



INTERFAITH
FOOD BANK
SOCIETY OF LETHBRIDGE

Volunteer Handbook



WELCOME TO INTERFAITH FOOD BANK

Thank you for volunteering with us! Volunteers are vital to Interfaith Food Bank (IFB) and our partner agencies. Your efforts will help support people in the Lethbridge area whether you provide administrative support, build hampers, serve clients, clean and organize shelves, or help sort produce and non-perishable foods. Every hour of service you provide saves us time and money and provides direct support to our community.

By this point, you have been accepted as part of our volunteer team, and after your orientation you will begin training to get this vital work done. We look forward to your service, and encourage you to check in with us regularly about your volunteer experience. We are eager to train volunteers in many areas of our operations, and appreciate your flexibility and patience as our food stocks and client needs change every day!

Our Volunteer Coordinator will be your “host” and will manage your schedule and recognize you for your service, while the Team Leads in the departments you will serve in will provide you with the training and daily direction you will need for your tasks.

This Volunteer Handbook will provide you with a basic understanding of the culture here at Interfaith Food Bank, while hands-on and on-the-job training will equip you with the knowledge, skills and confidence to fulfil your volunteer role.

We are grateful for your participation in our services, projects and events! We are only able to provide quality services through the support of dedicated volunteers like you. Welcome to the Team!

Sincerely,

A handwritten signature in black ink that reads "Danielle McIntyre". The signature is written in a cursive, flowing style with a large loop at the end of the last name.

Danielle McIntyre, Executive Director
Interfaith Food Bank Society of Lethbridge

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Mission:

Interfaith Food Bank Society of Lethbridge recognizes the human dignity of those in need, and provides food and access to services and resources generated from within our community.

Vision:

In partnership with the community, Interfaith Food Bank Society of Lethbridge is a leader in alleviating hunger and its root causes.

Who we serve: Our Emergency Food Assistance programs serve those in a variety of situations, ranging from single parenthood to seniors on fixed incomes, to the under or unemployed, to people with disabilities and New Canadians, or to those with other social or economic barriers. During times of crisis, anyone may find themselves in need of our services. We are here for our community, and prioritize vulnerable populations.

Insufficient income is the number one reason why people find themselves in need of our support. We meet people where they are at, and help them to work towards their own food security by building skills, knowledge and confidence through programs, community connections and outreach activities.

Annually, we serve approximately 20,000 individuals in Lethbridge and area, 42% of whom are children. One in every second household that accesses food bank services has children living in the home.

Our Kitchen, Garden and Outreach programs are available to ALL community members, as we work to empower our society towards systems that promote food security for all. Food bank families are encouraged to participate in these universal programs that are open to everyone, which can build natural and informal connections and mentoring opportunities.

About Us

What We Do

We have been providing support to citizens of Lethbridge and area since 1989, acting as a bridge between a community of donors and those who are in need through:



Emergency Food Assistance

Emergency Food Assistance- Distributing monthly food hampers, providing daily access to perishable foods, and meeting other basic immediate needs



Community Connections

Referrals and Outreach Programs – working with partner agencies, we connect those we serve with resources that help to address the underlying issues leading to food insecurity as well as offer program space for agencies to provide outreach services on site



The Interfaith Chinook Country Kitchen – through partnership with our local Family Centre we facilitate cooking classes that teach healthy eating on a limited budget.



Co-op Community Kitchen – a large multipurpose space available to the community for commercial kitchen activities and programming that builds knowledge, skills and community connections



Interfaith Learning Garden and Indigenous Healing Garden – inspiring food literacy, growing food, knowledge and skills and providing outdoor gathering spaces for events and activities that reconnect us to the land that sustains us



Food Share

Food Share – along with our function as the **Southern Alberta Food Hub**, offered in partnership with Food Banks Alberta, we support multiple urban and rural community programs with food stocks and supplies

The Second Door Thrift Store

The Second Door Thrift Store – a second hand store where families can purchase household items at discount pricing, with all funds raised supporting our programs and services



Interfaith Food Recovery Program

Interfaith Food Recovery Program – Extending the shelf life of valuable food resources, we transform food for distribution to food bank families and partner agencies



Interfaith Helpful Hobbies

Interfaith Helpful Hobbies – Bringing community together to socialize, share and use their hobbies to benefit others, we create items for client distribution, host workshops and gather together to learn and share skills and talents

For more information, visit www.interfaithfoodbank.ca or follow us on social media,

<https://www.facebook.com/lethbridgeinterfaith>

Our Purpose

We have been providing emergency food services to citizens of Lethbridge and area since 1989. Since then, we have grown exponentially as the community recognizes, assesses, and attempts to serve the needs of those in crisis.

Food security is our main goal. We believe it is necessary to meet immediate needs first, and then to connect our clients with the other community resources that can help address the underlying issues that place them in need of emergency food assistance.

We are a bridge between a community of donors and individuals and families in need of support.

Dignity is core to our mission and mandate. We meet people where they are at and offer support without judgement. We work from a wholistic viewpoint, and believe it is the right of every individual to determine their personal goals and objectives, and encourage those we serve to self-advocate to meet their needs. We want to offer a hand-up, not just a hand out.

We also play a significant role within the food bank network, and support local agencies and programs by sharing food for food security and poverty related initiatives. We glean, we share, we support and empower.

We are recognized as a leader among fellow food banks and community agencies. The standards we maintain and the many programs we offer have resulted in multiple Better Business Bureau Ethics Awards, an Excellence in Food Banking Award naming us as the top medium sized food bank in Canada in 2013, as well as our recognition as one of the Top Ten Impact Food Banks in Canada, and a Money Sense Top Charity.



Organizational Structure

Interfaith Food Bank is structured to realize our purpose and implement our mission and vision statements. Our operations are supported by four foundational pillars.

Service & Care

Providing support in an environment that is welcoming, inclusive, and accessible while empowering clients and decreasing barriers to service.

Community Engagement & Public Education

Developing opportunities for, and contributing to, conversations on poverty and food security in our community. Supporting recommendations for change and working to find long term solutions.

Operations

Operations are run effectively and safely through detailed, efficient processes and policies while using nutritional guidelines to inform and support the community's needs.

