



VOLUNTEER BOOKLET

"Fostering dignity among those we serve"





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WELCOME TO THE PACS FAMILY

Dear Volunteer,

Welcome to Portland Adventist Community Services! We are honored that you've chosen to share your time and talents with us.

At PACS, our mission is to serve our neighbors with the same compassion and dignity that Christ showed in His own ministry. Whether you are assisting in the food pantry, the thrift store, or in the dental clinic, you are a vital part of a team dedicated to bringing "the blessed hope" and practical relief to the Portland community.

Your role here is vital. You are often the first face a neighbor sees and the first voice they hear. By joining our team, you are helping us bridge the gap between crisis and stability for thousands of families in the Gateway area and beyond.

This handbook is designed to guide you through our culture, our safety protocols, and our shared expectations. It is our hope that your time here is as rewarding for you as it is impactful for those we serve. Thank you for choosing to be part of the PACS story. Together, we are showing Portland what it means to be a community that truly cares.

In Service,

Laura Pascoe

Executive Director, Portland Adventist Community Services



ABOUT US

PACS is a vibrant faith-based Community of Service made up of staff, volunteers, donors, and community partners who work together to provide food, low-cost dental care, and low-cost clothing/household items to individuals and families.

OUR STORY

Tracing its roots to 1934, Portland Adventist Community Services (PACS) began as a Great Depression-era relief effort providing quilts, food, and clothing to families in need. Formally established as a nonprofit in 1963 by a coalition of Seventh-day Adventist churches, the organization has since expanded its mission to include thrift stores and the Gateway Grace dental clinic.

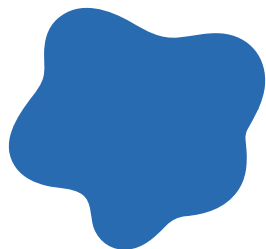
OUR MISSION

Following Christ's example, we nourish the mind, body, and spirit, while fostering dignity among those we serve.

OUR CORE VALUES

DIGNITY

We treat each other and those we serve like treasure. Not because they earn it with their actions, but because of who we strive to be.

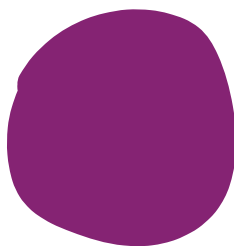
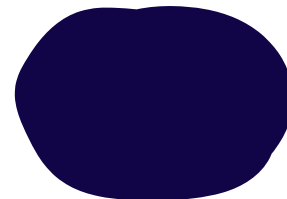


GROWTH

Understanding that the fear of failure will prevent the innovation we need to further our mission, we invest in the future through training and encouraging new ideas.

SAFETY

We prioritize detail so every volunteer, staff, and client will be emotionally and physically safe.



EXPERIENCE

We create a warm and fun environment by focusing on five elements: greeting, cleanliness, ambiance, efficiency, and gratitude.

DIVERSITY

We are people of all shapes and colors, serving people of all shapes and colors.



CODE OF CONDUCT

DONATED GOODS INTEGRITY & USAGE

We ensure all donated food and goods are used in a manner consistent with donor wishes.

THRIFT STORE ITEMS:

- No staff or volunteer may take donated items for personal use from PACS trucks, buildings, or property.
- Items may only be purchased after they are priced and placed on the sales floor.
- Only a goods processing supervisor or thrift manager may remove items for mending, sorting, cleaning, or appraisal.

FOOD PANTRY ITEMS:

- Taking food is prohibited unless you qualify as a client and follow the standard intake process.
- No food may be taken unless it is on the "Volunteer Snack Shelf" or authorized by a staff member.
- Volunteer Break Room has snacks, this is not where you do your weekly shopping. Please be mindful and respectful. Help yourself to a snack and be mindful in leaving some for others.
- A Kitchen is available for use in the Volunteer Break Room, please clean up after yourself.
- **Perishable Excess:** Items that would spoil (bread, produce, salads) may be given to partner agencies/churches, placed on "Distribution Racks" in the Thrift Store for shoppers, or placed on the "Volunteer Shelf"/Breakroom for staff snacks.
- **No Bartering:** Donated goods and food shall not be used as payment or barter for volunteer services.

CLIENT PRIVACY & CONFIDENTIALITY

We treat clients with respect and dignity by protecting their personal information from abuse.

- **Data Ownership:** All names, personal info, and records are the sole, confidential property of PACS collected for operational purposes.
- **Need to Know:** Personal information should only be shared among staff/volunteers when absolutely necessary for PACS services and operations.
- **Zero Disclosure:** Do not share with anyone that you have seen a specific person in the Food Pantry or Dental Clinic, even if you know them.
- **Discretion:** Avoid situations where personal information can be overheard by others.
- **Regulatory Compliance:** Use information solely for PACS procedures. We strictly comply with HIPAA in all medical/patient interactions. The Dental Clinic maintains additional specific confidentiality policies.
- **Inquiries:** Refer any requests for staff, volunteer, or client information to a supervisor or manager.



