

PFB Volunteer Manual

January 1

2020

Thank you for volunteering at Parkland Food Bank Society. Your willingness to help enables Parkland Food Bank to continue its services to our community

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Table of Contents

TABLE OF CONTENTS.....	III
INTRODUCTION	V
ABOUT PARKLAND FOOD BANK.....	3
PARKLAND FOOD BANK OPERATING PRINCIPLES	3
THE ETHICAL FOODBANKING CODE.....	3
THE CANADIAN CODE FOR VOLUNTEER INVOLVEMENT	4
NEW VOLUNTEER INFORMATION	4
VOLUNTEER ORIENTATION	4
MEMBERSHIP.....	4
BOARD OF DIRECTORS RESPONSIBILITIES	6
EXECUTIVE DIRECTOR RESPONSIBILITIES	8
WAREHOUSE SUPERVISOR RESPONSIBILITIES	10
VOLUNTEER SUPERVISOR RESPONSIBILITIES.....	11
PERSONNEL PRACTICES.....	15
GENERAL PRACTICES.....	15
HAND WASHING.....	16
ILLNESS AND INJURIES	17
MANUAL LIFTING.....	18
WORKING ALONE	19
SHOVELLING	19
FIRE EXITS & EMERGENCY EVACUATION PLAN	20
RIGHT TO REFUSE WORK.....	20
TIPS FOR DEALING WITH DIFFICULT PEOPLE.....	21
PARKLAND FOOD BANK CONFIDENTIALITY AGREEMENT – VOLUNTEERS	22
CODE OF ETHICS AND PERMISSIONS - VOLUNTEERS	23
PARKLAND FOOD BANK VOLUNTEER ASSIGNMENTS	27
LOADING DOCK	27
<i>Food Bank Receiving Policies and Procedures.....</i>	<i>27</i>
<i>Storing Food.....</i>	<i>29</i>
<i>Other Duties</i>	<i>29</i>
<i>Dock Lift Safety Manual</i>	<i>30</i>
<i>Safety Information, Warnings, and Operating Instructions</i>	<i>30</i>
FOOD SORTING	32
<i>Food Labels</i>	<i>32</i>
<i>Food Safety Guidelines for Goods</i>	<i>33</i>
<i>Sorting Procedure.....</i>	<i>37</i>
<i>Images of Serious Jar Defects.....</i>	<i>39</i>
<i>Images of Serious Can Defects</i>	<i>40</i>
<i>Guidelines for Evaluating Glass or Plastic Food Containers</i>	<i>41</i>
<i>Guidelines for Evaluating Box and Dry Packaged Containers</i>	<i>42</i>

<i>Guidelines for Evaluating Bagged or Sacked Food Containers</i>	43
FULL HAMPER ASSEMBLY	44
<i>Stocking Shelves</i>	44
<i>Hamper Assembly</i>	44
FILLING CLIENT ORDERS	45
<i>Full Hampers Order</i>	45
<i>BPP Hamper Order</i>	46
FOOD REPACKAGING	47
<i>Food Safety Guidelines for Repackaging</i>	47
<i>Food Bank Policies and Procedures for Food Repackaging</i>	47
INSTRUCTIONS FOR SORTING BREAD/BUNS AND DESSERTS	49
CLEANING AND SANITATION	50
ADMINISTRATION - RECEPTION	51
<i>Reception</i>	51
<i>Front Maintenance</i>	53
<i>Cash Handling Policy</i>	54
TRANSPORTATION	55
<i>Parkland Food Bank Volunteer Drivers Policies & Agreement</i>	57
BIBLIOGRAPHY	59

Introduction

Welcome to our family of volunteers here at Parkland Food Bank. We are very excited to have you as part of our team!

The Parkland Food bank is a registered Canadian charity, and operates under the supervision of the Executive Director and governance of the Board of Directors.

Our History

In 1984 a group of concerned citizens began providing food bank services in the basement of the Stony Plain United Church. As demand for the service grew a search for a more permanent home began, and in 1985 the food bank relocated to Spruce Grove. It was at this time the food bank became known as the East Parkland Food Bank. After several more location changes throughout the years, construction began on a new facility for the Food Bank on Madison Crescent. On July 7, 1997 the Food Bank moved into its new location where it has remained since. In 2000 the East Parkland Food Bank officially changed its name to the Parkland Food Bank.

After years of fundraising and planning, Parkland Food Bank completed a \$540,000 expansion and renovation project towards the end of 2015. This extra space and new equipment came just in time as food bank usage has increased 410% since 2008. That means, even after increasing our hours, we have gone from handling out a hamper every ten minutes we were open to handing out a hamper every 2.5 minutes we are open.

We are indebted to the perseverance of the Food Bank's volunteers and executives throughout the years, and their continual dedication to provide food bank services to their community.

Vision

Community helping community to make healthy food accessible.

Mission

The Parkland Food Bank exists to address the needs of hunger in Spruce Grove, Stony Plain and Parkland County, primarily by providing food to those in need.

Chapter One

About Parkland Food Bank

Parkland Food Bank Operating Principles

We, the board members employees, and volunteers of Parkland Food Bank, are committed to follow these operating principles in our quest to make healthy food accessible, as a trusting, collaborative, highly effective team.

We will:

- Maintain a safe environment; with safety comes the permission to make mistakes.
- Speak the language of cooperation.
- Respect and engage diverse opinions.
- Seek to understand.
- Be prepared to participate fully.
- Wear the right hat at the right time; operate as a “we” rather than a “me.”
- Embrace the activity of listening.
- Be curious and thoughtful.
- Focus on teamwork and innovation.
- Build relationships based on trust and integrity.
- Honour our Vision and Mission.

The Ethical Foodbanking Code

Parkland Food Bank follows Food Banks Canada code of ethics. To be an ethical food bank we 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 will 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.

The Canadian Code for Volunteer Involvement

The Canadian Code for Volunteer Involvement is a useful document that provides guidelines and standards of practice for working with volunteers. Their guiding principles state:

“Volunteers have rights. Voluntary organizations recognize that volunteers are vital human resource and will commit to the appropriate infrastructure to support volunteers

- Parkland Food Bank strives for effective volunteer involvement
- Parkland Food Bank commits to providing a safe and supportive environment for volunteers

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

- Volunteers will act with respect for beneficiaries and community
- Volunteers will act responsibly and with integrity

New Volunteer Information

1. When a new individual or group is volunteering for Parkland Food Bank, each person is to complete a volunteer application
 - This application collects basic contact and volunteer information
2. All volunteers must sign the Confidentiality Agreement and Ethical Agreement.
3. Long term and regular volunteers who are 18 years or older may be required to complete a Criminal Record Check.
 - The applicant will be given a written permission for a criminal record check.
4. Volunteer Drivers will be required to complete a Drivers Abstract.
 - There will be a fee for the Abstract that the volunteer can be reimbursed for or can request a tax receipt for.
5. A copy of each of these forms will be kept at Parkland Food Bank.

Volunteer Orientation

1. All volunteers, individual or group, sign in and out each time they come to volunteer.
 - This will also provide a list of who is in the building in case of emergency.
2. The first time a volunteer comes to the site, the Volunteer Supervisor will provide a brief site tour and do a safety orientation.
3. The Volunteer Supervisor will show volunteers their duties for their assignment.

Membership

Membership is defined in the Definitions section of our bylaws.

All board members and volunteers in good standing with the Parkland Food Bank Society are automatically considered to be members. As long as they continue to be volunteer or board members in good standing their membership does not expire. Membership will expire at the point the volunteer resigns or becomes inactive.

Rights

- Any member in good standing is entitled to:
 - receive notice of the Annual General Meeting;
 - attend any Annual General Meeting; and;
 - speak and vote at any Annual General Meeting, following procedure outlined at that meeting;
 - exercise other rights and privileges given to Members in these Bylaws;
 - be eligible to sit on board as a director.

Voting

- Only registered members in good standing shall be eligible to vote.
- Each member is eligible to vote on items at any Annual General Meeting, following procedures outlined at that meeting.
- Each member is entitled to one (1) vote.
- Members may not vote by proxy.
- All members can vote in person or remotely should the technology allow (by phone, Skype, etc.). However, all members must be in attendance at the meeting in order to vote.
- All member votes will be done by show of hands unless otherwise agreed to by a majority of the membership in attendance by a show of hands. If a majority agree, then a secret ballot will be held presided over by the Past Chair.

Termination of Membership

- Membership will expire on August 30th of the 5th year following an individual becoming a member of the Parkland Food Bank Society.
- Any member may resign from the Society by sending or delivering to the Chair of the Board or Executive Director written notice to that effect.
- The Board may terminate the membership of any person which acts contrary to the best interests of the Parkland Food Bank Society.

Board of Directors Responsibilities

Chair:

- shall preside at all General Meetings, Board Meetings and Executive Meetings;
- with the sanction of the Board, shall appoint special committees and detail their duties;
- shall sign cheques with the Treasurer or Executive Director or Vice-Chair within limits set annually by the Board of Director;
- shall be an ex-officio member of all committees except the Nominating Committee;
- shall sign contracts with the Treasurer and First Vice-Chair;
- shall act as the spokesperson for the organization;
- shall perform such other duties as may be specified by the Board;
- shall provide notices of meetings by e-mail.

Vice-Chair:

- shall assist the Chair and perform the duties of the Chair in his or her absence;
- shall perform such other duties as may be specified by the Board;
- shall sign cheques with the Treasurer or Executive Director or Chair within limits set annually by the Board of Directors.

Secretary:

- shall ensure that adequate minutes are kept of all General, Board and Executive meetings;
- shall ensure that an accurate Membership list is kept including terms of Board of Directors;
- shall ensure that all necessary filings including annual returns, changes in the Directors, amendments to the Bylaws and other incorporating documents are filed as required;
- shall be responsible for the Seal of the organization;
- shall carry out such other duties as may be specified by the Board.

Treasurer:

- shall be responsible for maintaining the books of account of the Parkland Food Bank;
- shall sign cheques and contracts on behalf of the Parkland Food Bank Society with the Chair or Executive Director or Vice-Chair within limits as set annually by the Board of Directors as indicated;
- shall be responsible for preparing the annual budget and the annual financial statements;
- shall be responsible for the presentation of monthly financial statements to the board;
- shall be responsible for arranging the annual audit or review engagement and shall delegate such functions as are deemed appropriate to the Executive presenting same to the Annual General Meeting and shall keep in direct ongoing contact to ensure the completion of Tasks according to the direction of the Board;
- shall carry out such other duties as may be specified by the Board.

Past Chair

- shall lead the Nominating Committee;

- shall provide advice, guidance and support to the rest of the board to ensure consistency with past board affairs;
- shall carry out such other duties as may be specified by the Board.

