



VOLUNTEER MANUAL

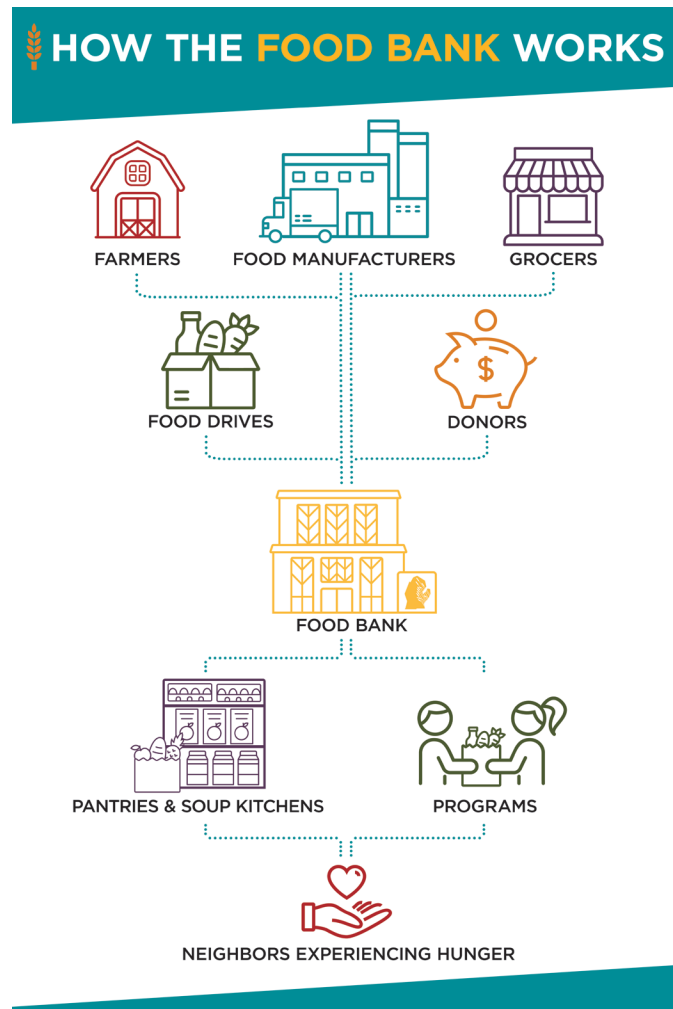


Welcome to the Food Bank of Eastern Michigan!

We're thrilled to have you join our team as a volunteer! Our mission is truly exciting, as it allows us to make a significant difference in the lives of many people. Although the work can be tough, it's incredibly meaningful. The Food Bank team is committed to maintaining a high standard of excellence in everything we do. To ensure our reputation remains strong within the community, we've implemented the policies and procedures outlined in this manual.

Get ready to make a difference and help us "Change the Face of Hunger." We're excited to see how your contribution will further our mission.

Food Bank of Eastern Michigan (FBEM) Covers a vast network of 700 partners across 22 counties, spanning from Flint, MI to Cheboygan, MI. Ever since its humble beginnings as a small organization in Genesee County in 1981, we've been tirelessly dedicated to changing the face of hunger and keeping up with the increasing demand.



The Food Bank of Eastern Michigan sources food from various channels, including partnerships with retail grocers, farmers, food distributors, and manufacturers. Oftentimes, we receive donations due to market shifts, packaging changes, misprints, or damaged freight. These donations may arise from surpluses in the grocery industry.

For instance, if Kellogg's produces an excess of Rice Krispies that exceed the demand, they end up with warehouses filled with cereal past its sell-by date. Although the food is still perfectly fine to eat, it cannot be sold.

Once the food arrives at our Food Bank, our team and dedicated volunteers, like yourself, inspect, sort, package it for distribution, and make it available to partner agencies such as churches, soup kitchens, and food pantries. These trusted partners distribute the food to the public without any charges or fees. They play a vital role in helping our neighbors in need access the nourishment they require.