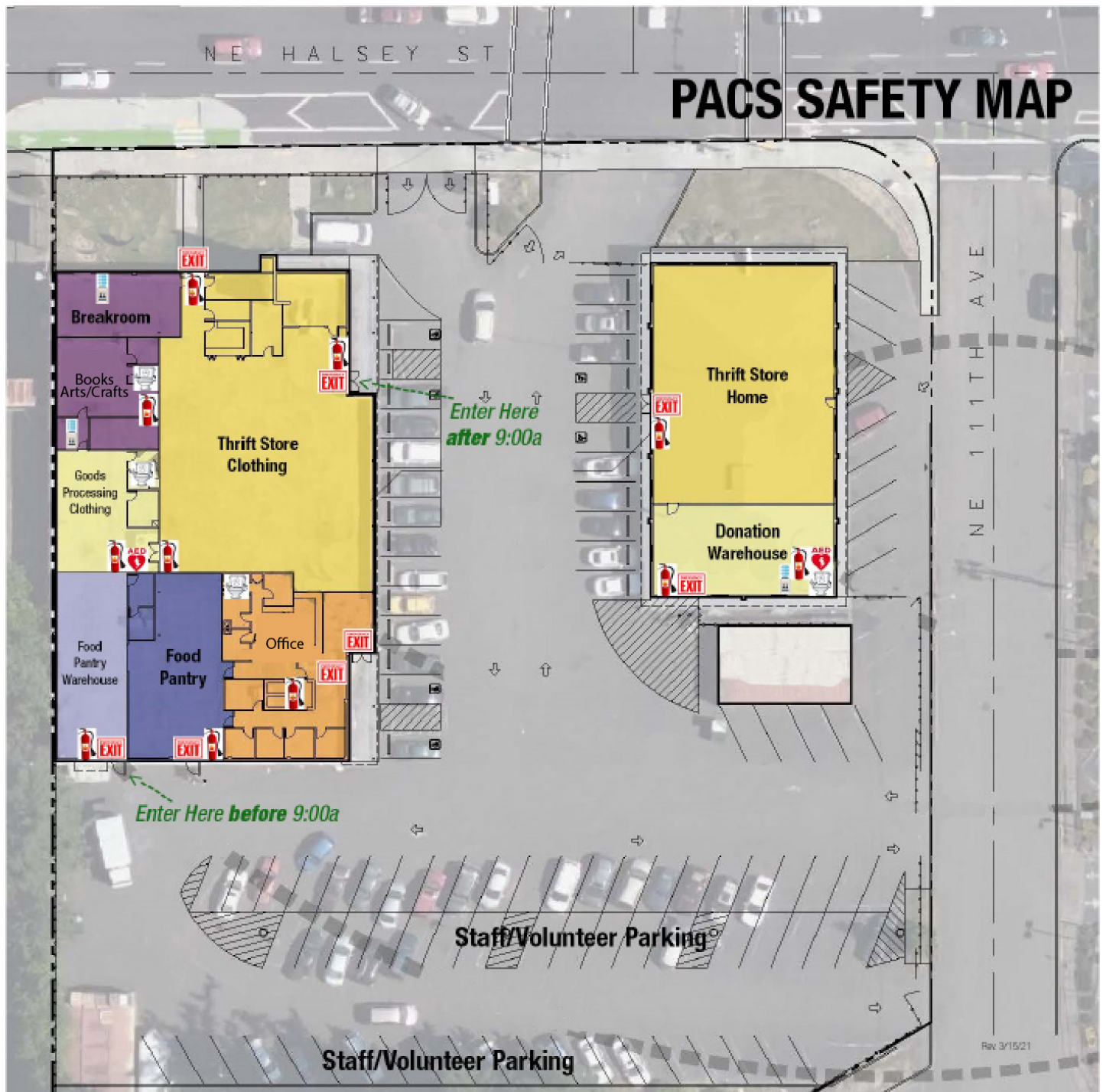


DRESS CODE & APPEARANCE

A clean, neat appearance enhances our image and your own self-confidence.

- **General Standards:** Dress modestly, neatly, and professionally. Ensure your attire is appropriate and safe for your specific job. Please wear closed toed shoes.
- **Sensitivities:** Refrain from wearing strong fragrances due to allergies. Be respectful of logo shirts that may be offensive to others. The food pantry can be cold for some volunteers, wear layers to stay warm.
- **Departmental Rules:** Check with your manager for specific policies unique to your department.
- **Compliance:** If attire is deemed inappropriate, you may be asked to modify your appearance or work in a different area for the day.

MAP



THANK YOU!



*You are the heart
of our mission!*

