



VOLUNTEER HANDBOOK



233 Harter Ave
Woodland, CA 95776

(530)668-0690

www.yolofoodbank.org



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WELCOME

Grateful, nimble, resourceful, creative, curious, collaborative, genuine, introspective, compassionate, visionary, bold!

Thank you for dedicating your time to helping those in need in our community and for choosing to work with Yolo Food Bank! Volunteers play a vital role in the success of our organization and it is only with your talent, generosity and dedication that we are able to improve the lives of so many people. As a volunteer, you are encouraged to familiarize yourself with the contents of this handbook, as it will answer many questions concerning your service. We are committed to working together towards creating a safe, supportive, and caring volunteer experience where we can learn from each other and grow in service to our community.



ABOUT YOLO FOOD BANK

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Our Mission

Yolo Food Bank durably increases food and nutrition security and helps create an equitable and sustainable local food system by:

- Connecting individuals and families to healthy, high-quality food and resources;
- Collaborating with community partners to deepen outreach and address food needs; and
- Convening key players in the community to assess progress and plan collective actions.

Our Vision

Yolo County is a thriving community where everyone has the resources they need to experience health, prosperity, and a high quality of life.



QUICK DEFINITIONS

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Recipients:

Food insecure residents of Yolo County. Clients usually do not have to provide proof of residency to receive food but may under certain circumstances.

Distributions:

Distributions are where YFB products are distributed to food-insecure recipients. They are arranged in advance between YFB and its nonprofit partners, such as faith-based organizations, civic locations such as city halls, parks, senior centers, or food closets.

Site Leads:

Site Leads are volunteers with sufficient training and experience to be designated by the Volunteer Coordinator to guide and support other volunteers during volunteer events and programs. Volunteers are expected to use them as a resource and follow their instructions.

Food:

Food comes in many forms at YFB. It can be fresh produce from farmers or canned, dairy, and baked goods donated by stores along with other grocery products. Items may also be non-food products our clients need to meet their daily needs such as diapers, soap, and cleaning products. Although most food at YFB is donated, sometimes food must be purchased to ensure an appropriate quantity and variety is available for our nonprofit partners.

Food Bank:

A food bank is a nonprofit organization that collects and distributes food to hunger-relief organizations. YFB usually does not distribute food directly to individuals, but instead collects, stores, and delivers food so that other organizations can directly help those struggling with hunger.

Nonprofit Partners:

Nonprofit partners are charitable organizations that need assistance accessing sufficient and appropriate food for the community they serve. They may include food closets or pantries, nonprofit organizations, local government agencies, faith-based organizations, or colleges and related student organizations. YFB provides many services to its partners, ranging from access to food and other donated products, to helping secure additional resources to increase their abilities, to helping them receive and retain funding, such as through grants.

Programs:

Programs are how YFB organizes the various ways it serves different food insecure groups in Yolo County. Each program is supported financially in a particular way, uses donated food from different sources, and works closely with specific nonprofit partners.

PROGRAMS

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Eat Well Yolo (EWY)

Our fresh produce and grocery distributions provide families and individuals with ongoing access to healthy foods. Community members in need of food assistance can attend weekly or bi-weekly distributions in Yolo County to receive fruits, vegetables, and other perishable goods including bread and dairy products when available.



Yolo Grown

This program increases access to Yolo County-grown fresh produce among food insecure individuals through a network of partnerships with local farmers and other food system partners. As a result, YFB recipients receive higher quality and more diverse produce throughout the year.



NPOP

The Nonprofit Partner Organizations Program (NPOP) has a network of over 80 organizations in Yolo County who provide food to those facing hunger. Our NPOP's can access food from the Sutter Health Nonprofit Nutrition Center inside YFB to use in their outreach and anti-hunger programs.



