Several items in this manual are hyperlinked and a digital version can be found by scanning the QR code. This is a living document and the most recent version can be viewed in google drive.
Program Overview
Basic Needs, Sustainability & Leadership

At Portland Community College, we believe that it’s all connected! Student support resources and environmental justice go hand in hand. Climate Change, Social Justice and Basic Needs Support are a part of student leadership and student development. PCC Basic Needs, Sustainability & Leadership is here to ensure opportunities for all students to cultivate personal and community resiliency at Portland Community College. Our vision is for PCC students to thrive through access to resources and engagement opportunities that support a healthy community in the face of a changing climate.

Student Life and Leadership programs have elevated sustainability programming and basic needs work at Portland Community College for many years, responding to student demands and interest. The Basic Needs, Sustainability & Leadership Program formalized centering this work during a college reorganization. We know environmental justice is interconnected with our basic needs work. Economic disparity is systemic and requires holistic solutions. Communities of color and low income families experience food insecurity and environmental hazards at significantly higher rates. Our department responds to these interconnected issues by addressing basic needs barriers while centering sustainability. For example, our partnerships with Oregon Food Bank and local stores make these programs possible, while eliminating food waste through the Panther Pantries. Student leaders work with PCC Learning Garden Coordinators to provide fresh produce to the pantries, while teaching their peers how to grow and cook their own food. They advocate for transportation solutions for students that lessen our carbon footprint, such as the PCC Bike Program and free TriMet HOP passes, while improving air quality in the communities we serve. Student leaders in the program sit on the Sustainability Leadership Council impacting the policy and programming around the college’s Climate Action Plan.
Basic Needs, Sustainability & Leadership Vision

All PCC students thrive through access to resources and engagement opportunities that support a healthy community in the face of a changing climate.

Basic Needs, Sustainability & Leadership Mission

Provide meaningful action-oriented opportunities to advance the interconnected issues of basic needs support, including food and housing security and transportation access, legal aid and addressing the climate crisis to advance an equitable and sustainable community for our students.

- CLEAR Clinic/Legal Aid
- Food Justice
- Sustainability/Eco Social Justice
- Climate Justice
- Transportation Access
- Housing Support

Basic Needs, Sustainability & Leadership Values

- **Everything is connected.** We acknowledge the interconnected issues of inequity, environmental degradation, access to basic needs and economic disparity are systemic and require holistic solutions.

- **Centering student experiences and voices is critical.** We value centering the voices of students in program planning and decision making will result in effective resource stewardship, responsible impact, and meaningful change.

- **Success requires equity.** We must actively use social justice and equity frameworks to center those impacted most in creating climate and sustainability solutions.

- **Food, housing and transportation is a human right.** We provide students with resources they need to succeed in and out of the classroom.
- **Legal advocacy is critical for social justice.** We focus on reducing barriers to student success and addressing historical injustice by providing access to basic legal aid.
- **A just transition is imperative for equitable student success.** We know the climate crisis poses additional barriers to opportunity by magnifying pre-existing inequities and must be addressed through our work.
- **Sustainability and community resilience is possible through collaboration.** We believe responsibility to the community goes beyond our department and the college's doors. This can be advanced through the college’s Climate Action Plan and Pathways to Opportunity initiatives.
- **Fostering curiosity and growth provides opportunities for student leadership development.** We provide hands-on learning opportunities for all students at PCC through sustainability and basic needs leadership programs.
- **Our work will invoke authentic joy.** We foster community and belonging through inclusive programming, meaningful student development opportunities and basic needs support.

### Connection Between Environmental Justice & Basic Needs Programming at Portland Community College

All learning gardens support anti-hunger and food justice work at the college. For example, much of the produce grown is donated to the Panther Pantries on campus and/or student volunteers. Learning Gardens also host workshops like Meals Matter & Seed to Supper to promote the knowledge and skills for students to grow their own food and cook healthy, low cost meals. Pre-pandemic, the Rock Creek Portlandia Farmstandia was the first of its kind to accept SNAP benefits and has been recognized nationally for its food security work.

Together, we support and uplift [Eco Social Justice Grants](#). This internal grant program has funded many initiatives that emphasize the interconnections of equity, sustainability, and environmental/climate justice. Student Life & Leadership in collaboration with PCC Sustainability, are supporting and fostering a culture of collaborative, innovative problem solving
using environmental sustainability and social justice initiatives to accomplish these goals. From our learning gardens, water bottle fill stations, our great bike programs to our farm stand, we have been working together to address our community’s most pressing ecological and social challenges with fresh ideas. Over the years, Eco Social Justice Grants and student leaders have supported the development of countless sustainability initiatives throughout the district, including but not limited to:

- Learning Gardens
- College Bike Rental Programs
- Eco Artivism
- Digital Signage
- Beekeeping
- Climate Refugee Legal Support

Most recently, students awarded over $43,000, funding 11 grants, including the building and installation of an open source wind turbine that will power electronics in the Rock Creek Learning Garden.

Transportation access is also a major focus for both Sustainability and Student Life and Leadership. Efforts to improve transportation options for our students also support low carbon travel (i.e. bike rentals, bus passes, college shuttle program, carpooling) and improve air quality in the communities we serve.

The college’s climate action plan has a new focus on resilience and part of this includes supporting practices that promote both habitat stewardship and the well-being of students, staff, faculty and the neighborhoods the college inhabitants. We are ensuring our efforts such as Bee Campus USA and Tree Campus USA contribute to healthy learning and working environments, ecosystem health and a sense of belonging. A recent focus has been expanding tree canopy and other greenery in our more urban east-side campuses, which are in communities that have historically been disproportionately impacted by the urban heat island effect and have had less investment in public greenspaces for their neighborhoods.
Student Ambassador Program

Students help drive the work of the program in their roles as student ambassadors. Ambassadors represent three arms of the program, including the Panther Pantry, the CLEAR Clinic and Environmental Justice Work. The goals of the program are to:

➔ Integrate Equity and Basic Needs Programs into Student Life and Leadership Sustainability Initiatives.
➔ Engage student leaders in developing an inclusive, equitable basic needs framework.
➔ Develop programming focusing on sustainability, food and housing security, legal aid and environmental racism.
➔ Increase access to affordable, reliable, and sustainable transportation, housing, legal aid and food.
➔ Enhance institutional awareness of and support for existing sustainability and climate justice co-curricular offerings.
➔ Work towards achieving the goals of PCCs Climate Action Plan.

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**STUDENT AMBASSADOR PROGRAM**

- **Eco Social Justice Ambassadors**
  - ESJ Grant Allocation
  - Sustainability Leadership Council
  - Campus Green Teams
  - Climate Action Plan
  - Learning Gardens
  - Programming & Education

- **Basic Needs Ambassadors**
  - Panther Pantries
  - SNAP Outreach
  - Sustainability Leadership Council
  - Climate Action Plan
  - Programming & Education
  - Transportation/Bike Programs

- **CLEAR Clinic Ambassadors**
  - Promote PCC CLEAR Clinic
  - Immigrant & International Student Justice Committee
  - Gender & Sexuality Civil Rights Response Team
  - Programming & Education
Student Learning Outcomes

**Students who participate in Basic Needs, Sustainability & Leadership Programs will:**

Grow their personal skill set and tool kits with knowledge on

- Project management
- Interpersonal communication
- Teamwork & leadership development
- Environmental Justice

**Students who participate in Basic Needs, Sustainability & Leadership Programs will:**

Facilitate a campus environment built on mutual aid and trust with open access to our campus community with resources for

- Food insecurity
- Transportation access
- Student to student connection (belonging)
- Uplift the College’s Climate Action Plan
Employment Information

Job Descriptions

Job Description: Basic Needs Student Ambassador

Our office takes an integrative approach to developing student leaders and provides a team of students the opportunity to address issues of inequity associated with food insecurity, transportation access, and climate justice. This approach is based on the connections between climate change, food sources, and social inequities which intersect with students’ success. Student leaders will work together to reach the goals of PCC Basic Needs Hubs.

Basic Needs Ambassadors will learn and develop skills needed to operate the campus-based food pantries and assist PCC professional staff in navigating basic needs resources at Portland Community College.

Students who become Basic Needs Student Ambassadors will:

- Grow their skill sets by learning about project management, teamwork and achieving goals from a climate justice lens.
- Gain knowledge about food insecurity and climate injustice.
- Create an awareness on all PCC campuses food insecurities and resources for students to help them meet their basic needs.
- Facilitate a campus environment built on mutual aid and trust where everyone can go to class fed and ready to learn.
- Work up to 15 hours per week at one of the four Portland Community College campuses. staffing the Panther Pantries for at least 8 hours per week

The roles and responsibilities may include some or all of the following:
Collaborating with the Oregon Food Bank to access food for the pantries.
Working with a the Eco Social Student Ambassador team to develop and share resources with PCC students
Partnering with the Transportation Department on issues of access, bike rentals, and emergency rides.
Educating peers on how food and climate justice connect and can be mitigated
Collaborating with Food Services, Learning Garden leaders, and other stakeholders on Food Justice Task Force, goals and initiatives
Participate on college committees, partner with learning gardens, clubs, resource centers on sustainability/eco social justice initiatives.
Act as a member of the Food Justice Task Force
Act as a member of the PCC District Transportation Committee
Promote programs and help students navigate food resources at PCC, including district food pantries and SNAP benefits.
Develop programming to support food justice initiatives, educating and engaging the college community
Collaborate with the Student Life & Leadership Food Pantry Coordinators
Collaborate with the PCC Learning Support Pathway to help student with digital literacy
Develop programs and events that center food justice, transportation access and PCC student basic needs
Promote transportation resources and solutions, including the Bike Program, BIKETOWN and Trimet HOP Passes
Develop programming to support and highlight transportation opportunities PCC students and college community members
Collaborate with the office of Transportation Demand Management
Provide informational and community resource referrals to students
Promote surveys and events, gathering information for the Student Feedback Loop
Job Description: Eco Social Justice Student Ambassador

Our office takes an integrative approach to developing student leaders and provides a team of students the opportunity to address issues of inequity associated with food insecurity, transportation access, and climate justice. This approach is based on the connections between climate change, food sources, and social inequities which intersect with students' success. Student leaders will work together to reach the goals on PCCs Climate Action Plan (CAP). Leaders will be assigned mentors from the Sustainability office based on personal goals and program needs.

