

Food Bank Coalition of San Luis Obispo County Volunteer Packet



Food Bank Coalition (FBC) VALUE STATEMENT:

1. Every human being has the right to nutritious food, regardless of the reasons that they may not be able to obtain it for themselves.
2. The Food Bank's intent is not only to help make nutritious food available through our programs and agencies, but also to encourage and support each person we serve, recognizing their possible vulnerabilities and sensitivities.
3. Everything the Food Bank serves, whether individuals, families, or agencies deserve to be treated with kindness, respect, and dignity
4. It is our privilege to serve without judgment

The Food Bank recognizes that without volunteers, we would be unable to serve the majority of families and individuals in need throughout our county. As a Food Bank volunteer, you are a direct representative of the Food Bank Coalition of San Luis Obispo County and as such, are often times the first and only impression an individual has of this organization. That is why it is so very important to ensure that as we partner together, we ensure that we have clearly defined expectations. If you agree to these statements or agree to continue your efforts in providing this kind of quality service, please sign below.

As a Food Bank Coalition Volunteer, I agree to:

1. Ensure that my motivation for serving and behavior is a true reflection of FBC values.
2. Adhere to all rules and procedural guidance pertaining to food distributions.
3. Ensure that all participants receive excellent customer service and are treated equally and without judgment at all times.
4. Ensure that I know the procedures to assist a participant in addressing a complaint or concern when I am unable to resolve the situation independently.
5. Ensure that the names & circumstances of all self-certified volunteers and participants remains confidential
6. Ensure that I and those around me create a judgment free environment at our distribution site.

Release and Waiver

I am volunteering to assist the Food Bank Coalition of San Luis Obispo County in its Food Distribution Program and/or in other Food Bank outreach activities, understanding there may be some risks involved. Knowing these facts, I hereby waive, release, discharge, and agree to hold harmless the Food Bank Coalition of San Luis Obispo County, its agents, employees, or anyone acting for or on its behalf, from any and all claims of liability for personal injury, death or property damage of any kind or nature whatsoever arising out of or in the course of my participating in any Food Bank Coalition of San Luis Obispo County sponsored events. This release and waiver extends to all claims of every kind or nature whatsoever, foreseen or unforeseen, known or unknown, and binds myself, my heirs, executors, administrators, or anyone else who might claim on my behalf.

I further grant full permission to the Food Bank Coalition of San Luis Obispo County or agents authorized by them to use any photographs, videotapes, motion pictures, recordings or any other record of this event for any Food Bank Coalition of San Luis Obispo County purpose.

By signing below volunteers give the Food Bank Coalition of San Luis Obispo County permission to check the validity of statements above.

Distribution Instruction - Volunteers:



1. ALL USDA items must be pre-bagged w/every bag being exactly alike.
2. No payments will be charged nor donations requested from distribution participants and ANY time. All participants self-certify.
3. Income Eligible Volunteers are entitled to receive USDA commodities or distribution items and will follow the same procedure as all other participants. There can be no distinction made between what a volunteer receives and that of any other participant.
4. Non-eligible volunteers may not receive USDA commodities; however, they may receive what any eligible recipients receive of fresh produce at the close of the distribution
5. Remaining USDA product, not picked up by eligible recipients at the close of the distribution must be donated to a designated agency pre-approved by the Food Bank. The amount of food and name of agency must be written at the bottom of your distribution report.
6. At no time may remaining food be distributed at the discretion of volunteers or left at the distribution site.
7. It is one bag per household.
8. For sites that have opted to provide home delivery service, a signed alternate pick up form or note for each delivery MUST be returned to the site manager to be submitted with the distribution report in order to ensure site is credited appropriate number of households so volume of product provided is not impacted.
9. In situations where a concern or complaint is expressed in a manner that could be disruptive to the food distribution, a request to discuss the matter at a more opportune time may be made by the site manager. If the issue continues, the concerned party should be respectfully provided with a copy of the FBCSLO Grievance Policy and directed to follow the guidance within. All efforts must be made to maintain the integrity of the distribution.