Administration & Governance

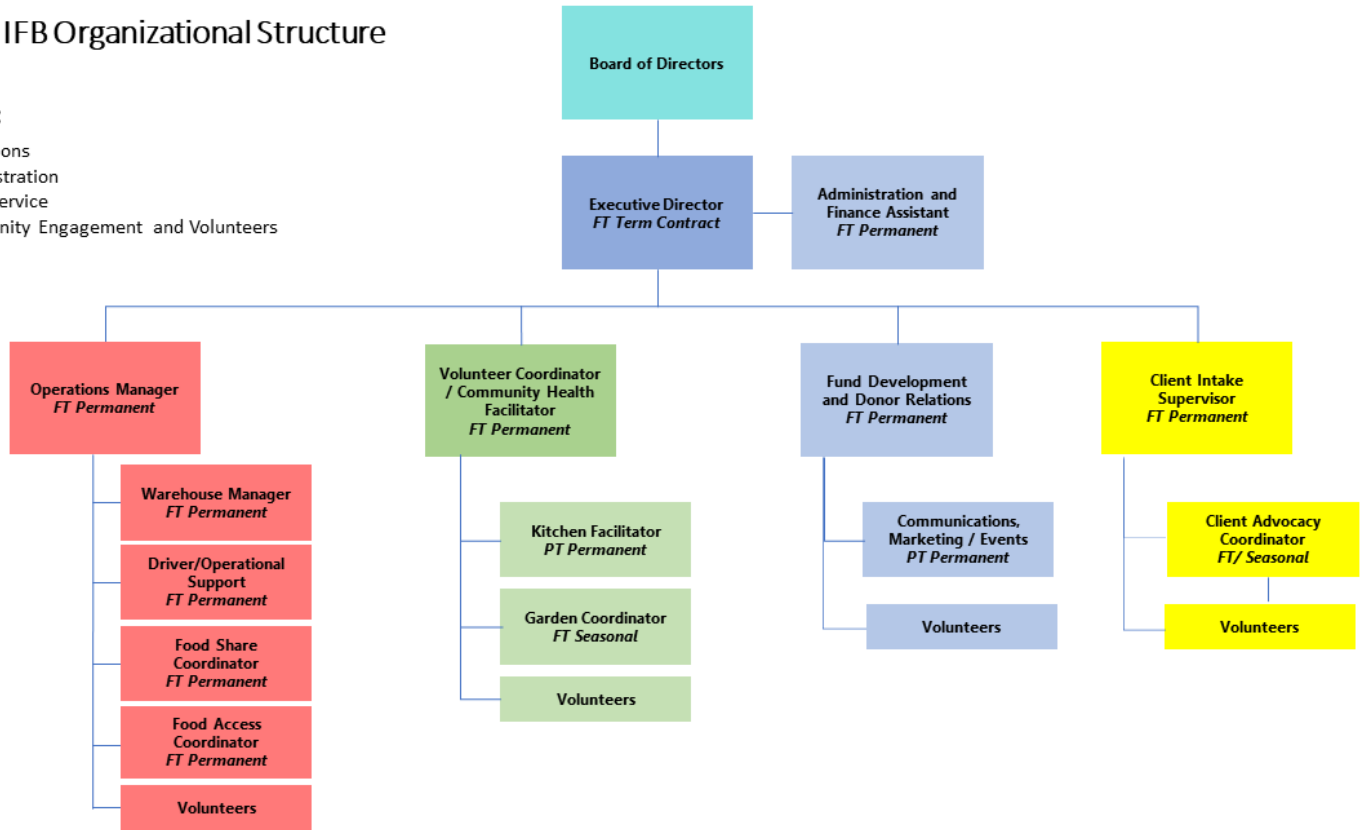
Ensuring organizational accountability, governance, and capacity to achieve goals and objectives through planning and strategic decision making.

The organizational chart below shows the breakdown of the function in more defined roles:

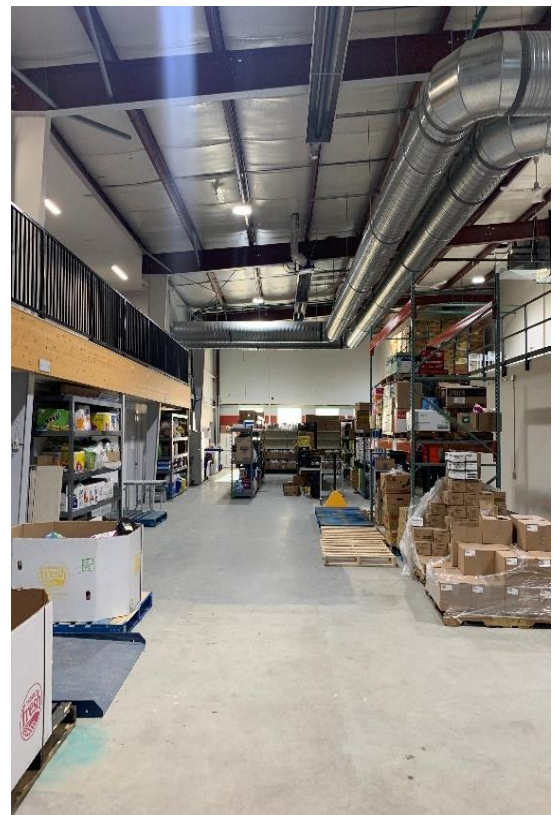
IFB Organizational Structure

Legend:

- Operations
- Administration
- Client Service
- Community Engagement and Volunteers
- Board



Throughout this organizational structure, all Interfaith Food Bank personnel are bound by the Board approved Guiding Principles and Codes of Ethics found on the following pages.



Accountability

We recognize the essential partnership with our donors and the public by maintaining high ethical standards.

Equity

We ensure all clients have fair and equitable access to our resources.

Dignity

We treat all of our stakeholders with respect.

Advocacy

We are a voice in the community for those in need and as such, we look for opportunities to inform the public about hunger and its underlying issues.

Community

We believe that a community effort is required to provide our services; therefore we involve community members in all levels of our operations, and strive for transparency and trust in relating both our needs and our accomplishments.

Partnerships

We actively seek to form and broaden partnerships with individuals and organizations committed to furthering our mission and vision.

IFB Guiding Principles

Ethical Food Banking Code



In upholding the Ethical Food Banking Code, Food Banks Canada and our network of Provincial Associations and Affiliate food banks will:

1. Provide food and other assistance to those needing help regardless of race, national or ethnic origin, citizenship, colour, religion, sex, sexual orientation, income source, age or 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 maintain the confidentiality of personal information.
5. Not sell donated food.
6. Acquire and share food in a spirit of cooperation with other food banks and food 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. Represent accurately, honestly and completely their respective mission and activities to the larger community.