ESJ Ambassadors will learn and develop skills needed to operate district wide program and initiatives and assist PCC professional staff to achieve the goals of the CAP.

Students who become ESJ Ambassadors will:

- Grow their skill sets by learning about project management, teamwork and achieving goals from a climate justice lens.
- Gain knowledge about food insecurity and climate injustice.
- Create an awareness on all PCC campuses about how to mitigate the inequities associated with climate change and eco justice.
- Facilitate a campus environment of community resilience centered on environmental justice through collaboration with PCC partners across the district.
- Work up to 15 hours per week throughout the Portland Community College District

The roles and responsibilities will include some or all of the following:

- Act as a member of the Sustainability Leadership Council and sit on at least one subcommittee.
- Working with a the Basic Needs Student Ambassador team to develop and share resources with PCC students
- Working with a team to allocate funds assigned to the Eco Social Justice grants
Collaborating with the Office of Sustainability to help meet the goals of PCC’s climate action plan.

Educating peers on how food and climate justice connect and can be mitigated.

Collaborating with Food Services, Learning Garden leaders, and other stakeholders on goals and initiatives.

Participate on college committees, partner with learning gardens, clubs, resource centers on sustainability/eco social justice initiatives.

Promote college sustainability programs and services, including the Eco Social Justice Grants and the Climate Action Plan.

Develop programming around PCC sustainability initiatives PCC students and college community members, including serving on the Earth Week Planning Committee.

Develop programs, campaigns and/or an event at least once per term that centers program goals.

Collaborate with the PCC Office of Sustainability and Student Life & Leadership on events and programs, including Eco Social Justice day in April.

Additionally the program has casual employees that help staff our spaces and deliver resources to students. Their employment standards differ from student leaders. View description here.

Call Out Policy

Students who need to miss a shift, office hours, training or event due to school, illness, conflicting schedules, etc. must provide written notice. Written notice must come in the form of an email to the Program Coordinator and Program Specialists. Please see below for timing guidelines.

- Personal schedule and class conflicts - One Week
- Double booking for work related event or meeting - 3 Business Days
- Illness - 2 Hours minimum with text to Program Specialists
- More than 15 mins late to a shift, meeting or scheduled training/activity without a text & email to the professional staff.
Failure to follow this procedure will result in a nudge.

Nudge and Warning System

Nudges and warnings are written documentations given when an individual fails to show up or call out within the timeframe outlined above. If you are unable to show up for a scheduled shift or commitment, even if it is due to another related meeting, function, or event, you must notify the professional staff (Program Coordinator and Program Specialists) in writing via email. Consequences for failure to comply with the policy will result in written notification of a NUDGE and/or WARNING.

➔ Three (3) Nudges = 1 Warning

Dismissal Policy

Nudges & Warnings

A total of THREE (3) WARNINGS per year will be allotted. The year begins in the Fall Term and ends with Spring Term. A total of three WARNINGS per year may be grounds for dismissal. In the event that a person exceeds three warnings, a review will be called on that individual with the Program Coordinator and Program Director. Nudges and warnings may also be issued for violation of terms and conditions outlined below, including failure to complete Principal Work Responsibilities and Basic Employee Expectations.

Nudge and Warning policy may be null and void and immediate dismissal may occur as a result of:

➔ Violations of Academic Standards Policy
➔ Violation of the PCC Student Code of Conduct
➔ Violation of state and federal laws

Work Expectations

Principal Work Responsibilities

➔ Perform the duties as outlined in my job description to the best of my ability.
→ Adhere to the Student Rights and Responsibilities Code of Conduct as outlined in Basic Needs Sustainability & Leadership manual provided at onboarding training.
→ Assist with sponsored events, projects and programs when available and as needed across the PCC district.
→ Attend all mandatory training and team meetings set forth by the coordinator. These dates are subject to change and other dates may be added. This means you must arrive on time and stay for the duration of the training.
→ Perform other related duties as assigned.

**Basic Employee Expectations:**

→ Employee will set a work schedule on a term by term basis and regular check in meetings with the coordinator.
→ Employee will arrive on time to days scheduled to work, team meetings, events or activities.
→ Employee will call/text coordinator and email team listserv if they anticipate being late, or if they cannot come in at all due to illness or other problem.
→ Employee will communicate with the coordinator if presented with tasks, duties or functions that you are not able to fulfill.
→ Employee will not count lunch or other non-work related activities on their time card.

**Academic Standards**

Students who are in leadership positions must adhere to the following academic standards and expectations:

→ Be enrolled in at least 6 credits Fall, Winter & Spring Terms
→ Maintain a term GPA of 2.0
→ Maintain a cumulative GPA of 2.0
→ If withdrawing from classes, must notify professional staff
Violation of the Student Code of Conduct

Students who violate the Portland Community College Student Code of Conduct may be dismissed from the program and their paid leadership position immediately. You can view the Code of Conduct here. Additionally any violation of state and federal laws may result in immediate termination of employment and removal from the program.

Submitting Your Timesheet

Employees are paid bi-monthly. You are responsible for completing your timesheet every two weeks online in order to get paid for your job. You will have calendar reminders for this process. Addition to completing your timesheet, you will also have to complete your worklog. The link to the worklog will be included in your calendar reminder. If you do not complete your timesheet and worklog on-time, it will be your responsibility to contact your payroll specialist in order to be paid. Follow the steps outlined below on how to access and submit your timesheet.

1. Log into MyPCC. Help obtaining your User Name or Password can be found by clicking the “Get login help” link below the Secure Login panel.

2. Go to the Employee Tab

3. Go to the Banweb channel and click on Banweb Main Menu

4. Click on the Employee Services Tab

5. Click on Time Sheet
6. You will see a list of available time sheets to complete.

![Time Sheet Selection](image)

7. Make sure you select the correct time sheet by reviewing the Title and Department information. If you have multiple jobs at the College, then multiple time sheets listed, one for each job at the College. Click the "My Choice" radio button associated with the time sheet you wish to complete.

![Time Sheet Selection](image)

8. Make sure you select the correct pay period by checking the Pay Period and Status information. If you have already started the time sheet, the Status will change from "Not Started" to "In Progress".

![Time Sheet Selection](image)

9. When you have selected the correct timesheet and pay period, click the “Time Sheet” button to continue.
**Entering Your Time Worked**

Once you have performed the steps detailed in the previous section, enter your time worked by following these steps.

1. **You will see a screen showing the first week of the pay period**
   
   Starting with the first day you worked, click on the “Enter Hours” link located just below the date. Make sure you select the “Enter Hours” link associated with the line “Casual/Student Regular Hours”. If hours worked exceed 40 hours for a Sunday – Saturday week, use “Overtime pay at 1.5” for all hours worked over 40 for the week.

2. **Enter the Time In and Time Out for the day. Be sure to pay attention to the AM/PM!!**
   
   Time is entered in 15 minute increments Round up or down to the nearest 15 minutes (i.e 5:05pm would be entered as 5:00pm or 5:10pm would be entered as 5:15pm) Note: Noon is 12:00 PM
3. After entering your time worked, select one of the following buttons at the bottom of the time sheet to continue:

- **Timesheet**: This button returns you to the original time sheet screen, where you can select another day or another earning, submit for approval or exit. The time entered will be saved.

- **Previous Day**: This button moves you back to the Time In and Out page for the Previous Day. The time entered will be saved.

- **Next Day**: This button moves you to the next day of the pay period. The time you entered will be saved.

- **Add New Line**: If you need to enter more than six “Time In” and “Time Out” lines for a single day, you can click this button to add more blank lines and enter more time. It will only add lines if all the lines on the screen are completed first.

- **Save**: This button Saves your time entered. You can return later to enter additional time to this day, as needed.

- **Copy**: If you work the same schedule for multiple days in the pay period, click this button after entering your time and you can copy the entry to other days during the pay period (See “Copy” instructions below)

- **Delete**: This button will delete all data you have entered for this day.

**Entering Time for the 2nd Week of the Pay Period**

1. The Time and Leave Reporting screen shows one week at a time. To go to the 2nd week of...
the pay period, click the Next button.

2. When you are viewing the 2nd week and want to return to the 1st week, where the Next button was, it now says Previous. Click the Previous button.

Submitting Your Timesheet for Approval

1. When you have finished entering your time for the pay period, go to the TimeSheet screen by clicking the Timesheet button.

2. Click on the Preview button to review the information entered for the entire pay period. Click on the Previous Menu to return to the previous screen and make any necessary corrections.

3. When your timesheet is complete and accurate for the entire pay period, click the Submit for Approval button. Once submitted, you can no longer enter time for this pay cycle, unless your manager returns the time sheet to you for correction.
4. Check the message at the top to ensure the time sheet was submitted successfully.

<table>
<thead>
<tr>
<th>Time Sheet</th>
<th>Casual/TS0100/Pool -- 998467-01</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department and number:</td>
<td>Library &amp; Media Services -- TS0100</td>
</tr>
<tr>
<td>Time Sheet Period:</td>
<td>20-APR-2008 to 03-MAY-2008</td>
</tr>
</tbody>
</table>

5. Your time sheet will be sent electronically to your manager for approval. Time sheets must be submitted by the last day of the pay period.

Customer Interactions & Conversation Guide

While working as a Portland Community College employee, you will have the opportunity to work with and interact with many different people across the district. There will be many times, especially while working in the Panther Pantry, that you will have to practice your customer care and communication skills. This section is designed to help you navigate challenging situations as well as some tangible customer service skills and norms while working at PCC.

Customer Service Norms & Guiding Principles

Please read and use these norms as guidelines when working in our spaces and interacting with guests utilizing the resources we provide. For tips on navigating challenging situations, see the Customer Interactions & Conversation Guide that follows this section.

★ Greet folks to the space you are staffing while maintaining a welcoming environment.
★ Listen carefully and actively to users. When necessary, repeat the question back to ensure you understand what someone needs.
★ Confidentiality is vital when performing your role at PCC. Some guests may have concerns about information about how and why their information is being collected.
Share with users that the collected data is for our partner organizations, but their information will remain confidential and will not be associated with their identity.

