



# Volunteer Orientation

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# Outline



Our Mission



Policies and Guidelines



Food Safety



Volunteer Safety



Conclusion





Our Mission is to provide food and support to our neighbors facing food insecurity while leading the fight against hunger in our community

# Our Mission



# Policies and Guidelines





# Policies and Guidelines

## Dignity and Respect

**All who come through our doors will be treated with respect and dignity**

- We believe no one should go hungry, feel judged, fearful, or embarrassed to seek our services.
- We serve anyone who comes through our doors hungry or facing food insecurity. All are welcome here.
- Honor clients with compassion and respect at all times.
- Be understanding, patient, and helpful.
- Clients self-declare if they need our services. We do not ask, question, or seek out information. We do not judge.
- Confidentiality is of the utmost importance. It is not necessary to tell others anything specific about our clients.





# Policies and Guidelines

## Food and Grocery items

- Food and grocery items in the market (on shelves, displays, coolers, freezers, etc.) are for clients only.



- There is water, drinks, and snacks in the volunteer lounge for volunteers. If needed, feel free to bring a lunch.





# Policies and Guidelines

## Photo and Media

We love to take photos of our volunteers and share the great work you are doing for your community on social media and our website.

- You grant Bonney Lake Food Bank, its agents, and employees' permission and the unrestricted right to your photographic image, likeness and sound of your voice as recorded on audio or video tape without payment or any other consideration.
- You understand and agree these materials will become the property of Bonney Lake Food Bank (agents or employees) and will not be returned.
- You waive the right to inspect the final product prior to release.

If you do not want your photo taken, please let us know.





# Policies and Guidelines

## Dress Code

Dress code is casual

- Wear comfortable and safe footwear
- Do not wear open-toed/heeled footwear
- Please do not wear t-shirts with sayings or graphics that are political or perceived as offensive to others
- Please no political or perceived as offensive to others on face masks

### Shoes

A hand holding a green marker, writing the words "Dress Code" in a cursive, green font on a white background. A green line is drawn underneath the text.



# Policies and Guidelines

## Valuables

- Please leave all valuables at home or locked in the trunk of your vehicle
- We are not responsible for the loss, damage, or theft of personal items that come into the facility





# Policies and Guidelines

## Smoking / Drug and Alcohol-Free Workplace

This is a non-smoking facility. Individuals that smoke must be 25-ft away from building and must wash hands prior to returning to their assigned duty



This is a drug and alcohol-free workplace. If under the influence you will be requested to leave the premise





# Policies and Guidelines

## Other Policies

- All volunteers will require a background check (*link will be sent to you*)
- Review and sign: (*link will be sent to you*)
  - Photo / Media Release
  - Confidentiality Policy
  - Abuse Prevention Policy
  - Harassment Policy
  - Hold Harmless / Liability Waiver
- Drivers:
  - WA-DOL clean driving record, insurance required.
  - Store pickup Grocery Rescue: Food Lifeline Grocery Rescue Training Video (*link will be sent to you*)