IFB Code of Ethics

Interfaith Food Bank recognizes and abides by the *Food Banks Canada Code of Ethics*, as a prescribed requirement for membership with Food Banks Alberta and Food Banks Canada. In addition, Interfaith Food Bank personnel are bound by board approved Guiding Principles as well as by the following Ethical Principles:

Dignity- We recognize the human dignity of all people and are committed to ensuring that all activities at Interfaith Food Bank are conducted in a dignified manner.

Confidentiality- We recognize confidentiality as a right of our donors, clientele, staff, and volunteers. All records, correspondence, and personal information are privacy protected, and persons who participate in any food bank activity are required to sign and abide by a Confidentiality Agreement.

Charity First- Every resource generated and/or received by Interfaith Food Bank is for the sole purpose of benefitting Interfaith Food Bank programs and services first. No individual or organization is to benefit from food bank resources or supplies unless it cannot be used by the charity.

Honest Communication/ Transparency- As a community organization, we have an obligation to be honest and forthright in our marketing, advertising, and communication with the public that supports us.

Upholding Positive Public Image- Interfaith Food Bank is completely reliant upon the support of our community, and thus all personnel associated with the food bank are obliged to maintain positive public relations for the organization.



Volunteers are the lifeblood of our organization and participate in every level of food bank activity. Direction for the organization is set by a volunteer Board of Directors which hires and oversees the Executive Director, who is charged with the responsibility of operationalizing board policy. The Executive Director hires a paid team of staff to assist and oversee daily operations within our facility. From there, we seek volunteers who receive their assignments and guidance from our staff members.

While by definition volunteers are not employees, our volunteers do work for Interfaith Food Bank and are the hands, voices, hearts, and attitudes that our community and clients interact with. It is the IFB Way to commit to our mission, feeling privileged to be a part of a team that is working to serve the community with a client centred approach that is offering care and dignity for all.

All personnel and confidentiality policies that apply to staff also apply to volunteers.

The following pages outline, in detail, the rationale, principles, ethics, and expectations we ask all of our volunteers to understand and adhere to.

Volunteer Guidelines



Why Volunteer

The Canadian Code for Volunteer Involvement provides the rationale for having volunteer involvement in our communities:

Volunteer involvement is fundamental to a healthy and democratic society in Canada.

- It promotes civic engagement and active participation in shaping the society we want.
- It encourages everyone to play a role in contributing to the quality of life in communities.

Volunteer involvement is vital for strong and connected communities.

- It promotes change and development through the collective efforts of those who know the community best.
- It identifies and supports local strengths and assets that can respond to community challenges while strengthening the social fabric.

Volunteer involvement builds the capacity of organizations.

- It provides organizations with the skills, talents and perspectives that are essential to their relevance, vitality and sustainability.
- It increases the capacity of organizations to accomplish their goals through programs and services that respond to and are reflective of the unique characteristics and needs of their communities.

Volunteer involvement is personal.

- It promotes a sense of belonging and general wellbeing.
- It provides the opportunity for individuals to engage according to their personal preferences, interests, skills and motivations.

Volunteer involvement is about building relationships.

- It connects people to the causes they care about, and allows community outcomes and personal goals to be met within a spectrum of engagement.
- It creates opportunities for non-profit organizations to accomplish their goals by engaging and involving volunteers, and it allows volunteers an opportunity to connect with and contribute to building community.

Guiding Principles for Volunteer Involvement

Guiding principles keep relationships balanced between organizations and their volunteers by ensuring they are reciprocal. They also help to ensure a commitment to developing and supporting volunteer involvement that benefits both the organization and the volunteer(s).

Volunteers have rights. Charitable and non-profit organizations recognize that volunteers are a vital human resource and will commit the appropriate infrastructure to support volunteer involvement.

Volunteers have responsibilities. Volunteers make a commitment and are accountable to the organization.

Volunteers will act with respect, for the cause, the stakeholders, the organization, and the community.

Volunteers will carry out their involvement **responsibly and with integrity.**

Volunteers will maintain strict confidentiality concerning all information about clients, donors, staff, and volunteers.

Volunteers will avoid situations where a conflict of interest may arise.

The organization will implement practices to ensure effective volunteer involvement.

The organization will provide a safe and supportive environment for volunteers.



Confidentiality

All personnel are required to sign and abide by the Oath of Confidentiality Agreement that states:

- All information regarding clients, staff, volunteers, and donors of Interfaith Food Bank, as well as other sensitive materials, must be kept confidential.
- Violation of this confidentiality may lead to disciplinary actions up to and including termination from service at Interfaith Food Bank.
- This obligation to confidentiality is binding even after completion of service to Interfaith Food Bank.

Conflict of Interest

A conflict of interest exists wherever an individual could benefit, disproportionately from others, directly or indirectly, from access to information, from a decision over which they might have influence, or where someone might reasonably perceive there to be such a benefit and influence.

- Conflicts of interest (real or perceived) are unavoidable and should not prevent an individual from serving the food bank unless the extent of the conflict is so significant that the potential for divided loyalty is present in a large number of situations.
- Volunteers have a duty to disclose any personal, family, or business interests that may, in the eyes of another person, influence their judgement.
- IFB resources (food, supplies etc.) and Information in our client, volunteer and donor databases is for IFB purposes only.
- We do not provide preferential treatment to donors, volunteers, staff, friends or family members.
- Volunteers that access IFB services must do so in the same fashion as the general public (eg. access hampers through client intake, purchase thrift store items after priced and on the sales floor, etc.)
- Immediate family members of Board Members or existing paid staff cannot be offered paid employment with IFB.

Expectations of Volunteers

Applications and Onboarding

The information collected through the Application process is collected and stored for the purposes of:

- Maintaining accurate contact information for scheduling and communications
- Ensuring emergency contact information is available in the event of illness or injury
- Recognizing volunteers for their service

Onboarding volunteers includes:

- Establishing a volunteer profile in IFB Volunteer Software
- Signing the Volunteer Agreement that includes:
 - Consent to store personal information and service records
 - Consent to be photographed/recorded
 - Consent for criminal record check (if required)
 - Consent to receive electronic communications
 - Confidentiality Agreement
- Scheduling attendance at a Volunteer Orientation Session

Volunteers are expected to keep the Volunteer Coordinator informed of any changes to their contact information.

Volunteer Orientation

Volunteers are required to attend a volunteer orientation session with our Volunteer Coordinator. This session will:

- Provide new recruits with general information about IFB
- Define the IFB culture and clarify our values and guiding principles
- Identify Staff and Volunteer Roles and Responsibilities
- Clarify workplace policies
- Identify potential hazards, workplace safety and food safety procedures

Volunteer Placement

After orientation with the Volunteer Coordinator, volunteers are placed onto a volunteer team and introduced to the Team Lead that will provide training and supervision during volunteer shifts. Volunteers will experience several trial shifts prior to being offered a regular placement.