★ Partnerships, collaborations and coalition building helps us be effective resource stewards and leverage the resources of others while sharing the resources we have. Working with our campus partners to deliver services and information and important pieces of customer service when working at PCC.

★ Center student voices and feedback.
★ Speak clearly and give detailed answers. If you are having trouble understanding someone, do not speak louder and avoid interrupting them. Try taking a break and using other forms of communication, such as Google Translate.
★ Use positive language when talking with guests. Be empathetic and understanding. Try replacing the word “but” with the word “and” when upholding policies and procedures. While there are rules and limitations are in place, in some instances, you may need to be flexible.
★ Give accurate information. If you do not know, ask one of your peers or the professional staff for assistance
★ We never know what other folks are going though. Remember, your job is not to be right or to win, your job is to support your fellow PCC community members.
★ Take the high road. Always work under the assumption that the service you are providing is going to make a difference in the person’s life you are assisting. You may need to help someone with a difficult attitude and not expect an apology.
★ Take ownership of a mistake and share opportunities for feedback.
★ Thank guests for using the space and ask if there is anything else you can do to support them.

Customer Interaction & Conversation Guide

As a student leader, you will be frequently interacting with other students and college employees. Please refer to the above for a guide of best practices when serving the PCC community.

➔ I am a human being, what happens when I slip up?
Everyone has off days. If you need to remove yourself from a “crunch time situation”, please do so AND make sure to let someone know. Your team is here to support you and cover in your absence. You may need to let the customer know that you have to remove yourself and someone else will be there shortly to assist.

There are times you think the guest is being unreasonable. Try not to be defensive and ask the person, "what would you like to see happen in this situation?" - This should de-escalate the scenario and help you find a common ground.

Assisting Folks During Non-Operational Hours

We are here to help and serve students! Sometimes you may need to take a little extra time to help pantry users. If you are in the space and someone stops by during hours we are not open, you are absolutely able to let them in and get some food. If you are short on time, let them take a couple Grab n’ Go snacks. If able, allow them to shop at the Pantry. While this will take a little extra time, it is still important to complete the input form and weigh the poundage.

→ What should I do when people ask me about our hours?

Let folks know that we have limitations serving students in the Panther Pantries. Our hours and supplies are decided by a variety of factors, including staffing availability, funding and data. The information we collect throughout the year helps us make the best decision possible about when to stay open in the scope of our work.

Guests May Need A Little Extra Support

Sometimes guests will struggle with our equity limits. With limited resources, we must ensure that what we do have, goes to users equitably. There are limits on popular and low stocked items to help spread supplies to as many people as possible. Maybe someone needs two emergency bus tickets to get them though the week. Sometimes we may not be able to uphold all of our policies and procedures and that is OKAY. Please use your best judgment to support users of our services while keeping yourself safe.

→ What should I do if someone is taking advantage of the equity limits?
Remind them of our policy. Let them know that it will be okay in this instance and moving forward, the policies and procedures of the space will need to be adhered to. You do not need to get into a confrontation or conflict. There will be repeat offenders, and if it becomes a pattern, make note of the guest and one of the professional staff members will follow up with them. They may need to be connected to additional resources and that is what we are here to help navigate!

Helping Users in The Moment

The Panther Pantries have some of the highest traffic on campus. You will often have folks stop by for questions outside of our program. PCC.edu has a resources tab that you can use to look up information about other departments. Go to https://www.pcc.edu/resources/#all for an alphabetical list of hyperlinked resources. Class schedules can be found by searching online at https://www.pcc.edu/schedule/ and the Student Life Tab (https://www.pcc.edu/student-life/) has a list of support resources for quick access.

→ What if they are having trouble navigating other college services?

Ask them if they would like help. Look up the service or class they are asking about online using the links above. If you are able, walk with them to the physical location.

Students in Crisis and Submitting a CARE & Conduct Referral

Portland Community College has a department dedicated to supporting students in crisis. You may need to submit a CARE referral if one or the following issues arise with guests in our spaces:

- Creating a disruption or difficulty following guidelines
- Acute or ongoing medical concerns
- Family issues/emergency
- Housing
- Food insecurity

You should be submitting a CARE referral when you are made aware of something that is impacting a student’s success (both academically and personally), within 24-48 hours of
learning the information. If you are submitting a Conduct & Care referral, please refer to the Conduct & Care Webpage: https://www.pcc.edu/student-conduct/. Additionally, there is more information about CARE Referrals in the next section of this manual.

What do I do when a student asks me about any of the bulleted issues above?

Start by offering them some of the resources you are familiar with and that we provide in our space. You can show them the Student Life Tab with resources for PCC students (https://www.pcc.edu/student-life/). You can also offer to send it to them in an email and attach the link to the Emergency Resources One-Pager. Finally, let them know that you can refer them to a specialist on the Conduct & CARE team if they would like to connect with someone outside of our department.

If you do not feel comfortable submitting a CARE referral, please reach out to one of the Program Specialists for support.

Needing Emergency Assistance from College Staff

From time to time, emergency situations will arise in our spaces. When there is no professional staff available, please elevate emergencies to college professionals (ie, Public Safety) when applicable. We can close spaces when necessary to protect the staff and team members.

➔ What happens when someone enters our space and may need assistance quickly?

Ask the guest if they need assistance and let them know you are going to call PCC Public Safety. Your health and wellbeing is important and you are not responsible for the welfare of others on campus. You can contact Public Safety non-emergency at 971-722-4902. After calling public safety. Please document your experience and contact the professional staff team.

➔ What happens when someone enters into our space and it is an immediate crisis?
In an immediate emergency, call Public Safety at 971-722-4444. Please keep yourself safe and when you are able and contact the professional staff team.

HOW TO: PCC CARE Referral, Incident & Conduct Report

As mentioned in section prior, in some instances, you may need to submit a CARE Referral. Below are more details about submitting a PCC CARE Referral, Incident and Conduct Support.

Different types of referrals (this is not exhaustive):

- Creating a disruption or difficulty following guidelines
- Acute or ongoing medical concerns
- Family issues/emergency
- Housing or food insecurity
- Urgent Student Need Funding could be available.

When to submit a conduct report?

- Academic misconduct
- Directly communicated threats
- Damage to property and/or theft
- Disruption on campus or class
- Reports of gender based violence, stalking or sexual harassment

Roles & Boundaries

- Be aware of your personal boundaries and limits
- Be aware of your professional boundaries and limits
- Frame your role in supporting as a connection point/warm handoff
- The expectation is not that you are an expert!
Strategies and Things to Consider When Working With a Student In Crisis

- Remain calm
- Make an ask, examples include starting with:
  - “I need you to....”
  - “How can I make this situation better”
- Try to empathize with their frustrations
- Be transparent, students are more likely to accept support from resources when they are informed of their options and about what they may expect.
- Focus on what you can do, not what you can’t do

Action Steps and Your Responsibility in Reporting

- You should be submitting a CARE referral when you are made aware of something that is impacting a student’s success (both academically and personally)
- Ensure you are submitting your report of referrals timely, ideally within 24-48 hour window
- Become knowledgeable about campus resources; how we talk about resources matter and can increase a students participation with services
- Contact your supervisor or ask for help when applicable
- You can decide what type of report to submit on the incident report webpage:  
  https://www.pcc.edu/incident/ (see next page for examples)
If making a referral for a student, choose from the following:

**Student conduct**
- Academic misconduct
- Intimidation or bullying
- Disruptive behavior
  - Get more info »

**CARE**
- Academic intervention
- Process navigation
- Mental health concern
  - Get more info »

**Sexual misconduct**
- Dating or domestic violence
- Stalking
- Sexual harassment
  - Get more info »

**Discrimination or harassment**
- Unfair treatment
- Campus climate issues
- Any other concerns
  - Get more info »

* If you ever feel you are immediate danger, call PUBLIC SAFETY at 971-722-4444 or 911
Panther Pantry Policies & Procedures

Panther Pantry Mission

The Panther Pantry helps alleviate basic needs barriers by empowering those in our community to obtain support services, so that they may focus on being successful, and thrive at Portland Community College. We strive to provide resources that reduce barriers to student success with peer to peer mutual aid. The Panther Pantry is a student-driven and supported program that is committed to being a safe, dignified, and stigma-free environment.

PCC Panther Pantry Frequently Asked Questions

The Panther Pantry is a free resource to all PCC students (current student ID is needed). Our pantries are stocked with fresh food, canned food, hygiene supplies and more. Panther Pantries are intended as a stop-gap to help students in periods of high need while they coordinate access to other food assistance resources. This is a supplemental service, we use equity limits to ensure there is enough food to go around. Please see question 18 for a list of additional support resources.

1. Who can use the PCC Panther Pantry?
Registered students with a PCC ID and current term sticker, current college employees and faculty with a PCC ID and their G number.

2. **How often can I access the Panther Pantry to shop and during what hours?**

Students are allowed to shop at one campus pantry, once a week. Please see question 18 for a list of additional support resources.

3. **How often can I access the Grab n’ Go?**

Students are allowed to access 1 snack and 1 drink (if available) once per day.

4. **Why is a PCC Student or Employee ID required?**

It is important that we verify users are a part of the PCC community. The Panther Pantry is funded by Student Activity Fee and funds donated through the PCC Foundation. As a result, this resource is designated to serve currently enrolled PCC students and college employees.

5. **What items are available at the Panther Pantry?**

<table>
<thead>
<tr>
<th>Item</th>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rice</td>
<td>Milk</td>
</tr>
<tr>
<td>Beans</td>
<td>Meat</td>
</tr>
<tr>
<td>Soup</td>
<td>Canned meat</td>
</tr>
<tr>
<td>Pasta</td>
<td>Peanut butter</td>
</tr>
<tr>
<td>Vegetables (canned or fresh)</td>
<td>Applesauce</td>
</tr>
<tr>
<td>Fruit (canned or fresh)</td>
<td>Cooking oil</td>
</tr>
</tbody>
</table>
All items are subject to availability and are not consistent from week to week.

6. Why do items differ from week to week? Do you have culturally specific foods?

While we strive to provide consistent staple items, we rely on The Oregon Food Bank for most items provided in the pantries. When culturally specific items are available, we try to secure these items as often as possible.