Executive Director Responsibilities

Administration / Operations

- Provide fiscal management by directing purchases and expenditures within the limits of the Board-approved budget. This includes bank statements, payroll, and bill payments. Submits records to the treasurer to compile.
- Negotiate contracts for services required such as snow removal and garbage collection.
- Renew all insurance policies on Food Bank buildings and vehicles.
- Implement a maintenance program for the grounds of the warehouse facilities, including snow removal and lawn care contracts and services.
- Conduct all new client interviews and new client registrations.
- Refer clients to other community agencies for further assistance as needed.
- Supervise and assist reception and front maintenance volunteers in client services and in handling difficult client situations.

Fund Raising / Sustainability

- Develop strategies to increase food donations by identifying potential food sources and soliciting donations.
- Coordinate all of the food drives throughout the year. Responsible to provide staff / volunteers for transportation, set up, adequate staff to man the event and delivery to the Food Bank.
- Contact corporate partners, supportive foundations and major donor prospects.
- Ensure recognition of donations in a timely manner.
- Identify and research funding opportunities, complete applications and final reporting.

Public Relations

- Maintain a public awareness of the problem of hunger in our service area.
- Strengthen existing relationships and cultivate new relationships with officials, the media, business and other groups.
- Cooperate in common concerns with social agencies and be supportive of appropriate networks.
- Post updates on social media relevant to donations, grants awarded and fundraising events.
- Coordinate speakers or speak to service clubs or groups on behalf of the Food Bank.
- Create and provide promotional material to assist in meeting ongoing Food Bank needs.
- Use social media as required.

Leadership

- Provide leadership in dealing with government legislation issues affecting Food Banks.
- Assist the Warehouse Supervisor and Volunteer Coordinator, if required. For example, be on site when the Warehouse Supervisor or Volunteer Coordinator is on holidays. This will include opening and closing the building. The director should have a working knowledge of the Warehouse Supervisors or Volunteer Coordinators duties.
- Conduct annual performance reviews for the Warehouse Supervisor and Volunteer Coordinator which should include a Board representative and yourself.
- Meet with the Warehouse Supervisor at least twice per month and more often if required.

Working with the Board of Directors

- Attend all board meetings and report how time was spent on Food Bank business.
- Prepare the annual report and submit to the Board for approval in advance of the Annual General Meeting.
- Provide the board with adequate information and / or research to facilitate good decisions regarding planning and policy development.

Warehouse Supervisor Responsibilities

Receiving

- Ensure the safe and efficient receipt of product, within the limitations of the equipment and resources available.
- Ensure all product received is properly identified and recorded as having been received.
- Ensure proper recording of quantities and weights of all products received.
- Ensure proper and efficient scheduling of product pick-up from donors.

Distribution

- Supervise the stocking of the dry, refrigerated, and frozen shelves.
- Supervise distribution to ensure sound product movement controls.
- Coordinate allocations, including distributions to clients.
- Coordinate the movement of product through pickups.

Purchasing

- Purchasing of food, (milk, eggs, meat and produce) and food handling supplies (bags, containers, etc.)
- Maintain records on monthly food expenditures and stay within budget guidelines.

Production

- Coordinate the flow of incoming and outgoing product in the warehouse, including food drives, other local donations, purchased product and fresh produce.
- Supervise the assembly and distribution of Food Hampers.
- Maintain an organized warehouse that maximizes space and efficiency while promoting a sanitary and safe work environment.
- Supervise the handling of salvage and the sorting process in compliance with Food Banks Canada Food Safety Standards.
- Ensure all products are identified, stored correctly, and their locations are accurately recorded.

Facilities & Equipment

- Maintain a high standard of sanitation in all the warehouse facilities, and in all the vehicles.
- Ensure that all equipment is being operated properly and in safe manner.
- Ensure that all the facilities have limited known potential hazards.
- Maintain and service warehouse equipment and truck. Complete research for upcoming warehouse equipment needs.

Leadership & Public Relations

- Warehouse supervisor will take on duties of the Executive Director in his or her absence.
- May be required to support Society with public relation activities.
- Optional to attend board meetings.

Volunteer Supervisor Responsibilities

Principal Duties and Responsibilities:

The volunteer co-ordinator is responsible for volunteer engagement in the organization. Engagement includes:

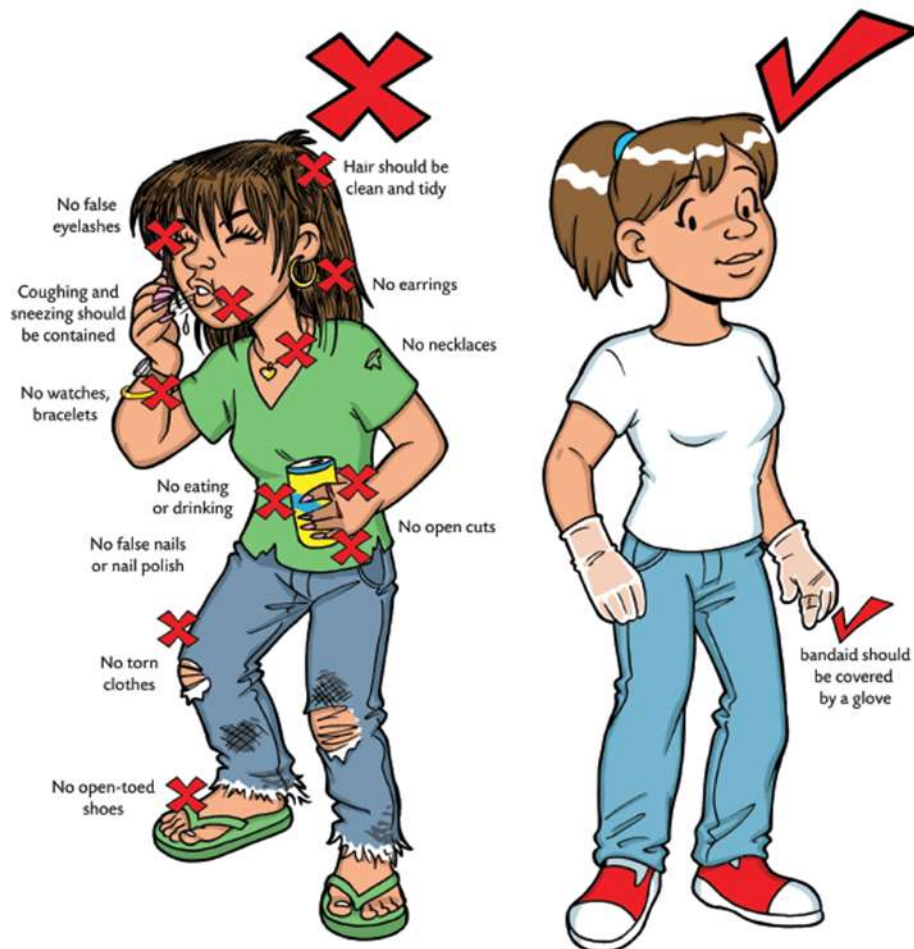
- Maintaining daily schedule for volunteers
- Attracting and retaining volunteers whose interests and values match those of PFB
- Increasing volunteers' understanding about PFB' mission and goals
- Providing meaningful opportunities for volunteers to contribute, such that their needs and the needs of PFB are met.
- Determine organizational needs that volunteers could fill
- Design orientation and training programs for volunteers
- Recruit, interview, select and evaluate volunteers
- Maintain files on each volunteer, ensuring documentation of screening practices
- Develop targeted volunteer recognition programs and activities
- Make the public aware of the volunteer program
- Supervise volunteers or provide support for the other staff who supervise volunteers
- Evaluate volunteer programs and volunteers
- Be trained in Client Intake to assist Executive Director

Chapter Two

This first section of the training manual (Personnel Practices) are standards laid out in the Safe Food Handling Program provided by Food banks Canada and Occupational Health and Safety Standards that are relevant to all our volunteers. It is very important that the food or products people receive from the Parkland Food Bank are safe to eat as many of the recipients are children, seniors, and others that may be immune-compromised. It is equally important that our volunteers are working in a safe environment.

Personal Hygiene

GOOD PERSONAL HYGIENE IS IMPORTANT!



Please refer to the *Food Banks Canada Safe Food Handling Standards* for further details

Personnel Practices

General Practices

What is the risk?

Poor personal hygiene can contaminate food, ingredients, packaging materials and food contact surfaces. Bacterial contamination can occur from illness, poor personal cleanliness, hygiene, and poor work habits. Introduction of foreign objects, such as jewellery, can lead to injury and personal loss.

Actions to take to control the risk:

- Personnel must follow effective hand washing techniques.
- Personnel must refrain from eating, drinking, smoking, spitting or chewing gum in food repackaging and handling areas.
- Food and beverages for personal consumption should not be allowed in food preparation or handling areas.
- Clothing is clean and clean apron is worn.
- Personnel must be wearing close-toed footwear.
- Hair must be suitably confined when repackaging food. (i.e. hair elastics brought from home)
- Jewellery, nail polish, false eyelashes or nails should not be worn, or covered with gloves, while repackaging food, as they can become a physical or microbiological hazard.
- Gloves are not a suitable substitute for proper hand washing. Disposable gloves, if worn, should be clean.
- Wash hands before putting gloves on.
- Replace all dirty and torn gloves.
- Personal effects must be stored in separate, designated area such as our break room.

(Food Banks Canada, 2010)

Hand Washing

What is the risk?

Hands can be the greatest source of contamination. Hair, skin, and other body parts are covered in bacteria. Proper hand washing can reduce the opportunity for bacteria to contaminate food products and food contact surfaces. It can also reduce the risk of contamination by allergens.

Actions to take to control the risk:

Ensure staff and volunteers wash their hands and/or change gloves:

- Before starting work.
- Before starting a new activity.
- Before putting on new gloves.
- After coughing, sneezing, or blowing their nose.
- After smoking or eating.
- After any break.
- After handling raw material, garbage or performing maintenance or sanitation activities.
- After picking something up from the floor.
- After any absence from their work station.
- After visiting the washroom.
- After any action that could lead to contamination of their hands.

Follow proper hand washing procedures as listed below:

- Wet your hands.
- Add soap.
- Scrub back of hands, wrists, between fingers, under nails for 20 seconds.
- Rinse.
- Dry hands using a single use towel.
- Turn off the taps with a paper towel and dispose of the paper towel in the designated garbage can.

(Food Banks Canada, 2010)

Illness and Injuries

What is the risk?

