



GREATER BATON ROUGE

**FOOD BANK**

Volunteer  
Handbook

# We Appreciate You!

*Together We're Fighting Hunger*

The Greater Baton Rouge Food Bank realizes that volunteers play a vital role in our mission to feed the hungry. We know that without the help of our incredible volunteers, we could not fulfill that mission. Therefore, it is our pleasure to have you as a volunteer and we look forward to this continued partnership now and in the future. Everyone here at the Greater Baton Rouge Food Bank appreciates your valuable support and we are happy that you are here.

The Volunteer Handbook is intended to provide you with needed information to learn more about our organization. In it, you will become familiar with the Greater Baton Rouge Food Bank's Volunteer Program, Opportunities, Guidelines, and Procedures as well as Important Policies.

We always encourage our volunteers to please visit our website at [Resources - Greater Baton Rouge Food Bank \(brfoodbank.org\)](https://www.brfoodbank.org) and explore each section to become familiar with our organization.

Again, thank you for continued support of our mission and we look forward to working with you.

**Greater Baton Rouge Food Bank  
Volunteer Handbook**

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# Greater Baton Rouge Food Bank Volunteer Handbook

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## ABOUT US

### Mission

Our mission is to feed the hungry in Baton Rouge and surrounding parishes by providing food and educational outreach through faith based and other community partners.

### Who We Are

The Greater Baton Rouge Food Bank is a nonprofit organization that provides services across 11 different parishes. We solicit, inventory, and distribute donated products to nearly 100 member agencies that directly serve people experiencing food insecurities. In 2020, the Greater Baton Rouge Food Bank distributed over 13.6 million meals to those in need.

### Our Response

The Greater Baton Rouge Food Bank leads the fight against hunger in Greater Baton Rouge, Louisiana by providing food access, advocacy, education, and disaster response.

Through our food distribution programs including Senior Grocery, BackPack and Mobile Pantry, nutrition education, and public benefits assistance, we are helping to create pathways out of poverty. Our work helps ensure that these meals make it to the dinner tables of thousands of families struggling with hunger in our 11-parish service area.

# Greater Baton Rouge Food Bank

## Volunteer Handbook

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### EXECUTIVE SUMMARY

The Greater Baton Rouge Food Bank recognizes that volunteers play a vital role in our mission to feed the hungry. Without the help of our incredible volunteers, we could not fulfill that mission.

The Volunteer Handbook is intended to provide you with needed information to learn more about our Volunteer Program, Opportunities, Guidelines and Procedures as well as Important Policies.

The Food Bank strictly prohibits discrimination of any kind based on race, color, sex, language, religion, political or other opinions, national or social origin, property, birth or another status such as disability, age, marital and family status, sexual orientation, gender identity, health status, place of residence, economic and social situation.

### Volunteer Policies

Volunteers are expected to:

- Sign up for upcoming shifts on the Opportunity Calendar prior to arrival
- Enter the building through the front entrance Monday through Friday
- Sign in on the volunteer kiosk past the lobby upon arrival for the shift Monday through Friday
- Sign in on the log sheet on Saturdays
- Enter and exit the Sort and Repack room through the Volunteer Break Room only. Do not use any brown double doors
- Notify the Volunteer Coordinator if you are interested in a tour. Tours may only be given by a Greater Baton Rouge Food Bank employee
- Leave the facility by 4 PM. If a volunteer does not drive, their transportation must be here by 4 PM

### Youth Policy

- The minimum age for volunteers in the Repack Room is 10 years old. Volunteers 10-13 years old may volunteer if accompanied by an adult aged 18 years or older.
- Children aged 4 and older are allowed to volunteer in the warehouse on Family Night. With special permission and appropriate chaperones, children younger than 10 are permitted to tour the warehouse or assist with certain off-site special events/projects such as gleanings, food collections, etc.
- The minimum age for volunteers in the Vince Ferachi Community Garden is 15 years old.
- The minimum age for volunteers for Mobile Pantry or mobile distributions is 18 years old.
- All court-ordered community service volunteers must be aged 18 years or older.

