



northshore
FOOD BANK

**Northshore Food Bank
Volunteer Handbook**

Table of Contents

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|--|----|
| Table of Contents | 2 |
| Policies and Procedures | 4 |
| Northshore Food Bank General Safety Guidelines | 7 |
| Northshore Food Bank Driving Policy | 8 |
| Ladder Safety | 9 |
| Northshore Food Bank Volunteer Opportunities | 10 |

Thank you for volunteering with the Northshore Food Bank!

Our food bank could not operate without a group of committed, long-term community volunteers. Volunteers play a key role in helping us fulfill our mission. As we grow and our operations evolve, it is crucial that we continue to promote a favorable and lasting impression of Northshore Food Bank in the minds of everyone with whom we interact, including clients, donors, media, volunteers and the general community. Our volunteers are important to us and we ask for your help in creating a safe and meaningful volunteer experience. With that, all volunteers must review and acknowledge receipt of our organization policies and procedures. We appreciate your service!

About the Handbook:

This handbook is designed to introduce you to Northshore Food Bank, the Northshore Food Bank Thrift Store, The Northshore Food Bank Dental Clinic, and to provide a basic overview of the policies and procedures that provide all of us guidance and direction at the food bank. As a volunteer staff member, you are provided with a safe work environment, necessary job training, supervision, evaluation and recognition.

In return we expect you to honor your commitment to Northshore Food Bank, respect other staff members and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify policies, practices and other information in this handbook. An up to date copy of this handbook can always be found on our website under "Get Involved."

If you have any questions or need any clarification of the information contained in this handbook, please contact the Volunteer Coordinator at 985-893-3003 x101.

Ginger Kunkle, Volunteer Coordinator
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Mission Statement

Our mission is to feed the hungry and serve those in need on the Northshore with dignity and compassion.

Northshore Food Bank Volunteer Policies and Procedures

Hours of Operation

The Northshore Food Bank Food Bank distributes food on Monday, Tuesday, and Thursday from 9:00 AM – 12:00PM (special summer hours may apply). Volunteer opportunities at our Thrift Store are Monday- Saturday 9:00AM-4:00PM.

Scheduling & Sign In

Each volunteer decides how much time to give volunteering at The Northshore Food Bank. Each volunteer works out his/her initial volunteer schedule and activities with the Volunteer Coordinator during orientation.

Please sign in and out on the volunteer sign in sheet. Tracking volunteer hours is vital to our grant funding process.

Training

Volunteer training typically includes a tour of the facility and an introduction to the staff with whom you will be working. The Volunteer Coordinator will meet with you prior to your first volunteer shift to explain rules, regulations and procedures. A Northshore Food Bank staff person will be available to answer questions at all times.

The Northshore Food Bank staff members who serve in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training of those volunteers assigned to them.

Volunteers will be informed of hazardous aspects, materials, equipment or processes that they may encounter while performing volunteer work. Volunteers will be trained and equipped in methods to deal with all identified risks.

Equal Opportunity

The Northshore Food Bank is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, age, religion, citizenship status, physical or mental disability, or past, present, or future membership in a U.S. Uniformed Service.

Harassment Policy

The Northshore Food Bank Food Bank wishes to provide its volunteers with a professional and congenial work environment. The Northshore Food Bank expects its volunteers to treat one another with courtesy, consideration, and professionalism.

The Northshore Food Bank strictly prohibits discrimination or harassment. The Northshore Food Bank will not tolerate conduct by any volunteer which harasses, disrupts, or interferes with another's work or creates an offensive or hostile work environment.

With regard to sexual harassment, The Northshore Food Bank prohibits supervisors, employees, and non-employees from the behaviors considered sexual harassment under Title 29, Part 1604, of the Code of Federal Regulations.

Grievance Procedure

If you have a problem or complaint, you should feel free to submit a complaint to the Volunteer Coordinator. You are encouraged to bring your concerns up for discussion. If your concerns cannot be settled at this level, you have the option of filing a complaint, preferably in writing, to the Development Director. The Volunteer Coordinator, Development Director, and the Executive Director take complaints very seriously, and will address your concerns in a timely manner.

Drug-Free Environment

The Northshore Food Bank strictly prohibits the use, sale, dispensing, possession, or manufacture of illegal drugs in the workplace or while engaged in The Northshore Food Bank activities.

Smoking

The Northshore Food Bank Food Bank is a non-smoking facility. A table and ashtrays are located outside near the back of the warehouse.

