# Lend-A-Wing Policies and Procedures

# Establishment and Purpose

## Establishment

The UNF Lend-A-Wing Food Pantry was an initiative created in 2011 by the UNF Volunteer Center to aid UNF Students. During the academic year of 2012-2013, the Volunteer Center dissolved, and the pantry started as its own initiative of Student Government. During the academic year of 2015-2016, Lend-a-Wing became an Executive Agency of Student Government in Title XI.

## Purpose

By students for students, the Lend-A-Wing Pantry serves to provide anonymous access to nutritious foods, hygiene items, and school supplies, to combat food insecurity among UNF students.

Lend-A-Fit serves to provide anonymous access to professional clothing and accessory items to better equip UNF students for professional events and job interviews.

# Membership Requirements

Executive Branch members must be Activity and Service (A&S) Fee paying students, enrolled in at least one class during the Fall semester and at least one class during the Spring semester at the University of North Florida, maintain an institutional grade point average of 2.5 or higher (unless otherwise approved by the Chief Student Affairs Officer), and not be restricted from participation in Student Government by the University of North Florida Student Conduct Office. Additionally, members may serve during the summer semester without being enrolled in a class if they are still considered students by the University of North Florida.

# Executive Administrative Authority

## Executive Administrative Oversight

1. The Supervision of the Agencies is the responsibility of the Student Body President, who may delegate the responsibility to the Student Body Vice President.
2. Hereinafter, the Student Body President shall be referred to as “President,” the Student Body Vice President as “Vice President” and the Lend-A-Wing Director shall be referred to as “Director”.

## Executive Administrative Operations

1. The President, or delegate, may exercise administrative oversight over the Executive Agencies of Student Government as delegated by the President per Title XI Chapter 1101.2 and the Executive Branch Policies and Procedures Chapter V Duties and Powers of the Executive Branch.

## Executive Administrative Appointments

1. The Lend-A-Wing Director shall be selected and hired by the President.
2. Assistant Director, Marketing Coordinator, and LAW Coordinators shall be selected and hired by the Agency Director.
3. In the event there is a vacancy in the office of the Director, the Assistant Director should assume their duties on an interim basis.
4. In the event there is a vacancy in both the office of the Director and the Assistant Director, the President, or delegate, should assume their duties on an interim basis.

# Lend-a-Wing Members

## Composition

1. Lend-A-Wing may be comprised of a Director, Assistant Director, Marketing Coordinator, Lend-A-Wing Coordinators, and volunteers as established by the Agency Director.
2. The creation, hiring, and termination of Agency Staff positions shall be prescribed in each Agency’s policies and procedures, subject to approval by the President, or delegate.

## Chain of Command

1. The President is responsible for the management of all Agency personnel, subject to delegation to the Vice President.
2. The Director shall report directly to the President or delegate.
3. The Assistant Director shall report to the Director.
4. The Marketing Coordinator shall report to the Director.
5. The Lend-A-Wing Coordinators shall report to the Assistant Director.

## Personal Duties and Responsibilities

### Director

* Shall keep record of all financial aspects of the pantry.
* Shall keep record of the incoming and outgoing of goods.
* Shall keep record of daily student visits to the pantry and prepare monthly reports of the same.
* Shall strive to create partnerships with on-campus and off-campus departments, groups, and businesses for donation drives, educational events, and pantry promotion.
* Shall submit a report on Pantry operations at the pleasure of the President, or delegate.
* Shall establish and enforce a daily limit on the amount of goods available to each student.
* Shall establish the work schedule of the Pantry’s paid and volunteer staff.
* May conduct monthly meetings with the Pantry’s paid and volunteer staff.
* May use the Lend-A-Wing van to perform shopping (if appropriately licensed and completed the appropriate training).
* May meet with Agency Advisor to discuss pantry operations, needs and initiatives, at the pleasure of the Agency Advisor.
* Shall oversee Pantry volunteers unless delegated to the Assistant Director.
* Shall cover any duties in the absence of other staff members.

