

Volunteer Handbook



Brockville and Area

FOOD BANK

Office number: 613-342-0605

*Thank you so much for being part of
this amazing organization!!*

Workplace Safety

When you first begin volunteering with the Brockville and Area Food Bank, there is some essential training you must complete. Please submit your course certificates within two weeks of your start date.

- Accessibility for Ontarians Act Training <https://aoda.ca/free-online-training/>
- Worker Safety Training <https://www.labour.gov.on.ca/english/hs/training/workers.php>

Please email your certificates to: executivedirector@brockvilleandareafoodbank.ca.

In case of fire:

1. Each time you arrive at the food bank, please sign in (and again when you leave) on the sign-in sheets. These serve two purposes:
 - They allow us to contract trace for infectious disease
 - In the event of a fire, emergency workers will know who is still in the building and who is safely evacuated.
2. If we evacuate the building due to a fire, the emergency meeting spot is the grey apartment building parking lot across the street at 41 Buell Street. Please remain in that location until we record you as being safely out of the building.
3. Each exit has a fire extinguisher. The only exception is the fire extinguisher located in lobby of upstairs apartments.
4. Each exit is clearly marked. Please make sure you know where each of these doors is located:
 - Front door exit
 - Side door (south side of front area, parking lot exit)
 - Warehouse north side exit
 - Warehouse garage door exit
 - Warehouse east side exit door (beside garage door)
 - Upstairs apartment downstairs exit on north side of building or south into the food bank and southern fire escape exit route out of south bedroom window.

In case of a disturbance or threat from a visitor:

There are ten panic alarms located in the building. If these alarms are activated, then the police will come right away. Make sure you know where to find the alarm closest to the area you are working:

- one in the Intake office
- one in the Service team office
- two at the front counter stations (two on the ends – taped to the plexiglass)
- one in the bathroom
- one to the left of the south exit in main building
- one taped to exterior panel of our electrical system in the warehouse
- one to the left of the garage door in the warehouse
- one in the upstairs office
- one still to be installed (we will let you know where!)

Notes on safety:

The first approach is to ask calmly for persons causing a disturbance/threat to leave the Food Bank. If they are refusing, do not engage with the visitor, your personal safety is the highest priority! Do not try to manage on your own. Notify the supervisor, executive director, or lead volunteer right away.

If you feel your safety or the safety of other volunteers or visitors is at risk, call 911. If you are unable to call, use the panic alarm.

If are any threats of violence:

- call the police right away
- do not engage
- leave the food bank
- tell other volunteers what is happening and tell them to leave too
- call 911 immediately
- press the panic alarm.

Dress Code:

- Your shoes must have closed toes and closed heels.
- If you are working in the warehouse, steel toed boots are recommended but not required.

Workplace hazards:

We want to make sure your workplace is as safe as possible. If you spot a hazard, point it out to the management team or your fellow volunteers. Recognize the hazard, then fix the hazard (see attached poster for ideas and examples)!

- Spilled liquids
- Broken glass
- Forklift and pallet jack – DO NOT approach or go near the forklift or driver while in operation. NEVER walk under a lifted pallet. Unless you are trained and approved by the executive director to operate these two pieces of machines, do not use them.
- Items falling from overhead – please monitor your surroundings and notify management if something looks like it may fall.

Your health and well-being:

- Musculoskeletal (bones and muscles) injuries:
 - lift with your legs
 - do not bend or twist while lifting, twisting, pushing, or pulling
 - if you find something too heavy DO NOT lift it
 - please ask for help. We all have our limits, and it is not expected that anyone lifts beyond what they are able to.
- Mental wellness: our work can be hard some days. Please reach out to the management team if you need to talk!

Covid-19

- All volunteers and staff are asked to be double vaccinated. We also encourage you to have all the vaccinations which you are eligible for, in line with local public health recommendations: [COVID-19 Information - Leeds, Grenville and Lanark District Health Unit](#)
- We also follow direction from public health including wearing masks (3-ply), handwashing, and using hand sanitizer
- Volunteers and staff are expected to stay home if they are sick, have symptoms or have been exposed to a Covid-positive person in the last 10 days.
- Please complete Covid-19 screening before each shift

Complaints

- If you have a concern about operations at the food bank, we have a complaint process to follow. It is also posted in the service office above the printer.

