



Chestermere Regional Food Bank

# VOLUNTEER HANDBOOK





# Chestermere Regional Food Bank Volunteer Handbook

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# Get to Know the Food Bank MISSION

Delivering nourishment and support that upholds dignity and strengthens community ties.

# VISION

A resilient, connected community where everyone has the support they need.

# **VALUES**

# Collaboration

We work hand-in-hand with our community, clients and partners to create lasting impact.

# Compassion

We meet people where they're at - with kindness, empathy and dignity in every interaction.

# Respect

We treat all clients, volunteers and partners with kindness, understanding and dignity.

# Community

We are stronger together. We build trust and lasting partnerships with those we serve and those we work alongside.

# **101** Get to Know the Food Bank

# Who We Are

The Chestermere Regional Food Bank Foundation (CRFB or Food Bank) has been in operation since September 2007. It is run by a volunteer Board of Directors, small number of staff and over 70 program volunteers each year.

# Who We Serve

The Food Bank serves residents Chestermere and surrounding Rocky View County. Our clients are families, children, senior, newcomers and more.

# **Key Contacts**

### Mardi Oel

Executive Director executivedirector@chestermerefoodbank.ca

### **Gurvir Shergil**

Volunteer Coordinator volunteer@chestermerefoodbank.ca

### **Board of Directors**

Please email Mardi or Gurvir to connect with a Board Member.



# Thank you to our major sponors!



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# **101** Get to Know the Food Bank

# FAMILY PROGRAMS

# **Hampers**

We provide both perishable and non-perishable foods to an average of 8 families per week by appointment only. Each hamper is designed to support a family for 2 to 3 weeks. Clients can access this program 6 times per year.

**NO COST** 

### **Bread & Extras**

Clients drop in on Wednesday and Saturday mornings to choose from items that are past their best-before date or that we have in excess – no questions asked.

**NO COST** 

# **Good Food Box**

The Good Food Box is a regional program that makes top-quality, fresh food available in a way that does not stigmatize people, fosters community development, and promotes healthy eating. Anyone can purchase a box at below-market rates. The Food Bank is the official distribution depot for Chestermere and area.

\$30-\$40 PER BOX

# Meals on Wheels

The Chestermere Regional Food Bank will deliver nutritious and affordable meals that are prepared by Meals on Wheels Calgary. All meals are heart-healthy and diabetic friendly and consist of an entrée, a starch, and a vegetable.

\$6.50 PER MEAL

# **SPECIAL HAMPERS**

**Emergency hampers** (e-hampers) provide nutition for 2-3 days, assisting clients who can't wait for their regular hamper application to be processed.

**Isolation hampers** provide 10-14 days of nutrition for clients under quarantine for any reason.

Weekends and More (WAM) hampers are made upon request from a School Child Development Officer. These hampers provide 2 days of food to families.

# **101** Get to Know the Food Bank

# KIDS PROGRAMS

# **Breakfast Program**

A nutritious breakfast is critical for healthy growth, learning and smart decision-making. We give nutritious meals to kids who are identified by Child Development Advisors and Teachers.

### Snack Attack

Many children go to school without adequate nutrition. We provide funding and non-perishable snacks to local schools through requests from Child Development Advisors.

# **After The Bell**

This program fills the gaps left by school breakfast and lunch programs that aren't available in July and August. We provide healthy shelf-stable and fresh food to support kids' continued healthy development over the summer holidays.

# **Backpack Program**

The Backpack Program equips students with the supplies needed to help "even the playing field" and prepare them for a successful school year and beyond.

# **Before and After Care**

Child Care Workers can request snacks provided by COBS Bread Chestermere. Thank you to COBS for supporting this program!

# **Community Garden**

Volunteers prepare, plant, maintain, and harvest several gardens throughout the growing season. Once harvested, we are able to offer fresh vegetables to clients.



# **1** Important Information

# BEFORE YOU START

# **ORIENTATION**

All volunteers must receive orientation before their first shift in a new role. The Volunteer Coordinator will contact volunteers to book orientation. Orientation consists of reviewing this manual and the orientation checklist. Volunteers complete orientation by signing the orientation checklist, Health & Safety checklist and Ethical Food Banking Code. Refresher orientations are provided at least once per year.

# SIGNING UP FOR SHIFTS

Register for one-time and ongoing shifts in Better Impact. Contact the Volunteer Coordinator for assistance.

# TRACKING HOURS

All shifts must be booked and tracked in Better Impact. In special circumstances, volunteers may request alternate arrangements with the Volunteer Coordinator. Please ensure that your hours are properly tracked. This information is used for grants and reporting, which helps the Food Bank stay open.

Don't be humble, record your hours in full! 🙂

# THANK YOU!

The Chestermere Regional Food Bank couldn't exist without the support of kind and generous volunteers like you!

# **102** Important Information

# DURING YOUR SHIFT

### **PARKING**

In an effort to preserve parking for our clients and commercial neighbours, we ask that you <u>do not</u> park directly in front of or behind the building. Please angle park across the parking lot, in front of Rainbow Falls Dental or at No Frills.

### WAREHOUSE DOORS

Please use the 'man door' behind the building whenever possible. When using the overhead door, prepare to press the red 'stop' button – not the green 'close' button – part way up. If the overhead door goes all the way up, it tends to stick and become difficult to close.

### **FREEZER**

Please check the temperature before entering, and try not to open the door if the temperature is in the red. If there is an air lock, wait a few minutes before attempting to open again. When leaving, please ensure door is closed and light is off.

# **SUPPLIES**

Please replace items where you found them. Most items you will need are in the drawers in the warehouse. Feel free to familiarize yourself. If you've used the last of anything (bags, stickers, dish soap, etc.), leave the empty

package on the front desk or leave a note in the notebook on the warehouse counter. Staff will purchase replacement items.