Kids Farmers Market (KFM)

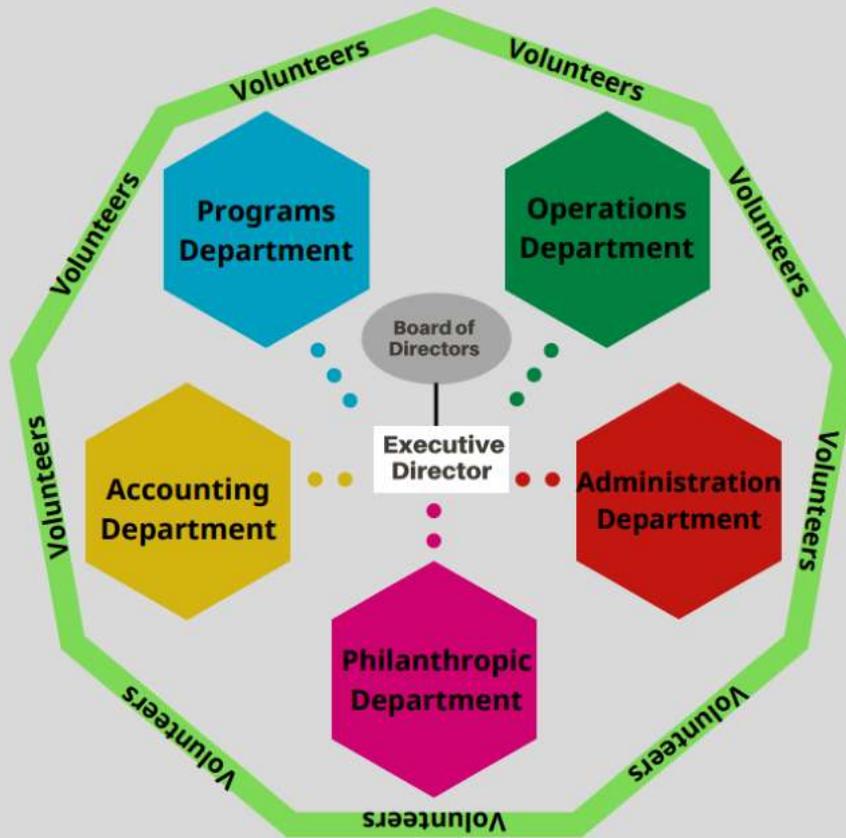
Through the Kids Farmers Market program, YFB provides youth with ongoing access to fresh fruits and vegetables through a fun, interactive farmers market-style distribution. A free-weekly after-school farmers' market is held at several schools in Yolo County. This program allows students the opportunity to use play money to "purchase" up to 10- pounds of produce from an onsite market, to learn about and sample the available fruits and vegetables, and to take home the produce, recipes, and other information about healthy living.



Emergency Food Assistance (EFAP)

The Emergency Food Assistance Program is a federal program that distributes food to low-income individuals in Yolo County. Foods are purchased by Yolo Food Bank through the U.S Department of Agriculture (USDA) to be distributed county-wide through public distributions, food pantries, or given to nonprofit partners that prepare foods. Products distributed through this program vary each month but often include non-perishable dry and canned goods, frozen proteins, and grains.

ORGANIZATIONAL CHART



STAFF CONTACTS

KFM
Volunteers



Whitney O'Neil
Programs
Coordinator

whitney@
yolofoodbank.org

530-668-0690
x316

EWY
Volunteers



Matthew Hanson
Programs
Coordinator

matthew@
yolofoodbank.org

530-668-0690
x118

Community
Events Off-Site



Yasmin Frausto
Volunteer
Coordinator

yasmin@
yolofoodbank.org

530-668-0690
x116

On-Site
Volunteers



Natalie McDonald
Volunteer
Coordinator

natalie@
yolofoodbank.org

530-668-0690
x106

VOLUNTEERING 101

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Application Process

- Access the YFB volunteer page at www.yolofoodbank.org/volunteer.
- Register and complete an upcoming orientation (self-paced option available).
 - Create a volunteer profile online.
- Review the volunteer handbook and ask questions as needed.
- Sign up for events online or by phone.