Volunteer Training

Training of volunteers is the responsibility of Team Leads, who may assign some training activities to their Support Staff. After the initial orientation session with the volunteer coordinator, Team Leads will introduce volunteers to their duties and the IFB Way to complete them.

- Training will be hands on, on-the job, and may include being paired with another trained and experienced volunteer
- Volunteers are encouraged to be cross-trained across departments, as well as trained in multiple duties within a service area
- Volunteers may not use any equipment, vehicles or computer programs without proper training
- All volunteers are required to complete the Food Banks Alberta Food Safety Training prior to placement in regular/recurring volunteer roles

Volunteer Direction and Supervision

Volunteers take direction from IFB Staff and are supervised by Team Leads and Support Staff.

- Food stock and food bank needs will change every day. Volunteers should expect to be informed of daily tasks and should not assume their tasks will be the same each time they come
- Information about current programs, procedures, etc. will be provided by Team Leads and Support Staff at the beginning of each shift and/or posted on communications boards
- Volunteers should not provide direction to other volunteers unless specified by IFB staff
- Volunteers should not undertake tasks not assigned to them, as those duties may be intended for other volunteers
- Volunteers may be asked to perform any of the daily tasks required of their team and should expect to work within a team environment

Who can help me with questions?	
Volunteer Coordinator <ul style="list-style-type: none">• Volunteer Profile• Scheduling & Hours• Volunteer Appreciation• Volunteer Opportunities• General questions/concerns	Team Leads & Support Staff <ul style="list-style-type: none">• Training Needs• Daily Tasks• Inventory & Supplies• Programs & Events• Facility & Equipment
While most IFB staff are cross-trained in multiple areas, they are not always aware of specifics beyond their assigned areas of responsibility. Please ask your direct supervisor when possible.	

Hours of Work

- Interfaith Food Bank has designated volunteer shifts for each department and/or special event.
- Volunteer shifts are scheduled with the Volunteer Coordinator.
- Most volunteer opportunities take place during regular operating hours, but there are also volunteer opportunities with special events on evenings and weekends.
- Volunteers are expected to arrive on time and to stay for their entire shift unless otherwise arranged with the Volunteer Coordinator.

Absenteeism and Substitution

- Volunteers are expected to perform their duties as scheduled, and to notify the Volunteer Coordinator if they are unable to fulfil their shift with as much notice as possible.
- Unexpected lates should also be communicated to the Volunteer Coordinator as soon as it is possible.
- Volunteers are welcome to recruit their own substitutes (from within IFB trained volunteers) as long as the substitution is communicated to the Volunteer Coordinator.
- Continual absenteeism will result in review of the volunteer placement.

Leave of Absence

- We recognize that volunteers may choose to take a leave of absence from time to time, and we do want to be as flexible as possible to accommodate volunteer availability. Volunteers that take a leave of absence will be welcome to return.
- If a volunteer is absent from their shift for an extended period of time (longer than one month) we will attempt to place a temporary volunteer during this absence, however, providing consistent, quality service to our clients is our first priority, so we cannot guarantee the same shift will still be available upon return.
- Volunteers returning from a leave of absence should expect that things may have changed during their time away.

Review and Evaluation of Volunteer Service

- To ensure best service to our clients, we regularly review and evaluate volunteer placements and reserve the right to determine suitability for volunteer service.
- We welcome and encourage new ideas from volunteers, however we require volunteers to speak with Team Leads prior to implementing any new procedures.
- Volunteers are encouraged to communicate any training needs or concerns to Team Leads or the Volunteer Coordinator.

Dismissal from Volunteer Service

Volunteers who do not adhere to IFB policies and procedures, or who fail to satisfactorily perform their volunteer assignment, may be subject to dismissal. Possible grounds for dismissal include, but are not limited to:

- gross misconduct or insubordination
- being under the influence of alcohol or drugs
- theft of property including 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
- failure to meet mental or physical standards of performance
- failure to satisfactorily perform assigned duties

Workplace Conflict Procedures

In the unfortunate event of a conflict taking place between two individuals at the food bank, resolution of such conflict should be addressed through proper channels.

1. Speak with the individual and try to resolve the issue.
2. If the matter remains unsolved, confidentially advise your immediate supervisor.
3. The supervisor/ED will investigate and include all parties involved, as required, and in the best interests of the food bank, to assist in the resolution of the incident/issue.
4. Do not discuss the conflict outside of the parties involved.

Complaints shall be made in good faith and be based on reasonable grounds if/when conflict resolution steps 1-3 have been unsuccessful. Intentionally making false, bad faith, or malicious allegations will result in disciplinary action up to and including termination of volunteer service.

Complaints Resolution Process

IFB Stakeholders (clients, volunteers, donors, staff, program participants, partner agencies, etc.) have a right to complain about our programs and services.

- Complaints can be made in person, via phone or email, or anonymously through the suggestion box.
- Complaints should be made within 30 days of the date in question.
- Complaints should be directed to Team Leads of area in question.



General Duties

Before your shift:

- Arrive for your shift dressed in a clean, presentable, and appropriate clothing.
- If working in the warehouse for more than 2 consecutive hours, closed toed shoes are required.
- Volunteers sign in using the Volunteer Software program (tablet)
 - Each volunteer will be designated their own 4-digit access code. This is usually the last 4 digits of a phone number
 - Questions about the Volunteer Software can be directed to the Volunteer Coordinator
- Check in with your Team Lead for direction of tasks and updates.
- Make sure your area is clean and tidy and you have everything necessary to carry out your task (gloves, bags, etc.).
- Wash your hands in the designated hand washing sink prior to working.

Be safe during your shift:

- Check your surroundings and report any hazards to your Team Lead. Always be aware of moving forklifts, pallet jacks, etc.
- Treat all products and equipment with respect. This means:
 - Placing items safely on carts and shelves
 - Using equipment responsibly and for what it was intended
 - Handling food safely and in a dignified manner
- Team Leads train you in any equipment you need to use. Volunteers may not use any equipment prior to proper training.
- Keep the aisles open and free as per fire safety guidelines.
- Report pest activity and spills to the Operations Team immediately.
- Report accidents and injuries to your Team Lead or the Volunteer Coordinator.
- Dress or bandage any open wounds properly.
- Please stay home if you are sick and/or have a communicable illness; and refrain from volunteering if you have experienced vomiting or diarrhea within the last 3 days.