# WHEN LEAVING

Please double check that you have turned the lights off, turned taps off and that all doors are locked. Please leave our facility better than you found it!

# **1** Important Information

# **DURING YOUR SHIFT**

# **BEST BEFORE/EXPIRY DATES**

Of all shelf-stable food, only baby foods and nutritional supplements expire. This is due to babies' immune systems being not fully developed and the fact that supplements may lose nutrients over time. Other foods have a 'BEST BEFORE' date. BEST BEFORE does not mean BAD AFTER. Volunteers must refer to "best before date" and never "expiry date", except for baby food and supplements. Too much food is wasted in Canada as a result of this misinterpretation. Foods that are past their best before date are still highly nutritious and safe food options for our clients. We move these items off the main shelves and into the Bread & Extras Program. Please see the Health & Safety section of this manual for more information on identifying food that is unsafe for consumption.

# **'THANK YOU' CARDS**

Volunteers are regularly asked to sign 'Thank You' cards for Food Bank funders. Please sign the top portion with your first name only. Staff will write a personal note on the bottom portion. Your assistance with thank you cards help funders and individuals who have donated to feel our appreciation for their gifts, which helps the Food Bank to continue providing excellent service for our clients.

# TWO COMMON MISTAKES:

**STORING ITEMS INCORRECTLY:** Volunteers often forget to move the older items to the front of the shelf and stock the newer items at the back. We ask all volunteers to keep an eye out for this.

GIVING CLIENTS TOO MUCH OR TOO LITTLE: Volunteers are required to follow Food Bank policies and procedures. Volunteers may feel like they are being kind by acting outside of the Food Bank's standard procedures such as offering extra food items to clients. This can unintentionally affect the Food Bank's ability to serve other clients or put certain grants at risk. We all need to protect the Food Bank's ability to keep providing critical services to Chestermere and area. Please ensure that you always follow the "family size" labelling system to select the right number of items for clients.

# **03** Health & Safety

# GENERAL EXPECTATIONS

### **WORKING ALONE**

No one works alone in the Food Bank while both front and back doors are open. Volunteers working alone in the warehouse or at an event must have prior approval of the Volunteer Coordinator. Volunteers are expected to take extra care when working alone to keep themselves, equipment, building and supplies safe.

### WAREHOUSE FLOOR

The warehouse floor is very slippery when wet. Please notify all volunteers and Staff in the building when the floor is wet. Set out a "wet floor" sign promptly.

### WAREHOUSE SHELVING

Shelving should never be climbed, stood on or used as a ladder. Please use a step stool to access higher shelves.

# **TOOLS**

Volunteers may need to use scissors or other sharp tools. Use sharp tools responsibly and keep out of reach of child volunteers. Ensure tools are always returned to their storage space after use.

# **AISLES AND PATHS OF TRAVEL**

Aisles and paths of travel must always remain clear of debris, boxes, food and other objects. Aisles must be at least 36" wide. Storage units must be at least 36" away from doors. Doors must remain clear at all times.

# **BEING FIT FOR WORK**

Volunteers are prohibited from being under the influence of altering substances while volunteering including the use of alcohol, recreational drugs and any prescription medication that may affect a volunteer's ability to perform their duties safely.

# **03** Health & Safety

# **VOLUNTEERING OFFSITE**

### **WORKING ALONE**

Volunteers working alone in the warehouse or at an event must have prior approval of the Volunteer Coordinator. Volunteers are expected to take extra care when working alone to keep themselves, equipment, building and supplies safe.

### DRIVING WHILE VOLUNTEERING

If your shift requires you to operate a vehicle, you are expected to follow all applicable laws and maintain a valid driver's licence. Driving under the influence is illegal.

### THE UNKNOWN

Whenever you volunteer offsite, you accept that the "unknown" is possible. Always use caution while volunteering. In the event that you encounter a situation that makes you feel unsafe, call **911** and then the Volunteer Coordinator.



# **TASK:**

Write down one or two things that you will do to keep yourself safe while you volunteer with the Food Bank:

# **03** Health & Safety

# IDENTIFYING UNFIT FOOD

### BEST BEFORE DOES NOT MEAN BAD AFTER

Most food has a best before date, not an expiry date. Food that is past its best before date may still be safe for our clients to consume.

### **VISIBLE DECAY & DAMAGE**

Fresh food that is visibly decayed should be thrown away. This includes texture changes (fuzzy or gritty), colour changes (excessive browning or whitening), getting soft or squishy and/or visible mould or parasite. Wash your hands and any surfaces/objects that have come in contact with decayed objects thoroughly. Dispose of cans and packaged goods that appear to be punctured, swelling, rusting or leaking.

# **MEAT & FROZEN GOODS**

Never consume raw meat or frozen goods. Wash your hands thoroughly with soap and warm water after touching raw meat. Meat must remain frozen at all times. Signs that something has been thawed and refrozen include seeing ice crystals on the item or its packaging (think: freezer burn), seeing water marks on the packaging and seeing visible changes to colour or texture. If you suspect that something has been thawed and refrozen, notify the Volunteer Coordinator.

# REPACKAGING FOOD

Never repackage food without approval of the Volunteer Coordinator. Repackaging food may introduce bacteria onto the food, so extra sanitary steps must be taken.



# **TASK:**

Go back through the Health & Safety Section of this document.

Mark items with a **check if you knew** this information before your orientation today.

Mark items with an **X** if you did not know this information before your orientation today.

# **04** Ethical Food Banking Code

**Preface:** Food Banks Canada, its Members, Affiliate Member food banks, and associated agencies believe that everyone in Canada has the right to physical and economic access at all times, to sufficient, safe and nutritious food which meets their dietary needs and food preferences.

