



Town Hall Feedback

December 15 & 18

Through these topics, we hope you can help us with ideas that will improve our food program possibilities. These notes are from two Town Hall meetings and have been organized for clarity.

Attendance: Town Hall on December 18th

- Shelley Ail
- Debbie Kafka
- Barbara Rubanenko
- Sherri Silverman
- Lani Levine
- Samford Tilahun
- Iris Dayson
- Shawna Merkur

Attendance: Town Hall on December 15th

- Stephen Rom
- Aubrey Schwartz

Questions:

What does accessible space mean to you?

- Food bank run at different times
- Most of us are at an age where it is difficult to travel
- Storage: No need to pack and unpack
- Produce: We don't know how some things will look like. Will depend on the produce we are getting.
- Team will be there 5 days/week. Shelving: thinking about safety. Inventory person/driver.
- Time: clients have been asking for 11:00-3:00 PM.
- Accessible on Sunday? Tanja: this will need a conversation with staff

- Hub Deliveries
- Live chat for issues
- Driver route maps. App connected with addresses. To help with finding addresses.
- Develop a cancellation policy. Last minute cancellations are a problem. Want to make sure that things work out.
- Shelley: directions for deliveries: Shelley has made comments to change wording. Has found that sometimes food is not being added. Some changes are not being updated properly. We don't need a lot of information. If we give feedback, it needs to be done.
- Sensitivity around preserving dignity. No lineups for food.
- Noticed one of the church food banks in the community. Saw a lineup of people waiting for food. Was impressed how JFS has made this easier for clients, where delivering food has preserved dignity.
- Volunteer: found a wonderful opportunity, connecting to the client.
- Wondered whether we would be giving up deliveries when a physical space is available. Deliveries are important.
- Regional areas:
- Tri-Cities: well organized. Numbers of clients are increasing. The greater the quantity of clients, may need more volunteer support

What is important to you to consider continuing to volunteer in the new space?

- Orientation, handbook to help volunteers see/feel the space
- Create a new manual with
- Job descriptions
- How to
- Kitchen guidelines
- Cooked food?
- Liability involved?
- Insurance?
- Certifications?
- Community meals
- Lease? Tanja indicated it is a 2 year lease. Didn't want to get into a larger space right now. How it moves forward with this initial space.
- Drivers: driving in pairs helpful. One drives around the block, the other delivers. One might be more comfortable to chat.
- Found an exchange helpful between volunteers and clients

- Delivery is not just an opportunity to bring food but connect with the clients/gives dignity
- A coffee shop where seniors can come. Food, confectionery is wonderful, shared with a facility that makes/sells
- Giving an opportunity for volunteers to step outside of their comfort zone.
- Can the space be a venue to rent out for concerts/coffee house
- Suggested a volunteer tour through the facility

What is your comfort level with using better impact as a scheduling platform and what we can do to support you?

- Found that from the minute volunteer has arrived at Peretz has been very smooth.

What worked in the previous years of the volunteering?

- You are either in it or not (volunteer)
- The impact that services have on people/that someone cares for them
- Easy pick up for drivers
- Quality of food is great

What didn't work?

- We need space. We have had to work with such a small space to work, to gather, etc.
- Food selection: are we limiting choices? Or are we going back to some variation of this?
Tanja: even though we cannot make decisions, so that they cannot use food well. Having an open space, it will be possible to pack food based on their needs. May still deliver food for awhile.
- Tanja: on-line ordering is being considered. Will help us to plan better, and what is needed, and not needed
- Getting feedback that canned food is not wanted as much.
- Want to implement on-line ordering.
- Years ago, JFS was on the 3rd floor of JCC. Clients would come in. Stephen wondered what clients would feel if they were in a situation far removed from what others were doing at JCC. Having the Food hub outside of the Jewish community is a better way to go.