Communicable diseases are illnesses that can be transferred from one person to another and through people to food products. Examples include Tuberculosis, Salmonellosis, Norovirus, Shigellosis, Haemorrhagic colitis and Hepatitis A. Vomiting, diarrhea, stomach cramps and flu-like symptoms are the most common symptoms associated with food borne illness.

In addition, open cuts or sores that are not properly covered, can be a source of microbiological contamination.

Actions to take to control the risk:

- Anyone exhibiting the following symptoms, must report them to a supervisor:
 - Fever.
 - Diarrhea.
 - Vomiting.
 - Sore throat with fever.
 - Excessive coughing or sneezing.
 - Boils or cuts.
 - Discharges from ears, nose or eyes.
 - Jaundice (yellowing of eyes and skin).
- Personnel with cuts or open wounds must cover them with waterproof bandages or coverings and change frequently, so that they remain clean and intact. Cover all bandages with a disposable glove.
- All communicable diseases must be reported to a supervisor and this information must be kept confidential.

(Food Banks Canada, 2010)

Manual Lifting

What is the Risk?

Volunteers at the food bank will be in a position of having to lift and move goods and supplies of varying weights. The responsibility of ensuring proper lifting is shared by everyone (volunteers and employees). It is extremely important that proper procedure is followed to control the risk of injury while volunteering for the Parkland Food Bank moving goods and supplies.

Actions to take to control the risk:

Equipment

- Where reasonably practical, appropriate equipment will be provided for lifting, lowering, pushing, pulling, carrying, handling or transporting heavy or awkward loads. Volunteers must use the equipment that is provided for the purpose of handling or transporting heavy or awkward loads of goods and supplies. I.e. pallets, trolleys, dolly's etc.
- Volunteers shall not manually lift over 50 lbs. without assistance of another volunteer.
- (i.e. know your own physical limits)

Assessing Manual Handling Hazards

- Before a volunteer manually lifts, lowers, pushes, pulls, carries, handles, or transports a load that could injure themselves, a hazard assessment must be performed that considers the weight, size, and shape of the load. A volunteer must also take into consideration the number of times and manner in which the load will be moved.

Methods of lifting

- Test the weight before you lift.
- Position feet securely and shoulder width apart.
- Use slow and smooth movements (DO NOT JERK).
- Keep your body facing the object when you lift it (DO NOT TWIST).
- Keep the load close to your body.
- Firmly grip the object to be lifted.
- Lift with your legs (Bend your knees—NOT your back to pick up the load—Keep back straight).

Lifting From Above Shoulder Height

- To lift above shoulder height, maintain a walk standing position, transfer weight and maintain erect spine without bending the lower back backwards.

Pushing/Pulling

- The same principles of erect spine and walk standing position apply. The use of body weight is essential in moving the load.

Precautions

- Repeated lifting for long periods can cause excessive fatigue. Fatigue, in turn, is a contributing factor in causing accidents. When fatigue becomes excessive, it can affect a workers performance. A decrease in motivation or an error in judgement can occur. Volunteers must be aware of their limitations and how they are feeling and take breaks when needed to avoid excessive fatigue.

Working Alone**What is the Risk?**

Volunteers who work alone are at increased risk if they are injured while working.

Actions to take to control the risk:

- Applicable equipment and machinery safety procedures must be followed when equipment and machinery are used.
- Individuals working alone must have some form of electronic device at all times.
- A pre-arranged check in schedule must be in place where the person working alone checks in prior to beginning work and when leaving the food bank.
- Employee/Volunteer must be made aware of any potential violence concerns regarding tasks performed in the area.
- Employee/Volunteer must be aware of the hazards associated with all job tasks.

Shovelling**What is the Risk?**

Shovelling snow can cause injury and it is important to follow proper shovelling procedure to reduce the risk of injury.

Actions to take to reduce Risk:

- Be aware that newly fallen snow is lighter than heavily packed or partially melted snow.
- Warm up muscles for 10 minutes with light exercise or stretching prior to beginning shovelling.
- Dress in layers.
- Keep the shovel close to the body.
- Space your hands on the shovel to increase leverage.
- Shovel an inch or two off the top of the snow.
- Use a shovel that feels comfortable for your height and strength. Do not use a shovel that is too heavy or too long.
- It is better to push the snow rather than lifting it.
- If lifting snow, ensure that you lift it properly.
- To lift snow:
 - Squat with your legs apart, knees bent and back straight.
 - Lift with your legs, do not bend at the waist.

- Scoop small amounts of snow into the shovel and walk to where you want to dump it.
- Take frequent breaks and replenish fluids to prevent dehydration, which affects muscle movement.
- Do not hold a shovelful of snow with your arms outstretched—this puts too much weight on your spine.
- Do not remove deep snow all at once.
- Do not throw snow over your shoulder or to the side—this requires a twisting motion that puts stress on your back.

Fire Exits & Emergency Evacuation Plan

What is the Risk?

In the case of fire or emergency, an escape plan should be known by all volunteers or staff.

In an Emergency

- Fire exits are located:
 - Front reception.
 - In front of walk in freezer door.
 - South wall of warehouse.
 - East wall of warehouse.
- Once outside, personnel should assemble at the pre-determined meeting place, which is across Madison Cr. in front of the NorthWest Tank Lines Inc. sign.
 - Please make sure you sign in and sign out at the beginning and end of each shift so staff can make sure all personnel has safely made it out of the building.
 - Paid staff will make sure everyone signed in to volunteer is out of the building.
- The Facility map identifies locations of First Aid Kits, Fire Extinguishers, Smoke Detectors, and Exits. Facility Maps are to be posted at all entrances to the building.
- Paid staff are responsible for ensuring all volunteers in their area of supervision are out of the building safely prior to evacuating themselves.

Right to Refuse Work

If employee or volunteer has reasonable cause to believe that to complete any work would create an undue hazard to the health and safety of any person, they have the right to refuse to do the work.

1. Immediately report the circumstances of the unsafe condition or matter to the Executive Director.
2. The Executive Director must investigate the matter and:
 - a. Ensure that any unsafe condition is remedied. OR
 - b. Find a qualified person to do the work or implement controls. OR
 - c. If in their opinion the report is not valid, must so inform the person who made the report.

3. The Executive Director should ensure that no other worker is assigned to the same work, or equipment, unless:
 - a. The danger has been eliminated,
 - b. The worker to be assigned is not exposed to the danger, and
 - c. The worker assigned is informed of the refusal, the reasons for the refusal and their right to refuse work that presents a danger.
4. The Executive Director will document in writing:
 - a. The employee or volunteer's notification,
 - b. The investigation findings, and
 - c. Actions taken to remedy the situation.
5. The employee or volunteer will do other work that the Executive Director assigns in the meantime, providing:
 - a. The can reasonable do it, and
 - b. It's safe.
6. The Executive Director will share the Investigation report with the employee or volunteer.
7. The employee, volunteer, or the Executive Director can connect with the OHS Contact Centre if they have any questions or concerns about this process.

Tips for Dealing with Difficult People

If at any time you fear for your own or others safety, **immediately call 911.**

- Stay calm – do NOT mirror the person's behaviour (as that will likely make the situation worse)
- Do not get closer to the person or try to touch them – this may be interpreted as hostile
- Let them know that you will go and get a paid staff person to deal with their concerns.

Parkland Food Bank Confidentiality Agreement – Volunteers

It is the policy of Parkland Food Bank Society (“Parkland”) that no volunteer of Parkland will disclose or reveal any Confidential Information to any third party, including friends, relatives, business or professional associates, without prior authorization from Parkland. Confidential Information means information in any form that is identified or intended to be kept secret or confidential, and is disclosed to, used, or obtained by a volunteer of Parkland. Information is considered Confidential Information whether or not it is obtained from Parkland or from any other source, whether or not the information is known by any other person, and whether it is obtained by the volunteer before, during, or after the volunteer’s involvement with Parkland. Confidential Information includes but is not limited to:

1. Names, personal or business information, documents, lists, or any other information identifying or belonging to Parkland, its clients, and its Board, employees, or volunteers;
2. Information in any form, including paper documents, written or oral communications, notes, electronic records such as emails or digital files, photographs, images, or any copies of or record summaries relating to any such information;
3. Information specifically designated by Parkland or any of its clients as confidential; and
4. Information required to be maintained in confidence by law or pursuant to any agreement with a client or other party.

Your signature indicates that you have read this policy and you understand and agree as follows:

- You are expected to demonstrate professionalism, discretion, and good judgment in acquiring, using, or disclosing confidential information, and to take all reasonable precautions to prevent unauthorized or inadvertent disclosures of Confidential Information.
- You are expected to be familiar with your duties as a collector of private and confidential information, and you will only collect, retain, use, or disclose Confidential Information or private information in accordance with the purposes for which the information was provided to you.
- At the end of your term of employment or volunteering with Parkland, you will immediately return all Confidential Information to Parkland, if possible, and you will immediately destroy all Confidential Information and any copies thereof if it is not possible to return it.
- Breaching these duties of confidentiality would result in liability and irreparable harm to Parkland of a nature not compensable in damages, entitling Parkland to obtain injunctive relief against you, and may also result in disciplinary action, up to and including termination for cause, as well as potential liability for you.

Printed Name: _____ **Signature:** _____

Date: _____

Witness Name: _____ **Witness Signature** _____

Date: _____

Code of Ethics and Permissions - Volunteers

Foundation Ethic:

- Because our words, behaviours and decisions impact our food bank community, we will treat clients, volunteers, staff members and directors with the dignity and respect we would like to receive.

Principles of Conduct:

1. All client information is to be kept in strict confidence by directors, staff members and volunteers.
2. Directors, staff, members and volunteers will not remove or consume food bank inventory without the direct authorization of the manager. Product that may be taken by volunteers are out-dated bread products at the end of the shift and items set aside in volunteer staff room and labelled for volunteers, in quantities for volunteers personal use.
 - a. Any out-dated product any person is taking from Parkland Food Bank, for human or animal consumption, cannot be sold but is to be used or given away without any profit.
3. Directors, staff, members and volunteers will disclose any potential conflict of interest that compromises their objectivity in making decisions concerning the food bank when serving clients.
4. Directors, staff, members and volunteers will not engage in any kind of discrimination on the basis of gender, age, religion, race or sexual orientation.
5. Directors, staff, members and volunteers will not engage in harassment, violent behaviour, or abuse of any kind.
6. When interpersonal or role related conflict occurs between directors, staff members or volunteers, the offended party shall seek to reconcile with the offending party.
7. If conflict is not resolved one on one, conflicting parties shall seek to reconcile as outlined in Parkland Food Bank Policies and Procedures.

Please check the boxes that you agree with/apply to you.