Break Room

The break room and all of its facilities are available for use by all volunteers. Please wash any dishes you use and clean up after yourself. Drinks are provided and are free to our volunteers. The cooler is located inside the warehouse and coffee is available in the break room. Any snacks made available to volunteers by staff will be found in the break room. Removing food from the warehouse or distribution area is prohibited and may result in separation from organization.

Absenteeism and Substitution

Volunteers are expected to perform their duties on a scheduled basis. When a volunteer expects to be absent from a scheduled day, the volunteer should inform their area supervisor as far in advance as possible so that alternate arrangements can be made. Weekly volunteers who wish to modify their schedule are asked to notify their immediate supervisor by email, or telephone. They may also notify the Volunteer Coordinator.

Review, Evaluation, and Termination of Volunteer Service

Each volunteer is encouraged to review and evaluate each activity that he/she is involved in at The Northshore Food Bank. The Northshore Food Bank believes in constructive evaluation of projects and welcomes new ideas from volunteers. Each volunteer activity involves The Northshore Food Bank staff in some capacity. These staff persons evaluate the project or activity and use of volunteers. The Northshore Food Bank strives to utilize volunteers efficiently and in a way that creates the most positive outcome for both the volunteer and The Northshore Food Bank. Volunteers are encouraged to bring to the attention of the Volunteer Coordinator any issues concerning volunteer matters. Volunteers have an opportunity to present their concerns and complaints through an open communication procedure.

If at any time a volunteer at The Northshore Food Bank is in conflict over a volunteer position, staff or volunteer behavior, and/or general problem, The Northshore Food Bank has the authority to request

written complaints from all parties, discuss termination of volunteer activity, move the volunteer to a new position, or request the volunteer to discontinue volunteering at The Northshore Food Bank.

Volunteers who do not adhere to the rules and procedures of The Northshore Food Bank may be subject to dismissal. Possible grounds for dismissal include, but are not limited to, the following: gross misconduct or insubordination; being under the influence of alcohol or drugs; theft of property, food or other donated items; misuse of organization equipment or materials; abuse or mistreatment of clients or co-workers; failure to abide by organization policies and procedures; inability to meet mental or physical standards of performance, and failure to perform assigned duties.

Records

Every volunteer is entered into The Northshore Food Bank's record database. Each activity the volunteer is involved with and the number of hours are recorded in his/her file. Please notify the Volunteer Coordinator with change of address, phone, and e-mail as needed.

Benefits

The Northshore Food Bank says thank you to volunteers in a variety of ways. Each year all volunteers are thanked and celebrated during National Volunteer Week in April. Throughout the year, thank yous are given for different projects and volunteer involvement. The Northshore Food Bank staff members search for creative and new ways to thank and recognize volunteers, hoping to surprise volunteers who go above and beyond the call of duty. Suggestions are welcome!

Media

If any media outlet contacts you regarding information or an interview about The Northshore Food Bank, please refer them to a The Northshore Food Bank staff member.

Childcare

Childcare is not provided for volunteers during volunteer service. Children must be 12 or older to volunteer and accompanied by an adult if under the age of 16. We do have programs available for children under 12 to help encourage their involvement in our mission.

Inclement Weather

In the event of inclement weather, including but not limited to, snow, ice, rain, or sleet, storms, hurricanes, holidays, use your best judgment. If you do not feel safe traveling to The Northshore Food Bank for your volunteer assignment, contact your area supervisor and inform him/her of the situation. You are not required to report to the Food Bank in the event of inclement weather. In some cases the Food Bank may close due to inclement weather. We communicate our closures via Facebook and will email volunteers. If The Northshore Food Bank is closed, do not report for your volunteer assignment.

First Aid/Emergency Procedures

First Aid Kits are located in the break room and warehouse. In the event of an accident or injury, notify a staff person immediately. You may be asked to fill out an accident report.

In the event of a fire, you are instructed to take the nearest exit, proceed out of the building immediately, and congregate at the garden center parking lot of O'Keefe's Feed and Seed next to the Thrift Store. Call 911 for an emergency.

General Safety Guidelines

Employees and volunteers of the Northshore Food Bank shall adhere to the general safety guidelines governing our operations within each of our ministries (food bank, thrift store and dental clinic). General guidelines are reviewed at the time of employment or volunteer entry into our program.