While on shift:

- Drinks and snacks are restricted to volunteer breaks. Water bottles and travel mugs can be used in the warehouse, but no open drinks are permitted outside of the break area.
- Use equipment designated for your work area only and return equipment to proper location after use.
- Keep food off the floor. Health regulations require that even if food is in a box or another container, it must be a minimum of six (6) inches off the ground.
- Continue to wash your hands frequently during your shift, especially when changing tasks.

Volunteer breaks:

- The break area is available for use by all volunteers.
- Volunteers are entitled to a 15 minute break for every shift.
- Staff and Volunteers are prohibited from taking any food home from the food bank, however, during breaks you may enjoy the snacks provided.
- Help keep this area clean for the next person. This means:
 - If the coffee is empty, make more
 - Wash your dishes and cups after use
 - Wipe the table after you are done
- Use proper table etiquette and hygiene.
- If you store food in the refrigerator, label it with name and date.
- Keep conversations light and professional in nature.

End of Shift:

- Clean and tidy your work area.
 - Take cardboard to the baler
 - Wipe down tables
 - Clear area of any garbage
- Return carts and bins to the correct storage area.
- Restock items that are low, or inform the Team Lead of the need to restock.
- Let us know when you're heading out and sign out using the tablet.





Workplace Health & Safety

Workplace Policies

IFB Workplace Health & Safety Policy:

No job at IFB will ever be so important that we cannot take time to do it safely.

The safety and health of our employees, volunteers and visitors is of the utmost importance. We recognize the right of our employees to work in a safe and healthy work environment, and we express a commitment to work in a spirit of consultation and cooperation with our employees to promote safety in the workplace.



Workplace Harassment & Violence Prevention Policy:

IFB is committed to providing a respectful, safe and supportive work environment to ensure the safety and well-being of all individuals. IFB does not tolerate or condone any harassment or violent action or behaviors directed towards any IFB staff member or representative.

IFB will take action in an objective manner to address reports of workplace harassment and violence without retribution to IFB personnel who report incidents in good faith.

IFB requires a commitment to a respectful workplace free of workplace harassment and violence by IFB employees, members of the Board and volunteers, and other persons acting on behalf of IFB.



Facility and Equipment Use

Facility Use:

- Volunteers have access to the IFB facility during operating hours only.
- Volunteers may not work alone on site.
- Volunteers are responsible to sign in and out using the Volunteer Software upon arrival and departure.
- Volunteers are encouraged to park away from main entrances to ensure access for donors, clients and program participants.
- Smoking is not permitted in the building and should take place no less than 10 metres away from all entrances and air intake vents. Smoking materials must be disposed of properly in provided receptacles.
- Volunteers are to use assigned washrooms as directed by IFB staff. Co-op Community Kitchen washrooms are for program participants only.
- All safety issues or concerns should be reported to IFB staff.

Equipment Use:

- No vehicles, equipment, furniture, or facilities may be loaned or shared with other individuals or groups without expressed consent from the Executive Director or Board of Directors.
- All Equipment must be maintained in good repair, clean and ready for use at all times.
- Report equipment issues to supervisors immediately and do not use any equipment that is not in good repair.
- Volunteers must be trained on equipment prior to use.
- Operation of heavy equipment (forklift, baler, power jacks, stackers, dishwasher, vehicles, etc.) is restricted to staff and volunteers that have specifically been trained on this equipment by staff.

Garbage, Recycling and Organics

Volunteers are required to sort refuse according to the Mandatory Organics/Recycling Program:

- **Recycling** – items that can be repurposed for future use
- **Organics** – items that can be broken down easily through composting
- **Refundables** – items that IFB can return to a depot for fundraising
- **Garbage** – items that cannot be diverted through other disposal chains

Safety and First Aid

Safety is the responsibility of all!

Volunteers have the right to refuse any work they feel is unsafe. It is the responsibility of Interfaith Food Bank and our paid employees to provide volunteers with the tools to be equipped for safety at work, but safety is a shared responsibility of all.

Volunteers are responsible for their own safety first and foremost, and to ensure that their actions do not put others at risk.

IFB staff are responsible for the safety of IFB facilities, equipment and personnel.

Emergency Medical Responders are relied upon for their expertise and should be contacted in the event of any emergency that requires more than minor first aid.

Personal Safety

Interfaith Food Bank strives to provide a safe working environment for staff and volunteers; and provides a clean, healthy, safe environment in accordance with the Occupational Safety and Health Act. As a volunteer, you should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Proper use of tools and equipment is also necessary. Volunteers who demonstrate unsafe behavior will be notified and warned of the safety risk, and expected to adapt to safe practices.

Workplace Hazards

Most accidents can be prevented by paying attention to potential hazards. Pay attention to possible accident/injuries that can be caused by:

- Slips, trips and falls
- Machines and vehicles
- Tools and equipment
- Chemicals
- Physical Environment (temperature, ventilation, weather, noise, etc.)
- Ergonomics (lift, push, pull, sit, stand, lighting, etc.)
- Psychosocial Events (stress, violence, bullying, trauma, etc.)

Safety and Accident Procedures

- Report any unsafe equipment and/or safety hazards immediately.
- Inform your supervisor immediately if you become injured or ill.
- Complete an accident/incident report after any injury/incident.
- Always follow up with your own medical practitioner.

Fire Exits & Emergency Evacuation Plan

- All staff and volunteers should be familiar with designated fire exits and evacuation plans.
- Evacuation Routes are posted throughout the facility.
- Facility Maps are posted at all entrances to the building identify the locations of First Aid Kits, Fire Extinguishers, Smoke Detectors, Exits, Utilities, Meters and Shut off Valves.
- In the event of an emergency evacuation, volunteers should exit the building through nearest exit and gather at the muster point, under the Interfaith Food Bank signage at the southeast corner of the parking lot, or in case of cold weather, across the street at Busy Butterflies Day Care.
- In the event of an emergency, use stairs and handrails to safely exit the building, do not use the lift or stairlift.
- Paid staff are responsible for ensuring all volunteers in their area of supervision are out of the building safely prior to evacuation.