- ☐ I grant permission to Parkland Food Bank to take and use my photographs/recordings for the promotion of Parkland Food Bank.
- ☐ I commit to the responsibilities as assigned in the volunteer role.
- ☐ I commit to keeping the schedule as designed and I understand I am responsible to notify the Volunteer Coordinator of any absences or changes to that schedule.
- ☐ I would be willing to submit to a criminal record check or drivers abstract if required.
- ☐ I am willing to undergo orientation training with periodical refresher training.
- ☐ I have not been a client of Parkland Food bank in the past year.

Printed Name: _____	Signature: _____
Date: _____	
Witness Name: _____	Witness Signature _____
Date: _____	

Chapter Three

Parkland Food Bank Volunteer Assignments

Loading Dock

In this position you will mostly be involved in receiving and storing the food donated to Parkland Food Bank as well as keeping food stocked for the volunteers that are assembling hampers and filling client orders. As members of the public come to Parkland Food Bank to donate food, you will be assisting them in unloading their vehicles if needed and collecting information about their donation. This section of the manual will go into further detail in how to receive food, store food, and other duties involved in your position.

Food Bank Receiving Policies and Procedures

Materials that are not properly received, handled, and stored, can be a source of contamination. In order to reduce the risk of contamination, materials must be received, handled and stored, at the proper temperature, in clean, undamaged containers. Rejecting unacceptable products is necessary, in order to decrease the risk of severe health consequences to clients.

Individuals or organizations dropping off food:

- If an organization is bringing in a food donation please collect organization name and phone number.
- Put food items in green plastic crates (level to the top so they are stackable) and weigh the donation.
- Record donor name and weight of donation on the donations form. Donations from Individuals can be recorded as anonymous.
- Refrigerated or frozen items are separated and put in cooler or freezer.
- Deliver non-perishable foods to the sorting area.

Questions to Ask Organizations

In order to keep accurate records of our donations, please have organizations fill out the information below when they are dropping off.

<u>Organization Name</u>	
<u>Contact Phone #</u>	
<u>Food Drive Name</u>	
<u>Food Weight</u>	

Food Bank Delivery Donated Items

- Help unload the truck.
- Check crates and boxes for donation slip. Weigh crate, record weight on donation form and deliver crates to sorting area.
- Stack boxes of bread carefully onto trolleys or black pallets and deliver to front reception area
- Boxes of pastry delivered to pastry sorting area or placed in cooler on days food bank isn't open.

Food Bank Delivery Reclamation Products

- Reclaimed product is generally product received from food retailing and manufacturing operations and consists of unsalable product. These products may be in damaged containers and /or dirty or soiled packaging and may exhibit some spoilage (fruits and vegetables). To track donations to our Food Rescue Program, Reclamation items do need to be weighed, but marked as Food Rescue with the donor information.
- Check temperatures of products using laser thermometer if food doesn't feel cold to the touch.
 - Refrigerated foods should be between 0 °C and 4 °C.
 - Inspect product if between 5 °C and 7° C and move to refrigerated storage immediately.
 - Reject products if warmer than 7 °C.
 - Frozen foods must remain frozen (-18 °C or colder) (i.e. frozen solid).
 - Inspect product if between -15 °C and -17° C.
 - Reject products if warmer than -5° C (i.e. not frozen solid).
 - Minimally processed (cut up and ready to eat) fruits and vegetables and sprouts must be stored at temperatures between 0 °C and 4 °C.
- It is critical to inspect and evaluate for signs of:
 - Cross contamination
 - Discard boxes showing signs of spilled liquids or powders. For example, there may be evidence of this through staining on the packaging, off odours, etc.
 - Infestation
 - Immediately open the boxes and inspect contents for rodents or droppings, crawling or flying insects, insect carcasses and gnaw or bore holes.
 - Discard box in closed garbage container, outside the facility.
 - Discard any products that are leaking or have a puncture, broken seal or missing cap.
 - Remove and isolate all cleaning products. Discard any leaking products.
 - (Canada, 2010, p. 39&40)
- Eggs are to be stored in cooler until such time they can be checked. If there are damaged eggs, good eggs are to be placed in clean cartons. If eggs from multiple cartons are used to make a new carton, make sure that the new carton is marked with the oldest best before date. All egg cartons should be labelled with a Best Before Date. Then crate the eggs and label the crate with the **received on date**. Eggs are still safe to eat 3 months past their best before date if stored correctly. Store in cooler.
- Any opened products (excluding pet food) must be thrown out.
- Pet food can be placed in pet food box located in the truck parking garage, making sure to tape up any rips in the package.
- Non-perishable items are to be crated and delivered to the sorting area.
- Food that goes into the cooler or freezer should be "shelf ready" for easy access from glass doors. Depending on the products, either:
 - Remove it from the original boxes and crate it.

- Cut the tops off the original boxes.
- **Please refrain from putting food into cooler/freezer that is in unopened boxes and that does not fit on the front shelves for easy access from the glass doors.**

Storing Food

- Take food after it has been sorted and place in its appropriate location. Baby Food is sorted and labelled by the year of the best before date. The rest of the food is sorted and labelled by the month and year it was received. Make sure to group crates with similar dates together.
- When removing food from storage to be used, follow First-In, First-Out procedures to make sure our stock is rotated by using the oldest crate or best before dated crate.

Other Duties

- Keep a supply of empty cardboard boxes available in front of the glass freezer doors.
- Assist in sorting and order making area with heavy lifting and other duties when required.
- Be prepared to do heavy lifting.
- Keep warehouse clean, tidy and safe to work in. Make sure a 4 foot walking path is maintained in all traffic areas.
- Restock glass cooler shelves with milk, eggs, yogurt, and any other perishable food items being handed out that day. Make sure to put new product in behind older product.
- Perform other volunteer duties when asked by staff.

Dock Lift Safety Manual

Safety Information, Warnings, and Operating Instructions



Read these safety practices before installing, operating or servicing the dock lift. Failure to follow these safety practices may result in property damage, bodily injury or death.

The operation of this equipment is subject to certain hazards that can be protected against only by the exercise of care and common sense and not by mechanical means. It is, therefore, essential to have competent, qualified operators trained in the safe operation and care of this type of equipment. All personnel must completely understand this safety information before working on or near this equipment.



DANGER indicates an imminently hazardous situation which, if not avoided, **will** result in death or serious injury.



WARNING indicates a potentially hazardous situation which, if not avoided, **could** result in death or serious injury.



CAUTION, used with the safety alert symbol, indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury.



NOTICE is used to address practices not related to personal injury.



BEFORE DOING ANY INSTALLATION, MAINTENANCE, INSPECTION OR TROUBLE SHOOTING, BARRICADE ALL AREAS FROM TRAFFIC AROUND THE WORK AREA FOR SAFETY AND POST APPROPRIATE WARNING SIGNS.



NEVER GO BENEATH THE DOCK LIFT FOR ANY REASON UNLESS THE PLATFORM AND HINGED BRIDGE ARE PROPERLY SUPPORTED AND THE POWER IS DISCONNECTED, TO ENSURE THAT NO LOAD OR TRAFFIC IS PLACED ON THE PLATFORM WHILE THE MAINTENANCE STAND IS ENGAGED. THE CONTRUCTION OF THE MAINTENANCE STAND IS INTENDED TO SUPPORT THE WEIGHT OF THE UNLOADED DOCK LIFT ONLY.



USE BY UNTRAINED PEOPLE CAN RESULT IN PROPERTY DAMAGE, BODILY INJURY OR DEATH. READ, KNOW, AND OBEY ALL OPERATING INSTRUCTIONS AND SAFETY INFORMATION. Do not use the dock lift if any part of it looks broken or if it does not seem to operate properly. If repairs are needed, contact your warehouse supervisor.

Operating Instructions

1. Before loading/unloading the truck, ensure the trailer is in position firmly against both of the dock bumpers or bollards and **CHOCK THE TRUCK WHEELS** to eliminate the possibility of the truck rolling or inching forward.
2. NEVER EXCEED THE MAXIMUM RATED CAPACITY OF THE DOCK LIFT. Maximum load is 4,000 lb. with the load center at the center of the platform. The side axle load maximum is 2,500 lb. and the end axle load maximum is 3,200 lb.
3. Never stand between the dock and a truck.

4. Return the dock lift to the stored position before allowing truck to depart.
5. When not in use, the unit MUST be in the fully lowered position.
6. Do not apply shock loads to the unit. (I.e. do not drop loads onto the platform, lower loads onto the platform at a high rate of speed, stop unit abruptly or jog in lower range of travel.)
7. The platform surface must be kept clean and free from oil, debris, etc. Keep debris, etc. from underneath the unit.
8. Keep any obstructions and personnel clear of the dock lift and load and their operating path to eliminate injury and/or damage. Avoid or eliminate any and all potential pinch points.
9. Prior to each use, ensure dock lift and load does not create pinch points during operation when located adjacent to or near other equipment or structures.
10. Always use guard rails and chains when lifting personnel.
11. When not in use and the garage door is going to be left open, the platform should be in the lowered position with the hinged bridges in an upright vertically stored position with the hinged bridge chains engaged. When the garage door is going to be closed, lower the hinged bridge to the floor and put the chains into the pit to avoid a tripping hazard.