1. Floors must be kept free of debris or substances that might constitute a tripping or slipping hazard. Employees or volunteers responsible for a spill shall clean it up immediately.
2. Running, horseplay or practical jokes are prohibited due to potential slipping, tripping and collision hazards.
3. Use of personal audio equipment with or without headphones is not permitted while working in any of the ministry locations during service hours.
4. Cell phone use is not permitted in work areas and should only be used in designated break areas.
5. Employees and volunteers representing the Northshore Food Bank will wear clothing appropriate to their work assignments. Clothing should be in reasonably good condition and clean. Supervisors and managers within a work area are responsible for ensuring the clothing is appropriate for the type of work which is performed in the area.
6. Employees and volunteers are expected to wear shoes while working. Closed toe shoes are required in the dental clinic, thrift store and the warehouse/distribution area. Individuals working in the administrative area of the food bank may wear open toe shoes while working.
7. Employees or volunteers with long hair who work around moving machinery (i.e. oscillating fans), must secure hair to prevent possible entanglement in the machinery.
8. Approved personal protective equipment (PPE) shall be worn when the exposure indicates a need for it. See Personal Protective Equipment procedure.
9. Safety back belts are available for use in the warehouse and distribution for employee or volunteer use as needed.
10. Employees and volunteers must not attempt to fix or modify a piece of equipment without the approval of the area supervisor or manager.
11. Electrical power to any piece of equipment should be turned off and the power disconnected prior to attempting to fix the equipment.

Northshore Food Bank Driving Policy

Policy:

Northshore Food Bank (NFB) has need for volunteer and paid staff drivers for our company vehicles. Individuals who apply or are selected for driving responsibilities must meet the following criteria and agree to a verification of their driving record. Individuals who do not meet the criteria or refuse to have the verification performed may not drive NFB vehicles at any time. In some instances individuals may be ineligible to serve in a position should the responsibilities include driving NFB vehicles.

Guidelines:

1. Individuals being considered for driving responsibilities must submit to a verification of their driving record. The *"Consent of Motor Vehicle Record Check"* form must be completed and submitted to the interviewer or volunteer coordinator.
2. The completed form is provided to accounting and the verification is performed online.
3. Once completed, the verification report is provided to the interviewer or volunteer coordinator.
4. Individuals being considered for driving positions must not have a record of a DUI citation or more than 2 traffic violations in the last two years. Additionally drivers with permits, who must have a licensed driver in the vehicle with them when they drive are excluded from driving privileges for NFB.
5. Individuals being considered must be 25 years of age or older. Additionally, passengers must be 18 years of age or older. No exceptions.
6. Individuals who do not meet the requirements listed in #4 may not drive NFB vehicles at any time.

Ladder Safety

1. If a ladder is found to have anything missing or broken, do not use it. Place a tag, "DO NOT USE" on it and remove it from use. Notify the supervisor in your area of the damage discovered. Never try to fix a ladder yourself, quite often they cannot be fixed and will have to be destroyed. Also, never use a ladder that has been exposed to fire or corrosive chemicals, as it will need to be destroyed.

2. Employees and volunteers should be aware of the proper way to set up a ladder. The following will help assist in the prevention of accidents.
 - If feasible, have two people carry the ladder to the desired location. If it must be carried alone, balance the center of the ladder on the shoulder, positioning the front end above the head and the back end near the ground.
 - Place the ladder on a level surface. Use wide boards under the feet if the ground is soft.
 - Set the feet parallel with the surface the ladder will rest against.
 - Extend the level to desired position, but leave at least 3 feet above the top for support.
 - Anchor the top of the ladder and either tie the bottom down or have someone support it.
 - Don not rest the ladder on a window or place it in front of a door unless it is locked or securely blocked off.
 - Position the ladder so that the base of the ladder and the wall is one fourth the length of the ladder.
 - Position an extension ladder before it is extended.

3. Once ladder is secured and properly placed, users should follow these guidelines to prevent injury:
 - Only one person on a ladder at a time.
 - Wear clean, non-skid soles.
 - Hold the side rails and face the ladder when climbing up or down.
 - Carry tools and supplies on a belt or with a rope hoist – not by hand.
 - Keep one hand on the ladder at all times.
 - Do not step or stand on the top four rungs of the ladder or the top two steps of the stepladder.
 - Do not move the ladder while it is occupied.
 - Move slowly and cautiously while on the ladder.
 - Keep your body centered on the ladder.