First Aid/Emergency Procedures

- First Aid Kits are located in various locations throughout the facility and are identified with red signs. Please familiarize yourself with these locations and use these supplies in the event of a minor injury.
- In the event of any accident or injury, notify a staff member immediately and complete an incident report form.
- Call 911 for an emergency that requires more than minor first aid:
 - Provide location within the facility (eg. North warehouse) and address: 1103 3rd Avenue North Lethbridge Alberta
 - Describe the emergency (age/gender of victim, are they breathing/conscious?, what is the nature of the injury?)
 - Stay on the line and follow all instructions from the dispatcher
 - Assign someone to meet Emergency Medical Responders and guide them to the individual in need of help
- Maintain confidentiality of the incident unless asked by Emergency Responders or IFB staff.



Proper Lifting

Almost everything at the food bank is heavy, and lifting, to some degree, is required of all IFB volunteers. It is important to know your own limitations, however, and when necessary, to ask for help in lifting items that are too heavy for you. We also have equipment that is designed specifically for lifting (eg. Pallet jacks, power jacks and stackers, forklift, etc.). Volunteers must be trained prior to use of lifting equipment.

CORRECT STANDING & LIFTING POSTURE

LIFTING

1. Maintain a wide stance with your feet.
2. Keep your butt down and your head up! Always keep your hip level below your shoulder level.
3. Squat down to pick up the item – your leg muscles are much stronger than your back muscles.



Step Stools and Ladders

Several items at the food bank are stored at heights. To avoid falls (of people or product), volunteers may use step stools, ladders or mobile stair units. Use of this equipment may only be used with permission of staff, and when a second individual is present to ensure safety.

Proper Stacking

Several items are stacked on pallets, or in piles/towers (eg. bags, bins, crates). Practice safe stacking by following staff direction on safe heights for stacking (eg. 4 crates high), alternating layers (bricklaying), and wrapping stacked pallets to limit shifting when pallets are moved.

***Always remove items from the top –
never remove boxes/items from the bottom of pallets.***

The IFB Way!

Safe Food Handling is critical as Interfaith Food Bank employees and volunteers handle hundreds of pounds of food that will be given to our clients everyday! We consider it a privilege to serve our clients using the highest standards in this process.

The tasks of accepting, sorting, storing and distributing this food is governed by our commitment to ensure our clients' experience maintains their dignity and shows our heart for helping them in the most caring way possible! This is the IFB Way.

Everything we do is a reflection of our care for our clients. To us, the way we put food into a hamper is as important as the safe and proper management of the food in that hamper. The neatness and cleanliness of our warehouses is as important as the way we present food to our clients.

All volunteers are required to take the Food Banks Alberta Food Safety Course.

The privilege of serving our clients requires an attention to detail that ensures dignity, showing we care by doing everything here the IFB way.

Food Handling

Food Management

Food Management

In 1999, the **Charitable Donation of Food Act** passed in the Legislative Assembly of Alberta. This legislation states that individuals and organizations who donate food or who distribute donated food cannot be held liable for damages resulting in injury or death caused by the consumption of the foods **unless**:

- The food was adulterated, rotten or otherwise unfit for human consumption, and in donating or distributing the food, the director, agent, employee or volunteer
 - intended to injure or to cause the death of the recipient of the food, or
 - acted with reckless disregard for the safety of others.

In the interest of due diligence, food policies in this section are meant to ensure we provide safe and healthy food for our clientele.

Food Weight System

- Inventory at Interfaith Food Bank is controlled by a food weight system (pounds in/out). All food received by the food bank is weighed into inventory and weighed out to track distribution to clients and partner agencies.
- The Operations Manager, warehouse personnel, or trained volunteers are responsible for recording food weights, which are subsequently valued and entered into record books by administrative personnel. It is very important that we monitor and record all food coming in and out for audit and Inventory control.



WEIGH IT IN AND
WEIGH IT OUT

Food Storage

- All food must be stored according to Alberta Health Services (AHS) Inspection Standards and the guidelines provided by Health Canada at <https://www.canada.ca/en/health-canada/services/general-food-safety-tips.html>
- Proper refrigeration must immediately take place upon acceptance of perishable food donations.
- Care must be taken to ensure refrigerators and freezers are not overloaded to allow for proper air circulation.
- Care must be taken to keep unit doors closed and lights off when not in use.
- Food must be stored on pallets or appropriate shelving in the walk-in units.
- Food must be stored to allow for rotation and distribution based on product dating.
- Eggs must remain refrigerated.
- Store foods in clean containers designed for food storage (food grade plastic containers are recommended).



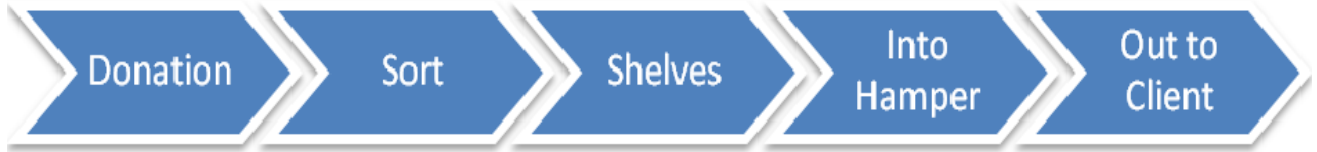
Food Rotation

Food rotation is crucial for maintaining food safety for many reasons. It helps avoid collection of dust and contaminants, deters pests, and generally ensures the best quality and condition of the food to serve our clients with dignity.

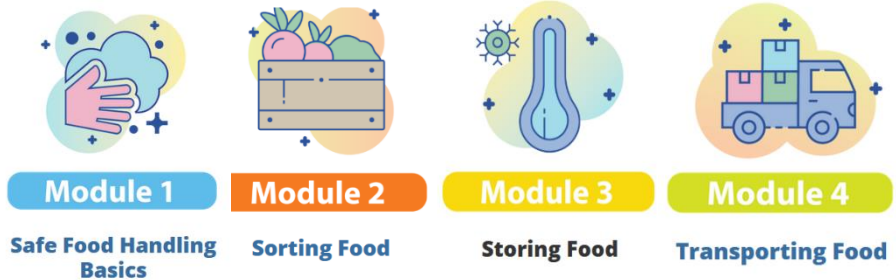
- Food will be rotated based on when it was received by Interfaith Food Bank as well as by expiry date.
- All foods close to date or slightly over date will be distributed first.
- Hampers must be marked with the date they were assembled.
- Baby Bundles must be marked with the date of the item closest to expiry in the bundle, with extra care to distribute these first and to discard all expired baby products.

Food Safety

To ensure safe food quality for the clients of Interfaith Food Bank, food and non-food items must be checked at every step, from donation to distribution.



As a volunteer, you are a part of that chain, and you will be required to take the **Food Banks Alberta Food Safe Handling Course**.