### Court-Appointed Community Service Volunteers (CACS)

The Greater Baton Rouge Food Bank will accept adult volunteers (18 years old or older) performing court-ordered or lawyer-recommended community service. Volunteers who are performing this type of community service must disclose the nature of their conviction to the Volunteer Coordinator. The Food Bank will not accept volunteers who have been convicted of drug offenses, theft, violent crimes, crimes of a sexual nature or cruelty to juveniles or animals. **Registered sex offenders are not allowed to volunteer at the Greater Baton Rouge Food Bank.**

# Greater Baton Rouge Food Bank

## Volunteer Handbook

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### Volunteer Opportunities

#### Warehouse Activities

- **Food Sorting & Packing:** Working in the repack room to separate food into basic categories.
- **Bulk Packaging:** Volunteers use the bulk packing machine to repack dry bulk product like beans, rice, pasta, and cereal.

#### Administrative Experiences

Volunteers who fulfill administrative activities are scheduled on an as-needed basis. The type of activities can include letter folding, answering phones, data entry, scanning, filing, and/or other administrative needs.

#### Mobile Activities

Mobile Pantry Program volunteers assist with directing traffic, collecting information from clients, passing out water, and loading cars with boxes in an assembly line.

#### Community Garden

Volunteers assist with planting, weeding, and harvesting in the garden.

#### Senior Grocery

Volunteer shifts to load boxes into seniors' cars are available the **first Saturday of each month** at the Greater Baton Rouge Food Bank.

#### Mobile Distributions

Volunteer shifts are available throughout our 11-parish area. Visit the online Opportunity Calendar at [brfoodbank.org/calendar](http://brfoodbank.org/calendar).

### Parking and Entrance

The Greater Baton Rouge Food Bank is located at 10600 S. Choctaw Dr., Baton Rouge, LA 70815. You will enter the building Monday through Friday through our front entrance on the West Dual side of the building. **The red Volunteer door in the back near the loading dock is for Saturdays only.** You may double park. Please give the receptionist your vehicle description when you enter. **Please refrain from parking in any of the Merck building parking lots.**

### Scheduling

All volunteers must schedule their volunteer opportunity at [www.brfoodbank.org/calendar](http://www.brfoodbank.org/calendar) and complete their volunteer waiver in advance by utilizing our online scheduling program at <https://volunteer.brfoodbank.org/volunteer-sign-up>. Children under the age of 18 must have a waiver signed electronically by a parent or guardian.

### Check-In

Upon arriving, volunteers are required to check-in on the laptop or sign-in sheet for their shift. Please create a name tag at this time.

# Greater Baton Rouge Food Bank

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### Dress Code

Volunteers should dress casually and wear comfortable, closed toed shoes such as sneakers, work shoes, or boots if they will be working in the warehouse. The warehouse is not climate controlled so volunteers should dress appropriately for the weather conditions. Volunteering at the Food Bank is a family-friendly experience, so please avoid language and attire with curse words or suggestive language and/or pictures.

We ask that you leave personal belongings at home or locked in your car. Necklaces and long earrings pose a safety concern; please remove if necessary. A limited number of lockers are available. Ask the Volunteer Coordinator for a key. The locker must be emptied at the end of the volunteer shift and the key returned. The Greater Baton Rouge Food Bank will not be responsible for any missing personal belongings.

# Greater Baton Rouge Food Bank Volunteer Handbook

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## Volunteer Program

### Volunteer Hours of Operation

#### Sort & Repack

Volunteer shifts are available at our warehouse, 10600 S. Choctaw Dr., Baton Rouge, LA 70815 on the following days and times:

**Monday – Friday:**           8:00 AM to 12:00 PM  
  1:00 PM to 4:00 PM

**Saturday:**                   8:00 AM to 12:00 PM  
  1:00 PM to 4:00 PM

#### Senior Grocery

Volunteer shifts are available the **first Saturday of each month** at the Greater Baton Rouge Food Bank, 10600 S. Choctaw Dr., Baton Rouge, LA 70815 from **7:30 AM to 10:00 AM**

#### Mobile Distributions

Volunteer shifts are available at several distribution sites throughout our 11-parish area. Please call the Volunteer Coordinator for opportunities in your zip code or visit the online Opportunity Calendar on our website at [Calendar \(brfoodbank.org\)](https://calendar.brfoodbank.org). All Mobile Distribution volunteers must be at least 18 years old. **Volunteer shift times vary and can be found on the website.**