Why Volunteering Is Good For You

Doing good is good for your health! Volunteering is a remedy for stress, anger, and anxiety.

Volunteer Opportunities and Hours of Operation:

The Food Bank of Eastern Michigan welcomes groups of volunteers up to 100 people including (but not limited to) corporate, nonprofit, government, schools, youth groups, church groups, service clubs and more.

All volunteer opportunities take place at the Hunger Solution Center: 1939 Howard Ave • Flint MI 48503

Volunteers must be at least 12 years of age.*

Volunteers under the age of 16 MUST be accompanied by an adult.

**will accept younger volunteers depending on group or group size.*

Day Groups/Individuals:

All group sizes welcome, up to 100 people.

Monday through Friday: 8:30am to 4:30pm

Late Night/Evening Groups:

Groups scheduled in the evening should include at least 10 or more people to make the volunteer experience substantial for all. Groups smaller than 10 may be rescheduled or other groups may be scheduled to volunteer at the same time.

Late Nights: Not staying past 7:30 pm

**Typically 3rd Wednesday of the month, but will accommodate based on group size*

Large Groups:

Groups larger than 15 people require advance notice of at least three (3) days in order to allow us to have enough staff available to ensure we make it a beneficial experience for all.

Monday through Friday: 8:30 – 4:30 pm

Late Nights: Not staying past 7:30pm

Saturdays: 9:00 am – 12:00 pm

Saturday Groups:

Groups scheduled for Saturdays should include at least 10 or more people. Groups smaller than 10 may be rescheduled or other groups may be scheduled to volunteer at the same time.

Saturdays: 9:00 am – 12:00 pm

FBEM requires a 2 hour minimum to make all opportunities more valuable for all.

Special Events:

On occasion we do reach out to our dedicated volunteers to help out for our special events and/or fundraisers such as Empty Bowls or National Letter Carriers.



Ask about volunteering for agency credits!

Volunteer Sessions are to be made by appointment only.

Please contact Brooke Summers by:

Email: bsummers@fbem.us

Phone: (810) 396-0210

Court Ordered Community Service:

We will consider most court ordered community service on a case-by case basis.

We are not able to accommodate any violent crimes and certain felony charges.

ALL court ordered volunteers MUST be approved prior to beginning their service hours.

You must bring in documents or written confirmation (from court, attorney, city or county) of your sentencing along with the number of community service hours to be completed. Failure to comply may result in dismissal.

Hours:

Monday through Friday: 8:30 am – 4:30 pm

You will be given a blank calendar for the month to create a schedule that works best for you to stick to.

The Food Bank of Eastern Michigan is not responsible for making opportunities for you to complete your hours. Our court mandated volunteer opportunities happen at specified times and days throughout the week.

If you cannot make it to a scheduled shift, you must notify the Volunteer Coordinator.

You are responsible for your hours.

You must sign in and out for each day you are here to receive your hours.

If you do not sign in or out, you will forfeit your hours for that day.

If you need papers showing your hours for your caseworker, please make the Volunteer Coordinator aware the morning of so they can have them done by the end of the day.

Expectations:

- Follow warehouse rules, they are in place for your safety
- Wear the appropriate clothing
- Be RESPECTFUL to staff and fellow volunteers
- Be productive with the task at hand
- You will forfeit your hours for the day and be sent home otherwise.
- You may take a break up to 10 minutes after you have completed 2 hours.

Failure to comply may result in being asked to leave.

Once you start your hours are on YOU, please call if you cannot make it in. If you have any questions, please ask a staff member.



Why Volunteering Is Good For You

Volunteering expands your social circle. You meet people who share a common interest (the desire to make the world a better place) so making new friends is easy!