Best Before and Expiry Dates

- Dates must be checked on all food items to ensure food safety. Best Before dates are set by manufacturers to indicate the optimal period within which the product is at its best state for freshness, texture, taste, etc.



But still going strong!

**Best Before
does not
mean
Bad After**

- Expiry dates indicate the point at which food products are no longer safe to consume. Most canned or non-perishable food items will include a Best Before date. If an item has an expiry date, and the date is past, the food items must be discarded.
- Without any damage, unopened commercially canned foods are commonly safe for distribution up to 5 years past the best before date.
- Repackaged foods, or sealed foods that have had their outer packaging removed due to damage, must have the original dates marked on them prior to distribution.
- Under **NO** circumstances does Interfaith Food Bank distribute **baby food** or **dairy products** past date.

Donated Food Guidelines

Donated items are intended for the use of Interfaith Food Bank clients unless authorized by a qualified staff member. The following should be used as a guide in determining whether donated food items will be safe and therefore, should be accepted or distributed.

Acceptable Foods:

- Non-Perishable foods including:
 - commercially canned food
 - dry, unopened and undamaged goods
- Perishable Foods including:
 - whole fruits and vegetables
 - pasteurized dairy in unopened containers
 - eggs and meats that have been inspected according to government regulations and have been kept refrigerated or frozen
 - breads, buns and baking prepared in a commercial facility
 - low-risk home prepared food, such as baked goods that have been prepared in compliance with AHS regulations

Unacceptable Foods:

- Baby foods or Dairy that are past date
- Expired foods
- Food in compromised packaging
 - foods in bulging, rusting, leaking or severely dented cans
 - foods that have been contaminated by weather, insects, rodents, or chemicals
 - cans without labels
- Home canned goods
- Perishable foods that have been held at unsafe temperatures (ie: between 4 degrees and 60 degrees Celsius)
- Uninspected meats, including poultry, and wild game
- Prepared/cooked foods
- Unpasteurized dairy products
- Food containing uninspected ingredients.
- Food considered high risk that has not been processed in a commercial kitchen approved by AHS
- Foods that have been improperly packaged or labelled*.
 - * Occasionally, manufacturers may mislabel perfectly good product. We will accept mislabelled items if proper labels are provided to affix to the product for proper labelling.

Food Safety for our clients is paramount at Interfaith Food Bank. No matter where you volunteer in the chain of supply to our clients, you can note issues affecting client safety, inform your supervisor, and take steps to correct them.

Reject These Cans

**Damaged cans can lead to spoiled product.
Damage may allow spoilage to occur.**

Discard damaged cans



Major dent on any joint or seam



Deep dent with pointed/ buckled end



Pitting or rust that cannot be wiped off (anywhere on can)

Discard spoiled products



Bulging or swollen can (on top or bottom)



Product leaking out from a tiny hole or a

Control Allergens

Some people have allergic reactions to specific foods.

Protect clients from harm.



- Make sure all food is properly labelled
- Keep allergen containing foods separate
- Wash hands, bins and tools thoroughly after handling allergens
- DO NOT repackage peanut butter, nut, soy, or sesame seed spreads.



Special Dietary Needs

Interfaith Food Bank respects special dietary needs for medical, religious or cultural reasons, but is unable to accommodate substitutions for preference alone.

- Halal meats must be stored separately from other foods
- Special Dietary Needs should be disclosed by clients upon screening and needs will be noted on client files.
- When possible, IFB tries to acknowledge and/or celebrate holidays and special occasions observed by our client base.

When Interfaith Food Bank Society is recruiting volunteers, we are first looking for people who understand and personally believe in our mission to recognize the human dignity of those in need and to provide food and access to services and resources generated from within our community.

Further, Interfaith has made a considered effort to define staff and volunteer roles specifically to operationalize our objectives. The vision and mission of Interfaith is carried out through our organizational structure by working within our 4 Foundational Pillars. Team Leads, support staff and volunteers all need to recognize their roles and responsibilities, and to work and communicate within this structure.

It a privilege to be a part of the Interfaith Team and to serve our community The IFB Way.



Staff & Volunteer Roles

Staff Job Descriptions

Providing Support Across all 4 Pillars

Executive Director (ED) reports to the Board of Directors and represents Interfaith Food Bank within the Lethbridge community. The ED is hired by the Board to manage and administer the business and properties of the Society. This includes leading and managing the fiscal, human resources, volunteers and all tasks relating to the day-to-day operation of the food bank.

Administration and Finance Assistant

Primary duties include administration and finance support to the Executive Director, overall office management duties and support to all IFB operational areas; including administrative, finance, invoicing, data entry, filing, reception, office supplies ordering, and other duties as required.

Administration and Governance

Fund Development Supervisor – TEAM LEAD

Primary duties include fund development, donor relations, supporting communications and marketing materials development, and oversight of The Second Door Thrift Store. This role is responsible for recruiting and stewarding donors, sponsors and major contributors.

Marketing and Communications Coordinator

Primary duties include the marketing and promotion of food bank activities and events; fundraising and fund-development; maintenance of website and social media platforms; and implementation of a communications plan to enhance branding and encourage community engagement. Reporting to the Fund Development Supervisor, this support role provides graphic design and develops promotional materials, photos and videos.

Summer Events Coordinator

Primary duties include the marketing and promotion of food bank activities and events; fundraising and fund-development; assistance to administrative staff and coordination of event related volunteers.

Community Engagement

Volunteer Coordinator/Community Health Facilitator – TEAM LEAD

Primary duties include recruitment, placement and coordination of volunteers, coordination and promotion of health and wellness programs, promotion of food bank programs and services, and assistance to the Executive Director and staff team.

Kitchen Facilitator

Primary duties include facilitation of bookings for Co-op Community Kitchen and Outreach Classrooms, and facilitation of Shop Smart and Collective Kitchens, Food Recovery and Helpful Hobbies Programs. The Kitchen Facilitator facilitates use of program spaces by community members, volunteers and partner agencies.

Garden Coordinator

Primary duties include planting, tending and harvesting the Interfaith Learning Garden and Indigenous Healing Garden; development, coordination and marketing of summer programs (eg. tours, workshops) and special events; assistance to administrative staff; and coordination of program volunteers and promotional activities.

Operations

Operations Manager – TEAM LEAD

Primary duties include oversight and coordination of food bank operations (food, facility, equipment and vehicles), including the recruitment, acquisition and management of food stock, facility maintenance and supervision of warehouse activities. This role is responsible for all food and facility operations.