#### Community Garden

Volunteer shifts are available at Capitol City Produce Vince Ferachi Community Garden, 16550 Commercial Ave., Baton Rouge, LA 70816 on the following days and times: **Wednesdays and Saturdays – 8:30 AM to 12:30 PM**

#### Administrative Support

Volunteer shifts are available at our warehouse, 10600 S. Choctaw Dr., Baton Rouge, LA 70815 on the following days and times:

**Monday – Friday:**           8:00 AM to 12:00 PM  
  1:00 PM to 4:00 PM

### Scheduling

All volunteers must schedule their volunteer opportunity and complete their volunteer waiver in advance by utilizing our online scheduling program. ALL volunteers must have signed the electronic waiver form prior to volunteering. Children under 18 must have a waiver signed electronically by a parent or guardian.

1. Create a volunteer profile and sign the electronic waiver:  
<https://volunteer.brfoodbank.org/volunteer-sign-up>
2. Review the calendar for volunteer opportunities: [Calendar \(brfoodbank.org\)](https://calendar.brfoodbank.org)
3. Schedule yourself for a shift that works for your interests and schedule.
4. If looking for group opportunities, send a request to: [volunteers@brfoodbank.org](mailto:volunteers@brfoodbank.org)



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Please note:

- Weekend volunteer slots are limited and fill up quickly (sometimes two to three months in advance especially around school holidays).
- No one under the influence of drugs and/or alcohol will be permitted to volunteer.
- Questions/issues: Call our Volunteer Coordinator to help you. Refer to the Contact Us page at the end of the handbook.

### Parking and Entrance

The Greater Baton Rouge Food Bank is located at 10600 S. Choctaw Dr., Baton Rouge, LA 70815. The Food Bank is located in the old Fraenkel Furniture and Mattress Warehouse. You will enter the building Monday through Friday through our front entrance on the W. Dual side of the building. **The red Volunteer door in the back near the loading dock is for Saturdays only.** You may double park. Please give the receptionist your vehicle description when you enter. **Please refrain from parking in any of the Merck building parking lots.**

### Volunteers Needing Documentation of Volunteer Hours

Volunteers who need documentation of hours for school requirements are responsible for maintaining a record of their volunteer hours. Generic Service Hours letters are offered to those who need them. Please give the Volunteer Coordinator notice of your documentation letter prior to beginning your shift.

### Court-Appointed Community Service Volunteers (CACS)

The Greater Baton Rouge Food Bank will accept adult volunteers (18 years old or older) performing court-ordered or lawyer-recommended community service. Volunteers who are performing this type of community service must disclose the nature of their conviction to the Volunteer Coordinator. The Food Bank will not accept volunteers who have been convicted of drug offenses, theft, violent crimes, crimes of a sexual nature or cruelty to juveniles or animals. **Registered sex offenders are not allowed to volunteer at the Greater Baton Rouge Food Bank.**

The Greater Baton Rouge Food Bank reserves the right to decline any volunteer or to limit which days or hours a volunteer can work. All court-ordered volunteers must complete a brief phone orientation prior to scheduling a shift. To schedule an appointment for orientation, call our Volunteer Coordinator. Contact information is found at the end of the handbook. Court-ordered individuals are expected to use the Volunteer Sign-In computer to capture all hours.

## Volunteer Opportunities

### Warehouse Activities

**Food Sorting & Packing:** Working in the repack room to separate food into basic categories. Both salvaged food donations and food drive donations go through the repack room. These categories include: Beverages, Condiments, Dry Goods, Canned Goods, etc.

**Bulk Packaging:** Volunteers use the bulk packing machine to repack dry bulk product like beans, rice, pasta, and cereal.

### Administrative Experiences

Volunteers who fulfill administrative activities are scheduled on an as-needed basis. The type of activities can include letter folding, answering phones, data entry, scanning, filing, and/or other administrative needs.

### Mobile Activities

Volunteers are needed to assist with the Mobile Pantry Program. These distributions may be the walk-up or drive-through model for clients to receive their distributions. Volunteers assist with directing traffic, collecting information from clients, passing out water, and loading cars with boxes in an assembly line.

### Community Garden

Volunteers assist with planting, weeding, and harvesting in the garden.