7. What are equity limits?

With limited resources, we must ensure that what we do have, goes to users equitably. There are limits on popular and low stocked items to help spread supplies to as many people as possible. We call these weekly limits, "equity limits".

8. Why do we use a shopping basket and weigh the food?

Shopping baskets are used for consistency of weight. We weigh the food for data and fundraising purposes to help sustain and keep the pantry running. Understanding how much food is being taken helps us stay on top of inventory, ensuring that we have enough food available based on usage. Additionally, we report this information out to college and community partners to maintain support for the program.

9. Why are some items past their expiration date?
The Oregon Food Bank often gives out food items that are “past date.” The dates on food labels can be confusing. The truth is, they often have little to do with food safety. Except for infant formula, product dating is not required by Federal regulations. The date tells you how long the food will be at the best quality when unopened. Once a food is past that date, many stores and businesses donate it to food banks. Food Bank staff monitor this food to make sure the quality is good.

10. Where does the food come from?

We purchase food from the Oregon Food Bank and various local grocery stores. In addition to purchasing food, we receive weekly donations from Fresh Alliance (local grocery stores), college partners and distribution centers.

11. Do you deliver food to students' homes?

No. We do not have the ability to deliver food to students' homes. Please see the Food Finder map to locate a pantry or food bank near you.

12. Do you provide hot meals?

Emergency Meal Vouchers are vouchers that are used for students who need a hot meal. These vouchers are available to use at PCC Dining Services and have an expiration date. To receive an Emergency Meal Voucher you may be asked to attend a workshop or talk briefly with a pantry staff member. Our goal is to ensure you have access to all the resources you may need to be successful. To inquire about an Emergency Meal Voucher, please email pcc-pantherpantry@pcc.edu. Voucher availability may vary.

13. Do you provide clothing?
No. Panther Pantries are not set up to receive or distribute clothing items. Some campuses have free clothing tables available.

14. Do you provide medicines?

No. Per State of Oregon regulations, we are not allowed to provide medicine.

15. How can I get involved?

Volunteers are welcome at the Panther Pantries. To become a volunteer you must fill out this form. After your submission you will receive a responding email that directs you to read the volunteer manual and watch videos. After you have done that you will contact pcc-pantherpantry@pcc.edu and a Program Specialist will follow up with you.

16. Can I donate food to the PCC Panther Pantry?

There are many ways to donate to the pantries!

At the pantry:

○ Dry and Shelf Stable Food
  ■ Cans must contain labels. They cannot be rusty, bulging, leaking, or have sharp creases or dents on the rims
  ■ Glass containers must not be cracked or chipped and the lid must be sealed.
  ■ Packages cannot be torn or open unless there is a sealed inner package.

○ Non-Food
  ■ Must be clean, dry, and unused (must have safety seal)

Pesticides or other hazardous chemicals cannot be accepted.
Donate Online:

If you prefer to donate monetary donations, here is the link to the PCC Foundation. Please designate that the donation go to the Panther Pantry.

OR

PCC Panther Pantries have an Amazon Wish for items that are most needed. Any items you purchase to donate from Amazon can be sent directly to the Panther Pantries. To donate from Amazon please follow this link: https://a.co/e7rf0v8

17. How do I provide feedback?

To provide feedback, please fill out this form.

18. Where can I find additional support?

For additional food resources and support please see Panther Pantries additional resource tab.

Support for other Basic Needs may be found here.

Pantry Pantry Procedures

Cleaning and Maintenance Standards

The pantry must always be a safe and clean space so that we may serve students in a way that promotes health, comfort, security, and equity in its mission to promote food justice. The pantry must be:
● Free of spills or other trip hazards. Pantry staff must check periodically for these safety hazards and clean up any spills found immediately.
● Clean of any stray food particles, dirt, or dust.
● Accessible to visitors who may need mobility assistance.
● Orderly and not cluttered. Items used to maintain and clean the pantry space should be stowed and secured away from the pantry products.
● Whenever possible and when immediate safety is not an issue, cleaning tasks should be undertaken when the pantry is empty. This is to ensure that visitors who are sensitive to dust or cleaning chemical odors are respected.
● All equipment such as freezers and refrigerators should be maintained on a regular schedule to ensure that they remain in good working order and food safety standards are met.

Recommended Maintenance Schedule

As Needed/Immediately

☐ Clean up spills
☐ Wipe down door handles with antibacterial wipe

Daily

☐ Wipe down all surfaces, including desks and phones
☐ Restock items at the beginning and end of each shift. (When restocking, put older items in front of new items).
☐ Vacuum and/or sweep
☐ Wipe down the handles of all doors, refrigerators and freezers
☐ Wipe out the bottom of all refrigerators and freezers.
☐ Check all perishable food and throw it out if it's bad.
☐ Restock shelves prior to closing.
☐ Check freezer and refrigerator temperatures and record them on the temperature log (once daily)
Weekly

☐ Dust all shelves
☐ Mop (if applicable)
☐ Wash windows and all other glass surfaces
☐ Wipe down the door of all refrigerators and freezers

Per Term

☐ Use a brush to sweep out any crumbs from the bottom of the freezer
☐ Wipe down the interior of the refrigerator

Annually

☐ Empty refrigerator and freezer and perform maintenance according to manufacturer instructions

Entering the Panther Pantry

- SE - Mt Tabor Hall 152 - code on door 1125
- CA - Cascade Hall 102 - you will need to call public safety to let you in until access cards can be created 971-722-4902
- SY - CC 216 - you will need to call public safety to let you in until access cards can be created 971-722-4902 or ask professional staff in the Student Leadership Office across the hall to let you in.
- RC Bldg 5 113 - Small lockbox next to the door behind the student leadership desk in the hallway. Code 1350. A key is in there that will unlock that door. Return key to box when done. If there is an issue, you can always call Public Safety at 971-722-4902.
Daily Procedures for the Panther Pantry

- Welcome each student into the pantry.
- Ask for their student ID with a current term sticker.
- If they do not have their ID, ask for their Name and G Number (first two weeks of the term, then they need their student ID)
- Remind them that they can get their ID at Enrollment Services.
- If a student does not know their G Number, they can look it up on their myPCC > left hand side > My Profile
- Complete the form for each student that corresponds to the campus you are on.
  - Rock Creek's form is here
  - Sylvania's form is here
  - Cascade's form is here
  - Southeast's form is here
- All pantries are "shopping" pantries meaning the student can shop by themselves for whatever they need.
- There are equity limits on some items. Equity limit signs are posted in each pantry.
- When the student has shopped, weigh their basket & record in the google form below.
- Students do not need ID for Grab-n-Go items, just record they took something in the google form. The limit for Grab-n-Go is one snack and one drink (if available) per student, per day.

Customer Service Overview

In the pantry, we always want the visitors to feel welcomed, honored, and respected. We strive to help visitors to feel better about their circumstances and more capable of tackling whatever educational challenges lie before them after visiting the pantry. It is essential that we never lose focus of the need for centering student needs above all others. If every action we take is in service to removing barriers and alleviating the needs of students, then the pantry is fulfilling its mission. Please see the information below for specifics when working with guests in the
Panther Pantry. You can also refer to the prior section in this manual “Customer Interactions & Conversation Guide” or review the Conversation Guide.

Assisting the Shopper

In order to promote the autonomy of pantry visitors, the pantry is organized in such a way that minimal intervention by pantry staff is required. However, should a visitor require assistance, staff should be prepared to help. Especially in the case of guests who may require help with:

- Reading posted signage or the labels of products
- Locating products that meet specific dietary needs
- Retrieving products from shelves that are too high or low
- Communicating due to hearing or language barrier

Complaints and Grievances

Product Quality or Selection

While we do whatever we can to ensure that the pantries’ products are of good quality and adequate selection to meet the needs of students, a policy is in place to address the times when those needs are not being met.

- Products should be checked on a regular basis to ensure that they do not exceed expiration dates in a way that makes the product unsuitable for use. If a product is obviously damaged or no longer of good quality, then that product should be disposed of according to the Inventory policy. Should a visitor find a product that is no longer good, the staff should apologize and immediately dispose of it.
- Suggestions of what food should be carried, can take many different forms. It is rare that a visitor will say, “I think you should carry ____,” but rather they are more likely to ask, “Do you have ____?” These questions should be considered to be suggestions. If we don’t
have that item in the pantry, apologize and take note of the product suggested in the Pantry Product Recommendation form.

- Last, in each pantry, there is signage that displays a QR code that links to the Pantry Product Recommendation form for visitors to make their own recommendations for food or products to carry in the pantries.

Pantry Policies and Procedures

It is our intent that the policies and procedures in the pantry are designed to serve students who visit the pantry as equitably as possible. However, situations and needs change. If the pantry does not change its policies to reflect those changes, inequities and wasted resources can arise. On the PCC Pantry website, a link to a feedback form is present for students who may not feel comfortable addressing concerns directly with pantry staff.

Donations

Overview

Donations are essential for pantry operations as they perform a few essential functions. First, donations help supplement the pantry’s selection. Every item donated is one fewer item that must be purchased. Second, donations are a way for the pantry to connect with the community. When outside organizations leverage their members to help our students, everyone wins.

Please note, that when accepting donations into the Panther pantries, let your Program Specialist know via email.

Criteria for Acceptance

Requirements from the Oregon Food Bank:
For items from the general public

- Dry and Shelf Stable Food
  - Cans must contain labels. They cannot be rusty, bulging, leaking, or have sharp creases or dents on the rims
  - Glass containers must not be cracked or chipped and the lid must be sealed.
  - Packages cannot be torn or open unless there is a sealed inner package.
- Non-Food
  - Must be clean, dry, and unused (must have safety seal)
  - Pesticides or other hazardous chemicals cannot be accepted.

For organizational donations (not Fresh Alliance):

- In addition to the items listed above:
  - Whole Produce
    - In good condition and not moldy or decayed.
    - Must be whole items and not leaves or scraps.

For Fresh Alliance donations:

- In addition to the items listed above:
  - Meat, Fish, and Shellfish
    - Must be frozen solid and 32°F or below when picked up
    - Must have been frozen on or prior to the “Sell by” date
    - Only fish and shellfish that has been commercially packaged prior to reaching the store can be accepted
    - NEVER ACCEPT fish or shellfish that was in the store case
  - Bagged and cut produce
    - Not moldy, decayed, or slimy
    - Must be 41°F or lower when picked up
    - Not more than one day past “Sell by” date

For Deli and Cooler

- Must be 41°F or lower when picked up
- Not more than one day past “Sell by” date
- NEVER ACCEPT food previously served in the deli case.