Driver and Operational Support

Primary duties include the receipt, storage and distribution of food and non-food items, donation pickups, food share deliveries, and maintaining warehouse organization and cleanliness for Food Share and Emergency Food Access Programs. As a supplementary role of this position, duties include facility repairs and maintenance, warehouse logistics, and liaison with suppliers, donors, volunteers and community partners to provide operational support to the organization as a whole.

Warehouse Coordinator

Primary duties include overall warehouse coordination of food and non-food items, receipt, storage and distribution. Additional duties include maintaining warehouse organization and cleanliness, supporting Operations Manager and Food Share Programs, as required.

Food Share Coordinator

Primary duties include the overall coordination, planning, and sustainment of Food Share Programs (rural, urban, and provincial hub). This includes liaising with food share partners; pickup, receipt, storage and distribution of food and non-food items; preparing and communicating delivery logistics; and maintaining warehouse organization and cleanliness. Duties also include support to the Operations Manager, facility repairs, warehouse logistics, and liaising with suppliers, donors, volunteers and partners.

Driver and Food Access Coordinator

Primary duties include the receipt, storage and distribution of food and non-food items, donation pickups, inventory management, and maintaining warehouse organization and cleanliness to support Emergency Food Assistance Programs. As a supplementary role of this position, duties include facility repairs and maintenance, warehouse logistics, and liaison with suppliers, donors, volunteers and community partners to provide operational support to the organization as a whole.

Service and Care

Client Intake Supervisor – TEAM LEAD

Primary duties include client screening, administration and coordination of client based programs, volunteer training and supervision. This role is responsible for client services, tracking trends in client use and advocating for the needs of our client base.

Client Advocacy and Resource Centre Coordinator

Primary duties include client advocacy and resource program development, client screening, providing systems navigation support for information and referrals to suitable community programs and outreach supports. Duties also include coordination with other community and social program providers; coordination of client-based programs available to vulnerable populations; and support and cover off for client intake activities, volunteer training and supervision.

Volunteer Placements

Volunteers are placed into service areas that align with our 4 Pillars. Every Pillar has a Team Lead and support staff who are responsible for training volunteers and providing direction for daily tasks.

Volunteers will be trained for several duties within each service area, and as skills and knowledge grow, they can assume more regular roles within the service area. Some roles require much more training than others, but all volunteers should be well versed in our commitment to mission, dignity of clients and food safety.

Administration and Governance
Supervised by Fund Development Supervisor – TEAM LEAD Marketing and Communications Coordinator Summer Events Coordinator
Reception – tasks include greeting visitors and donors; receiving food and financial donations; answering the phone, transferring calls and taking messages; data entry, photocopying, mail outs and other office support tasks
Administration – providing administrative support including data entry, word processing, spreadsheets, records and/or bookkeeping, etc.
Fundraising – supporting fundraising initiatives, tasks include development of promotional materials and signage, event preparation, event support, and participation with fundraising campaigns and events
The Second Door Thrift Store – Sales Floor – manning the sales floor, greeting customers, accepting payment, display and organization of sales floor and general upkeep of the thrift store
The Second Door Thrift Store – Product Preparation – sorting, testing, cleaning, and pricing items in preparation for the sales floor

Community Engagement
Supervised by Volunteer Coordinator/Community Health Facilitator – TEAM LEAD Kitchen Facilitator Garden Coordinator
Community Kitchens – supporting kitchen activities, tasks include cooking, cleaning and food preparation; working with recipes and ingredients lists; laundry; setup/take down; and program support
Food Recovery - extending the shelf life of donated product, tasks include cooking and cleaning; and packaging and labelling transformed foods for distribution
Gardens – tasks include planting, tending and harvesting produce grown in the gardens; working with beginners to share knowledge of gardening; conducting tours of the gardens; and program support
Helpful Hobbies - sharing knowledge and skills relating to personal hobbies to encourage participation of clients and community members in meaningful activities; knitting, sewing and/or handicrafts; hosting drop-in sessions and/or workshops; program support

Operations

Supervised by Operations Manager – TEAM LEAD

Driver and Operational Support

Warehouse Coordinator

Food Share Coordinator

Driver and Food Access Coordinator

General Warehouse – tasks include intake and output of food stocks; loading and unloading vehicles; stocking shelves; warehouse maintenance; baling cardboard; stocking and cleaning coolers and freezers; etc.

Sorting – tasks include going through donated product to check dates and ensure quality control; sorting by category and discarding unsuitable product

Managing Perishables – tasks include sorting through perishable items such as meat, frozen product and produce to ensure suitability for distribution

Repackaging/Bundling- tasks include breaking down large volumes into smaller quantities and assembling bundles for specific programs

Hamper Building – tasks include packing hampers according to specific hamper lists for different sizes and special dietary needs

Gleaning – tasks include gleaning from warehouse stock to fill food orders for partner agencies and IFB programs

Pick Room – tasks include setting up, stocking and cleaning of the Pick Room for morning and afternoon access by clientele; restocking freezers and fridges for hamper programs, maintaining pick room stock throughout the day

Janitorial- tasks include sweeping and washing floors, dusting, vacuuming and general janitorial duties throughout the facility

Service and Care

Supervised by Client Intake Supervisor – TEAM LEAD

Client Advocacy and Resource Centre Coordinator

Client Intake - tasks include reception of clients, processing client orders, data entry, and referring clients to IFB programs and services

Hamper Pulling - tasks include fulfilling client orders, maintaining supply of hampers, bundles, perishables and non-food items related to Emergency Food Hampers

Client Liaison - tasks include greeting clients and directing them to appropriate services or supplies, supporting intake counter with limits and crowd control, supporting clients with special requests or questions, referring clients to IFB programs

Client Advocate - tasks include listening to understand client barriers to moving past the food bank lineup; providing support and referrals for accessing programs beyond emergency food assistance; assisting clients with applications, connections to other community resources and client based programs

A volunteer's needed, a volunteer's special
The reason they're needed is seen all around
From youngest to oldest we see people struggle
A volunteer's heart is where caring is found
Their time and their talents are gifts we are needing
They selflessly give what they're able to share
And one by one people are hopefully seeding
The change we could see if just more people cared.



“Food banks are not a band-aid. A band-aid is a little strip of plastic that you put on a small wound. It's something that can be used for minor cuts and maybe on the odd scrape.

Food banks are not dealing with something so trivial.

Food banks are tourniquets, helping to keep people alive.

Food banks are dealing with a serious and systemic issue.”

Alex Boyd, New Brunswick Food Banks