## Large Group Accommodations

### Guidelines & Procedures

Greater Baton Rouge Food Bank welcomes group volunteers. We believe volunteering provides an opportunity for team building. Corporate groups might consider using our board meeting for a staff or training. All that we ask in return is a minimum of two hours of volunteer service as part of the day's activities.

## General Guidelines & Procedures

### Check-In

Upon arriving, volunteers are required to check-in on the laptop or sign-in sheet for their shift. Please create a name tag at this time.

# Greater Baton Rouge Food Bank

## Volunteer Handbook

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### Dress Code

Volunteers should dress casually and wear comfortable, closed toed shoes such as sneakers, work shoes, or boots if they will be working in the warehouse. Volunteer work sometimes gets messy! Aprons are provided in the warehouse. Volunteers are reminded that the warehouse is not climate controlled and should dress appropriately for the weather conditions. Volunteering at the Food Bank is a family-friendly experience, so please avoid language and attire with curse words or suggestive language and/or pictures.

We ask that you leave personal belongings at home or locked in your car. Necklaces and long earrings pose a safety concern; please remove if necessary. A limited number of lockers are available. Ask the Volunteer Coordinator for a key. The locker must be emptied at the end of the volunteer shift and the key returned. The Greater Baton Rouge Food Bank will not be responsible for any missing personal belongings. There is a lost and found box located at the Volunteer Coordinator's desk.

### Hydration

Hydration is important especially in the summer months; therefore, water will be provided for you. We do encourage and welcome volunteers to bring a water bottle with them when they come to volunteer.

### Smoke and Tobacco Free Workplace

The Greater Baton Rouge Food Bank is committed to providing a safe and healthy environment for Team Members and visitors. Smoking and use of tobacco products is allowed only on approved breaks and in the designated areas outside of the building. There are three designated smoking areas: outside of the door in receiving, at the end of the ramp near the red door, and at the corner of the building near the glass doors.

# Greater Baton Rouge Food Bank

## Volunteer Handbook

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### Volunteer Job Descriptions

#### VOLUNTEER LEADER

##### Mission

Our mission is to feed the hungry in Baton Rouge and the surrounding parishes by providing food and educational outreach through faith-based and other community partners.

##### Project

As a part of the Greater Baton Rouge Food Bank team, the Volunteer Leader, led by the direction of the Repack Captain, provides the volunteers with a positive experience so that they continue their journey of service while helping to carry out the mission of the Greater Baton Rouge Food Bank.

A Volunteer Leader supervises a daily project assigned by the Repack Captain (Food Bank employee) and takes accountability for its successful completion of tasks at hand by performing a variety of manual tasks associated with the storage, processing, and sorting of food and other donated products. This also includes repackaging food products and cleanup of general area. Volunteer Leaders are expected to support and assist in enforcing the policies and procedures of the Greater Baton Rouge Food Bank.

##### Position

Volunteer Leaders are an invaluable resource to the Greater Baton Rouge Food Bank and our primary aim is to encourage and support their contribution to feeding our 11-parish service area. Volunteers who have served at least 100 hours over a three-month period may be nominated to become a Volunteer Leader by the Repack Captain and current Volunteer Leaders. Upon approval by the Vice President of Development & Philanthropy, the volunteer may be invited to become a leader by Greater Baton Rouge Food Bank employees. There will be a maximum of 20 Volunteer Leaders: 10 who serve as morning Volunteer Leaders and 10 who serve as afternoon Volunteer Leaders.

- Signing up and checking in for each shift and encouraging all volunteers to do the same.
- Complete training conducted by the Repack Captain
- Set and maintain a high standard by upholding all Food Bank regulations found in the Volunteer Handbook
- Report all deficiencies that constitutes an immediate threat to anyone's health and safety
- Answer questions volunteers may have regarding sorting and packing.
- Invite and encourage volunteers to participate in future projects such as Senior Grocery, Mobile Pantry Distribution and Community Garden
- Complete other tasks that are assigned by the Repack Captain
- Encouraging all volunteers to fill roles based on ability and interest. Accepting and embracing all people without judgment. Respecting individual's personal space and private lives by not asking personal questions. Respecting the religious preference of all individuals and does not proselytize for any one faith or belief and does not allowing any other discriminatory actions of any sort.

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## Volunteer Handbook

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### SORT & REPACK VOLUNTEER

#### Mission

Our mission is to feed the hungry in Baton Rouge and the surrounding parishes by providing food and educational outreach through faith-based and other community partners.