# Food Safety

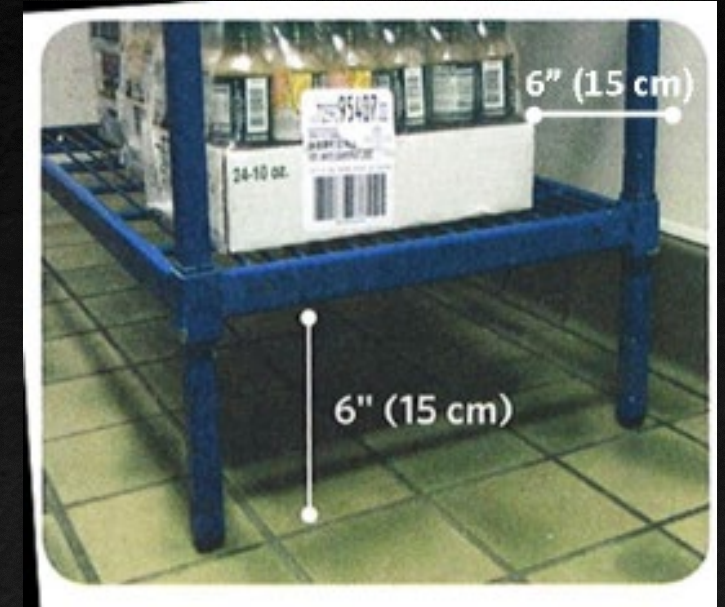




# Food Safety

## General

- No food may be placed on the floor
- All food must be 6" off the floor on pallets or shelving to protect against pests and allow proper air circulation
- Food products must be 6" from walls and away from heaters or vents
- Do not stack food up to ceiling
- Monitor expiration dates and regularly rotate food (First In, First Out rule)
- Sanitizing or toxic materials are stored away from food
- Regularly sweep floors and clean storage shelves
- Avoid cross contamination, do not touch meat and then produce without washing hands first





# Food Safety

## Personal Hygiene

- Wear your mask
- Always wear gloves when in direct contact with perishable food
- Wash hands frequently
  - Start of your shift
  - After using the restroom
  - After handling garbage
  - After eating
  - Before handling food
- Stay home if sick!
- Cover mouth and nose when coughing (I.e., cough into elbow not hands)





# Food Safety

## When Sorting – Cans / Box packages

### Unacceptable Foods for Donation

- Home canned, vacuum-packed, or pickled foods
- Foods in dirty containers
- Foods past a “use by” date, unless frozen
- Infant food or formula past expiration date
- Foods in sharply dented, rusted, or bulging cans (see graphic)
- Food in open or torn containers, exposing the food to potential contamination
- Unpasteurized milk
- Foods with an “off” odor
- Foods prepared, cooked, cooled, or reheated at home
- Perishable foods above 40°F or that may not have been cooled properly





# Food Safety

## Salads / Produce

We have a food steward who monitors the fresh fruits and vegetables, but if you see anything in the Market that exhibits these characteristics, throw away:

- Prepacked Salads
  - leaves are discolored or brown, limp, and liquid
  - the packaging seems bloated or raised
- Fruit or vegetables are moldy
- General guideline is that if you would not eat it, throw it away





# Volunteer Safety





# Volunteer Safety

## General

We value our volunteers and strive to keep you safe. Accidents are preventable. Working in a safe environment is our top priority for our volunteers.

- Be aware of your surroundings. There are moving vehicles everywhere.
- Refrain from horseplay, 'practical jokes,' etc.
- Ensure areas remain clear of obstructions:
  - Aisles/exits clear
  - Cooler / Freezer doors are closed
- Know where things are located:
  - Emergency Exits
  - Fire Extinguisher
  - First Aid Kit





# Volunteer Safety

## Medical Emergency

Upon discovering a medical emergency, call 911

- Notify staff and report the nature of the medical emergency and location
- Stay with the person involved being careful to not come into contact with any bodily fluids
- Send two persons (greeters) to the entrance to await the fire department. Often two fire department units will arrive, so the second greeter should wait at the entrance to receive the second unit while the first greeter escorts the fire dept. personnel to the scene.
- Volunteers in the immediate vicinity of the emergency, but not directly involved, should leave the area
- Supervisors will make any necessary notifications to family members of the person suffering the medical emergency
- Any work-related injury or suspected injury must be reported immediately to a staff
- Complete incident report
- An accident investigation will be conducted to determine the root cause of the accident. The injured volunteer will be asked to participate in the investigation





# Meet our Volunteer Coordinator

## Wendy Schwartz

- Lived in seven different states before moving to Bonney Lake in 2019
- Married for 30 years with a son and daughter-in-law who live nearby
- Previously worked as a Science Lab teacher for grades K-6 and developed hands-on science curriculum for schools and a local Children's Museum
- Two decades of experience in non-profits as a Board Member, officer, and longtime volunteer
- Loves travel, hiking with dogs, needlework, and creating art





# Conclusion

Volunteers are critical to the success of the food bank.

We could not do it without YOU! Thank you for your time and talents to help us advance our mission of serving those who are hunger or facing food insecurity.