Volunteer Confirmation Letter

Volunteers who need documentation verifying community service hours are responsible for maintaining a record of their hours. Please contact the Volunteer Coordinator to request a letter confirming your community service hours.

Volunteer Groups

- Please submit an online inquiry form through our volunteer page at www.yolofoodbank.org/volunteer or contact the Volunteer Coordinator directly.
- The Volunteer Coordinator will contact the Group Leader with possible volunteer opportunities.
- A group waiver form, which will be sent by the Volunteer Coordinator, must be submitted at least 1 week prior to the event.

Court Ordered Volunteers

Individuals with criminal records involving violence, abuse, theft, crimes against children, or assault, may not volunteer for Yolo Food Bank. Exceptions to this policy may be made at the discretion of the Volunteer Coordinator. Court-mandated volunteers must:

- Be at least 18 years old (volunteers under 18 must provide written parental permission in advance and must always be accompanied by an adult while volunteering)
- Show proof of your infraction (documentation from court, attorney, city, or county)
- Contact the Volunteer Coordinator to answer preliminary questions by phone or through email

**Yolo Food Bank is not responsible for making opportunities for you to complete your hours. Our court-mandated volunteer opportunities occur at specific times and days throughout the week and are filled on a first-come first-served basis. YFB reserves the right to refuse court mandated volunteers if a charge is against its volunteer code of conduct or volunteer policies.*

Volunteer Vine (electronic)

When you provide your email address by creating an online profile through the YFB volunteer page, you will be added to our YFB volunteer e-newsletter about topics pertaining to volunteer opportunities and general updates. Please note that we DO NOT share volunteer email addresses with anyone outside of YFB. All volunteers have the option to "unsubscribe" at any time.

CODE OF CONDUCT

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Volunteers are always expected to uphold the following Code of Conduct when carrying out their duties and interactions.

Be Responsible

Carry out assigned duties responsibly, safely and in a competent manner. Accept personal responsibility for actions and understand that failure to abide by policies and procedures may result in dismissal. Record your own volunteer time commitment using the YFB sign-in console at the front desk or the appropriate time sheet at a distribution site.

Be Respectful and Professional

Yolo Food Bank volunteers are expected to treat recipients, staff, and other volunteers with respect at all times. Approach clients' needs with compassion, sensitivity and without judgement. *(See Guidelines of Sensitivity below on page 14)*

Be Present

Volunteers must contact a Volunteer Coordinator, via email or phone, as early as possible before the start of their shift if they expect to be late or are unable to work their scheduled shift. Failure to contact a YFB staff member prior to a scheduled shift will result in being marked as "No Show". Volunteers with three or more "No Shows" on their profile will be unregistered for current events and will no longer be able to register for future volunteer events unless they discuss the situation with a Volunteer Coordinator, who will make a final determination about their status. Avoid leaving tasks you are performing or are asked to perform before they're completed. Should there be an absolute need for stopping work, such as a personal emergency, inform a Volunteer Coordinator or site lead before leaving.

Dress Appropriately

Volunteers must wear appropriate clothing while volunteering such as clean clothes and closed toed shoes at both the YFB facility and all distribution sites. You are a representative of the YFB while you volunteer. Clothing that bears language/images that may be considered as inappropriate by others, shorts/skirts/dresses that are above mid-thigh, tops that are backless or strapless and pants that sit below the waist are not permitted while volunteering. The Volunteer Coordinator, site lead, or designated staff-in-charge is authorized to request any volunteer wearing such clothing to leave and return when clothed appropriately. Hats and hair coverings are acceptable and encouraged during hot, windy, or rainy weather.