### Assistant Director

* Shall act as Director in the absence of a Director.
* Shall keep record of the incoming and outgoing of goods.
* Shall strive to create partnerships with on-campus and off-campus departments, groups, and businesses for donation drives, educational events, and pantry promotion.
* May use the Lend-A-Wing van to perform shopping (if appropriately licensed and completed the appropriate training).
* May meet with Agency Advisor to discuss pantry operations, needs and initiatives, at the pleasure of the Agency Advisor.
* Shall oversee the Lend-A-Wing Coordinators.
* Shall enforce all pantry rules and guidelines.
* Shall oversee all social media posts.
* May meet on a weekly basis with the Director.
* Shall cover any other duties and assignments at the discretion of the Director.

### Marketing Coordinator

* Shall meet on a weekly basis with the Director and/or Assistant Director at the discretion of the Director and/or Assistant Director.
* May create social media and on-campus marketing of the pantry.
* May be responsible for multi-media communication.
* May create and maintain a social media strategy.
* May be responsible for recipe board, chalk board, Market Days, and other marketing events.
* Shall cover any other duties and assignments at the discretion of the Director and Assistant Director.

### Lend-a-Wing Coordinator(s)

* Shall meet on a weekly basis with the Director and/or Assistant Director at the pleasure of the Director and/or Assistant Director.
* May greet, assist, and check-out visitors.
* Shall clean and maintain storefront & storage area at the pleasure of the Director and/or Assistant Director.
* May stock and arrange shelves as needed.
* May inventory and shelve any new donations.
* Shall report any problems or peculiar behavior from visitors to Director and/or Advisor immediately.
* Shall cover any other duties and assignments at the pleasure of the Pantry Director or Assistant Director.

### Volunteers

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* May be a UNF student, faculty/staff, or community member.
* If a UNF student, shall be in good conduct with the University and eligible to participate in Student Government pending a conduct check.
* May greet, assist, and check-out visitors.
* May clean and maintain storefront & storage area.
* May stock and arrange shelves as needed.
* May inventory and shelve any new donations.
* Shall report any problems or peculiar behavior from visitors to Director and/or Advisor immediately.
* Shall cover any other duties and assignments at the pleasure of the Pantry Director or delegate.
* Shall report to the Director or delegate.
* Successful completion of volunteer hours shall be subject to approval by the Director or delegate.

# Work Policies

## Workspace

1. The President or delegate shall be responsible for ensuring the upkeep and maintenance of all office space allocated to the Lend-A-Wing.
2. The Director shall coordinate the upkeep and maintenance of space allocated to the Lend-A-Wing Pantry and Lend-A-Fit.

## Inventory

1. The Director, or delegate(s), shall maintain a complete and updated inventory of all Agency items using the current and approved technologies available/provided to meet this task and made accessible in the O-Drive.
2. The Director, or delegate(s), shall maintain a complete and updated inventory of Pantry items using the current and approved technologies available/provided to meet this task, and made accessible to the O-Drive.
3. Pantry items and Lend-A-Fit items may be disposed or donated at the pleasure of the Director, or delegate.

## Student Usage of Lend-A-Wing/Lend-A-Fit

1. The Lend-A-Wing Pantry/Lend-A-Fit is a service for current UNF students – alumni and members of the Jacksonville community in general are not eligible and should be directed to contact the nearest community-based resources for assistance. The Director shall use the current and approved technologies available/provided to meet this task.
2. The Director, or delegate, shall maintain a count of daily student visitations to the pantry using the current and approved technologies available/provided to meet this task. To protect student anonymity, this task may be done in coordination with and/or supervision by the Agency Advisor.

## Performance Feedback

1. Lend-A-Wing/Lend-A-Fit may invite student visitors to complete a voluntary survey to obtain feedback on the quality of services provided as well as suggestions on product offerings. To protect student anonymity, this task may be done in coordination with and/or supervision by the Agency Advisor.

## Dress Code

1. Student employees and all volunteers must wear close-toed shoes.
2. The Dress Code for the Lend-A-Wing Pantry shall consist of the standards established and enforced at the discretion of the Director.
3. The Director, in conjunction with the Assistant Director, shall be responsible for enforcing the Dress Code.

