support in your volunteer role
- Quarterly all team rallies

## STAY UP TO DATE:

**Facebook:** @spokanevalleypartners    **Instagram:** @spokane\_valley\_partners    **You Tube:** Spokane Valley Partners  
**Volunteer Hub:** <https://www.svpart.org/volunteerhub>