- Dairy, Eggs, and Egg Substitutes
- Must be 41°F or lower when picked up
- Not more than one day past “Sell by” date
- A single item of a multipack can be accepted if the individual item has ingredient and allergen information on its label.
  - Frozen
    - Must be frozen solid and 32°F or below when picked up
    - Must have been frozen on or prior to the “Sell by” date
  - Bakery
    - Bread must be completely covered in closed bags
    - Product should be in good condition, not smashed or moldy

Pantry Marketing

Signage

Getting the word out about the services offered in the pantry is essential to helping students and fighting food insecurity. Here are some guidelines around how to properly create and display physical advertisements around campus:

- Assume that this signage is not for you, but for the customer. Make sure to include:
  - Include the pantry's hours of operation and location on campus with address
  - State that all current students, faculty, and staff are eligible for services
  - Give a brief description of what products and services are offered in the pantry, typically food and hygiene products
  - Avoid glossy paper
  - Utilize high contrasting colors
  - Be mindful of the type design. For example:
    - No more than two different fonts should be used
    - Use bold face type
    - At least 18-point type size
    - Title case (Do not use all capital letters)
- No underlining
- Left or right aligned, not justified

Website

Our Panther Pantry website should be included in all marketing to ensure up to date information.
https://www.pcc.edu/panther-pantry/

Social Media

The Basic Needs, Sustainability & Leadership program has an Instagram Account (@PCC_BNSL) and a PantherHUB page (https://hub.pcc.edu/organization/sepantherpantry). Operational hours, events & program informational hours are posted on these platforms.

Merchandising

Overview

Merchandising refers to how products are displayed and offered to visitors. When we organize the pantry in a way that is tidy and easy to use, we demonstrate to our students that we care about their experience and that the space they occupy is tended and cared for.

Guidelines

- Product labels should always face front or up and should be easily viewable from multiple angles.
- Product should be towards the front of the shelves in order to always give the appearance of fullness.
- When shelving new products, place the newest items towards the back.
- When stacking products, they should not be in danger of falling and stacked in a neat and orderly way.
• Whenever possible, each different product should have its own space on the shelf, not overlapping or mixing with other items.
• All products should be easy to reach.
• Place items that contain allergens such as nuts or gluten on lower shelves to reduce the possibility of cross contamination with non-allergenic alternatives.
• In the freezer, place meat alternatives on a higher shelf than beef and pork. Poultry and shellfish should go on the bottom most shelf.
• In the refrigerator, alternative protein and dairy products should be near the top shelf, followed by fresh foods. Foods such as conventional milks and eggs should be closer to the bottom.

Ordering and Receiving

Each of the 4 pantries orders from the Oregon Food Bank (OFB) on a weekly basis. The schedule for these orders and deliveries are as follows:

• Cascade: Order by Thursday - Receive on the following Monday @ 10:30 AM
• Rock Creek: Order by Wednesday - Receive on Friday @ 12:00 PM
• Southeast: Order by Monday - Receive on Wednesday @ 11:30 AM
• Sylvania: Order by Thursday - Receive on the following Monday @ 12:00 PM

The casual staff or Program Specialist at each pantry is responsible for ordering each week. While we strive to provide consistent inventory on all campuses, items available from OFB vary week to week and campus to campus.

Ordering food From the Oregon Food Bank

• Oregon Food Bank
  ○ Please follow OFB guidelines and trainings for ordering from the Food Bank
• Outside Vendors
  ○ Most commonly used stores/websites: Amazon, Dollar Tree, Costco, Fred Meyer
  ○ Hygiene products (typically not offered by Oregon Food Bank)
    ■ Gender-neutral
Receiving front the Oregon Food Bank

Before the delivery:

- Make sure that there is a space which pallets can be delivered to. If that space isn’t within the pantry, make sure there are people available to help down-stack the pallets.
  - REMEMBER: Food items cannot be placed directly on the floor.
- Make sure that there is a plan for how to store or dispose of the empty pallet. OFB drivers will take away old pallets if asked.
- Confirm the delivery date and time and be ready to receive at least 30 minutes prior to that time. Be prepared to wait up to a half hour later than scheduled.
  - It is a good practice to make sure that the person listed as the OFB contact is the person who receives the shipment, but if that is not possible, they should be available to give the driver additional information, if needed, and if they should call.
- Prioritize refrigerated/frozen items and get them into a refrigerator or freezer as soon as possible.
- If there are any discrepancies after all items have been put away, send an email detailing the differences to the director or program specialist.
- They will contact the OFB so that they can update their records. This way we will be billed appropriately.
- Break down all boxes, throw away or recycle all plastic, and store the empty pallets.

Fresh Alliance Pickup

➔ Follow all food safety guidelines for transporting frozen, refrigerated, and fresh produce.
➔ Report donation using the Fresh Alliance reporting form (weights and category of product)
Common Items Available in the PCC Panther Pantry

This is a list of items that are commonly stocked in all pantries. If any of these items are not available through the OFB, the pantry will make every effort to acquire them as soon as possible through other vendors such as Amazon or Dollar Tree.

- Rice
- Beans
- Soup
- Pasta
- Vegetables (canned or fresh)
- Fruit (canned or fresh)
- Milk & milk alternatives
- Canned meat
- Peanut butter
- Applesauce
- Cooking oil
- Cereal
- Snacks (“Grab-N-Go”)
- Boxed meals
- Hygiene products
- Flour
- Mesa

For Visitors

- Pantry services are available to any current PCC student, staff, or faculty member.
  - Visitors must be ready to produce proof of eligibility upon request.
    - For students, this is generally in the form of a student ID with the current term sticker, a class schedule for the current term, or a G#. We request they have their current student ID, but may give exceptions, especially the first couple weeks of the term.
    - For faculty and staff this is a G#.
  - Visitors may grab a basket and begin shopping after entering the pantry. There are limit signs on items to let visitors know how much they may take.
  - Visitors must sign out with pantry staff in order to utilize the pantry by giving the staff their name, G#, dietary restrictions and family size. Visitors will also be asked whether
they have any food preferences and if they wish to opt-in to email marketing from the pantry.

- Visitors may utilize the pantry services once per week.

For Pantry Staff and Volunteers

- Staff and volunteers should not eat in the pantry. Drinks are allowed if they have a cover.
- If a staff/volunteer member feels ill or has a fever they should stay home until they have gone 24 hours (unmedicated) without symptoms. Staff should be familiar with and follow all guidelines found in the OFB Food Safety Manual.
- Pantry staff/volunteers are allowed to utilize pantry services, but they must sign in like any other visitor. Staff/volunteers cannot shop during their shift and must be assisted by another staff member.
- Before working in the pantry, all required training must be completed with the Training Log filled out. Training must be repeated annually.
- Volunteers are required to have a staff or student working at the pantry while volunteering. If none are available, your shift will be canceled.

Reporting

1. Oregon Food Bank (Monthly - due the 10th)
2. Fresh Alliance (Monthly - due the 5th)
   1. OFB Fresh Alliance Reporting Portal.
   2. Categories for reporting weights
      1. Produce (whole and packaged)
      2. Cooler (refrigerated/cooler products)
      3. Milk
      4. Dairy (alternative milk, eggs, cheese, butter)
      5. Frozen (everything frozen that isn’t meat).
      6. Meat (frozen, raw, cooked, or deli meat)
7. Salvage (shelf-stable, dry, and pet foods, and everything else that doesn’t fit into any other categories)

Training & Scheduling

Volunteers

Our volunteers at the Panther Pantries are a valued part of supporting the pantry. Volunteers could be any member of our PCC communities and they are in a similar role to staff. They are trained in processes and have read the volunteer manual and the customer service norms. Volunteers report to the Program Specialists.

Before your first shift of every term, each volunteer must:

☐ review the contents of the volunteer manual
☐ send an email pcc-pantherpantry@pcc.edu. This is done every term should any policies and/or procedures be changed.

Additionally, before your first shift as a volunteer, you must:

☐ watch both of the required OFB training videos addressing food safety and confidentiality
☐ review the OFB Food Safety Manual
☐ send an email to pcc-pantherpantry@pcc.edu when that has been completed. This must be done at least once per calendar year.

Staff

In addition to the requirements listed above for volunteers, pantry staff must also:
☐ Read the entire contents of this manual, and document this by signing this Manual Verification found in the back of the Volunteer Manual located in the pantry.

☐ Follow up with Ashley Hansen about existing training documents

☐ Complete Food Handlers license certification

Scheduling Hours in the Pantry

Pantry hours are scheduled each term. The Program Specialist will email out a Google sheet, with available hours, the week registration opens for the next term. There will be four tabs at the bottom of the file corresponding with each campus. If for any reason, you need to permanently change your schedule for the term, you will need to go back to schedule and make the proper changes.

- Students will enter their name for each half hour block of time that they are available to work.
- Green blocks indicate when the pantry is open. Gray indicates the pantry is closed.
- We have added 30 minutes before the pantry opens and 30 minutes after the pantry closes for cleaning and restocking. These are indicated in pink.
- We aim to have at least two people working at all times that the pantry is open.
- This process will repeat each term as it will change depending on each student's class schedule.

Panther Pantry Programs, Projects and Initiatives

As we try to meet the immediate needs for all students, we recognize that Panther Pantry is not a one size fits all solution. Through the Panther Pantry, staff and student leaders sponsor events
and programs. These initiatives are ways to reach out beyond the services of a typical pantry to serve the students in different ways.

Free Food Market

Free Food Markets are community events that center fresh produce provided by the Oregon Food Bank. We get large orders of produce from OFB and add in backstock of non perishable items to distribute to community members. Free Food Market is a one-off event that is scheduled around our campus delivery schedule from the OFB. This event is open to all and there are no limits. No ID is needed to attend, we only ask how many are in their household. We ask that participants bring their own bag or box to transport the food.