Northshore Food Bank Volunteer Opportunities

Group Opportunity: Volunteer Groups

Groups can volunteer at the Northshore Food Bank or Northshore Food Bank Thrift store. We also schedule groups to help at our events held throughout the year in which we educate the public on the services we provide. Please contact our Volunteer Coordinator at 985-893-3003x101 to discuss opportunities.

Court-Mandated Volunteers / Community Service Volunteers

The Northshore Food Bank receives requests from individuals who are on probation and have been mandated by the court to engage in community service. The Northshore Food Bank desires to assist court-mandated volunteers to fulfill their sentence, but the Food Bank must implement safeguards to ensure the safety and integrity of all staff and volunteers. Therefore, all court-mandated volunteers must meet with the Volunteer Coordinator prior to beginning their service. Each request to volunteer will be reviewed and eligibility will be determined by the staff on a case by case basis. It is the responsibility of the court-mandated volunteer to sign in and out each day and adhere to the schedule given. Missing days can result in being dismissed from the program. Time is done the week after you sign in/out; therefore, paperwork will be available 10 days after the last day of completed service, The Northshore Food Bank will produce a letter indicating the total number of hours worked by the volunteer. All hours are performed at thrift shop unless otherwise notes. Court mandated volunteers must be 18 or older to be a truck passenger.

Student Volunteers

Student volunteers are accepted on a case by case basis depending on the number of volunteers scheduled on dates requested. Students must follow student guidelines and adhere any deadlines given to submit paperwork. Students that show up without registering with the volunteer coordinator beforehand (i.e. "walk ins") may not be accepted. Students must sign in and out on the student sign in sheet in their designated area in order to receive credit for hours. Students volunteer in the warehouse, distribution, and thrift shop areas. Students must be 18 or older to be a truck passenger.

Walk In Volunteers Cannot Be Accepted Due to Capacity Constraints.

Volunteer Jobs Northshore Food Bank:

- **Warehouse**
 - **Site Coordinator/Desk Volunteer:**
 - Oversee distribution, and ensure that the sign-in process is underway before the arrival of food truck.
 - Coordinate logistics (pre-establishing an area for distribution, sign-in, and parking).
 - Ensure weighing in and out of food is done accurately.
 - Serve as the food bank's primary contact for entering the warehouse.
 - **Food Sorter**

- Sorting incoming food in pre-determined categories and replenishing assembly line as needed.
 - **Staple Box Packer** ****must be able to lift 35+ pounds***
 - Packing boxes on the assembly line and loading boxes onto pallet.
 - Making boxes to fill on assembly line as needed.
- **Distribution**
 - **Lagniappe Box Packer**
 - Packing boxes of lagniappe items (fresh/froze meat, dairy, baked goods, produce, etc)
 - **Loader******must be able to lift 35+ pounds***
 - Interpret vouchers and understand how much of which items go into vehicle.
 - Load participant's vehicles with boxes of food.
 - Help unload trucks and donations that are incoming during distribution.
- **Client Processing**
 - **Sign-In:**
 - Collect and verify vital food recipient information, including names, phone numbers, household size, number of children and seniors in household and military status of individuals in household. Direct new participants to sign in to register.
 - Distribute vouchers for food pick up and provide thrift store vouchers as needed.
 - **Registration:**
 - Register or re-register participants according to the guidelines in place to qualify them as participants of our program.
- **Traffic Controllers:**
 - Ensure the designated distribution area free of vehicles, and that the food recipients have a clear path to the distribution area.
 - Direct food recipients to assigned parking areas, direct traffic, etc.
- **Thrift Store******must be able to lift 35+ pounds***
 - Volunteers will assist staff in day to day operations of the Thrift Store. Duties include but are not limited to the following:
 - Straighten, fold, and hang clothes in store floor area.
 - Take out trash
 - Organize hangers
 - Sort donations
- **Drivers** ****must be able to lift 35+ pounds***
 - Drive Food Bank truck on predetermined route to pick up food, clothing, or furniture. Must pass a Motor Vehicle Check and be 25 years of age or older.
- **Truck Loader/Unloader** ****must be able to lift 35+ pounds***
 - Assists driver at various pick up locations in loading donations and assists with unloading at the food bank. Must be 18 years of age or older.
- **Dental Professionals**
 - Volunteer dentists and hygienists for the Dental Clinic. Dental volunteers go through a separate volunteer process through the Dental Clinic Office Manager.