Home Delivery Policy:



1. Home deliveries are not required and the choice to provide this service is one made at the discretion of the Site Manager and his or her volunteers.
2. No reimbursement, insurance coverage, nor compensation is provided for this service.
3. Home deliveries are never to be provided as a matter of convenience and must be limited by those who are truly homebound who have no other means of obtaining resources through the assistance of a home health worker, neighbor or friend. When a caregiver has scheduling conflicts, they should first be referred to other distribution sites within their community before a determination is made to provide them with home delivery. This limits volunteer time on the road and personal expense.
4. Insurance requires that all drivers be within the age range of 21 – 80. A record of all drivers will be maintained by both the Site Manager and a copy must be provided to the Food Bank (form provided) along with a copy of their valid California Driver's License and proof of insurance.
5. A record of all participants receiving home delivery must be maintained by both the Site Manager and a copy must be provided to the Food Bank (form provided). Changes/Additions should be noted and sent with distributions reports.
6. All deliveries must have appropriate documentation in the form of an alternative pick up form or note from participant – these should be provided immediately to your site manager. When submitted to Food Bank, please ensure envelop or individual documents note the distribution site to ensure that your site is credited number of households served.
7. No food shall be left without an appropriate pick up form. If the individual is going to be out, they will need to ensure the documentation is provided in some manner prior to delivery and make arrangements with the Site Manager or Driver ahead of time.
8. Any leftover food must be delivered to a local agency approved by the Food Bank. No food may be taken to be distributed at the discretion of driver.

EFA-7 Form: Each distribution site must collect and maintain on record the EFA-7 form which contains the following information pertinent to each household receiving food for household consumption:

- Address & zip code of the household, the extent possible. PO Box okay for rural areas. Homeless participants should provide the nearest cross street to their most recent habitat
- The number of persons in the household
- The yes and no column on the form may be used to provide unduplicated numbers of households served each month.
- There is one EFA-7 form available for use. All distribution sites must use the version dated 03/2006

Grievance Policy

In an effort to ensure that the **delivery and distribution** experience is a positive one for both our volunteers and our participants, the Food Bank Coalition would like you to do the following when addressing an issue or concern:

- Positive Communication – Speak in a positive manner to a volunteer or the site manager regarding the concern or question that you may have. Do so in a manner that is not disruptive to other participants or volunteers.
- If communication is not effective and/or your concern continues, please contact the Program Manager, Becky McPhetridge at **(805)238-4664** or email her at bmcphetridge@slofoodbank.org and your complaint will be researched and all efforts will be made to resolve it at the local level.
- When all efforts at conflict resolution are unsuccessful and the nature of the complaint is such that it warrants additional consideration, a written report will be submitted to California Department of Social Services (CDSS) outlining the steps taken to resolve the conflict. At that point, CDSS will look into the complaint and issue instructions and recommendations on a case-by-case basis.

Food Complaint – Complaints about USDA commodities must be handled immediately to prevent use of foods that may be unfit for human consumption. If you identify an issue or concern relating to a USDA food product, please contact the Food Bank directly at **(805)238-4664**.

Discrimination of any sort is not tolerated by the Food Bank Coalition of SLO County. If at any time you find that you have been discriminated against, you may contact us directly at **(805)238-4664** or use the contact information located in the NON –Discrimination Statement provided below:

NON-Discrimination Statement:

The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotope, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD). To file a complaint of discrimination write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, DC 20250-9410 or call 1-800-795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.

Distribution Site Volunteer Agreement



Please return a signed copy of this document as verification that you have read the site instruction and agree to the terms outline in the release of liability and waiver statement.

Name _____ Date _____

Distribution Site/s Where You Volunteer: _____

Home Address _____ City _____

Home Phone _____ Cell Phone _____

Email Address _____

Where did you learn about volunteering at the Food Bank? _____

Are you a regular volunteer at this site/s? Yes _____ No _____ # of YRS _____

How much weight can you lift? 0-19 lbs _____ 20-40 lbs _____ More _____

Your Areas of Interest (circle all that apply)

Administrative **Bagging** Commodities/Food Driver Heavy Lifter On Call Assistance

Are you interested in additional opportunities to volunteer with the Food Bank Coalition of SLO County?

Skills you would like to contribute _____

Emergency Information

Emergency Contact _____ Phone _____

Known health problems _____ Name of Doctor _____

Volunteer Signature _____ Date: _____

Food Bank Staff Signature: _____ Date: _____