# The Ethical Food Banking Code

Food Banks Canada, its members, Affiliate Member food banks, and associated agencies will:

- 1. Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, color, religion, sex, sexual orientation, income source, age, mental or physical ability.
- 2. Treat all those who access services with the utmost dignity and respect.
- 3. Implement best practices in the proper and safe storage and handling of food.
- 4. Respect the privacy of those served and will maintain the confidentiality of personal information.
- 5. Not require payment of any kind for donated food or consumer product, at any time, from those assisted by their perspective programs.
- 6. Acquire and share food in a spirit of cooperation with other food banks and programs.
- 7. Strive to make the public aware of the existence of hunger, and of the factors that contribute to it.
- 8. Recognize that food banks are not a viable long-term response to hunger and devote part of their activities to reducing the need for food assistance.
- 9. Respect accurately, honestly, and completely their respective missions and activities to the larger community.
- 10. Any discussion surrounding a client's personal situation is strictly prohibited.

Chestermere Regional Food Bank volunteers do willingly promise to hold in confidence all personal matters that come to their attention in the line of duty with the CRFB. This includes material from and about any person involved in or associated with the Food Bank. They will respect and uphold the privacy of the people with whom they are in contact and conduct their duties in a responsible and respectful manner.

NAME:	SIGNATURE:	DATE:

This role assists volunteers, staff and the Board with a variety of tasks, ensuring that the Food Bank runs smoothly. Admin assistant opportunities may be posted for one-time, project-based or ongoing volunteering.



### **COMMITMENT:**

Casual; 2-4 hours/week on Mondays-Thursdays

# **LOCATION:**

On site

# QUALIFICATIONS & SKILLS:

- Highly organized
- Commitment to confidentiality
- Computer literacy is an asset
- Professional bookkeeping and administration experience is an asset
- Ability to recognize that all sponsors, donors and volunteers are equal priority parties
- Empathy and compassion for the people we serve

- Record your hours correctly
- Open and close facility
- Manage voicemail and answer phones
- Greet and record walk-ins and scheduled clients in Link2Feed software
- Review warehouse notebook and forward messages as needed to Staff members
- Assist Volunteer Coordinator with logging changes in volunteer hours
- Clean and tidy working area
- Other support tasks as needed

# **Admin Assistant Additional Information**

### **OPENING THE OFFICE:**

- Sign in for your shift
- Turn on "Open" sign
- Unlock front door
- Open drapes
- Check voicemail and either address messages or forward to Staff
- Check hamper/transport notebook in the warehouse

### SHIFT RESPONSIBILITIES

- Answer phone
- Note unusual volunteer hours on the desk calendar for Volunteer Coordinator Review
- Ensure all tasks for the day and the following day are done and/or prepared so the next volunteers have everything they need for their shift
- Keep work area tidy
- Other support as needed

# **CLOSING THE OFFICE:**

- Lock front door
- Turn off 'Open' sign
- Lock all file cabinets
- Lock main cabinet drawer
- Turn off lights
- Close and lock door between office & warehouse
- Lock back door
- Sign out for your shift
- Record hours in Better Impact

Fresh produce is both expensive and essential for proper nutrition. Community Garden volunteers support this critical initiative, which makes it possible for the Food Bank to offer clients a variety of produce options throughout the growing season.

### **COMMITMENT:**

As needed; approximately 2-4 hours during the growing season

# **LOCATION:**

Off site; or admin - onsite or remote

# QUALIFICATIONS & SKILLS:

- Transportation to and from the community garden
- Experience with gardening is an asset
- Ability to bend, lift,dig, use tools and perform other gardening tasks
- Passion for the people we serve

# Community Garden Coordinator

### **DUTIES**

- Record hours in Better Impact
- Act as point person for volunteers
- Own the process from planning to harvest
- Attend Start Up Meeting with Food Bank volunteers to determine:
  - What and where to plant
  - When and how to prepare soil
  - Weeding, watering, harvest and clean-up schedule
  - Volunteer schedule
- Check gardens 2+ times/week
- Report observances/areas being neglected to administration

# Community Gardener

- May-August: plant gardens, water and weed, harvest as needed
- September-October: harvest and clean up plots
- Record hours in Better Impact

Food Bank clients have diverse cultural, ethnic and dietary needs. This role helps to ensure that clients receive foods that meet their needs while ensuring a balance of familiar and palate-expanding options.

# COMMITMENT:

2-4 hours/week

# **LOCATION:**

On site; off site

# QUALIFICATIONS & SKILLS:

- Culinary experience is an asset
- Research, data interpretation, adult education and program design experience is an asset
- Computer literacy is an asset
- Commitment to confidentiality
- Passion for the people we serve

# Diversity & Inclusion Coordinator

# **DUTIES:**

- Record volunteer hours
- Be familiar with what the Food Bank regularly has in stock, particularly items in deficit and excess

### **VEGETABLE OF THE MONTH:**

- Determine each month's Vegetable of the Month, keeping in mind what's in season and cost effective
- Ensure adequate quantities for hampers
- Research, draft and print recipes
- Coordinate with shopping volunteer

### **CULTURALLY APPROPRIATE HAMPERS**

- Review referrals for opportunities to provide inclusive food options
- Research appropriate nutritious foods
- Ensure stock of the inclusive foods identified and package items for distribution
- Leave instructions for volunteers to place items into specific hampers

Drivers are the transportation that pick up and deliver regularly scheduled donations from local grocers and other locations around the community. Drivers also deliver items as needed and deliver hampers to clients that are unable to attend the Food Bank.