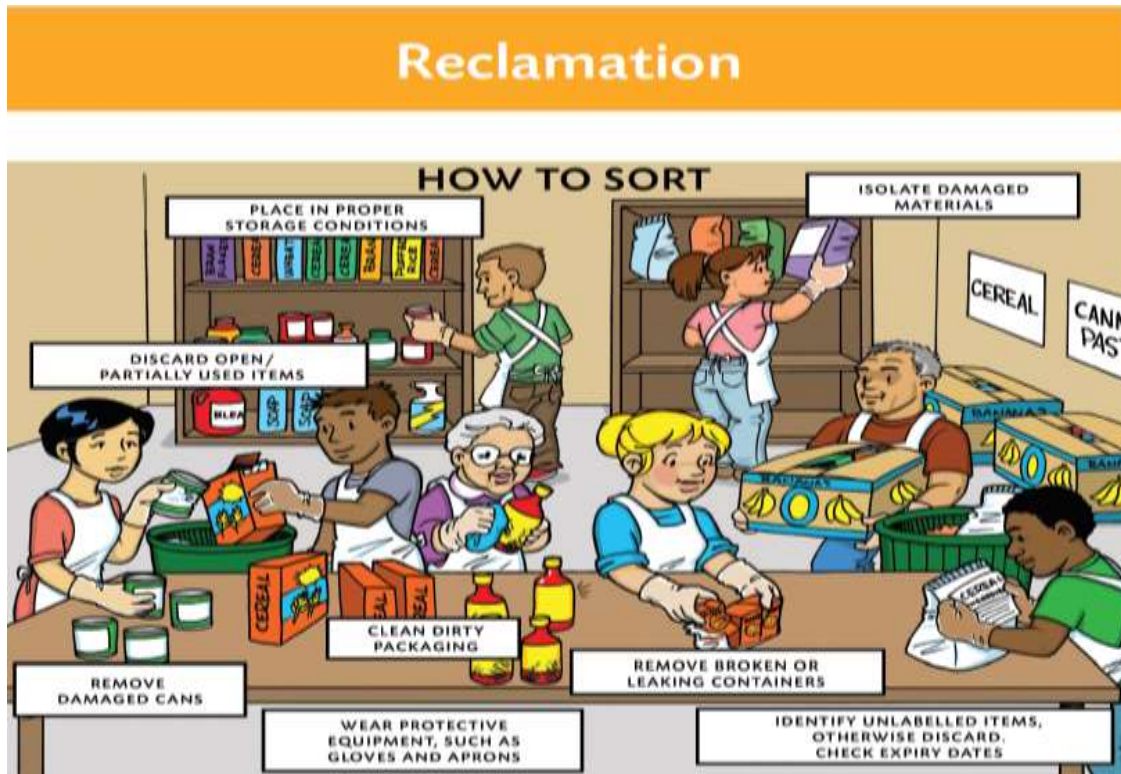


13. Prior to placing any load on the hinged bridges, the hinged bridges must be properly supported by a surface suitable of supporting the minimum of the equivalent of the rated capacity of the lift for the entire width of the hinged bridge (for example: TRUCK BED, FACILITY FLOOR). Hinged Bridge must extend a minimum of 4" onto the truck bed.
14. To raise the dock lift, ensure the hinged bridges are in the vertically stored position. Push and hold the "UP" button. Allow the dock lift to rise to the desired height and then release the button.
15. Carefully lower the hinged bridges onto the truck bed.
16. To lower the dock lift, return the hinged bridges to the vertically stored position. Push and hold the "Down" button and the unit will descend to its lowered position.

NOTE: Push-button requires maintained contact in either raising or lowering mode. The dock lift movement may be halted at any time by releasing the push-button.

Food Sorting

Food that is received by Parkland Food Bank needs to be inspected and sorted to be stored for future use. This section will direct you in inspecting foods, what foods are put on the front shelves for the clients to help themselves to, which foods are extras for their hampers, and where other food items are stored.



Food Labels

Labelling

What is the risk?

Proper labelling is essential to identify a product and its ingredients.

Actions to take to control the risk:

- Ensure all products are correctly labelled and accurately represent the product.
- Labels at a minimum should include:
 - Common name of product.
 - List of ingredients to highlight allergens.
 - Best before date, if less than 90 days shelf life or date packaged on if more than 90 days shelf life.
- Do not use any product that does not have a complete label.
- Identify and label any unlabelled products.

When in doubt, throw it out. (Canada, 2010, p. 13)

Food Safety Guidelines for Goods

Dry Goods

Dry grocery items include foods such as; dry pasta, dry dinner kits (e.g. Mexican dinner kits), cereals, crackers, pancake mixes, flour, sugar, and baking supplies.

Materials must be in unopened, first use food grade packaging, protected from air and environmental contamination. First use grade packaging refers to manufacturer's original packaging.

Examine containers:

- Boxes with inner bags:
 - Discard if:
 - Inner bag is torn, perforated, leaking or contaminated.
 - Has imperfect or leaking seals.
 - Has mouldy or foreign objects inside.
- Boxes without inner bags:
 - Discard if:
 - Opened.
 - Contaminated.
 - signs of insects, insect skins, webs, chaff or moving pieces.
- Bags and sacks:
 - Discard if:
 - Discard bags that are ripped, torn, or punctured.
 - Discard, if there are visible signs of insect or rodent damage.
 - Discard, if there are visible signs of spills and stains.
- Replace missing or illegible labels.

Canned Goods

Food canning is a process used to safely preserve foods. Canned foods may be found in glass or metal containers. Commercially canned products are shelf-stable at room temperatures. Canned food has a shelf life of approximately one or two years, from the date of processing. **Canned food may retain its safety and nutritional value well beyond two years**, but it may have some variation in quality, such as a change in colour and texture.

When damaged, the integrity of the can may be compromised and contamination of the contents may have occurred. Canned goods should be evaluated and checked for serious defects.

Cans with serious defects must be discarded.

- Cans with deep body dents.
- Cans which are cut or fractured through the metal end seam.
- Crushed cans that cannot be stacked.
- Cans with holes or with visible evidence of leakage.
 - Note that stained labels can indicate product leakage.

- Dented cans at the junction of the side seam and end seam.
- Pull-top containers with observable fractures or dents on the lid score lines or in the rivet area.
- Cans with Flippers or Springers
 - Flippers are cans whose ends can be flipped back and forth by pressing on them.
 - Springers are cans, on which one end can be depressed but which springs back upon release.
- Cans with bulged ends caused by severe dents or buckles.
- Rusted cans with pits, which may be ready to perforate.
- Cans with defective seams.
- Cans with improperly formed seams.
- Cans severely dented on the double seam or score.

Aesthetic defects which do not need to be discarded:

- Minor body dents, which do not change the shape of the can or make it unstackable, but may slightly reduce the height of the can with moderately flat rim dents on the double seam that do not affect the seam integrity. These do not involve the junction between side and end seams.
- Rust; determine if it will wipe off. To do this, remove the label, examine the sides and wipe the can. Once the rust is removed, dry the can and replace the label or re-label.

(Canada, 2010, p. 25)

Glass/Plastic containers:

Discard containers with:

- Loose or crooked caps, or bulged safety seals or raised vacuum buttons.
- Dirt under the rim of the cap.
- Foreign object or unusual product separation.
- Incomplete or missing labels.
- Signs of mould (long, stringy, clumpy or ropey, may be dark or light in colour).
- Dirt, webs, insect parts.
- Leaks, cracks or chips.

Infant and senior foods, nutritional supplements and special cases:

- Formula for babies as well as nutritional supplements, must be in unopened and undamaged containers.
- Food for these sensitive groups should not be distributed beyond the expiry date.

(Canada, 2010, p. 26)

Non-food (Health & Beauty aids, cleaners etc.)

- Ensure non-food items are received in separate crates. Pay particular attention to chemicals, such as laundry detergents, and bleach, that may spill and contaminate food products.
- Leaking containers of liquid soaps and cleaning supplies must be discarded and not placed into storage or distributed.

- Torn containers of dry or powdered soap may be taped and used.
- Discard torn or broken packages or containers of toothpaste, and mouthwash.
- Aerosol cans, pump-operated or pressurized containers, that are missing the outer cap, must be discarded.
- Paper goods may be received and distributed, as long as they are not dirty or show evidence of pest infestation. Inspect carefully, tape any tears, and store away from food products.
- **Over the counter medication must be properly disposed of. Give them to the Warehouse Supervisor.**

(Canada, 2010, p. 26)

Reclaimed products

Reclaimed product is generally product received from food retailing and manufacturing operations and consists of unsalable product. These products may be in damaged containers and/or dirty or soiled packaging and may exhibit some spoilage (fruits and vegetables).

A product received through reclamation requires very careful inspection and sorting.

- It is critical to inspect and evaluate for signs of:
 - Cross contamination.
- Discard boxes showing signs of spilled liquids or powders. For example, there may be evidence of this through staining on the packaging, off odours, etc.
 - Infestation.
- Immediately open the boxes and inspect contents for rodents and droppings, crawling or flying insects, insect carcasses and gnaw or bore holes.
- Discard box in a closed garbage container, outside the facility.
 - Container integrity
 - Inspect products inside any damaged boxes. If the packages are undamaged, place into storage.
 - Discard any products, which are in damaged packages.

If any signs of contamination are found, any food in plastic, paper bags and boxes must be discarded.

Canned goods, waterproof plastic containers and aseptic packages should be examined further to see if they are salvageable.

To do this:

- Remove the contents of the box and sort.
- Inspect all products following the above guidelines.
- Remove food items and discard any that are contaminated. Sort into:
 - Products requiring sanitizing: canned goods, aseptic packages, retort pouches and some plastic wrapped items.
 - Bagged or boxed products: cereals and pasta with seals that need to be checked.
- Discard any products that are leaking or have a puncture, broken seal or missing cap.
- Remove and isolate all cleaning products. Discard any leaking products.

(Food Banks Canada, 2010)

Reclaimed Produce

Sorting Procedure

Most foods will be sorted into crates on the blue shelves in the sorting area. The following are exceptions:

- Check condition of the food item.
- Throw out if:
 - Package is open or seal is broken.
 - Cans are bulging.
 - Cans are dented around the top lid & side seams. See chart.
 - Homemade/Canned foods (food that is not commercially packaged)
 - Canned goods without a label.
 - Baby Formula or Meal Replacement Drinks (i.e.: Boost, Ensure, Nutri-Total, etc.) that are past their expiry date. *Most of the other products are dated “Best Before”, not “Expiry”
 - Goods that are over 1 year past the current year.
- Collect items that are from last year in the bin labelled “Past Best Before”.
 - Cross off Barcode with an X.
- Collect the following items in the bin labelled “BBP Bags”:
 - Cans are softly dented (no sharp dents), but not along any seam.
 - Kid’s lunch snacks, i.e.: fruit snacks, Bear Paws.
- Collect items that are packaged as “Family Size” on top shelf of grey shelving unit, these items will split into the BPP Bags.
- Put the following in the Extra’s crate.
 - Condiments, sauces, dressings, spices, etc.
 - Drink mixes. (Iced tea, hot chocolate, hot apple cider, etc.)
 - Jam, honey, pancake syrup.
 - Baking supplies.
- Items stored elsewhere:
 - Sugar & Flour (stored near donation drop off for splitting).
 - Coffee, Tea & Salt (stored on shelving unit under windows, behind the pre-made Full orders).
 - Nutritional Supplements (Boost, Ensure) if NOT expired, go on shelf across from cooler doors.
 - Cereal: separate small & large boxes (Lg = Family Size or Jumbo) into banana boxes.
 - Personal hygiene, soaps (BPP shelving – across from glass cooler doors).
 - Household cleaning & laundry products onto shelving unit with the bright pink side, behind the door by rolling rack.
 - Bags of chips or crackers, etc. that might pop open when packed in the crates can go directly to the BPP shelves across from glass cooler doors.
 - Sugary drinks, soda pop & water (any drinks that are not real fruit juice) can go on BPP shelves across from glass cooler doors.
 - Items that go on shelves in the front lobby.