#### Project

As part of the Greater Baton Rouge Food Bank Team, volunteers are responsible for performing a variety of manual tasks associated with the storage, processing, and sorting of food and other donated products. This also includes repackaging food products and cleanup of general area.

#### Position

All volunteers play an essential role and are expected to:

- Demonstrate and encourage a professional and positive attitude
- Accomplish all volunteer activities in a safe manner
- Complete other tasks as assigned by the Repack Captain
- Follow and uphold all safety regulations as set by the Greater Baton Rouge Food Bank and related entities
- Commit to upholding principles and best practices for food safety. Assist in verifying food safety standards are maintained for products and packaging materials through visual inspection and product handling
- Perform quality checks on incoming and outgoing product
- Efficiently move product with pallet jack and safely stack in appropriate storage areas
- Dust, sweep, mop and remove trash to maintain a clean and efficient work area

#### Sort/Repack Area

- Sort through salvaged product and separate based on factors such as: color, expiration date, product integrity and product type
- Build pallets by product type
- Verify accurate quantities
- Stretch wrap stacked pallets
- Label completed pallets appropriately

#### Bulk Room

- Follow all food safety guidelines while in Bulk Room: no outside food, gum, drinks, etc.
- Wear proper PPE: Hair nets, beard nets, aprons, gloves, etc.
- No personal property: purses, backpacks, lunchboxes, etc.
- Report deficiencies that constitute immediate threats to health and safety

# Greater Baton Rouge Food Bank

## Volunteer Handbook

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### SENIOR GROCERY PROGRAM VOLUNTEER LEAD

#### Mission

Our mission is to feed the hungry in Baton Rouge and the surrounding parishes by providing food and educational outreach through faith-based and other community partners.

#### Project

The Senior Grocery Program provides basic shelf-stable boxes, produce, dairy and protein once a month to those age 65 and older. This is a “drive-through” model distribution that allows clients to remain in their vehicle while staff and volunteers stage and load the distribution. The distribution time is from 8:00 AM until 9:30 AM.

#### Position

The Senior Grocery Program Volunteer Lead will assist with supervising other volunteers. The Program Coordinator will direct Volunteer Lead on duties. The Volunteer Lead is responsible for carrying out duties delegated by the Programs Coordinator.

#### Preparing for Distribution

- Arrive at 7:00 AM
- Sign in scheduled volunteers
- Designate volunteer duties per Programs Coordinator

#### Distribution

- Uphold food safety and USDA guidelines
- Demonstrate and encourage a professional and positive attitude
- Ensure volunteers are adhering to safety guidelines and best practices
- Complete tasks assigned by Programs Coordinator
- Relate pertinent information to Program Coordinator
- Assist volunteers with distribution duties
  - Sign in clients via Oasis tablet or paper Master List
  - Assist with traffic control
  - Delegate and assist with duties for cleaning after distribution
  - Collect and inventory Program Supplies

#### Time Commitment

Volunteers are asked to commit to a three-hour shift from 7:00 AM to 10:00 AM. This is an ongoing distribution occurring every month.

#### Requirements

- Comfortable, loose-fitting clothing
- Closed-toe shoes
- Able to lift 40 pounds

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### SENIOR GROCERY PROGRAM VOLUNTEER

#### Mission

Our mission is to feed the hungry in Baton Rouge and the surrounding parishes by providing food and educational outreach through faith-based and other community partners.

#### Project

The Senior Grocery Program provides basic shelf-stable boxes, produce, dairy and protein once a month to those age 65 and older. This is a “drive-through” model distribution that allows clients to remain in their vehicle while staff and volunteers stage and load the distribution. The distribution time is from 8:00 AM until 9:30 AM.

#### Position

The Senior Grocery volunteer will assist with bagging, staging, and loading product into client’s vehicle. The Program Coordinator will direct volunteers on duties.

- **Preparing for Distribution**
  - Set up tables and tents
  - Bag produce and other loose products
  - Sort expired product
  - Stage product into three stations for loading
- **Distribution**
  - Demonstrate and encourage a professional and positive attitude
  - Go over safety guidelines
  - Complete tasks assigned by Programs Coordinator
  - Row or line vehicles up according to the size of location (see Distro Map)
  - Load vehicles with allocated distribution
  - Sign in clients via Oasis tablet or paper Master List
  - Assist with traffic control
- **Clean-Up**
  - Gather all trash
  - Stack pallets
  - Gather supplies

#### Time Commitment

Volunteers are asked to commit to a three-hour shift from 7:00 AM to 10:00 AM. This is an ongoing distribution occurring every month.

