



VOLUNTEER MANUAL

THE FOOD BANK OF EASTERN MICHIGAN

Volunteer Manual

“America was built on the spirit of volunteering. Without the efforts of millions of volunteers who give their time to help others in their communities, our country would be a different place.”

Robert K. Goodwin, president and CEO of the Points of Light Foundation

Table of Contents

I. Welcome to the Food Bank of Eastern Michigan.....	page 2
II. Food Bank of Eastern Michigan: Mission	page 3
III. Food Bank of Eastern Michigan: Vision.....	page 3
IV. Volunteer Opportunities	page 4
V. Scheduling Volunteer Sessions	page 5
a.) Hours	
b.) Volunteer Coordinator	
VI. General Rules and Guidelines	page 6-7
a.) Health and Safety	
b.) Proper Conduct	
c.) Use of Equipment	
d.) Dress Code	
e.) Attendance	
VII. Thank you for your interest in the Food Bank	Page 8

We're Glad You're Here

Welcome to the Food Bank of Eastern Michigan. We would like to take this opportunity to tell you how pleased we are that you are able to volunteer and are excited you are joining our “team.”

Our Mission is an exciting one. As part of the Food Bank team you will be making an important difference in the lives of many people. While our work is not easy, it is highly satisfying and extremely meaningful.

The Food Bank staff has embraced a standard of excellence, shaping all that we do. To ensure that our tradition of excellence remains our signature in the community, we have adopted the policies and procedures outlined in this manual.

You are about to embark on the challenging task of **“Changing the Face of Hunger.”** We look forward to your contribution to the mission and goals of the Food Bank.

Food Bank of Eastern Michigan:

Mission:

*The Food Bank of Eastern Michigan is the Food Source for people in need. Partnering with organizations to feed the hungry, we advocate and build a community solution to a community problem. By leveraging an abundance of product from a multitude of sources, we “**Change the Face of Hunger.**”*

We Believe:

- Our most valuable service is being a community food recycler.
- A healthy community needs to eliminate hunger.
- Our environment cannot tolerate the throwing away of usable goods.
- Those partnerships among the private sector, government, the nonprofit sector, and the community are the best way to solve problems.

Vision:

- Maintain the Food Bank’s operation as one that is action oriented, always flexible and never bureaucratic.
- Be known as a high-quality business with an unquestioned reputation for integrity and respect for all people.
- People, volunteers, employees and the Food Bank are all the same.
- Every single person in the Food Bank understands the essence of the business.
- Every employee shares in the Food Bank’s success.

Volunteer Opportunities

The staff at the Food Bank of Eastern Michigan strives to create a positive volunteer experience by being organized, friendly, helpful and accommodating. The Food Bank does whatever it takes to ensure that a volunteer's time is well utilized and truly helps those in need.

The Food Bank provides a place where socialization and friendships are encouraged and where everyone is welcome.

“What will a volunteer be doing?”

- Our warehouse processing area represents both the heart of our operation and our greatest need. You will be trained to conscientiously check, clean, label, sort, and box food and non-food packaged items, which will then be made available to our partner agencies for distribution in eastern Michigan.
- You will also help keep the warehouse and agencies shopping areas organized and clean.
- From time to time the Food Bank hosts food drives and special fundraising events and we always need helping hands and minds to perform a variety of services.
- After you have had some experience with our food processing operation, you can volunteer for special projects: food pickups from local donors; speaking on behalf of the Food Bank in the community; agency liaison work; office and computer based work.
- Driven by either donor stipulations and or other regulatory bodies, volunteer duties can be multi-faceted and are dependent upon priorities of warehouse capacities or product shelf-life.

Scheduling Volunteer Sessions

- The Food Bank of Eastern Michigan is open **Monday through Friday from 8:30 AM to 4:30 PM and most Saturdays from 9:00 am to 12:00 pm. Monday through Thursday night groups are available not staying past 8:00 pm. *Special projects take place year round and at times we may need volunteers during the evening.***
- Volunteer Sessions are to be made by **appointment only**. Please contact **Rolecia Looney at (810) 396-0210 or by email: rlooney@fbem.us**
- On the day of your volunteer session please arrive 5 minutes early.
- Once you make an appointment please stick to that scheduled time. If you are not able to attend your volunteer session please try and call 24 hours in advance so we can try and find someone else to fill that slot.

General Rules and Guidelines

It is extremely important to follow these rules in order to be a part of a healthy and safe environment.

- Volunteers must enter and leave through the Volunteer Door on the right side of the building.
- Volunteers must sign in when they arrive and sign out when leaving.
- Follow the instructions of your supervisor.
- Please make a courtesy call 24 hours in advance if you are not able to be here.
- Coats and personal belongings must be hung in designated areas or lockers if available. (The Food Bank is **not** responsible for lost or stolen items.)
- No eating or drinking in the warehouse, using any of the inventory product, this is cause for immediate dismissal.
- No cell phones in the warehouse.
- Smoking is only allowed outside in a designated area.
- No personal phone calls; phone available for emergency and ride use only.
- Theft will result in immediate dismissal.
- Behave in a safe and responsible manner. Rude and insubordinate behavior toward Food Bank Staff or other volunteers will not be tolerated.
- Any issues that arise that your supervisor cannot address will be addressed to the Volunteer Coordinator.

Health and Safety

- Bend at the knees when lifting boxes, if something is too heavy notify your supervisor. Proper body mechanics is important to avoid injury.
- Wear protective gear like gloves or eye protection when necessary.
- Always wash your hands before and after working.
- Any injuries must be reported immediately to a Food Bank supervisor.

Use of Equipment

All electrical equipment will be used by authorized personnel only!

Dress Code

The majority of your time will be spent in the warehouse and for this reason proper dress is required. Keep in mind the warehouse temperature changes with the temperature outside.

Remember Clean and Comfortable.

- **Pants**-Long pants that fit (i.e. Blue jeans.) Must have no holes or rips and wear a belt if necessary. No shorts or cut offs.
- **No spandex.**
- **T-shirts**-No offensive pictures or slogans. Must be worn right side out. No tank tops or mid-drift baring tops and no low-cut tops.
- **Shoes**-Must be comfortable for standing. Boots or Sneakers are o.k. as long as they are not slip-ons. No open-toe shoes or sandals. Shoes must be tied.
- **Hats**-No hats or bandanas are permitted.

Thank You!!!!

Thank you for your interest in the Food Bank of Eastern Michigan. We hope you will enjoy your experience here and thank you for your support. We would be more than happy to answer any questions you may have.

As a participant at the Food Bank of Eastern Michigan, I understand that photographs and/or video may be taken in an effort to promote the organization to the general public. I will grant the Food Bank of Eastern Michigan the following rights:

- 1. The Food Bank of Eastern Michigan will have total ownership of these materials, and the right to edit and use for purposes of program promotion, advertising, or public relations.**
- 2. The Food Bank of Eastern Michigan's use of my name, likeness, or voice will not result in any liability to the Food Bank of Eastern Michigan for payment to any person or organization.**

I have read and understand the policies and procedures outlined in this volunteer manual

Name: _____ Date: _____