Seasonal Assistance Program

The Seasonal Assistance Program runs through Basic Needs, Sustainability & Leadership each year in November. The program aims to assist students and their families with basic needs support during the holiday season and over winter break. Assistance is provided via monetary electronic gift cards. The program typically supports over 300 students at Portland Community College during the holiday season. It supplies students who are facing food insecurity with the items they need during holiday breaks, helping to ensure students can focus more on their studies. Students apply online and are selected randomly. While we aim to support all who apply there are funding limitations. The program is supported by student fundraising and the Student Activity Fee.

Panther Packs

Panther Packs are grocery bag meal kits that are intended to provide students with a meal or two prior to long closure breaks throughout the academic year.

Panther Snacks

Students at PCC find community in different spaces across the district. With 2 out of 3 PCC students experiencing food insecurity at Portland Community College, shared resources and referrals will help reach and serve more students. This program provides opportunities for campus partners to work with Basic Needs, Sustainability & Leadership. The Panther Snacks
Program helps provide snacks in spaces across the district. The partnership helps our students, meeting them where they are at.

Emergency Meal Vouchers

Emergency Meal Vouchers are intended as a stop-gap to help students in periods of high need while they coordinate access to other food assistance resources, such as the PCC Food Pantry or applying for Supplemental Nutrition Assistance Program (SNAP) benefits. Students may receive two emergency meal vouchers a term to use at PCC Cafeterias and the Bookstore at Cascade Campus only.

Clothing Drives

As a part of our agreement with the Oregon Food Bank and in accordance with food safety measures, we cannot store and distribute used clothing in the pantries. We can have stand alone clothing events throughout the year.

Warming Kits

Many of our students face housing, heating, or clothing insecurity due to insufficient access to resources. When this occurs, students need to make tough decisions for themselves or their family, in this case between food and warmth. This initiative supports our mission by eliminating the need to choose by providing tools to help students stay warm. Here is a recommended list of items to stock between November and February in the pantry for meeting students’ warming needs:

- Wool hats
- Wool socks
- Wool gloves
- Ponchos
- Hand warmers
- Thermal blankets
School Supplies

Many of our students struggle to obtain some of the basic educational materials needed to be successful due to insufficient access to resources. When this occurs, students need to make tough decisions for themselves or their family, in this case between food and education. This initiative supports our mission by eliminating the need to choose by providing tools to help students obtain the basic school supplies they need to be successful. Here is a recommended list of items to stock in October, January, and April in the pantry for meeting students’ school supply needs:

- Pencils
- Erasers
- Pens
- Post-its
- Notebooks
- Binders
- Loose leaf paper
- Index cards
- Highlighters
- Whiteout
- Folders
- Rulers
- Backpacks
- Pencil cases
- Sheet protectors
- Composition notebooks
- Pocket calculators
- Planners

Emergency Trimet HOP Passes

Each pantry has a supply of HOP Passes. There are two options, All Day and 2 1/2 hour passes. The process for handing these out is a lot like intake for pantry users. When a student comes in and asks for a pass, please follow the following procedure:

- Ask the student for their ID. They must have a current term sticker.
- On the pantry intake form, select the HOP Pass option
- Complete all required fields
- Click submit
Students are allowed one pass a week with a maximum of 3 passes per term. Passes are located in the lock box at each of the campus Panther Pantry.
Bike Rental Program

The Basic Needs, Sustainability & Leadership Bike Program aims to increase access to affordable, reliable, and sustainable transportation. Through the integration of long-term bicycle loans, education, and recreation, the Bike Program will enhance the physical and cultural development of students. PCC Students can rent a bike for $15 per term! Bikes may be checked out for the duration of one or a maximum of three consecutive terms. Our bike fleet includes a mix of mountain and hybrid-style bikes. $15 per term gets you:

- A ready-to-ride mountain or hybrid bike
- All bikes come equipped with fenders, a rack, lights, a bell, and a sturdy U-Lock
- You also get a helmet which is yours to keep
- Free advice, support, and basic adjustments by an experienced mechanic

Application Process

1. Fill out the online application.
2. Your information will be verified to determine eligibility – you must be taking at least 6 credits and in good standing with the college to qualify. If you do not qualify, we will notify you by email.
3. Once your eligibility is verified, your name and contact information will be sent to the Bike Program Coordinator. The Coordinator will set an appointment with you for bike fitting and checkout. Bikes may be rented for one term at a time.
4. Bring a bag for your goodies, 15 minutes of your time, your student ID with a current term sticker, and $15 in cash for each rental term. We do not take debit or credit cards or financial aid.

Bike Program Policies

- Bikes may be checked out for the duration of one or a maximum of three consecutive terms. A usage fee of $15 per term will be due at the time of the contract/checkout. We only accept cash.
• Bicycles are valued at $400 with their accessories. If not returned, a $400 hold plus a maximum of $50 late fees will be placed on the borrower’s account.
• Dropping below 6 credits after the first two weeks of the term will disqualify the student from the Bike Program.
• Providing inaccurate information may result in disqualification from the Bike Program.
• Bikes are rented on a first-come-first-served basis, by order of the waitlist.
• It is the student's responsibility to report any changes in address or academic eligibility.
• The student has complete responsibility for maintaining the bicycle. PCC shall be held harmless in any dispute and/or litigation.
• Students are responsible for the safety of the bike and preventing theft while it is in your possession. Students may have to pay up to $400 to replace a lost or stolen bike, depending on circumstances. An appropriate lock is provided, and instruction in preventing the loss of the bike or bike components is given when the student receives the bike.
  o If the bicycle or parts of the bike are stolen, file a police report online or by calling 503-823-3333. Then contact Bike Program staff as soon as possible so we can work with you to resolve the issue.
• When the damage is done:
  • Report all issues or damage to the Bike Program staff as soon as you notice them. That includes strange noises, shifting problems, or other issues. You may be charged if a small issue that is easily fixed develops into a costly problem.
  • Please do not try and fix the issue yourself without prior authorization from Bike Program staff. A simple problem can turn into a costly repair or even cause bodily harm if not fixed properly! You may be charged if the bicycle is damaged in a repair attempt you undertook without prior authorization.

Bike Lockers

Bike Lockers are located at each campus. Southeast & Cascade are the only locations that are in an urban setting and have an application process.

• Lockers are assigned on a term by term basis.
• Lockers are assigned on a first come, first served basis.
Must use a personal lock.
All participants must provide a photo of their bike.
No student, staff or faculty will be assigned a locker until all information has been received. All information will be checked to ensure the individual is a current student, staff or faculty of PCC.
When the bike lockers fill up, a wait list will be created. When lockers become available during the term, the next applicant will be assigned based on the submission date and time.
Towards the end of the term, participants will be notified by a Student Life and Leadership Bike Coordinator that the time to clean up and clear out the Bike Locker is quickly approaching.
You are required to vacate your bike locker no later than the last Friday of the term by 4:00pm.
Lockers must be emptied out and cleaned on the last day assigned term.
Policy
All Bike Locker participants must adhere to all the policies set in place by Student Life and Leadership for bike locker usage.
All student participants must follow the policies found within the Students Rights and Conduct documents
Bike lockers must be kept locked at all times for security reasons.
  - If the locker is found unlocked, Student Life and Leadership will lock it with their own lock.
  - If the locker is found unlocked more than three times, usage of the bike locker will be revoked.
Bike lockers are not to be personalized in any way.
Bike lockers are for storing bikes and bike equipment only.
None if the following items are to be kept in the lockers:
  - personal items
  - school materials
  - gas-powered bikes or equipment or combustible materials
No sleeping in the Bike Lockers.
If there is an issue with a bike locker that you are using, please notify Student Life and Leadership as soon as possible to report the issue.
Student Life and Leadership and Public Safety reserve the right to access any and all Bike Lockers at any point in time with justified proof for access. Notification to the individual renting the locker will be given prior to inspection.
This includes, but not limited to: cutting off the bike lock to gain access to the locker, searching the bike locker, removal of non-bike related items and equipment.
Confiscated items will be taken to Public Safety to be investigated and held until the individual is notified.
If a violation or concern arises, a report will be filed and sent to the office of the Director of Sustainability Leadership and Basic Needs.
If a violation has occurred, the ability to reserve a bike locker in the future may be jeopardized.
If your rented bike locker is damaged or broken into, Student Life and Leadership is not responsible for any lost, stolen, or damaged items
Bike lockers are located in an area open to the general public and are not protected 24 hours/day.
Additional Resources for Students

Portland Community College recognizes that your success is impacted by unmet basic needs. PCC services are available to help you thrive as a student. The resources below are available to support your well-being so that you can meet your academic and personal goals. You visit https://www.pcc.edu/student-life/ for a list of student resources.

Not sure where to start or have questions about the services and resources available? Visit our website for help with basic needs, email gethelp@pcc.edu, call 971-722-6555 or schedule an appointment. We can help you connect to resources.

SNAP

SNAP eligibility has been expanded for college students! If you meet the income guidelines, you can qualify when you’re enrolled in a college training or undergraduate program that leads to employment. (During an interview with a DHS worker, you will need to explain what job you intend to get when you complete your education pathway.) You no longer need to meet the work requirements to qualify for and maintain SNAP benefits.

STEP

If you are receiving SNAP, and completing your GED® tests, building your English skills, or pursuing a career focused program, the STEP program has added support and resources to help cover:

- transportation
- books
• tools
• tuition and fees not covered by financial aid

Taking advantage of all the resources and support available to you can increase your chances of completing college and starting a career that offers economic mobility for you, your family, and your community!
Resource Page Links (only available in virtual version)

Food
- Panther pantries
- SNAP
- PCC Food Access Map
- Dining services
- Community garden
- Oregon Food Bank
- Self Enhancement, Inc.

Financial support
- Free Health Clinics
- Find jobs on campus
- STEP (extra help for SNAP clients)
- Scholarships
- Financial aid
- Emergency funds

Housing
- Use the keyword “housing” to filter the Single Stop resources list

Transportation
- Free shuttle
- Discount TriMet passes
- Rent a bike

Childcare
- Childcare at PCC
- Family study rooms
- Lactation rooms
- Children on PCC property

Mental health and wellbeing
- Counseling
- Outreach and Advocacy Project

Legal services
- CLEAR Clinic (free legal help)
- DREAMers Center
- Support for immigrant and international students
- Resources for international students

Technology
- Computer lab
- Equipment for checkout
- Free wifi
- Digital Literacy
General Portland Community College Information

As the largest post-secondary institution in Oregon, PCC serves over 50,000 full-time and part-time students. We offer high-quality education and opportunities for our students, which in turn contributes to the vibrancy of Portland’s economic community. We aim to educate a skilled workforce, prepare students to successfully transfer to four-year schools, enrich the community through lifelong learning, build a greener workforce and shrink our carbon footprint, and be a sound financial steward of public dollars.