- Any unusual ethnic foods.
 - Seaweed or other odd items.
 - Specific personal hygiene items that are not used by the general public (hair color products, denture products, mousse/gel, face care products, etc.)
- Reminders for crated food:
 - Do not fill crates too high to stack.
 - If possible, do not place glass jars next to each other.
 - Remember to label the crate the same label as on the shelf. Pay particular attention as to whether or not the food is dated by the current month and year or its best before year.
 - Make sure tape wraps to both sides of crate not just on the front.
 - Fruit cups with plastic or foil tops need to be kept in original cardboard packaging or taped together top to top so cups don't get punctured in storage.
- Restricted Substances
 - Items containing the following ingredients are "restricted" and cannot be distributed:
 - **Pseudoephedrine**-active ingredient in Sudafed, Actifed, and other like products.
 - **Dextromethorfan (DM)**-active ingredient in cough syrups and cold medications.
 - **Diphenhydramine**-active ingredient in Gravol and other like products.
 - **Acetaminophen**-active ingredient in Tylenol.
 - **Ibuprofen**-active ingredient in Motrin or Advil.
 - **Naproxen**-active ingredient in Aleve or Naprosyn.
 - Any item that requires a prescription cannot be distributed by the food bank-this includes products to treat yeast infections.
 - No Aerosol products can be distributed to clients.
 - As a general rule of thumb, if the product contains alcohol or medicinal ingredients, it is best to check with the Warehouse Supervisor as to whether that item is okay for distribution.
 - Items that are acceptable for distribution can include:
 - Vitamins, Tums or cough drops (as long as the cough drops do NOT include DM).

Check with Warehouse Supervisor if you have any questions!

Images of Serious Jar Defects



Inner seal or tamper resistant tape missing or broken



Dirt under the rim



Crooked lid, vacuum button raised, other evidence that cap has been opened



Leaking, crack or chips, or product discoloured

**Jars with any of these defects may be unsafe.
Discard them!**

Images of Serious Can Defects



**Dented at junction
of side and end**



**Sharp dent or dent
on seam**



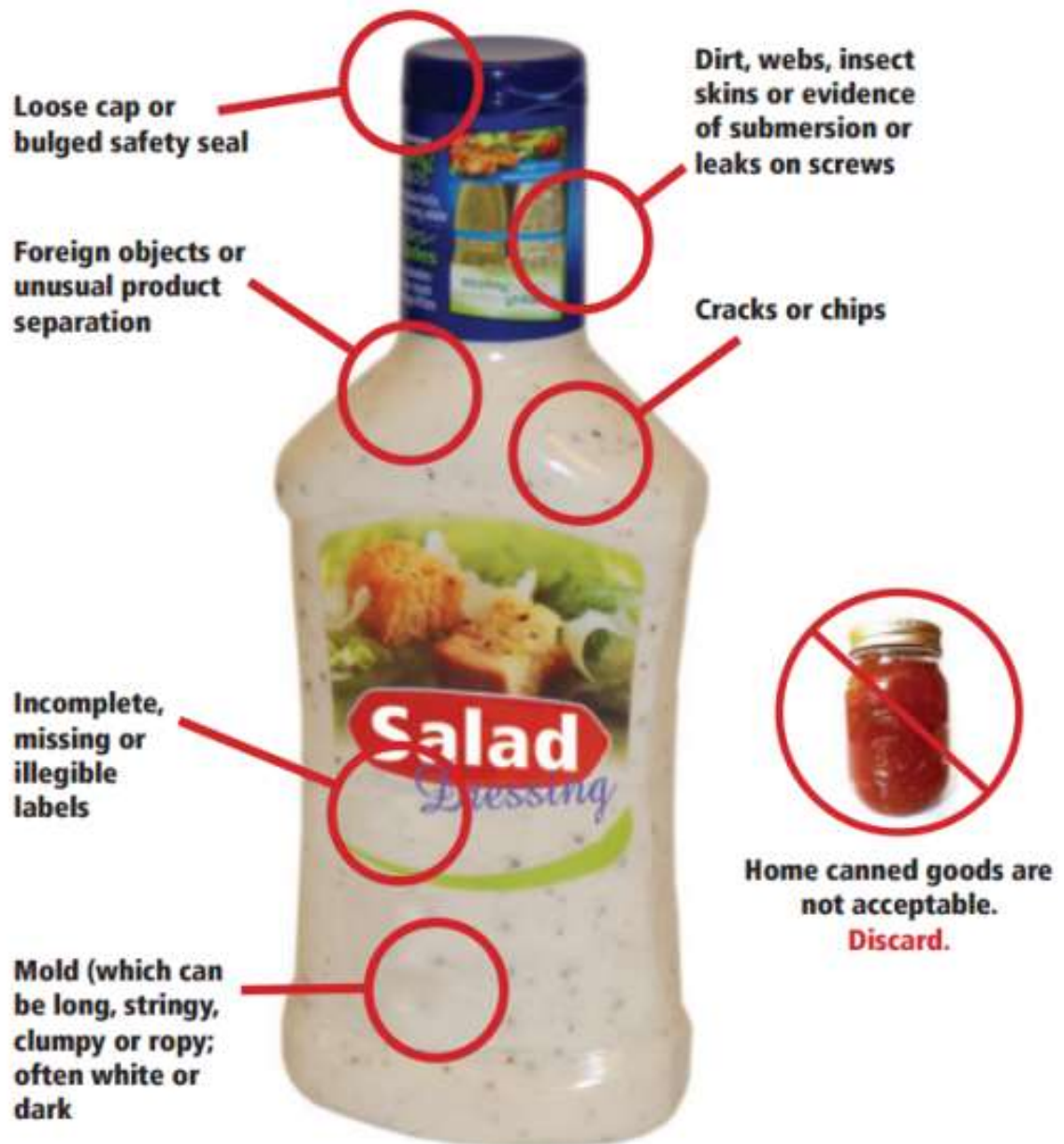
Swollen or bulging



Pitted rust or leaking

**Cans with any of these defects may be unsafe.
Discard them!**

Guidelines for Evaluating Glass or Plastic Food Containers



If in doubt, throw it out!

Guidelines for Evaluating Box and Dry Packaged Containers



Discard if any of the following are found:

1. Box is already opened
2. Insects, insect skins, webs, chaff or moving pieces can be seen
3. Box is torn, leaking, or contaminated
4. Seals are imperfect
5. Mouldy or foreign objects are inside



If in doubt, throw it out!

Guidelines for Evaluating Bagged or Sacked Food Containers

If in doubt, throw it out!

Full Hamper Assembly

Another area of work at Parkland Food Bank would be in the hamper assembly. This is where the full hampers are pre-packed to be ready for when a client comes in. Our clients are able to receive one of these full hampers every month. As a volunteer working in this area of the food bank, your duties would include stocking shelves with food, rotating stock and assembling the full hampers.

Stocking Shelves

- Assessing food amounts currently on the shelves.
- Restocking items on the shelves making sure new stock goes in behind old stock for stock rotation. (Crackers, Cookies, Cereal)
- Writing what split foods are running low on the white board at the end of every shift. Make sure to include what food items is (e.g. rice) and quantity (e.g. 2 cups).

Hamper Assembly

- Checking the shelves where the finished hampers are stored for empty spaces to fill. We have 4 different hamper sizes available. They are 1-2, 3-4, 5-6, and 7+. These numbers represent the number of people in each family. We also have H2 hampers for homeless clients containing individual sized food containers that don't require appliances to cook.
- Collecting the appropriate boxes or crates to make the hampers.
- Following the lists or color coded dots on the shelves to know what food items to put in and their quantities for the family sized hampers you are making. Please note that Sm Soup and Veg are sorted into varieties. The amounts given in the hampers are a total amount for the Sm Soup and Veg as a total, not per each crate row.
- Making sure each hamper is labeled with the date, size of hamper and your initials.
- Putting finished hampers on the finished hamper shelf. Ask for assistance lifting if required!

Filling Client Orders

All clients going through parkland Food Bank need to go through a registration process in order to use our services, giving us the required information to provide the best assistance we can. Once registered, they are eligible to receive two different types of hampers. When the client comes in, an order form will be printed that would let you know what type of hamper the client is to receive, how many people are in the family, and the ages of any children in the family. The order form may also include any dietary restrictions that family might have or whether or not someone is pregnant or breastfeeding in that family. Someone who is pregnant or breastfeeding, receives 1L of milk with every order (not just their full hamper).

Full Hampers Order (Once every calendar month)

- Make sure the order form is from the bottom of any pile that forms at the printer.
- Check family size and dietary considerations.
- Take appropriate hamper size off the shelf and onto cart. Ask for assistance if needed. Lock plastic bins onto cart.
- Make sure to include the appropriate number and size of box cereal, crackers and cookies from Full shelving as well as peanut butter if it is being added to the hampers that month.
- Continue to the meat freezer and add meat to the hamper.
- Add potatoes and onions to cart if available.
- Continue to refrigerator and add appropriate amounts of milk, eggs and yogurt to the cart.
- Continue along refrigerator following labels on the doors explaining amounts per family size and add what produce is available for that day.
- Add appropriate amounts of pastry.
- Add sliced bread to cart. Amounts are written on the white board.
- Take order out front and if there is not a volunteer working at the front handing out orders then call the clients first name. Check first and last name in case we have more than one client in the reception area with the same first name. Double check with them which order they are receiving that day and circle the hamper type on the order form. Get client's signature on the bottom of the order form and put order form in the basket hanging on the wall so name is not showing.
- **Food exchanging is only for medical or religious reasons. If a client does not need any of their food items they may give them back.**

BPP Hamper Order (Bread, Produce, Pastry) (Any week they are not getting a Full Hamper)

- Make sure the order form is from the bottom of any pile that forms at the printer.
- Check family size and dietary considerations.
- Add frozen items from BPP checking labels for quantities and keeping in mind an appropriate meal amount for the family size.
- Add potatoes and onions if available to cart.
- Continue along refrigerator following labels on the doors explaining amounts per family size and add what produce and miscellaneous items are available for that day.
- Collect BPP bag if available.
- Follow labels and add any non-perishable items from the BPP shelving taking into consideration the family size.
- Add sliced bread to cart. Amounts are written on the white board.
- Take order out front and if there is not a volunteer working at the front handing out orders then call the clients name. Check first and last name in case we have more than one client in the reception area with the same first name. Double check with them which order they are receiving that day and circle the hamper type on the order form. Get client's signature on the bottom of the order form and put order form in the basket hanging on the wall so name is not showing.
- **Food exchanging is only for medical or religious reasons. If a client does not need any of their food items they may give them back.**

Food Repackaging

Some of our food items come in large quantities that we then repackage for use in the full hampers. As we are handling the raw food product, it is important to use safety precautions to protect the client.