#### Requirements

- Comfortable, loose-fitting clothing
- Closed-toe shoes
- Able to lift 40 pounds

# Greater Baton Rouge Food Bank Volunteer Handbook

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## ADMINISTRATIVE SUPPORT VOLUNTEER

### Mission

Our mission is to feed the hungry in Baton Rouge and the surrounding parishes by providing food and educational outreach through faith-based and other community partners.

### Project

The Administrative Support Volunteer will perform administrative tasks in support of various departments at the Greater Baton Rouge Food Bank.

### Position

The Administrative Support Volunteer will assist with:

- Answering phones
- Data entry
- Filing
- Envelope stuffing
- Scanning
- Organizing
- Communicating with clients and donors
- Writing receipts

### Time Commitment

Volunteers are asked to commit to a shift Monday through Friday from 8 AM to 12 PM or 1 PM to 4 PM. Volunteers will be given the option to be reassigned to a warehouse position if there are no administrative support needs.



# Greater Baton Rouge Food Bank

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### MOBILE PANTRY PROGRAM VOLUNTEER

#### Mission

Our mission is to feed the hungry in Baton Rouge and the surrounding parishes by providing food and educational outreach through faith-based and other community partners.

#### Project

The Mobile Pantry Program provides basic shelf-stable boxes, produce, dairy and protein once a month to those in need. This is a “drive-through” model distribution that allows clients to remain in their vehicle while staff and volunteers load the distribution. There are two distributions daily Tuesday through Friday: 8:00 AM until 9:30 AM and 10:00 AM until 11:30 AM.

#### Position

The Mobile Pantry Volunteer will assist with staging, bagging and loading product into a client’s vehicle. The Program Coordinator will direct volunteers on the duties.

- **Preparing for Distribution**
  - Set up tables and tents
  - Bag produce and other loose products
  - Sort expired product
  - Stage product into three stations for loading
  
- **Distribution**
  - Load vehicle with allocated distribution
  - Sign clients in via Oasis tablet or paper Master List
  - Assist with traffic control
  
- **Clean-Up**
  - Gather all trash
  - Stack pallets
  - Gather supplies

#### Time Commitment

Volunteers are asked to commit to serving the entire distribution. Most distributions last 2 to 4 hours. Volunteers are expected to arrive at least 30 minutes before shift start time to receive a safety briefing. All volunteers must register for an opportunity on the [brfoodbank.org](http://brfoodbank.org) website.

#### Requirements

- Comfortable, loose-fitting clothing
- Closed-toe shoes
- Able to lift 40 pounds
- Travel to distribution location

# Greater Baton Rouge Food Bank Volunteer Handbook

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## COMMUNITY GARDEN VOLUNTEER

### Mission

Our mission is to feed the hungry in Baton Rouge and the surrounding parishes by providing food and educational outreach through faith-based and other community partners.

### Project

The Greater Baton Rouge Food Bank is partnering with Capitol City Produce to raise produce in a community garden on the premises of Capitol City Produce. The produce raised will be donated to the Food Bank, which will distribute it through our 100 member agencies to individuals in need.

### Position

The Community Garden Volunteer will assist the Farm Production Lead in planting, maintaining and harvesting the garden.

#### Planting

- Preparing the ground for planting
- Sowing seed
- Planting young shoots

#### Maintenance

- Weeding the beds
- Removing non-thriving plants

#### Harvesting

- Harvesting the produce
- Washing the produce
- Boxing the produce

### Time Commitment

Volunteers are asked to commit to a four-hour shift Wednesdays and Saturdays. These are episodic opportunities or can be an ongoing commitment

### Requirements

- Comfortable, loose clothing
- Closed-toe shoes
- Work gloves for gardening
- Hat for sun protection
- Able to lift 40 pounds

# Greater Baton Rouge Food Bank Volunteer Handbook

## Volunteer Recognition

We value our volunteers and as an expression of our appreciation, volunteers are awarded Food Bank-logoed items when they reach certain milestones over the course of their time with us. This recognition begins on January 1, 2021.