### **COMMITMENT:**

As needed

# **LOCATION:**

On site; off site

# QUALIFICATIONS & SKILLS:

- Must be able to safely lift up to 50lbs
- Passion for the people we serve
- Off-site roles require access to a vehicle and a valid drivers licence
- Must be on the list of insured drivers if using the Food Bank van



- Maintain a valid driver's licence
- Drive defensively and according to all laws
- Arrive at scheduled pickups on time
- Load and unload vehicle without damaging items
- Act courteously with 3rd party representatives
- Be a good ambassador for the Food Bank

# **Driver Additional Information**

### REGULAR PICKUPS

- Other than regularly scheduled pickups at Safeway, No Frills and other locations, we will advise times, dates, addresses and a rough idea of the amount of donations that require transport to and from the Food Bank. Every attempt will be made to give you ample notice, however we often receive very little notice ourselves and sincerely apologize for asking for your help with such short notice.
- Log hours on Better Impact
- Make sure you have bags and/or boxes with you to receive loose cans and packages.
- Once at the Food Bank, please be considerate of hamper volunteers and clients; you may be asked to wait until a client finishes receiving their hamper.
- Once at the Food Bank, please use the 'man door' if possible. If it's easier to use the
  overhead door, prepare to press the 'stop' button NOT the 'close' button part
  way up. If the overhead door goes all the way up, it tends to stick making it difficult
  to close.
- If you weigh the donation, please refer to 'Weighing and First Sort' section of manual, page 30
- Please leave the donations:
  - In Safeway shopping cart(s) if other donations are there, leave donation
  - On big red cart if other donations are there, leave donation
  - On round table if other donations are there, leave donation
  - On the counter if other donations are there, leave donation
  - o On the floor near the round table
- Write in the notebook where the donation is and where it came from (i.e. Little Leaders on red cart) it's important for us to know who to thank and what we're thanking them for.
- Sign out on contact sheet, Better Impact or advise Client Care of your hours worked
- Make sure doors are locked and lights off when you leave.

**NOTE**: Bread is received and packaged on Tuesday evenings. The table and red cart are required for this so if possible, please don't leave donations on the table or the red cart on weekends and Tuesdays.

# **Driver Additional Information**

# **COBS BREAD: TUESDAY PICKUP**

- 6:55pm pickup
- Pick up the van any time after 2pm
- Ensure you are wearing a hat or hairnet and gloves
- Arrive at Cobs no later than 6:55 pm Tuesday
- Sign Cobs book that we've received the donation
- Deliver back to Food Bank
- · Leave donation on the big red cart
- Sign out on contact sheet, in Better Impact or advise Volunteer Coordinator
- Park and lock the van leave key in designated place

This position aims to spread awareness in our community about our Food Bank and how people can help or access assistance.

# Education & Awareness Coordinator

### **COMMITMENT:**

As needed

# **LOCATION:**

On site; off site

# QUALIFICATIONS & SKILLS:

- Strong knowledge of Food Bank programs, values and the needs of the clients we serve
- Strong public speaking skills
- Sociable
- Passion for the people we serve

- Record volunteer hours
- Provide tours to community groups explaining how our food bank works and answering questions.
- Organizing volunteer activities for tour groups to perform.
- Presentations at schools could be to small groups, classrooms, or general assemblies.
- Presentations include information on how to help by volunteering time, organizing food drives and spreading awareness.
- Presentations include information on how we help our clients and how to apply for assistance

Events volunteers act as ambassadors for the food bank, communicating with the public on the front-line and advocating for Food Bank clients and services. Events Leads take on the additional role of point person for volunteers. Event shifts will be posted as needed.

# **COMMITMENT:**

As needed

# **LOCATION:**

On site; offsite in and around Chestermere

# QUALIFICATIONS & SKILLS:

- Highly organized
- Sociable, friendly and outgoing
- Able to lift up to 50lbs
- Transportation to and from events
- Empathy and compassion for the people we serve

# **Event**Lead

### **DUTIES:**

- Use systems to sign in/out and log hours
- Pick up and return Events Kit, donation bin, tables chairs, posters and other material as needed
- Deliver items to location and set-up displays
- Briefly train volunteers and explain Events Kit
- Submit Event Reports within one week

# Event Volunteer

- Use systems to log hours
- Set-up and tear-down
- Host event tables, share information about Food Bank Programs, collect cash and in-kind donations (don't forget to thank donors!)
- Take photos and forward them to the Volunteer Coordinator
- Offer and issue tax receipts; accuracy is critical

# **Events Additional Information**

### **EVENTS KIT:**

- Cash box
- Good Food Box
- Tax receipts
- Rack cards
- Plastic stand up signs
- Stickers
- Tablecloths
- Meals on Wheels information sheets
- Volunteer information sheets
- Food donation bin (as needed)
- Tables and chairs (as needed)
- Chestermere Gives Back poster (as needed)

# SHIFT RESPONSIBILITIES

### **ALL EVENT VOLUNTEERS:**

- Set up and take down displays/tables/etc.
- Host table, advocate for the Food Bank's clients and services
- Take photos at the event and forward them to the Volunteer Coordinator
- Receive food and cash donations verbally thank those who donate
- Offer tax receipt for all cash donations
- Record the following information on tax receipts:
  - Donor's full name (mandatory)
  - Donor's full address (mandatory)
  - Amount (mandatory)
  - Date (mandatory)
  - Amount of gift (mandatory)
- Log your hours in Better Impact

The Good Food Box offers fresh fruit and vegetables to anyone in the community at below-market rates. This role coordinates the program each month to ensure efficient and effective program delivery.