Complaint Process

Concerns about day-to-day operations and/or visitors:
Approach the floor supervisor



Concerns about a volunteer, floor supervisor, policies, procedures, operations, and time off/schedules:
Approach the Executive Director



Concerns about the Executive Director or, if after discussion policy/procedures and/or concerns with the Executive Director and want further attention to the matter: Approach the Board Chair.



Contacts:

Floor Supervisor – Alee Andrews

supervisor@brockvilleandareafoodbank.ca

Executive Director – Hailie Jack

executivedirector@brockvilleandareafoodbank.ca Cell:

613-213-1664

Board Chair – JoAnne Sytsma

sytsma@kos.net Cell: 613-349-2111

FOOD SAFETY

Personal Hygiene Essentials

 <p>Keep yourself clean and wear clean protective clothing when working with food.</p>	 <p>Wash your hands thoroughly before handling food.</p>	 <p>Keep your nails clean and short. Don't bite them. No nail varnish or false nails.</p>	 <p>Keep your hair clean and tidy. Cover with a hairnet or hat when working with food. Don't scratch your head.</p>
 <p>Don't cough, sneeze or touch your mouth and nose while working with food.</p>	 <p>Don't smoke when working with food.</p>	 <p>Don't eat when working with food.</p>	 <p>Don't wear earrings, hairgrips, rings, bracelets or wristwatches.</p>
 <p>Cover cuts with a waterproof dressing.</p>	 <p>Don't wear strong aftershave or perfume.</p>	 <p>No factory clothes outside.</p>	 <p>Report pest sighting.</p>

⚠️ **Bad Hygiene Leads To Bad Products** ⚠️

Please note – this is the standards to use when you are separating goods into smaller packages. (i.e., rice into Ziploc bags).

It is important for everyone to be aware of safe food handling practices.

Food Storage Basics

Receiving

- ✔ Visually inspect all items and look for signs of container damage.
- ✔ Check expiration and use-by dates.
- ✔ Reject unacceptable items and note on invoice.
- ✔ Check and record temperatures of frozen and refrigerated items.
- ✔ Store frozen and refrigerated items immediately.

Storage Area

- ✔ Maintain temperature between 50°F and 70°F (10°C and 21°C).
- ✔ Use FIFO storage - First In, First Out.
- ✔ Store items at least six inches above floor surface.
- ✔ Store chemical items separately from food.
- ✔ Keep floors clean and free from clutter.

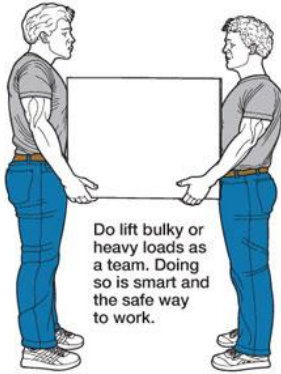
Refrigerator & Freezer

- ✔ Cover, label, and date all items.
- ✔ Refrigerate cold food at 41°F (5°C) or below.
- ✔ Store frozen food between 0°F and -8°F (-18°C and -22°C).
- ✔ Check and record temperatures periodically.
- ✔ Prevent condensation from dripping on food.
- ✔ Store raw meat in leak-proof container, on bottom shelf away from other food.
- ✔ Keep the door closed!



LIFTING DO'S & DON'TS

DO LIFT AS A TEAM



Do lift bulky or heavy loads as a team. Doing so is smart and the safe way to work.

DO TURN WITH LEGS



Do move your legs and feet when turning or lowering the load. Avoid twisting at your waist.

DO USE YOUR LEGS

Do lift the load using your powerful leg and buttocks muscles. Your feet should be wide apart, head and back upright. Keep abdominal muscles tight and the load in close.



DO USE EQUIPMENT

Do use equipment like hand trucks, dolly's, or forklifts to do the heavy lifting. It's much less work and less risk of injury.



DON'T LIFT BULKY LOADS ALONE



Don't lift bulky or heavy loads alone. Doing so puts great stress on your low back muscles and spine.

DON'T TWIST WHEN LIFTING



Don't twist when lifting, lowering, or carrying any load as this increases your risk of back injury.

DON'T USE YOUR BACK

Don't lift the load with your rear end high and your head low. Use your leg muscles, not your weaker low back muscles.



DON'T LIFT HEAVY LOADS



Don't lift heavy loads when you can use equipment. It is less work and less stress on your low back.

Thank you again for being one of our wonderful volunteers.

We couldn't feed people without your help.