First Time to Volunteer	Car Decal
25 hours of service	Lanyard
100 hours of service	T-shirt
250 hours of service	Cap
500 hours of service	Thermal lunch bag
1000+ hours of service	Recognition on a permanent plaque
2500 hours of service	Chopping board
5000 hours of service	Ceramic knife

## Important Policies

### Volunteer Policies

Volunteers are expected to:

- Sign up for upcoming shifts on the Opportunity Calendar prior to arrival
- Enter the building through the front entrance Monday through Friday
- Sign in on the laptop upon arrival for the shift
- Sign in on the log sheet on Saturdays
- Be picked up at the end of your afternoon volunteer shift by 4:00 PM if dropped off to volunteer
- Enter and exit the Sort and Repack room through the Volunteer Break Room only. Do not use any double brown doors
- Notify the Volunteer Coordinator of volunteers needing a tour. Tours may only be given by a Greater Baton Rouge Food Bank employee

### Volunteer Safety Rules

The following rules are enforced for all staff and volunteers in the warehouse. Failure to follow these rules may result in dismissal.

- No person is permitted to volunteer while under the influence of drugs or alcohol
- Horseplay is not permitted
- No open toed shoes are permitted
- Proper personal hygiene is expected. Clothing must be neat, clean and without loose sleeves or dangling accessories
- No eating, drinking, or using tobacco products in the warehouse. However, water in a clear plastic bottle with a cap is allowed.
- Personal items and food must be stored in designated areas
- No glass or ceramics are permitted in the warehouse
- Follow all posted signs/instructions
- Use proper clothing and safety gear or personal protective equipment provided for various jobs (gloves, safety goggles, vest, etc.)

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- Use correct lifting techniques: bend with your knees when lifting
- Only trained Greater Baton Rouge Food Bank staff are permitted to operate forklifts and powered pallet jacks
- Riding on carts, pallet jacks (manual or powered), or forklifts is not permitted
- All spills must be cleaned up immediately
- Dock areas and warehouse floors are to be maintained free of debris and spills
- Report damage or malfunctioning equipment to Food Bank staff immediately
- Report all accidents and injuries immediately to Food Bank staff
- Should you see an unsafe act or have any questions, immediately contact the warehouse staff or the Volunteer Coordinator
- Certain portions of the warehouse are restricted to authorized personnel only. Please remain in assigned areas only
- Food safety is a top priority of Greater Baton Rouge Food Bank. When in doubt, throw it out. Food quality and safety is always more important than quantity

### Youth Policy

- The minimum age for volunteers in the Repack Room is 10 years old. Volunteers 10-13 years old may volunteer if accompanied by an adult age 18 or older.
- Children aged 4 and older are allowed to volunteer in the warehouse on Family Night. With special permission and appropriate chaperones, children younger than 10 are permitted to tour the warehouse or assist with certain off-site special events/projects such as gleanings, food collections, etc.
- The minimum age for volunteers in the Vince Ferachi Community Garden is 15 years old.
- The minimum age for volunteers for Mobile Pantry or mobile distributions is 18 years old.
- All court-ordered community service volunteers must be 18.

### Organized Youth Groups Chaperone Requirements

Groups with youth must have chaperones over the age of 18. Chaperones per youth requirements based on age are:

- 1 chaperone per 5 youth between the ages of 10—13 (grades 4 – 8)
- 1 chaperone per 10 youth between the ages of 14—18 (grades 9 – 12)

The Volunteer Coordinator will ensure that all youth groups or youth individuals are accompanied by the appropriate number of adult chaperones.

### Absence Policy

In the event that you will not be able to make your scheduled volunteer time please contact the Volunteer Coordinator via phone call or email or use the “Remove Me” option inside the volunteer account on the website. Please refer to the contact us page of the handbook for contact information.

# Greater Baton Rouge Food Bank

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### **Inclement Weather Policy**

Should weather dictate the closing of the warehouse or other volunteer opportunity, the Volunteer Coordinator will contact volunteers by email notifying them of the closure. If weather looks threatening, please check for an email or call the Food Bank at 225.359.9940.