# **COMMITMENT:**

Coordinator: 12-15 hours/month Helper: 2-5 hours/month on a Friday Program runs September through July

# **LOCATION:**

On site; remote

# QUALIFICATIONS & SKILLS:

- Highly organized
- Commitment to confidentiality
- Excellent communication skills
- Strong knowledge of Excel
- Other computer literacy is an asset
- Passion for the people we serve

# Good Food Box Coordinator

### **DUTIES:**

- Use systems to sign in/out and log hours
- Process payments
- Coordinate with 3rd parties to order, receive and distribute boxes
- Record program information (ongoing)
- Communicate with clients and referral partners to arrange payments and pickups
- Other program administration as needed



- Use systems to sign in/out and log hours
- Record keeping
- Maintain a clean workspace
- Meet clients arriving for pickups
- Interact with clients with warmth and empathy

# Good Food Box Coordinator Additional Information

### **RESPONSIBILITIES:**

- Receive orders through email, Client Care referrals, etc.
- Record orders with all information on spreadsheet (payment is confirmed through separate email)
- 2-3 days before order deadline date, email or phone anyone that has not paid with a reminder and instructions on where to send payment
- Day after deadline date, sort spreadsheet first by name and then by amount paid
- Include # of boxes ordered on spreadsheet and print out for volunteers to check off pick ups
- Day after deadline date, place order with Community Kitchen on their website at <u>www.gfbcalgary.com</u> . Sign in using
  - o goodfoodbox@chestermerefoodbank.ca
  - o gfb\_2948
- Send separate email to <u>gfb@ckpyyc.ca</u> advising of # of families, # of adults, # of seniors, #of children, #of volunteer hours involved
- A day before delivery date and/or on delivery date, email all clients and remind them of delivery date and times (2 – 6pm)
- Prepare rack cards with schedule stapled to them
- Prepare thank you cards and tax receipts for those who donated boxes
- On delivery date, driver will phone to let you know when they will arrive.
- Meet driver at Food Bank verify # of boxes delivered
- Large boxes to be stacked near man door leaving enough room for people to walk in
- Medium boxes to be stacked on north side of aisle; Small boxes to be stacked on south side
- Place rack cards/schedule inside each box along with donor information if applicable
- Take picture of each size box, laid out on table (1 small, 1 medium, 1 large) forward to volunteers; weigh 1 large, 1 medium, 1 small and record on client list
- Leave client list on clipboard where volunteers can easily find it
- Place all donated GUARANTEED ITEMS (listed on walk in freezer) in warehouse cooler. Place remaining items in coca cola cooler; post these items available for Bread & Extras on 'Ask us For' whiteboard. These are Good Food Box donations that are NOT LISTED on our Guaranteed Items list on freezer.
- Leave thank you cards (with tax receipts) on clipboard for volunteers to give clients on distribution day. If clients have ordered and paid late (the day after deadline), we will give them one of our donated boxes and order ours next time.

# **Good Food Box Helper Additional Information**

### **RESPONSIBILITIES:**

- Place sandwich board outside
- Move 'Walk In/Good Food Box' sign from small freezer to outside of back door
- Distribute boxes from 2pm 6pm on delivery date.
- Make notes on client list anything interesting or unusual
- Around 5:00, phone clients that have not picked up
- Repackage donated boxes, placing all perishables in the warehouse cooler
- Leave non perishables in boxes on red cart
- At 6:00, take all perishables from all boxes that were not picked up and place in coca cola cooler
- Add to 'Ask us For' white board for Bread & Extras volunteers for the following day
- Day after distribution day
  - At your convenience, meet clients that did not pick up
  - Refer to pictures to place perishables back into appropriate boxes

### **NOTES:**

- If you feel a client needs urgent help, feel free to give an emergency hamper located in repackage area in office or any items on overstock list posted in warehouse
- Tomatoes to be refrigerated by Monday they will be mouldy

All Food Bank programs rely on grants, donations from individals and other sources of 3rd party funding. This role helps Staff to find and apply for funding.



### **COMMITMENT:**

Casual

# **LOCATION:**

On site; remote

# QUALIFICATIONS & SKILLS:

- Highly organized
- Commitment to confidentiality
- Computer literacy is an asset
- Previous experience in research, grant writing, fundraising or related disciplines is an asset
- Strong persuasive writing skills (English) are required
- Passion for the people we serve

- Use systems to sign in/out and log hours
- Research grants from governments, institutions, private and public foundations and other sources
- Create list of available grants
- Work with Staff to determine what programs and initiatives to highlight in funding applications
- Draft applications and review with Staff
- Report outcomes from successful grants

Hamper helpers prepare hampers for clients according to the Food Bank's established guidelines. This front-line role works directly with client families. Shifts are posted in one-off and long-term weekly slots.

# COMMITMENT:

Shifts are 3.5 hours from 9:30am to 1:00pm Mondays, Tuesdays and Thursdays

# **LOCATION:**

On site

# QUALIFICATIONS & SKILLS:

- Highly organized
- Commitment to confidentiality
- Ability to follow Food Bank guidelines
- Warm and attentive demeanor when interacting with clients
- Passion for the people we serve



- Use systems to sign in/out and log hours
- Receive referrals from Client Care Coordinator, noting details like Diversity & Inclusion comments
- Prepare hampers according to established Food Bank guidelines
- Add more or less items only when in alignment with posted Food Bank guidelines
- Monitor best before dates and look for sign of food that is unfit for consumption
- Ensure clients remain in the client section of the warehouse
- Comply with Health & Safety protocols
- Greet clients warmly and explain the process to them
- Encourage clients to take advantage of other programs such as bread and extras, free library membership, etc.
- Make client notes and observations as needed
- Keep warehouse and shelves tidy

# **Hamper Helper Additional Information**

### SHIFT RESPONSIBILITIES

- Shifts begin 30 minutes prior to appointment time (noted on referral form).
- Receive referrals from Staff.
- Prepare hamper according to the referral received.
- Use the shopping cart to collect items, then place the shopping cart at the back door for clients to pack their own hampers. Carts must remain inside the building.
- Include a "Best before does not mean bad after" letter with each hamper and explain this concept to the family if this is their first hamper.
- Place a bungee cord across the access point to the main warehouse to ensure that clients do not enter the warehouse shelving area.
- When a client arrives, show them their groceries and advise them that they may leave anything they don't want behind.
- Explain any additional information on resources available, such as free library memberships, other programs, etc.
- Explain how Bread & Extras works and welcome them to collect what they like.
- Note your observations on the referral form after the client leaves eg.: ½ hour late, power cut off; no clothes for job interview, food restrictions/preferences or if any hamper items were returned or rejected. Leave referral on front desk in office
- If multiple hampers are to be delivered, try to color code the deliveries ie. One hamper all in black bags, another hamper all in yellow bags etc. This makes it easier for our transportation volunteers when they are making deliveries.
- Advise the Staff or Admin Assistant if the client is late so they can call them
- Record your hours in Better Impact.