Avoiding Conflicts of Interest

Staff and volunteers at YFB are held to a higher standard by the community. To retain the trust of our communities, volunteers may not:

- Use or allow others to use YFB's name, property, resource information or funds for any purpose other than that required for the assigned task.
- Receive goods, services, or monetary compensation for services rendered.
- Act or represent themselves in person or electronically (including social media) as a representative or spokesperson for Yolo Food Bank unless prior permission or authority has been given by the Volunteer Coordinator or a YFB Director.

PERSONAL HYGIENE

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Using Hand Sanitizers

NEVER use sanitizers or antiseptics instead of hand washing. Soap is more effective, so use an antiseptic only after washing your hands. Wait for your hands to dry before touching food or equipment or putting on gloves.



Using Gloves Correctly

Only use single-use gloves when handling food. Gloves should not be too tight or too loose. NEVER blow into them or roll them to make them easier to put on. Wash your hands before putting on gloves when starting a new task.



When to Change Gloves

- As soon as they become torn.
- Before beginning a different task.
- Before handling food, especially ready-to-eat foods.
- After an interruption, such as taking a phone call.

Proper Hand-washing Procedure



Wash your hands before starting ANY task at the Food Bank. Wash your hands ONLY in a designated hand-washing sink.

- Wet your hands.
- Apply enough soap to work into a lather.
- Rub hands thoroughly for 20 seconds (back of hands, between fingers, tips of fingers, thumbs, under fingernails, and wrists).
- Rinse hands.
- Dry thoroughly with a single use paper towel.
- If you are using the restroom or other enclosed space, open the door with a paper towel used to dry hands and toss.

POLICIES AND PROCEDURES

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Individuals performing any volunteer duties for Yolo Food Bank, whether at YFB or distribution site, must agree to abide by the following policies and procedures.

Starting Work

Yolo Food Bank does NOT accept walk-in volunteers. All volunteers must sign up online before doing any volunteering. If you do not have access to a computer, a YFB staff member can assist via phone. Check in with a designated staff member or site lead upon arrival to your scheduled shift. You MUST sign in AND sign out when fulfilling tasks so your hours can be tracked accurately.

Age Requirements

Yolo Food Bank youth volunteers between the ages of 12-15 must always be accompanied by an adult and/or be part of an organized group with adequate adult supervision (5:1). Volunteers between 16-17 years of age who wish to volunteer without being accompanied by an adult, must receive parental permission before volunteering.

Volunteer Status

Volunteers acknowledge they are not acting as an employee of Yolo Food Bank. Volunteers understand that they have no legal claims for minimum wages, overtime, bonuses, benefits, unemployment, compensation, workers' compensation, liability, protection, or other provisions of law for YFB employees. Rather, all tasks performed by a volunteer are a result of the volunteer's personal desire to help YFB accomplish its mission.

Lunch & Breaks

If volunteers wish to eat lunch or snacks at the YFB facility or a distribution site, they must do so in a designated break area. Any items used for storing food while eating must be cleaned and removed from the area by the end of your shift. To maintain safety and sanitation standards, personal food, and drinks (other than water) are not allowed in the warehouse, repacking room or near the distribution area. Smoking is permitted in designated areas or at least 50 feet away from the YFB facility and distribution sites. If you smoke, please have a staff member or site lead direct you to a designated smoking area.

Food Allocation

Volunteers may receive food from a distribution site, but the amount and selection will be the same as what the recipients received. Volunteers who wish to receive food must use the same household sign-in sheet as a recipient. A staff member or site lead must be present to oversee all distributions of food to volunteers. Volunteers may NOT set aside product for themselves, other volunteers, or recipients before or during the food distribution. Any volunteer found to have done so will be dismissed immediately. Yolo Food Bank has a zero tolerance policy for theft.

Safety

Volunteers are primarily responsible for their own safety and well-being while volunteering for YFB or any event related to YFB. To encourage safety while volunteering volunteers should practice the following:

- While at the YFB facility or at a distribution, running unnecessarily or horseplay such as climbing on equipment, machinery or pallets is prohibited and may result in dismissal.
- All accidents and injuries must be reported to the Volunteer Coordinator, staff-in-charge or site lead immediately.
- Please report any actual or potential safety hazards you see immediately to a staff member or site lead.
- Volunteers MAY NOT use ANY electric equipment in the warehouse (volunteers may use manual pallet jacks after receiving training).