### **Non-Discrimination and Anti-Harassment Policy**

The Greater Baton Rouge Food Bank strictly prohibits discrimination of any kind based on race, color, sex, language, religion, political or other opinions, national or social origin, property, birth or another status such as disability, age, marital and family status, sexual orientation, gender identity, health status, place of residence, economic and social situation.

### **Food Policy**

All donated product (food, beverage, and otherwise) is to be used solely for the intended purpose of serving food recipients through appropriate Greater Baton Rouge Food Bank channels (partner agency distribution, programmatic distributions). Staff and volunteers are prohibited from using any and all donated product for personal consumption. Any violation of this policy will result in immediate termination or removal from volunteer duties.

The Greater Baton Rouge Food Bank is a non-profit, 501c3 organization that receives donated products in accordance with IRS Code 170 (e) (3), which defines the tax deduction that donors are eligible to receive if the donation is used according to the regulations, defines the organizations eligible to receive those donations, and defines allowable uses of those donations. All donated product (food, beverages, and otherwise) is to be used solely for the care of the ill, needy, or infants. All products donated to the Greater Baton Rouge Food Bank are considered as having been donated under the provisions of Section 170(e) (3) of the U.S. Internal Revenue Code, unless the donor clearly provides verification to the contrary in writing.

The Greater Baton Rouge Food Bank is committed to keeping high standards in regards to use of donated product. We have a commitment and accountability to the people that we serve and to our donors, who make this work possible. Our community has bestowed a great amount of trust and good faith in our work and mission. Furthermore, personal consumption of food and beverages is not a benefit of employment or perk of volunteering.

### **Volunteer Dismissal Policy**

Volunteers are an invaluable resource to Greater Baton Rouge and our primary aim is to encourage and support their contribution to feeding South Louisiana. However, it is also recognized that there may be times when a volunteer needs to be counseled and perhaps dismissed.

Volunteers may voluntarily leave the organization at any time and may be asked to leave the organization at any time. Volunteers who do not adhere to the policies and procedures outlined below are subject to dismissal.

# Greater Baton Rouge Food Bank

## Volunteer Handbook

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Conduct that Greater Baton Rouge finds unacceptable:

- Consistent failure to be on time or “no showing” for a shift.
- Unable to commit to the time requirement that was set forth in the position description.
- Inability to comply with any of the standards presented herein; including performance standards, policies, and guidelines found within the Volunteer Handbook.
- Failure to comply with staff decisions.
- Failure to be respectful to recipients, visitors, donors, volunteers and staff.
- Distributing confidential information about recipients, volunteers or staff.
- Use of Greater Baton Rouge name or trademarks, without prior permission from the Director of Communications.

Steps taken by Greater Baton Rouge Food Bank to enforce outlined policies:

1. The first infraction of the above policies will result in the staff member involved verbally addressing the situation with the volunteer along with notifying the Volunteer Coordinator and Vice President of Development. The infraction will then be documented in the volunteer file.
2. In the event of a second infraction, the volunteer will meet with the program staff member involved, Volunteer Coordinator and the Vice President of Development. At this meeting, the volunteer will be asked to sign a probationary letter that will explain the infraction and outline any action steps.
3. In the event that a third infraction takes place, the volunteer will be asked to immediately relinquish their position as a volunteer with Greater Baton Rouge Food Bank.

Unruly volunteers will be escorted out of the building by the Assistant Warehouse Manager. The Assistant Warehouse Manager must be notified immediately of an unruly volunteer. If the Assistant Warehouse Manager is unavailable, the Warehouse Manager or Transportation Manager will assist with removing the unruly volunteer.

Conduct that permits immediate release of Volunteer:

The following is a list of inappropriate conduct that will result in the immediate cancellation of volunteer status. Even if a staff member does not, personally see the below infractions take place, if reasonable belief exists that the infraction occurred it will result in immediate release of volunteer. Examples cannot be listed to cover every situation. Other offenses may be deemed serious that are not specifically mentioned here.

- Falsifying reports, records or expense
- Sexual Harassment
- Physical or Verbal Harassment
- Negligent or willful damage of property
- Theft
- Unlawful discrimination
- Illegal or unethical behavior
- Negligent or willful endangerment of the safety of others
- Working while impaired by intoxicants – alcohol or drugs
- Insubordination
- Breach of conflict of interest

## Greater Baton Rouge Food Bank Volunteer Handbook

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### Contact Us



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