Food Safety Guidelines for Repackaging

Repacking from bulk:

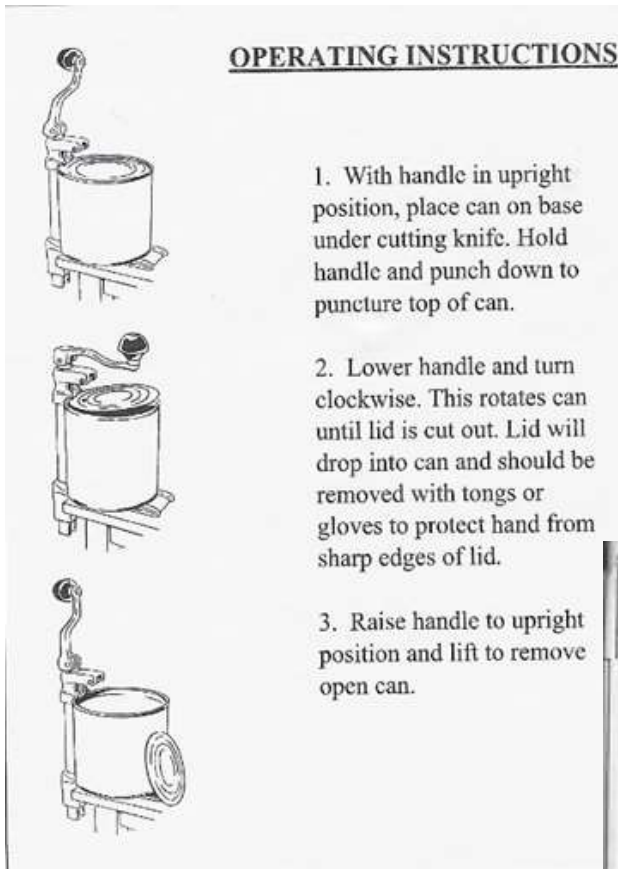
- If the product is viewed as acceptable, it can be repacked from bulk. This includes dry goods, such a flour, sugar, tea, coffee, rice and oatmeal.
- Repacking must be done in an appropriate area, using clean, sanitized food contact surfaces.
- Labels must be applied to repacked product. These should reflect the following: ingredients listings; expiry dates if applicable; repacking date.

(Food Banks Canada, 2010)

Food Bank Policies and Procedures for Food Repackaging

- Make sure to check the list on the white board at the beginning of every shift to see what needs to be split.
- Repackaging must be done in appropriate area, using clean, sanitized food contact surfaces. Most of the repacking done here is done on the stainless steel work surfaces, but some can be done in the staff room table from time to time.
- First, make sure all of the surfaces are washed down with bleach solution.
- Gather all of the ingredients and food grade packaging you will require. Make sure to use correct bin for flour repackaging to reduce gluten contamination onto other food products.
- Repackage flour as last item of the day to reduce gluten contamination onto other food products.
- Label packaging with:
 - Common name of product.
 - Date of repackaging or best before date if item is perishable.
- Wash hands thoroughly as discussed on page 5 of this book.
- Put on disposable gloves.
- Distribute food into food grade packaging and seal.
- Put food away using First In First Out storage. Label crate with the date it was repackaged.
- Wash off surfaces with bleach solution.
- Wash any dishes used with soapy water, rinse, spray thoroughly with bleach solution and let air dry.

Industrial Can Opener – Instructions and Cleaning



OPERATING INSTRUCTIONS

1. With handle in upright position, place can on base under cutting knife. Hold handle and punch down to puncture top of can.

2. Lower handle and turn clockwise. This rotates can until lid is cut out. Lid will drop into can and should be removed with tongs or gloves to protect hand from sharp edges of lid.

3. Raise handle to upright position and lift to remove open can.

CLEANING INSTRUCTIONS TAKE APART

1021 REV.B

1. Place can opener in base and lift handle to vertical position.
2. Remove the two screws (S072) securing the knife support (S209) and knife (K004) to the knife holder (H019) and turn over knife to use the unused cutting edge or replace the knife.
3. To clean base, unscrew nuts and remove screws.
4. After cleaning, inspect for wear and replace worn parts before assembly.

CLEANING PROCEDURE

The can opener must be cleaned daily or after each extended use as follows:

1. Remove all the food and can opening residues from the drive gear, the drive gear cavity, the knife and the area around the can stop using the stainless steel cleaning brush, (Edlund Model #ST-93). Regular use of this tool will help prevent unwanted product buildup and harmful bacteria growth.
2. Wash the knife, gear and any splash area on the opener using warm soapy water. Do not allow to soak.
3. Thoroughly dry the knife, gear and can opener using a dry cloth or paper towel.
4. Coat the knife and gear with light non-sticking vegetable oil to prevent rusting when the can opener is not in use.

ASSEMBLY

1. Remount base and insert opener.
2. Reattach knife, spacer, and (2) screws per take apart procedure.

IMPORTANT

A worn knife can cause metal slivers. Never resharpen. Blade is reversible and should be replaced every 2500 cans.

Instructions for sorting bread/buns and desserts

What we keep back to hand out with the orders:

- All white and whole wheat sliced bread – keep in boxes under the white board.
- All desserts go on shelf unit except:
 - Desserts with whip cream or cream cheese (put on top shelf of glass cooler door).
 - Decorated birthday cakes (put on top shelf of glass freezer door).

What we put onto shelves in front lobby:

- Sourdough and Rye bread.
- Loaves with seeds/nuts, multigrain.
- Any specialty breads.
- Cobs bread.
- Baguettes and garlic bread.
- All buns.

At the end of the shift if we are not open the next day, please collect everything off the front lobby shelves for the cattle farmer.

Popular items that get frozen and not sent to the cattle farmer:

- Cheese buns or cheese bread.
- Raisin bread.
- Garlic bread.
- Onion buns.
- Bagels.
- Croissants.
- Sliced white and whole wheat bread.

How to prepare garbage bread for the Cattle Farmer:

- Unbag everything and keep plastic bags and tags.
- Throw out any paper/cellophane bags.
- Dump unbagged bread/buns into trailer.
- Cover and secure tarp with bungee cords on trailer.

Cleaning and Sanitation

Flooring

- **Daily** sweeping or vacuuming.
- **Weekly** mopping or more often as needed. Fill mop bucket with hot water and one ounce of floor cleaner. Use string mop and wash floors using a side to side motion. Make sure to use the wet floor signs in areas while you are mopping. Get fresh mopping water if needed. After you are done, rinse out mop thoroughly and hang on hook above maintenance sink. Empty and rinse out bucket.

Bathrooms

- **Daily** spray all surfaces in the bathroom with disinfectant or bleach water solution and wipe down with paper towel.
- **Weekly**, clean entire bathroom.

Shelving

- **At end of the month** (or as needed) wipe shelving down with bleach solution and dry with paper towel.

Freezers

- **Daily** wipe door handles with bleach solution.

Refrigerator

- **Daily** wipe down with bleach solution.

Work Surfaces

- When starting and finishing a new job wash with bleach solution in bucket and leave to air dry.

Staff Room

- **Daily** wash all dishes and leave to air dry. Make sure coffee pot is turned off and coffee grounds are removed. Wipe down microwave and table.

Carts

- **Daily** wipe down handles daily with disinfectant wipes or bleach solution.

Garbage

- **Daily** gather all garbage bags and put clean garbage bags back into containers. Place garbage into dumpster.

Administration - Reception

Volunteers working in the front reception area of Parkland Food Bank are the first point of contact to our clients and to general members of the community that have business here at the food bank. This position is responsible for greeting food bank visitors, people interested in volunteering, donors, clients and directing them appropriately. This requires volunteers who are gifted with customer service skills, interpersonal and written communication skills, computer skills, and has a high attention to detail and ability to work independently as well as within a team environment. As much as possible there will be two people trained in the reception area every shift, one focusing on the reception duties and the other focusing more on the Front Maintenance. A criminal record check and cash handling agreement is required for this position.

Reception

Office support answering calls, checking phone messages, giving general food bank information, and taking messages for the Executive Director, Warehouse Supervisor and Volunteer Coordinator.

- Any calls in regards to the business or financial aspects of the food bank, should be directed to the Executive Director. Calls in regards to warehouse or donations ask the person to email the Warehouse Supervisor at warehouse@parklandfoodbank.org or take a message and put it on his or her office desk. Calls in regards to volunteering ask the person to email the Volunteer Coordinator at volunteer@parklandfoodbank.org or take a message and put it on his or her office desk. Do not give out personal numbers for the Director, Warehouse Supervisor or Volunteer Coordinator unless directed by the staff member themselves.
- Checking phone messages. All phone messages are accessed through the phone. On the back cover of the phone message book are the general directions on how to access the messages.
- To leave a message in the book, please put down the date, person calling, contact information, any note as to what the call is about, and who the message is for. If it is a message you have to follow up on, please leave a check mark next to the message to let others know that it has been dealt with.

Keeping ample amounts of manual order forms and client information pamphlets on hand.

- All reception forms are on the front computer in the desk top icon in the middle of the computer screen.
- Inform the Warehouse Supervisor or the Executive Director of any supplies needed. (paper, pens, printer ink, etc.)

Receiving Clients

When a client comes in the first thing to do is find out if they are a new client or existing client.

If they are an existing client:

- Use the data base to look them up by name, either first or last name.
- Make sure you are on the Primary Client of the Household.
- Review the section labelled notes at the top of the page to check for any notes that need to be attended to. If possible, do anything that is needed in those notes. Clients have two visits to bring information asked for at registration. If they haven't brought the needed information after

two visits, have Executive Director talk to them about not getting any more hampers until their profile is up to date.

- Check the date of the Profile Review to see if client is due for their yearly review. If their Profile Review is coming up in the next three weeks, give the client a Profile Review letter, marking down the date their Profile Review is due.
- Check date of their last order to make sure they haven't received a hamper that week already.
- Check to see what type of hamper the client is qualified to receive under the services tab and check to make sure this is the client's only visit for that week.
 - If the client is a resident of Paul Band, they qualify for a BPP hamper.
 - If the client is qualified to receive a FULL (monthly) hamper (they have not received one at any time in the current calendar month) then you may ask if they would like to receive their FULL hamper. If they would, then select the type of hamper as FULL and press the Save button. Next select the blue folder and right click print and click print at the top of the top left screen.
 - If the client is only able to receive a BPP (weekly) hamper then select the BPP tab and press the Save button. Next select the blue folder and right click print and click print at the top of the top left screen. If the client only wants to pick up bread, mark them down for a BPP and let them know this is their only time to come in for the week. If they really don't want the produce, mark them down for the BPP but do not print out the order for the back.
- Check and see if they have children on file that are in need of baby food, formula, diapers, wipes, or any other baby items on hand.
- We do not exchange food items for clients unless they are marked down that they cannot have certain food items for medical or religious reasons.