## Scheduling & Attendance

1. Lend-A-Wing Staff shall have their work hours inputted into their outlook calendar two-weeks in advanced.
2. Regular and punctual attendance is expected of all Lend-A-Wing members to ensure a productive and positive environment.
3. Failure to be on time consistently will result in remediation with the Director, then, if deemed necessary by the Director, remediation with the Agency Advisor.
4. Failure for the Director to be on time consistently will result in remediation with the President, then, if deemed necessary by the President, remediation with the Agency Advisor or delegate.

## Time Sheets

1. All Lend-A-Wing members must document their time worked in the Time Sheet Binder located in the Pantry when working on the first floor of the Student Union East Building.
   1. Remote work must have attached documentation of approval in the Time Sheet Binder.

## Professional Etiquette

1. As representatives of Student Government, all formal and job related online, and in-person communications shall adhere to the highest level of professional etiquette.

## Visitors

1. Students shall be A&S Fee paying students to utilize resources provided by Lend-A-Wing and Lend-A-Fit – alumni and members of the Jacksonville community in general are not eligible and should be directed to contact the nearest community-based resources for assistance.
2. Students shall swipe their Osprey1 Card or provide their N-Number for proof of being A&S fee paying students.
3. Donors may drop off donations during Lend-A-Wing operating hours.
4. Lend-A-Wing members shall treat all visitors politely to ensure that communication is clear, and the experience is positive.
5. Visitors to employees while working is not permitted to ensure the anonymity of students using the pantry.
6. Student employees and volunteers may use the pantry outside of their working hours.

## Operating Hours

1. The operating hours of Lend-A-Wing shall be between regular business days Monday through Friday.
2. The operating hours of Lend-A-Wing may be established and subject to change at the discretion of the Director and/or Agency Advisor.
3. Operating hours shall be determined based on Lend-A-Wing student employee’s availability to work during regular business hours.
4. The operating hours of Lend-A-Fit shall be by appointment only between regular business hours.
5. In the event that there is not sufficient staffing to cover the pantry, the pantry shall be closed & notice will be posted on appropriate locations/media.

## Keys

1. Lend-A-Wing members shall comply with the UNF Key Policy (Policy Number 6.0040P).
2. No person(s) without key access may access any space without an accompaniment of someone with key access to said space.

## Transition Binders

1. Lend-A-Wing members may complete a Transition Binder on their respective positions.
2. The purpose of the Transition Binder is to pass along information about the position to the successor of that position and may include the following:
   1. A template, which serves as a precise skeleton model of how a document should be written, on important documents (i.e., Purchase Requests, Shopping, etc.) and emails.
   2. Professional tips on the position that is based off the collective knowledge from the year.
   3. An opening letter to the successor, which offers words of advice on the position, explanations, and things the individual would have liked to be completed during their term.
   4. A timeline, giving a rough estimate on what things should be completed by what time.
   5. Basic duties and requirements for the positions.
   6. A checklist to help the successor adjust to the new position.
   7. Adequate examples of each important document or email.

# Reporting and Assessment

## Communication and Reporting

1. The Director and Assistant Director shall be responsible for coordinating and facilitating effective communication between Lend-A-Wing and the President.
2. The Assistant Director shall submit reports at the pleasure of the Director.
3. The Director shall submit reports at the pleasure of the President, or delegate.
4. The Director shall meet at the pleasure of the President, or delegate.

## Monthly Senate Reports

* + - 1. The Director shall request to submit a monthly operating report to the Senate highlighting service rendered to the Student Body.
      2. The Director may delegate this responsibility to any Lend-A-Wing member.

# Executive Rule of Law

## Executive Policies and Procedures

1. The President, or delegate, shall be responsible for all revisions to the Lend-A-Wing Policies and Procedures, subject to approval from the President. Revisions to the Lend-A-Wing Policies and Procedures may be made at any time.
2. All revisions shall be made public, and any member directly affected by the revision(s) shall be issued written or electronic notice of the policy change.
3. This document shall be subordinate to the Student Government Constitution, Statues, and to the Policies and Procedures of the Executive Branch.

History

Revised (November 21, 2022)

Revised (August 2, 2023)