We are closed in observance of the following Holidays:

- New Years Eve (or the day before or after if the holiday lands on a Saturday or Sunday)
- New Year's Day (or the day before or after if the holiday lands on a Saturday or Sunday)
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Juneteenth
- Thanksgiving
- Friday after Thanksgiving
- Christmas (or the day before or after if the holiday lands on a Saturday or Sunday)



During inclement weather, we opt for safety first. Regular hours may be changed, or if weather is extreme, we may be closed, call first.

What will Volunteers be doing?

Each day may be a little bit different, volunteer duties rely heavily on current needs, warehouse capacities and product shelf-life.

Volunteer duties at FBEM can involve physical tasks that may require volunteers to:

- Stand for extended periods of time (2-3 hours)
- Lift weights ranging from 20 to 50 pounds.
- Frequent bending and lifting

We understand that these activities can be challenging, we want to assure you that we have volunteer opportunities available for individuals who may find these tasks difficult or require accommodations.

Day to Day Volunteer Duties:

- Reclamation Line: helping inspect, clean, sort and box these donated items before they are distributed.
- Sorting our donated Bread/Produce/Dairy
- Breaking down donated milk or soda/popcrates
- Sorting donated frozen meats
- Clean Room: temperature controlled room, sorting, cutting, repackaging donated foods
- Helping assemble supplemental food boxes or nutrition bags
- Helping assemble Holiday Boxes
- Light cleaning duties

Dress Code:

This is a warehouse setting and proper dress is required. It is extremely important to have good personal hygiene. Poor personal hygiene can contaminate food, ingredients, packaging materials and food contact surfaces. Keep in mind the warehouse temperature changes with the temperature outside. When in doubt, think “clean and comfortable.”

Tops:

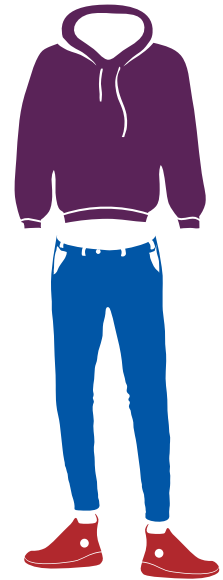
- No offensive pictures or slogans.
- Sweatshirts and hoodies are allowed; hoods may not be worn in the warehouse.
- No tank tops.
- No midriff baring top.
- No low-cut tops.

Bottoms:

- Long pants are preferred.
- Jeans must have no holes, rips, frays/fringe.
- Shorts must be knee length.

Shoes:

- Must be closed toe and closed heel.
- Sneakers or boots are preferred.
- No crocs, slides or sandals.



Hats are allowed as long as there are no offensive slogans or logos.

General Rules and Guidelines:

In order to be a part of a healthy and safe environment, these rules are in place.

1. Theft will result in immediate dismissal.
2. The Food Bank is not responsible for lost or stolen items.
3. No eating or drinking in the warehouse.
4. No chewing gum, cough drops, or candy in the warehouse.
5. No using any of the inventory products, this is cause for immediate dismissal.
6. No cell phones in the warehouse.
7. Volunteers should enter and leave through the volunteer door on the right side of the building.
8. Volunteers must sign in when they arrive and sign out when leaving.
9. Please make a courtesy call 24 hours in advance if you are not able to be here.
10. Coats/purses and other personal belongings must be hung in designated areas or lockers if available.
(FBEM does not supply locks for lockers)
11. Smoking is only allowed outside in a designated area.
12. Phone available for emergency and ride use only, no personal calls.
13. Behave in a safe and responsible manner.
14. Rude and insubordinate behavior toward Food Bank Staff or other volunteers will not be tolerated.

Any issues that arise that immediate staff cannot address will be addressed to the Volunteer Coordinator.

Why Volunteering Is Good For You

Volunteering boosts your self-esteem. Volunteering provides you with a sense of purpose and pride. The more you give back to others, the more pleased you become with yourself.