If a medical emergency occurs, please seek medical assistance immediately. If a situation becomes dangerous and law enforcement assistance is needed, please contact local police.

Dismissal

YFB reserves the right to refuse volunteer opportunities to any individual or group. Volunteers who are found not to abide by the policies and procedures contained in this document fail to perform their volunteer assignment as instructed, or fail to follow appropriate instructions by a staff member or site lead are subject to dismissal. Dismissal is within the discretion of YFB staff and designated site leads. Grounds for dismissal may include, but are not limited to:

- Violation of program policies, procedures, regulations or laws;
- Gross misconduct or insubordination Being under the influence of alcohol or drugs (legal or illegal) while performing volunteer duties.
- Breach of confidentiality; and/or Conflict of interest which cannot be resolved

All concerns about a volunteer's performance, behavior or actions will be fairly and promptly investigated by a trained staff member, including discussed with the volunteer, before any corrective action is taken. The volunteer shall be provided with a confidential memo identifying the reason(s) for the dismissal.

Working with Youth

Individuals who are interested in volunteering for Kids Farmers Market where children are present must meet the following requirements:

- Age 18 or older;
- Successfully complete a background check (paid by YFB). **only for certain sites**

If you are a group looking to sign up to volunteer at a Kids Farmers Market, every group member **must** always be supervised by an elementary school or YFB staff member.

Corrective Action

Corrective action may be taken if the volunteer's work or behavior is found to be unsatisfactory. Corrective action is within the discretion of the Yolo Food Bank staff or Site Lead overseeing the program and may include:

1. Additional training and/or supervision;
2. Reassignment to another volunteer position; and/or
3. Dismissal from Yolo Food Bank.

Photo Release

YFB occasionally captures photos of volunteers and staff during volunteer hours to use for publications, outreach, and fundraising. It is important to share the amazing work of our volunteers with staff, supporters, potential volunteers, and prospective clients. As a volunteer, we ask that you agree to the following photo release guidelines.

- Grant and authorize Yolo Food Bank the right to take, edit, alter, copy, exhibit, publish, distribute, and make use of any and all pictures or video taken of you by Yolo Food Bank, to be used in and/or for legally promotional materials including, but not limited to, newsletters, flyers, posters, brochures, advertisements, fundraising letters, websites, social networking sites and other print and digital communications, without payment or any other consideration. This authorization shall continue indefinitely, unless you otherwise revoke said authorization in writing. For minors under 18 years of age, the undersigned parent or legal guardian hereby grant permission to use the photographs and video described above for said minor.

Harassment, Discrimination and Retaliation

YFB is committed to providing an environment free from harassment, discrimination, and retaliation. Harassment or discrimination of any kind, including harassment or discrimination based on the following or perception of the following whether sex, sex stereotype, race, color, religion, gender, age, ancestry, mental and/or physical disability, medical condition, national origin, marital/registered domestic partner status, military or veteran status, sexual orientation, domestic violence victim status, or other characteristic protected under federal or state law or local ordinance will not be tolerated at YFB. Any individual who experiences or witnesses such behavior, or behavior or language that is inappropriately loud, combative, aggressive, belittling, bullying, or threatening, is encouraged to bring it to the attention of the Volunteer Coordinator, any site lead or manager at YFB as quickly as possible. Such actions will be investigated fairly and promptly by trained staff. YFB will not retaliate against anyone for bringing forward a complaint, threatening to make a complaint or participating in an investigation conducted by designated YFB staff. Making a false claim, however, may result in immediate dismissal.

Possible Harm to Others

Volunteers are expected to report any of the following situations to a YFB manager, supervisor, or the Volunteer Coordinator immediately.