Locations & Maps

Four comprehensive campuses, ten centers, and dozens of independent locations throughout the community offer courses and provide student services. [Online Learning](#) gives students the ability to take classes off-campus.

[Cascade Campus]: 705 N Killingsworth St. Portland, OR 97217

- Pantry located in Cascade Hall (CH), room 102
- You will need to call public safety to let you in until access cards can be created 971-722-4902
- Pantry phone number: 971-722-5968
Rock Creek Campus: 17705 NW Springville Rd. Portland, OR 97229

- Pantry located in Building 5, room 113
- Small lockbox next to the door behind the student leadership desk in the hallway. Code 1350. A key is in there that will unlock that door. Return key to box when done.
- Pantry phone number: 971-722-7079

Southeast Campus: 2305 SE 82nd Ave, Portland, OR 97216

- Pantry located in Mt. Tabor Hall (MTH), room 152
- Key code: 1125
- Pantry phone number: 971-722-6046

Sylvania Campus: 12000 SW 49th Ave. Portland, OR 97219

- Pantry located in College Center (CC) Building, room 216
- You will need to call public safety to let you in until access cards can be created 971-722-4902 or ask professional staff in the Student Leadership Office across the hall to let you in.
- Pantry phone number: 971-722-4657

Transportation & Parking

- Contact Information: 971-722-8181 parking@pcc.edu
- All vehicles parked at the following PCC sites must display a valid PCC parking permit and park in a designated area Monday through Friday from 7am to 10pm while school is in session. Permits are not required on weekends.
  - Sylvania Campus
  - Rock Creek Campus
- Cascade Campus
- Southeast Campus
- CLIMB Center
- Swan Island Trade Center

- **Parking in the adjacent neighborhoods is prohibited.**
- Hourly and daily permits can be purchased at any [campus pay station](https://www.pcc.edu).
- Cost:
  - $2 for two hours
  - $3 for three hours
  - $4 for four hours
  - $5 for five or more hours

### General Information that you may need:

- For information about different departments and how to contact them, please use the resources tab: [https://www.pcc.edu/resources/#all](https://www.pcc.edu/resources/#all)
- To contact Public Safety for concerns or if you have an lock/unlock request call: 971-722-4902
- If there is an emergency call: 971-722-4444.
- If you need custodial services for an immediate clean-up (ie.spill) call: 971-722-4800 or email: src@pcc.edu.
- If you are requesting a set up of a space, you must put in a request through the Ready System. Go to: [https://www.pcc.edu/facilities-management/](https://www.pcc.edu/facilities-management/), then click ‘Make a Request’ and follow prompts.
- If students have feedback or questions, have them email: [pcc-pantherpantry@pcc.edu](mailto:pcc-pantherpantry@pcc.edu) or you can contact one of the Program Specialists.
Eco Social Justice Grants

At PCC, we are all in this together.

Issues of environmental degradation, inequality, and economic disparity impact us all. Here at PCC we value our students, staff, and faculty and their commitment to sustainability as well as their advocacy and efforts towards creating more equitable, diverse and inclusive spaces across the district.

We are supporting and fostering a culture of collaborative, innovative problem solving using environmental sustainability and social justice initiatives to accomplish these goals. From our learning gardens, water bottle fill stations, our great bike programs and farm stand, to our annual #EcoSocialJusticeEvent, we have been working together to address our community's most pressing ecological and social challenges with fresh ideas. We also feel that it is important to both celebrate and give thanks and acknowledgement to the amount of time, money, and effort that students have put towards making Portland Community College a nationally and globally recognized higher education institution and leader in the sustainability movement.

So, how did we get her and also find a way to support these ongoing efforts?

In 2008 the Associated Students of Portland Community College (ASPCC) District Student Council approved a ten cent addition to the student activity fee, creating The Green Initiative Fund. At the beginning of 2018, the ASPCC District Student Council unanimously agreed to change the name of this fund to the Eco Social Justice Grant (ESJG), this name change better reflects the broader scope of what these grants have been and will be dedicated to. This fund exists so that students, staff, and faculty can participate in our culture of innovation and contribute meaningful advances to sustainable practices. At PCC, our goal is to achieve sustainable excellence in all operations, to live our commitment to social justice, and to meet
our targeted greenhouse gas reductions as detailed in the Climate Action Plan. If you have an idea for a project that moves PCC towards these outcomes, we want to hear from you!

Previous Eco Social Justice Grant Projects

Over the years, ESJ Grants and student leaders have supported the development of countless sustainability initiatives throughout the district, including but not limited to:

➔ Learning Gardens
➔ Water Bottle Filling Stations
➔ Bike Rentals
➔ OZZI Machine
➔ Digital Signage
➔ Cascade Learning Garden
➔ Mobile Farm Stand
➔ Trees and Bees
➔ Welcome Kiosk RC Learning Garden
➔ Winter Food Production
➔ Charging stations Solar Umbrellas
➔ PCC Rainwater Harvesting Tank
➔ Newberg Learning Garden
➔ Rock Creek Learning Garden Wind Turbine (pictured)

Application Process

The Eco Social Justice Grant is administered through a student majority board. Applicants apply online starting in Fall Term, with applications being due in early December. Applicants should review the following criteria before submitting your application.
• The Eco Social Justice Grant is limited in funds and applicants are encouraged to secure funding and resources from other means when possible. Other means may come from department budgets or outside sources.
• Student participation is encouraged in all projects.
• Projects shall support PCC’s Climate Action Plan efforts, particularly around greenhouse gas emissions reductions, climate education and climate justice.
• Projects must be environmentally sound, socially just, and economically equitable.
• Projects shall contain publicity, education, and outreach components.
• PCC students, staff, and faculty are encouraged to submit project proposals. Individuals and organizations outside the college are not allowed to submit project proposals.
• Eco Social Justice funding will not support projects that are already mandated by law, college policy or previously and/or currently paid for by the college.
• All grantees allocated Eco Social Justice funding are required to submit an End of Project Report to be released to the PCC community.

Once the application deadline closes in December of each year, a group of student leaders from Basic Needs, Sustainability & Leadership evaluate and select grant awardees. Projects must be completed by the end of the fiscal year. Students from the program are also allowed to submit grants, however, they must remove themselves from the selection process when their grant is being discussed.
Planning Events in Student Life & Leadership

Event planning essential to building community on campus and in our spaces. Students and staff in Basic Needs, Sustainability & Leadership have planned a variety of activities to support the mission of our department, while uplifting resources and programs such as the Panther Pantry. As a part of Student Life & Leadership and Portland Community College, we have access to a lot of event planning resources and supplies. Additionally, the college does not charge for most event support services. This section provides tools and guidelines for planning events across the PCC district.

Event Planning Resources and Forms

Basic Needs, Sustainability & Leadership Event Planning Forms

- Event Request Form
- Event Evaluation Form

Basic Needs, Sustainability & Leadership Event Planning Templates

- Backwards Planning Timeline
- Budget Template
- Event Proposal Document
- Event Proposal Slide Deck
- Task List Template
Student Life Event Planning Checklist

This checklist is designed to help you work through the PCC system. While there is a love of information in this form, it is important to work with professional staff throughout the planning process. They are here to help you navigate the red tape.

☐ Identify a co-coordinator and/or team members: Who is on your team? No one can plan and execute an event by themselves. Co-ordination is when there is more than one student leader organizing, delegating, and managing the entire event planning and executing process. A co-coordinator is the person you can bounce ideas off of, exchange feedback on the best way to move forward with certain aspects of the event and share the responsibility in holding each other and your teammates accountable for their tasks.

→ Team Effort- Just because there are two people coordinating an event, does not mean no one else in the student organizer team will be working to make the event happen. You may want to consider creating some positions for other members of your team (promoter, logistics, display maker, etc.).

→ After the co-coordinators create a task list, it is up to the whole team to make sure all of the tasks for the event are completed before their respective deadlines. The whole team also has a stake in determining whether the event is appropriate, necessary and worthwhile.

→ What other groups can you partner with? Think about all the resources available to students on campus. Campus resource centers will vary depending on which campus you’re based at, but there are many opportunities to collaborate with other groups. There is an amazing breadth of students, staff and faculty, who support the mission of Student Life & Leadership and want to collaborate to put on some amazing events. Consider potential partners wherever and whenever you can.

☐ Propose Event: Share the event idea with your advisor and your peers. To avoid double booking, make sure you check in with the other centers on campus.

→ Questions to ask: How will this program be relevant to the PCC community? In other words, is this something that students will find interesting or engaging in
some way? You might really love the Sci-fi show Battlestar Galactica, but does that mean you should create 12 themed weeks where you encourage students to dress up as their favorite character and play trivia games? Probably not, but you never know, your campus might be flooded with BSG fans. The point is, do your research, know your audience, and plan events around their needs and interests, not yours alone.

➔ Identify the goals(s) and learning outcome(s) for your event. Also, think about how you would measure whether the goals and outcomes have been met. Whatever your event or program may be, you need to have clear goals to make it successful. If you do not know what you are trying to accomplish, it’s really difficult to assess the success or failure of your events, thus making it very hard to improve your event planning skills in the future. So, when you are developing an event idea, consider the following:

◆ What are you trying to accomplish with the event?
◆ What do you want students to do, know, learn, and experience, as a result of participating in this event?
◆ How will you measure whether your goals and outcomes have been met?

☐ Set the date: Check with your advisor and team to make sure there are not conflicting events.

➔ Pick a date and time that works for you. If it’s an off-campus event, make sure an advisor is available to attend. The first action in your plan is to set the date. Make sure to inquire about other events on campus. You don’t want to compete for student attendance with other events on campus. Pick a date and time that works for your schedule. You should attend the events you host.

➔ Things to consider before scheduling the event:

◆ Who is your audience? Who are you trying to reach with your event?