# **COMMON MISTAKES**

- Do not use your own judgement to give more or less items to a client. <u>Always</u> follow the posted guidelines for choosing what and how much to add to hampers.
- Make sure to use items with sooner best before dates first. Check shelves regularly to make sure that items at the front have sooner best before dates.
- Only give bread and buns (COBS) in hampers. Do not give COBS "treats" such as cinnamon buns, scones, etc. or Starbucks in the hampers. These are exclusively for Snack Attack and Breakfast programs, which have specific rules. One exception is during July and August (summer break) - at this time, all COBS and Starbucks may be given in hampers.
- Do not deliver the hamper to the client or drive them home. This is a safety risk.

# **Hamper Helper Additional Information**

### WEIGHING OUTGOING FOODS IN MARCH

Outgoing hampers are weighed during the month of March only in accordance with FOOD BANKS CANADA'S HUNGER COUNT. To be eligible for grants and subsidies, we must complete this survey.

In March 2023 hampers weighed an average of 47.79 pounds per person; 2024 hampers weighed an average of 41.83 pounds per person in March.

Most incoming and outgoing food donations are weighed. Regular outgoing donations only need to be weighed once; these weights won't change (i.e. CLMS receives bread on a weekly basis, weight never changing) although they are recorded on a monthly basis.

We often receive 'gift' type donations; chocolates, gift baskets, etc. These donations are usually set aside for Board members to give out to major sponsors as a thank you for their support. Although these outgoing donations are not weighed, they are recorded.

'Extras' for clients are not weighed or recorded.

Please record outgoing donations on the sheet on the clipboard beside the weigh scale.

# **Hamper Helper Additional Information**

# **EMERGENCY HAMPERS (e-hampers)**

E-HAMPERS are made up to provide adequate nutrition for a very short period of time (two – three days) until a client has a chance to book an appointment for a regular hamper. Volunteers make this successful by having these hampers on hand for 'walk-ins'. We also provide these hampers to other agencies as required.

- 1 box of cereal
- 6 packages Mr. Noodles
- 2 cans beans
- 2 cans tuna
- 1 can chunky soup
- 1 can prepared pasta (beefaroni etc.)
- 1 can mixed vegetables
- 1 can corn
- 1 can tomato sauce
- 1 can pasta sauce
- 1 package misc. pasta
- 1'Best Before' letter
- Items could change depending on availability of food items

# **WEEKENDS & MORE (WAM) HAMPERS:**

WAM Hampers are made up upon request from School CDAs (Child Development Advisors). They are designed to provide 2 days (weekends) of child friendly foods to ensure the child has adequate nutrition through the weekend when school supports are not available as well as 2 family meals.

- 1 box crackers
- 1 sleeve soda crackers
- 4 packages Mr. Noodles
- 4 packages instant oatmeal
- 4 fruit cups
- 2 small juice boxes
- 2 boxes Kraft Dinner
- 2 cans tuna

- 4 granola bars
- 2 cans beans
- 2 cans canned pasta
- 1 jar peanut butter
- 1 package pasta
- 1 can/jar pasta sauce
- 1 loaf white bread

The Chestermere Regional Food Bank runs several programs that address hunger and food insecurity. Program Helpers sign up for a particular program and assist one-time or in an ongoing capacity.

### **COMMITMENT:**

See additional information for details

# **LOCATION:**

On site; off site

# QUALIFICATIONS & SKILLS:

- Highly organized
- Commitment to confidentiality
- Ability to follow Food Bank guidelines
- Warm and attentive demeanor when interacting with clients
- Passion for the people we serve
- Off-site roles require access to a vehicle and a valid drivers licence

# Program Helpers

### **ALL PROGRAMS:**

- Record volunteer hours
- Program record keeping
- Coordination between Food Bank and 3rd parties
- Assemble items for delivery according to Food Bank guidelines
- Interact with clients with warmth, professionalism and empathy

# **Program Helper Additional Information**

### **AFTER THE BELL**

**COMMITMENT:** 6 hours/week in July and August

- Contact schools/CDAs in late May/early June prior to schools closing for summer
- Receive snack packs from Food Banks Canada
- Purchase fresh food items to add to each pack
- Include bread in each pack if available
- Package up to 70 packs per week for 8 weeks
- Distribute packs weekly, recording where/who packs were given to
- Record your hours in Better Impact

### SNACK ATTACK

COMMITMENT: 1.5 hours/week during school year

- Be a great ambassador for our Food Bank
- Build and maintain a good working relationship with local Child Development Advisors (CDAs) and their schools
- Receive and process requests from CDAs
- Obtain gift cards and receipt sheet from Administration as required
- Ensure snacks are delivered to schools
- Deliver gift cards to CDAs; they must sign receipt sheet

### **OTHER DUTIES**

- Through your relationship with the CDAs, these duties may expand into special requests such as a little extra help for a certain family; a little help with a school function; Christmas hampers; Adopt a Family; WAM hampers; After the Bell; etc. A safe response is "It should be no problem but let me check and get back to you."
- Some families are too proud to go to the Community Resource Centre or the Food Bank but confide in the CDAs. We trust the CDAs in these situations and accommodate their requests whenever possible.