If the client is new to the Parkland Food bank inform the Executive Director and he or she will interview the client. If the Executive Director is unavailable:

- The Volunteer Coordinator may do the interview or
- Fill out a Manual Order Form. Check ID for family members and select the hamper type. Put the Manual Order Form on the printer for the hamper to be processed. After client has received their hamper and signed the Manual Order Form, place the form on the desk of the Executive Director to be entered into the database system.

If the client is in need of a Profile Review the database will not let you enter in a hamper order or the note at the top of the page may say "Needs Profile Review". Inform the Executive Director and he or she will interview the client. If the Executive Director is unavailable:

- The Volunteer Coordinator may do the interview or,
- Save each profile page for the clients, add Note "Needs Profile review" and enter in and print hamper order as usual. Give the client a Profile Review letter and let them know that they will need to complete their yearly interview next time they come in.

Filing client's hard copy files

All clients have a paper file as well as a computer file. This file would include their intake form and all order forms from that year.

- When clients Profile is reviewed, remove all paper files and put in shredding.
- On a monthly basis go through client files and remove those who haven't visited the food bank in over 6 months.

Front Maintenance

- Cleaning and restocking the front washroom.
- Keep the reception area clean, dusting and washing counters. Sanitizing door handles. Putting away food in the warehouse that client has chosen not to take.
 - General Cleaning includes:
 - ✓ Sanitize client chairs.
 - ✓ Dust window sills.
 - ✓ General Sanitizing of client bathroom daily.
 - ✓ Deep clean bathroom when the time allows.
 - ✓ Wash shelves.
 - ✓ Check if plants need watering.
 - ✓ Wipe down reception desk.
- Assisting in putting out bread on front shelves.
- If a member of the community is dropping off a cash donation count the donation together. Have the donor fill out a donation envelope, put the amount on the envelope and make sure you both initial by the amount. Give the donation to the Executive Director or the Warehouse Supervisor to lock up.
- If a member of the community is dropping off a cheque donation confirm the address is correct, put the cheque in an envelope and give the donation to the Executive Director or the Warehouse Supervisor to lock up.

Parkland Food Bank

Cash Handling Policy

Purpose

The establishment of strong internal controls for cash collections is necessary to prevent mishandling of funds and to safeguard against loss. Strong internal controls are also designed to protect employees from charges of mishandling or misappropriation of funds. Included in the definition of cash are the following: coin, currency, cheques, money orders, credit cards, accounts receivable charges, electronic funds transfers, and all cash equivalents (for example tokens gift vouchers).

Policy

- Cash and cheques received may be received by the Executive Director, Warehouse Supervisor or volunteers, counted together with the donor, put into a donation envelope and initialed by the Parkland Food Bank staff and donor. A temporary receipt not for tax purposes may be given to confirm receipt until tax receipt can be mailed.
- No cash received can be used to pay accounts in cash.
- Only delegated staff may handle cash.
- All cash must be banked as soon as possible within one week of receipt.
- All cash and cheques kept on the premises must be kept secure and under the control of a delegated person.
- Cash donations that need to be counted from fundraising activities are counted by two unrelated people to ensure accountability.
- A register of all vouchers and gift cards and their numbers must be recorded with accompanying notes when distributed. This includes name, description of use and purpose.

Printed Name: _____ **Signature:** _____

Date: _____

Witness Name: _____ **Witness Signature** _____

Date: _____

Transportation

Volunteers that are trained to drive the food bank truck go to local stores, businesses and sometimes residences to pick up donations from the community. Any volunteer interested in driving the food bank truck must give our insurance company valid driving information to complete a driver's abstract, fill out Drivers Agreement and complete training on dock lift. Volunteer Drivers and Assistants also represent the food bank out in the community and should behave, drive, and dress in a way to leave people with a positive opinion of the Parkland Food Bank.

Most of the driving is done Monday-Saturday mornings starting at approximately 7:30 am and ending at approximately noon. If a driver is unavailable on their scheduled day they will remove themselves from the schedule and inform their assistant. If they are removing themselves within 24 hours of their shift they will call the Volunteer Coordinator to find a replacement. Driver volunteers report to the Volunteer Coordinator for scheduling concerns. If the Volunteer Coordinator is unavailable then drivers can bring their concerns to the Warehouse Supervisor.

All extra runs will be written on the white board next to the inside garage door.

- Wear name tags at all times in the stores.
- Morning runs start in Spruce Grove, drop off Spruce Grove donations at the Food Bank and then proceed to Stony Plain.
- Cobb's Bakery needs to be picked up by 7:45am Wednesday and Friday mornings. There should be empty crates labelled Cobb's in the truck to leave at the bakery for the next pick-up day.
- Bread, pastry, and reclamation donations go into the apple boxes.
 - Take care to not squish the bread.
 - Put pastries in separate apple boxes from all other food. Do turn pastries on their sides.
 - Put white sliced bread and 60%, 80% or 100% sliced whole wheat bread in separate apple boxes than all other bread types.

Donation Bin items go in the green crates making sure 1 tag with the store name goes into each crate. Ensure non- food items are received in separate crates. Pay particular attention to chemicals, such as laundry detergents, bleach, that may spill and contaminate food products.

- Sobeys in Spruce Grove has asked us to make sure that we are always going in the IN door and out the OUT door.
- When unloading the truck at the Food bank:
 - Bread boxes go onto plastic pallets and taken to the front reception area. Please ensure there is space left between the pallet and the shelves so volunteers have room to put the bread on the shelves.
 - Pastry boxes go onto the grey trollies and into the walk in cooler on Mondays and Thursdays.
 - Crates of milk get stacked on the floor in the cooler and eggs are placed on the shelves.
 - Ensure frozen reclamation goes into the freezer and fridge reclamation goes into the walk in cooler. (This is especially important for Monday and Thursday drivers.)

- Make sure empty crates and apple boxes go on truck. Tuesday and Thursday drivers need to make sure that the bins labelled Cobb's goes onto the truck for the next day.
- Refill store tags onto truck for the next day.

Parkland Food Bank Volunteer Drivers Policies & Agreement

The purpose of the Driver's policy and agreement is to ensure the safety of both the volunteer(s) operating the Parkland Food Bank vehicles and the vehicular assets of the Food Bank itself. While it is not possible to eliminate all incidents, any careless or unprofessional actions while operating a vehicle will result in both financial and reputational damage to the Food Bank and has a negative impact upon the Food Bank's ability to provide the services to our clients.

Driving Regulations: Accident prevention and safety is of primary importance. Laws must be adhered to while driving as a representative of Parkland Food Bank. Volunteers will be responsible for paying costs associated with law violation while operating vehicles. The following safety and conduct steps highlight critical rules for all vehicle operations:

1. The driver and all occupants of the vehicle must wear seat belts at all times. NO EXCEPTIONS.
2. The driver may not operate a cell phone, including hands-free sets, while vehicle is moving or idling. A cell phone may be used when the driver has pulled off the road and put the vehicle in park. Volunteers violating this policy are subject to being reassigned to a volunteer position that does not involve driving.
3. Meals must be eaten at an eating establishment or when the vehicle is parked.
4. No smoking.
5. The vehicle may not be operated when the driver's ability is impaired for any reason including but not limited to fatigue, alcohol, drugs or prescribed medications that advise against driving.
6. Volunteers must adhere to safe driving practices at all times.

Procedures in Case of Motor Vehicle Accident: If you are involved in a vehicle accident, you are required by law to:

- If anyone is injured, render aid and call for medical help.
- Exchange information with the other people involved in the accident. This includes name, address, driver's license number, phone number and insurance company name.
- If you are involved in an accident with an unattended vehicle, you must make a reasonable effort to find the owner. You must also make a reasonable effort to locate the owner of other property that may be damaged. If no owner can be located, leave a note that includes the date and time of the accident along with the information described above.
- Ask witnesses to write their names and addresses. If you cannot obtain names, take down license plate numbers.
- Protect your vehicle from any further damage or theft.
- Do not move the vehicle unless it poses a danger. Wait for the Police to arrive.
- Do not give a statement or sign any documents unless requested to do so by your adjuster, Parkland Food Bank Staff or the Police.
- Do not admit responsibility or agree to pay for anything. Report the accident promptly to the Food Bank Executive Director or Warehouse Supervisor.

In addition to procedures required by law, there are accident procedures for the agency procedures that must be followed:

- Contact the Parkland Food Bank Executive Director and/or Warehouse Supervisor to assist you in your decision-making and provide the following information:
 - Volunteer's account of how the accident happened.
 - Extent of injuries (if any) and property damage.
 - Whether medical attention was required/sought.

- Identity of other persons involved in the accident.
- Witnesses, if any.
- Copy of the police report.
- Complete the Driver's Statement form located in each vehicle and forward to the Warehouse Supervisor.

I understand that being a volunteer driver for Parkland Food Bank (PFB) comes with risks and that my safety and the safety of others are of utmost importance. I understand that being a volunteer driver is a privilege, not a right, and therefore agree to:

- Comply with all Parkland Food Bank driving policies, procedures and guidelines.
- Comply with all Alberta driving regulations.
- Promptly notify my supervisor of any physical or medical conditions, vehicle defects or road conditions that might impair my ability to drive safely.
- Promptly notify my program supervisor of any traffic citations, moving violations or accidents, I incurred while serving as a volunteer driver for Parkland Food Bank. Volunteers will be responsible for paying costs associated with and law violation while operating vehicles in addition to any damage(s) deemed by the PFB to be the results of careless or reckless behaviour.
- Comply with above stated accident procedures if an accident occurs, and cooperate with all parties involved in the accident and reporting of the accident.
- Inform Warehouse Supervisor as soon as possible if I receive any convictions related to violence, abuse, weapons, drugs or alcohol.
- Drive only for the specific purpose cleared by Parkland Food Bank and to not make any additional stops or trips outside of those specified.

I hereby release, hold harmless and discharge Parkland Food Bank and any of its directors, officers, employees, volunteers, partners and successors from any and all liability and/or responsibility for any accident or injury to person or property that I may sustain in connection with my participation as a volunteer driver for Parkland Food Bank.

Printed Name: _____ **Signature:** _____

Date: _____

**Witness
Name:** _____

**Witness
Signature** _____

Date: _____

Bibliography

Food Banks Canada. (2010). *Safe Food Handling Program*. Toronto.