Identify the population you want to target for the event (i.e.: students at large, students experiencing financial hardship, students who take night classes, non-traditional students, students who are not registered to vote, etc.). Maybe you have multiple audiences, but at least think about who
will be impacted by these programs and who you want to be impacted by them.

◆ How much time do you have to plan this event? Ideally, you should start planning at least SIX WEEKS in advance so you have ample time to get all logistics figured out. For larger events, with a budget over $500 more time, about TEN WEEKS, is necessary. For choosing a date and time, please consider the following:

- M-T-W are the days most students are on campus. If you want to have the most attendees at your event, consider scheduling it on one of these days.
- Check to see what else is going on the day you want to have your event. Will it conflict with another big event? If so, it might be better to move the day to ensure the most student participation.
- 9:00am-3:00pm is when the most students are on campus and on break from class. Holding your event between these peak hours will also ensure student participation.
- How big would you like the event to be? Is it for a specific group, all PCC students, district wide, community wide? Asking these questions now will help you determine how much time you’ll need to promote the event successfully.
- If you would like to have the event after 5:00pm Monday-Friday or on a weekend, then additional staffing may be required by the college: Public Safety, Custodial, Gym Monitor (if sports event) and the Audio-Visual Department will all need to be notified if the event is after hours or on a weekend. If their services are needed, this will require an additional fee. We will look to reduce the cost when possible.

☐ Develop a Budget: What is the estimated budget for your event? Are you working with $100 or $1000? This includes food, speaker fees, rental fees, prizes, printing costs for advertising, etc. Consider all potential costs. And when you are looking for specific items
(let’s say you are buying samples for a sustainable food showcase you are hosting) don’t just guess how much that might cost; contact companies that might be able to get you a deal, get price quotes online or over the phone. Again-do your research ahead of time and you will know what to expect when moving forward with your event plan.

→ You can use this template to create your budget.

☐ Scheduling a Room: Most rooms and facilities are booked through a campus Scheduling Coordinator. Have all of your information ready such as: the date and time you need a room, a brief description of room uses, and your contact info. Give facilities at least three weeks’ notice in order for them to help you. If you are having regular meetings, schedule out your room for the term. You are not able to move forward until you hear from PCC scheduling about your room request. If you cancel your event, you have to notify facilities ASAP.

→ To begin, you must get to the Intranet. If you do not have access to the Intranet on your computer do the following:

● Login to MyPCC > Go to the Employee tab > scroll down and on the left hand side under Communication you will see a link for the Intranet. Click and it will get you here:

● The room scheduling link will take you to the next page where there is a list of campuses and contacts. Choose your campus and click the ‘Request in Astra Schedule’ link.
After choosing your campus, click ‘Request in Astra Schedule’. This will take you to the Ad Astra Scheduling software. Click ‘Request an Event’.

This will take you to a drop down menu where you can choose the correct form.

- There are three forms you will possibly be using:
  - Event Space Request Form (Campus Name)
  - Classroom/Conference Room Request Form (Internal or Campus Name)
  - Student Life Tabling (internal)

- An Event Space form will be for larger event spaces such as SE Community Hall/ CA MAHB 104/ RC Event Center, Quad spaces, etc. The other form will be for classrooms/conference rooms. Student Life Tabling form is for tabling at different campuses. Please note, in classrooms or conference rooms if you move furniture, it is your responsibility to move it back.

- You will fill out the form with all the pertinent information. When adding a meeting, be aware of the AM/PM time. If you are wanting a recurring meeting, you will need to choose “Recurring” in the Add Meeting box. The ‘Multiple’ option is used when you have the same meeting, but at different times and/or dates.

- After filing the form completely, hit submit. You will get a reply email that summarizes the information you just submitted. This is not a confirmation that your event has been scheduled. You will
get a confirmation email when the scheduler has had a chance to schedule it.

If you have a concern or question about a space, email the following:

- CASCADE – carooms@pcc.edu
- ROCK CREEK - rcrooms@pcc.edu
- SOUTHEAST – serooms@pcc.edu
- SYLVANIA – syrooms@pcc.edu

☐ Service Request Set-up: Maintenance needs at least two weeks in advance notice for small setups, and at least two weeks advance notice for larger setups. Email your room diagram to: src@pcc.edu with specifics of date, location, set up time, and take down time. When you email your request, make sure to "CC" the campus scheduling coordinator (example carooms@pcc.edu) and your advisor in that email. They need at least two weeks advance notice. You are responsible to clean-up the space after your events.

☐ Audio Visual: Arrange for audio/visual assistance. If you need an audio/visual set up, please contact our A/V department. You can fill out an audio/visual work request at https://www.pcc.edu/technology/support/av-requests/. Please note that A/V needs at least a two week notice for all setups.

☐ Food: Discuss food options with your advisor at least three weeks in advance to arrange payment, etc. If using an outside vendor, one-month notice is better. If you use food service, you will order at least two weeks by emailing your catering order to your advisor.
Event Itinerary (Run of Show): A step by step timeline of how your event will be run on that specific day and during specific times.

Parking Passes: If we are inviting guests to our campus to present or vendor, you will need to order parking passes. Request a guest parking pass at http://intranet.pcc.edu/guestpermit. Follow the directions for filling out the form. The permit is only good for the day you indicate.

Contacted Service: Contracted services are when you hire speakers or entertainers for events. Every time we hire a speaker or entertainer, we have to complete a contract. To complete a contract, we will need the following information

- Date, time and location of the event
- Amount of Payment they will receive
- Recipient name and contact information (email, phone and physical address)
- A “Statement of Work” - this is a detailed description of the work they will be performing for payment
- A W-9 may all be necessary. W-9s can be found at http://www.irs.gov/pub/irs-pdf/fw9.pdf. Your speaker will need to fill out the W-9 in order to get paid. In most scenarios, this process will be completed by the Program Specialist in the department.

Supplies & Decor: Student Life & Leadership has many event planning materials available for you. Check to make sure we do not already have what you need prior to purchasing. In addition to talking with your advisor, you can see a list of Student Life & Leadership supplies on Inventory Spreadsheet.
Sustainability: Is your event sustainable? PCC is committed to “sustainability.” We have several district wide initiatives that speak to PCC’s commitment and it is also a part of PCC’s Strategic Plan. With that said, Sustainability might look different to different people. But what we want you to be thinking about as a student leader, is how can you reduce waste at your events? What materials can you reuse when making decorations? What prizes can you give out that will last longer and students will actually utilize? Can you use reusable silverware and plates at your next campus BBQ? Think about ways you can educate students and promote sustainable practices while still having a successful/fun event.

- No Waste, Low Waste. What can you do to make this a NO Waste or Low Waste event? Make items instead of purchasing. Use recycled paper to print flyers or forms. Use reusable food plates and silverware.

Backwards Planning

Backwards planning is a helpful tool to make sure that you map out all of your tasks for an event, when those tasks need to be completed, and who those tasks need to be completed by. The basic concept of Backwards planning is that you start from the date of your event, and plan backwards on a calendar of the deadlines for each task.

Task List

Every event should have a task list associated with it. The task list should include the name of the task, when it is due, and who is working on it. You can use the Task List Template to help you check off your to-do's!

Delegation

It is very important to delegate the tasks of an event. If you are one of the co-coordinators of an event, you will not be able to do everything by yourself. Even among the event team you create, there will still be things that need to be completed by the entire team (ex: signing up to work the event). It is important that everyone is involved with the tasks of your event, also, so they feel
invested in the event, know all of the components of the event, and have a full understanding of what the event is about.

Scheduling Tasks—After assigning/signing up for event tasks, it is important to check in weekly at the Programming Board to make sure everyone is following through on their pieces. If someone is unable to complete a task, it is important that the team knows this so that someone else can take that task on.

Use the Backwards Planning Guide for best practices on how to complete your event.

Marketing Your Events & Programs

Student Life & Leadership Marketing Design Request

Student Life & Leadership has a marketing specialist who can help you with design and posting. Complete the SLL Marketing & Design Request Form for assistance from the designer.
Complete this form is your one stop shop for many marketing avenues, including PantherHUB, social media and the Potty Press.

➔ Submit design requests 3 weeks prior to when your event needs to start being promoted or sent to the printer. This allows time for a couple of rounds of feedback.
➔ If you have already created marketing and would like for me to post it, then please submit your request one week prior to when you would like your marketing posted.
➔ If you would also like to meet on zoom in addition to filling out this form, please reach out to schedule a meeting: tracie.randall@pcc.edu.
Create Your Own Add Using Canva

This free-to-use online graphic design tool. Use it to create social media posts, presentations, posters, videos, logos and more. We have a pro account and you can login and create your own designs using the following credentials:

➔ Username: leadership.ca@pcc.edu
➔ Password: Io$2PCC!

Please save all images to the SLBN Folder when you are ready to share it.

My PCC Events Calendar

Go to events.pcc.edu. Select “Submit an Event” and fill out the online form. This will allow you to post to both the MyPCC Events Calendar and the Announcements. Do this at least 2 weeks in advance

Digital Signage

Flat Screen Digital Signs have been installed across the district in order to serve as electronic bulletin boards. The management of this program is a collaboration between Student Life and Leadership, Information Technology and Media Services. To request that an item be posted, complete the form below at least 5 days in advance to permit time to gather additional information if necessary.

➔ Review the Terms and Conditions online prior to posting
➔ If you have event information that you would like to have posted but do not have a design yet, we have created a Digital Signage Template for your convenience. The image should be the size of a PowerPoint slide, 16:9.

Submit digital signage requests by using this form: Submit Digital Signage Content

 PantherHUB & Social Media

Publicize your events and programs on PantherHUB and Instagram. Professional staff will publish the events for you on your pages. We can post programs in the “Events” as well as share
“News Articles” on PantherHUB. We can post event ads and details on Instagram. If you wish to have your event posted on the platform, please email the Program Coordinator and Program Specialists with the following information for each event.

- Event project title
- Date, time and location of the event/project. Be sure to include the meeting link if the program will be virtual
- Event/project blurb and description. Make sure to include any necessary details that participants will need to know.
- Important links, including registration forms or virtual meeting information
- Attach an image
  - PantherHUB: landscape, 1300px by 780px
  - Instagram: square, 1080px x 1080px