Food Handling and Safety



Safety Procedures

1. No headphones or hoods may be worn while working.
2. No riding on pallet jacks. Leave jacks and carts out of the way of others when finished.
3. No running or horseplay.
4. Use proper lifting techniques: when lifting heavy objects, use your legs to push upwards, keep your back straight and your body balanced. Do NOT attempt to lift over 50 pounds without assistance.
5. Climbing on equipment, machinery, racks or pallets is prohibited.
6. Keep aware of all forklift traffic and heed all horns.
7. Do not stand or walk on pallets!
8. All electrical equipment must only be used or touched by staff.
9. All spills must be reported immediately. Floors are to be maintained free of debris and spills.
10. Report damaged or malfunctioning equipment and other potential hazards to your assigned staff member. Do not attempt to repair it yourself.

Personal Hygiene:

It is extremely important to have good personal hygiene. Poor personal hygiene can contaminate food, ingredients, packaging materials and food contact surfaces.

Safe steps in food handling and storage are essential to prevent food-borne illness. You can't see, smell, or taste harmful bacteria that may cause illness.

- Wash your hands often.
 - Volunteers must wash their hands before their shift, after any trips to the restroom, and after their breaks to ensure good sanitation practices
- Avoid touching your eyes, nose or mouth.
- Germs are often spread when a person touches something that is contaminated with germs and then touches his or her eyes, nose or mouth. Germs can live for a long time (some can live for two hours or more) on surfaces like doorknobs, desks and tables.
- Cover your mouth and nose when you sneeze or cough.
 - Cough or sneeze into a tissue and then throw it away. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.

When you are sick or have flu symptoms, stay home, get plenty of rest and check with a health care provider as needed. Remember: keeping your distance from others may protect them from getting sick.

Food Handling Guidelines

- Check the packaging that the product arrived in for signs of contamination, leaks, broken glass, holes, etc.
- Check dates on all products
- Never cross-contaminate, for example, touching raw foods and then fruits and vegetables or other ready to eat foods
- Products are good beyond the “best if used by” date
- Products with torn labels can be accepted as long as you can read the product name, maker, ingredients, and weight
- You can tape a torn or falling off label back to the product
- All food products must be labeled

Knowing When to Discard:

Cans

- Overly Dented
 - Dented on the seam or along the rim
 - Dented to the point when metal is touching metal
 - Dented with sharp corners
- Missing the whole label or the part that has the product name, maker, ingredients, and weight
- Leaking or has leaked
- Is puffy or bulging
- Has rust

Plastic and Glass Jars

- Seal has been broken or tampered with
- Cracked or broken
- Contains mold, discoloration, curdling or foreign objects
- Inner package is damaged or opened (boxes)
- Outer package is damaged and there exists no internal package

Have a question or aren't sure how to do a specific task? Please see a FBEM Staff member.



Why Volunteering Is Good For You

Volunteering can advance your career. You practice important skills used in the workplace such as teamwork, communication and problem-solving! Plus, it connects you with your community.

Volunteer Rights and Code of Conduct

At-Will Relationship: A volunteer's status may be terminated at any time by the volunteer, or by the Food Bank of Eastern Michigan for any reason, with or without cause.

Alcohol & Drugs: FBEM is committed to a safe, healthy and productive environment. Volunteers are prohibited from possessing, using, being under the influence or selling drugs and alcohol. The possession, use, consumption and/or sale of such substances, including marijuana for either recreational or medicinal purposes, while volunteering for FBEM will not be tolerated.

Ethics: Dishonesty and theft are not tolerated. Donated food on the warehouse floor or back areas is designated for agencies and NOT available for consumption. Volunteers are not permitted to set aside, save, store away or appropriate product of any sort during their shift. This is regarded as theft. Any volunteer caught stealing—including, but not limited to, consuming donated food, setting product aside, or saving product—is subject to disciplinary action—including, but not limited to, termination as a volunteer.