- If there is reason to believe a client has done harm (physical or emotional) to a child (i.e., child abuse).
- If there is reason to believe a client has done harm (physical or emotional) to a dependent adult (i.e., elder abuse).
- If there is reason to believe a client may cause harm to themselves or someone else.

YFB staff will take action promptly when informed of such concerns. Action may range from gathering additional information about the situation to contacting the appropriate authorities.

Confidentiality

YFB maintains a policy of honoring every recipient, volunteer and donor's right to privacy and confidentiality of their records. In an effort to achieve confidentiality, records are kept electronically and as well as in locked files. These records cannot be removed from the office area unless they are signed out by authorized personnel and for a specific purpose. Information is shared on a need-to-know basis only with appropriate staff, consultants, and other authorized professionals. Confidential information may include, but is not limited to:

- Participant's name, address, phone number, birth date, etc.
- Donor's address, giving history, e-mail, etc.
- Volunteer's birth date, volunteer schedule, phone number, e-mail, and home address, etc.

Volunteers do not have the right to share this information with individuals other than staff who need the information for records or for resource and referral purposes. Volunteers are to hold the names and any personal information about YFB's recipients and staff in the strictest confidence. Inappropriate use of confidential materials is sufficient grounds for immediate dismissal, and could lead to legal action by the victim. Confidential information may be used in the following ways:

- For YFB staff to communicate with individuals to respond to their needs or complete appropriate tasks or assignments.
- To assess the needs of the organization, nonprofit partners, or recipients.
- To share recipients' stories with supporters; and/or
- To work cooperatively, on recipients' behalf, with other nonprofit partners or granting agencies for resource and referral purposes.

Volunteers may share their experiences, ideas, and general information about a situation that takes place at YFB with individuals outside of YFB but must understand that recipients names and contact information are confidential and may not be discussed or shared in any manner. Be particularly careful not to cause others to think you are representing the Yolo Food Bank when posting on social media

Guidelines of Sensitivity

Yolo Food Bank maintains a policy of respecting recipients and their situations and serving them in a non-biased and sensitive manner. All our recipients face some form(s) of hardship and/or crisis and we can help them overcome some of these hardships. As a volunteer, we ask that you always abide by the following guidelines:

- Keep an open mind and refrain from judgement.
- Try to be conscious and aware of your verbal, physical and facial expressions, and tone
- Treat all recipients with respect, and respect their privacy as well.
- Help maintain a non biased, helpful, and supportive environment for people of need.
- Refrain from using harsh, vulgar, threatening, abusive, or offensive language even when the recipient uses it.

If you find any of this particularly difficult, whether in general or when dealing with a specific person, please inform the Volunteer Coordinator immediately so you can receive appropriate guidance and support.

VIP INCENTIVES

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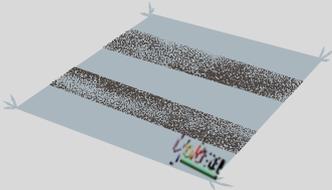
Our Volunteer Incentive Program (VIP) aims to show our appreciation for the work you do for us.

Quarterly Drawing

Each quarter, we will do a drawing to give our volunteers a chance to win a prize for hours of service completed. At the end of March, June, September, and December, we will draw an entry from those volunteers who have given at least 40 hours that quarter. For every additional 10 hours you serve, you get 1 extra entry in the drawing (up to 10 entries total). You may only win 1 prize per year.



Travel Mug
40 Hours



Picnic Blanket
80 Hours



Sweatshirt
120 Hours

LIFETIME ACHIEVEMENT AWARD

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After completing 500 hours with the Yolo Food Bank, we will honor your dedication with an award displayed at the YFB facility and online on the YFB volunteer page. We recognize such achievement and hope that many others will follow your example.

Certain regulations apply to the Volunteer Incentive Program. Contact the Volunteer Coordinator for more information.