# **Program Helper Additional Information**

# Meals on Wheels

**COMMITMENT:** As needed.

Meals on Wheels couriers allow the Food Bank to provide and deliver nutritious, affordable meals to those who otherwise would not have a healthy diet.

Location: On site; off site.

### **Qualifications & Skills:**

- Passion for the people we serve
- Great organization skills
- Knowledge of Excel

### **Duties:**

- Send information to new clients
- Receive orders
- Print out individual orders
- Combine all orders received by Monday
- Order meals from Meals on Wheels Calgary
- Print out combined order
- Give all orders to transport drivers on Thursday

# **Program Helper Additional Information**

### **BREAD & EXTRAS PROGRAM**

### **SORTING:**

### **COMMITMENT: 1 hours/week**

- Determine what items are 'extras' by:
  - Amount of storage space we have.
  - Good Food Box schedule
  - o Items past or very close to their 'best before' dates.
  - Items we have a tremendous abundance of but would not usually give in hampers such as COBS "treats", prepackaged Safeway bags, clothing, etc.
  - Time of year
    - Are schools in? If not, see "After the Bell".
    - Is Christmas coming? A tremendous amount of donations come in from late
       October through mid December, creating a storage issue
    - When is the next major food drive?
    - Harvest from gardens are usually an extra due to our cooler capacity and 'best before' timing of donation.

### **DISTRIBUTION:**

### COMMITMENT: 2.5 hours/week on Wednesdays/Saturdays from 9:30am to noon

- Arrive ½ hour early to set up; place sandwich board outside
- Keep door locked until 10:00 as clients will arrive earlier than 10am
- Set up folding white table with "Ask Us For" sign
- Give out:
  - All items in small freezer near door
  - Check white board for additional items in large freezer and coolers
  - 4 6 loaves of bread (on table along with other bread items in the freezer)
  - o Check 'Overstock' board. Take these items off the hamper shelves as needed
  - o Items in wooden shelf
  - Items in designated black crates
  - Items from box beside microwave
- Replenish table and black shelves as needed.
  - **NOTE:** Do not overstock shelves. Some clients will take too much.
- Ensure only one family at a time is in client area
- Record clients into Link2Feed program on Ipad or in warehouse notebook
- End of shift, place perishables back into fridge/freezer; plug in I Pad
- Put table away; bring in sandwich board, turn lights off, close and lock all doors



# **Program Helper Additional Information**

# **BACKPACK PROGRAM**

**COMMITMENT: 2-4 hours/week from June through September** 

- Ensure marketing begins and is followed through throughout the program
- Research all school requirements for the upcoming school year
- Keep track of 'wish list' items and ensure marketing is aware of most needed items
- Receive referrals from Client Care Coordinator
- Note any extras that may be required
- Make up backpacks as required
- Arrange appointments for families to pick up
- Record your hours in Better Impact

# COBS BREAD FOR HAMPERS & OTHER PROGRAMS

COMMITMENT: 1 hour/week after 7:15pm on Tuesdays

- Log hours in Better Impact
- Move big red cart to back of warehouse for the transport volunteers to use
- Donation should arrive between 7:15 and 7:30pm
- Ensure you are wearing a hat or hairnet or long hair is pulled back in a ponytail
- To handle donations:
  - Use nitrile gloves to handle all donations
  - Check middle warehouse drawer for bags and twist ties
  - One person without gloves can seal the bags with twist ties (difficult to handle the ties with gloves on)
- When bins are empty, place crumbs into garbage bin before placing newly bagged items back into bins
- Place sealed, bagged bread into clean empty bins with lid
- After all bread and buns are bagged, bag remaining hot cross buns, scones, chocolate croissants, other 'sticky' items, etc.
- During the summer holidays, you may place about 4 items in bags; this will allow us to offer a variety of product to more families.
- All bins with bagged product to be placed in front of soup area in warehouse
- Clean the floor & table
- Turn off lights and lock door

The Food Bank receives bulk foods that would provide for multiple families. Repackagers help make smaller packages to distribute to families.

### **COMMITMENT:**

As needed 2 hours/week

# **LOCATION:**

On site

# QUALIFICATIONS & SKILLS:

- Commitment to confidentiality
- Ability to follow Food Bank guidelines
- Ability to work with other volunteers
- Passion for the people we serve
- Must have food safety certificate

# Repackager

- Use systems to sign in/out and log hours
- Reackage items according to food safety guidelines
- Wear proper PPE
- Keep workspace tidy and clean up after work is complete

# **Repackager Additional Information**

### **AFTER THE BELL**

- If working alone, make sure front and back doors are locked
- Check note book on counter for important information
- Repackage items according to Food Safety Guidelines

### PERSONAL PROTECTIVE EQUIPMENT (PPE):

- Nitrile gloves must be worn
- Hat or hairnet must be worn or long hair tied back

### **REPACKAGING:**

- Bags for repackaging are in the drawers in the warehouse.
- All repackaging should be done with a family of 3 in mind.
- Grind coffee beans
  - the grinder can handle 5 lbs. at a time
  - Remove rim on coffee cans
  - Ground coffee to be placed into XL Sandwich bags
- Empty coffee cans to be cleaned and used for repackaging flour
- Liquids to be packaged into clean and sterile plastic bottles unless item is soap
- Paper towels and Kleenex to be removed from packaging we give out 1 per family
- Spices to be put in spice jars
- 'floury items' (corn starch, baking powder etc.) to be placed in clean glass jars (plastic bags make this messy and hamper volunteers are reluctant to give away)
- All food items must be labelled what it is and 'Best Before' date
- Leave all items in boxes on counter (or wherever possible). DO NOT PLACE ON SHELVES unless you have been trained on our shelving process
- Tidy up space and clean surfaces with soap and water or sanitizing solution
- Turn off lights and lock the door
- Record hours in Better Impact

While we do receive many food donations throughout the year, the Food Bank also needs to shop for a variety of items. Shoppers use gift cards to purchase fresh and shelf-stable food from local grocers.