Anti-Violence: FBEM strives to maintain a safe work environment free from intimidation, threats, or violent acts. Volunteers must not engage in intimidation, bullying, threats or hostile behaviors, physical/verbal abuse, vandalism, arson, sabotage, use of weapons, carrying weapons (regardless of whether or not the person is licensed to carry the weapon) onto FBEM property, or any other act, which in the company's opinion, is inappropriate to the organization. In addition, offensive comments regarding violent events and/or behavior are not tolerated.

Non-Discrimination and Anti-Harassment: FBEM strictly prohibits discrimination of any kind based on race, color, sex, language, religion, political or other opinions, national or social origin, property, birth or another status such as disability, age, marital and family status, sexual orientation, gender identity, health status, place of residence, economic and social situation.

Volunteer Rights

1. Have your personal information kept confidential.
2. A suitable assignment based upon your interests, skills, and availability.
3. Assistance to help you perform assigned tasks.
4. Support you need to perform assigned tasks, including the necessary equipment, supplies, workspace, and supervision.
5. The comfort of choice and confidence to request a different task
6. An inclusive, clean, and safe work environment.
7. The chance to grow and develop as a volunteer through participation in special training events, meetings, and other food bank-sponsored activities.
8. The opportunity to give feedback about your volunteer experience

Code of Conduct

1. Speak and behave in an appropriate manner.
2. Be respectful of cultural differences.
3. Be reliable and responsible.
4. Communicate any issues or concerns which are likely to affect your volunteer duties.
5. Follow the directions as given by staff members.

6. Accept guidance from the Volunteer Coordinator and/or supervisors.
7. Be willing to learn and participate in various tasks, training programs, and meetings.
8. Understand the role of staff, maintain a smooth working relationship with them and stay within the bounds of the volunteer role.
9. Comply with the policies and procedures of the organization, including following our Core Values.

Volunteer Manual Summary

- Food and other products may not be removed from the warehouse.
- All volunteers must sign-in at the beginning of their shift and sign-out after completing their shift.
- No eating, drinking or chewing gum, candy or cough drops allowed in the warehouse at any time.
- No cellphones or headphones on the warehouse floor, it is a safety hazard.
- If you need to use your electronics, please step in the volunteer breakroom before doing so.
- Breaks or Lunches are permitted after a two-hour shift.
 - Limit breaks to 5 – 10 minutes. Lunch 30 minutes.
 - Notify a staff member if you are taking a break or lunch.
 - Designated smoking area is located out the volunteer doors (take a left towards the dumpster area).
- Proper clothing for work in the warehouse must be worn.
 - Sneakers, work shoes or boots are required.
 - No heels, No Crocs. No Slides, No open-toed shoes or sandals are permitted in the warehouse.
- Please leave purses, jewelry and other valuables at home or locked in your car.
 - We have lockers, but we do not supply locks. Zip ties available upon request.
- The Food Bank of Eastern Michigan will not be responsible for any missing personal belongings.
- Only designated Food Bank staff is permitted to operate forklifts, or any powered or electric equipment.
- Climbing on the equipment, machinery or pallets is prohibited.
- Please stay out of the way of forklift traffic.
- No one under the influence of drugs and/or alcohol will be permitted to volunteer.
- Report all accidents, injuries and safety hazards immediately to warehouse staff.
- Wash your hands after handling food items, observe good housekeeping habits.
- Use proper lifting techniques: when lifting heavy objects, use your legs to push upwards, keep your back straight and your body balanced. Do NOT attempt to lift over 50lbs without assistance.
- Running, horseplay, throwing items, riding pallet jacks and stepping on pallets are not permitted and may result in dismissal.
- Sexual harassment, violence, harassing behavior, or offensive speech will not be tolerated.

Why Volunteering Is Good For You

Volunteering allows you to make a real difference in your community. Every piece of produce you glean, every can of food you pack, and every grocery box you distribute helps feed those facing hunger.

Acknowledgement of Rules/Publicity Release

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 handbook.

Name (Print)

Date

Name (Sign)



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 810.239.4441

 FBEM.org

 info@fbem.org