# COMMITMENT:

3 hours/week

# **LOCATION:**

On site; off site

# QUALIFICATIONS & SKILLS:

- Must have good judgement for gauging how much is needed of each item
- Must work well with other volunteers
- Passion for the people we serve
- Off-site roles require access to a vehicle and a valid drivers licence



- Obtain and sign for gift cards from administration
- Determine sales at local grocery stores to maximize purchases
- Purchase food from local grocery stores
- Deliver food to Food Bank
- Make up produce bags
- Initial grocery receipt and leave on desk in front office
- Place purchases into cooler/freezers

# **Shoppers Additional Information**

### LIST OF ITEMS TO PURCHASE

### **WEEKENDS**

- x6 Vegetables
  - Choose 5 items from this list depending on price and quality: lettuce, broccoli,
     2 peppers, celery, green onions, cucumbers, zucchini, cabbage, 2 tomatoes
- x6 Milk
  - o 2L 2% white milk
- x6 Yogurt
  - o individual cups in package
- x6 cheese slices
- x6 cheese blocks

### **WEDNESDAYS**

Check fridge and freezers as well as guaranteed hamper items for stock

- Margarine/butter dependent on price
- Fresh Meat chicken, ground beef, pork
- Frozen Meat chicken, fish, ground beef, pork
- Deli meat
- Frozen Vegetables peas, carrots, corn, beans, mixed vegetables
- Fresh Fruit apples, oranges
- Eggs

# **Shoppers Additional Information**

Guaranteed Items - Perishable	1 - 2	3 - 4	5 - 6	7 - 8
Feb-24				
Onions (each)	2	2	3	4
Potatoes (pounds)	5	5	10	10
Carrots (pounds)	1	2	3	4
Garlic Clove	1	1	1	1
Milk - 2L 2% (depending on client's ages)	1	2	3	3
Yogurt (small container)	4	6	8	12
Cheese pkg/pound	1	1	1	1
Cheese Slices (pkg)	1	1	1	1
Bologna (pkg) or alternate e.g. sand. meat	1	1	2	3
Eggs (Dozen)	1	1.5	1.5	1.5
Margarine (square)	2	3	5	5
Apples (each)	4	6	8	10
Oranges (each)	4	6	8	10
Produce bag	1	1	1	1
Frozen Vegetables if available	1	1	2	2
Chicken (lb.)	1	2	2	3
Ground Beef (lb)	1	2	3	3
Meat Alternative (fish, pork, etc.)	1	1	1	2
TOTAL POUNDS meat combined	3	5	6	8

Sorters and Shelvers play an important part in ensuring that food is properly inspected, sorted and stored. Volunteers may choose to sign up for one or both roles.

### **COMMITMENT:**

As needed

# **LOCATION:**

On site

# QUALIFICATIONS & SKILLS:

- Great organizational skills
- · Ability to follow prcedure
- Ability to lift items up to 50lbs
- Read in English and understand "Best Before" dates
- Must work well with other volunteers
- Passion for the people we serve
- Off-site roles require access to a vehicle and a valid drivers licence

# Warehouse Lead

# **DUTIES:**

- Log hours in Better Impact
- Assist where needed
- Oversee warehouse volunteers

# Sorters

# **DUTIES:**

- Log hours in Better Impact
- Sort items as they arrive

# Shelvers

- Log hours in Better Impact
- Shelve items that have been previously sorted

# Sorters & Shelvers Additional Information

### **SORTERS**

- Check notebook on counter to see where the donation came from.
- Check clipboard beside scale to see if donation has been weighed. To weigh:
  - Turn power on weigh scale, wait until reads "0", ensure scale is set to pounds, then place donation on scale. Instructions are posted on walk in freezer. Weigh items in the container that the donation came in (box, bag, tote).
  - Record information on sheet on clipboard beside weigh scale, keeping donations separate (i.e. Safeway 12 lb; Prairie Waters School 50 lb; etc.)
  - All \$10 Safeway bags to be counted, recorded and placed in bin at back of warehouse
     no need to weigh them
- After food has been weighed:
  - Check 'best before' dates on all donations and place them in the wooden bin with the corresponding date – THIS YEAR or NEXT YEAR AND BEYOND
  - Donations received past their 'best before' dates should be placed in the Bread & Extras box beside the microwave
  - o Discard donations that were received opened or damaged
  - Discard baby foods and nutritional supplements past their **EXPIRY** dates

**PLEASE DO NOT PUT ANY FOOD ON THE SHELVES**. EXCEPTION: When we receive major food drives of over 800 lbs. In these cases, 4 people are required to sort for 4 - 6 hours. Sorting must be done prior to next shift of volunteers (hampers, bread & extras, etc.) arrive.

# **SHELVERS**

- THIS YEAR wooden bin 'best before' dates should be sorted into their individual category: tomato soup, mushroom soup, beans, cereal, crackers, etc.
- Check shelves and crates to see if there is room to shelve more items from crates
- If there is room, wipe shelf prior to replenishing (usually in September)
- Rotate stock; bring items on shelf forward and replenish behind them
  - Earliest 'best before' dates to go in front, graduating to later dates behind
  - All items with English side visible, and kept neat and orderly
  - Cans to be stacked maximum of 2 (any more than that, they fall over).
- If there is no room on the shelf, place into crates, followed by a box in front of its category, clearly marking what it is and the 'best before' date
- Place boxes on counter
- Next work on the bin with next 'Best Before' date
- Store light items only on top shelves

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# Chestermere Regional Food Bank

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