

# **Ocean Shores Food Bank**

## **Volunteer Handbook**

**&**

## **Volunteer Code of Conduct**



**848 Anchor Avenue NW  
Ocean Shores, Washington 98569  
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## TABLE OF CONTENTS

INTRODUCTION.....	1
OCEAN SHORES FOOD BANK.....	2
OSFB Food Donated From Hunger Relief Agencies.....	2
Service Area.....	2
Location and Facilities.....	2
OSFB Operation Times.....	2
Volunteer Parking.....	2
Services Animals.....	2
VOLUNTEERING AT OSFB.....	4
Application Process.....	4
Volunteer Assignments.....	4
RSVP Program.....	5
Minors.....	5
Volunteer Log Book.....	6
VOLUNTEER RESPONSIBILITIES.....	7
Statement of Ethical Conduct.....	7
Basic Rules and Volunteer Code of Conduct.....	7
Examples of unacceptable behavior.....	8
FOOD HANDLING GUIDELINES.....	10
Health and Safety Standards.....	10
Hand Washing Station and Bathroom Facilities.....	10
Repackaging Bulk Foods.....	10
Freezers and Frozen Foods.....	11
Donated Food and Recall Notices.....	11
Food Inspection Guidelines.....	12
Food Storage and the Warehouse.....	13

Donated Plastic Bags .....	13
SAFETY AND SECURITY .....	14
Emergency Evacuation .....	14
Medical and/or Police Emergencies .....	14
Questions.....	14
Good Work.....	14

## INTRODUCTION

Welcome to Ocean Shores Food Bank. The Ocean Shores Food Bank (“OSFB”) is a Washington nonprofit corporation that operates with the support of local churches, businesses, civic organizations, not-for-profit groups, federal, state, and regional hunger relief agencies, and most important, the individuals in our community. Some of our food agency memberships are: Coastal Harvest, Northwest Harvest, Food Lifeline, Emergency Food Assistance Program (“TEFAP”), Commodity Supplemental Food Program (“CSFP”) and the Washington Food Coalition. All donations to OSFB are tax deductible under IRS 501(c)(3).

We are an all-volunteer organization, whose volunteers are critical to the success of OSFB and the organization’s successful day-to-day operations. We are fortunate to have the assistance of committed volunteers and volunteer leaders who work collaboratively to implement the services described in OSFB’s mission:

*To solicit, collect, and distribute donated and purchased food for those in need, so no one in our community goes hungry. We operate cooperatively with local churches, service organizations, merchants, and individuals in our community.*

The impression that volunteers make upon those whom they serve directly affects the entire organization, its mission, and its place in the community. It is expected that volunteers conduct themselves in a professional manner while representing OSFB. Volunteer actions should support the philosophy reflected in the mission statement and a commitment to work together with volunteer staff to fulfill its intent.

OSFB is committed to providing an environment that is welcoming to the public, our guests and volunteers. Volunteering should be an enjoyable experience. As members of our community, our guests and volunteers deserve respect, thoughtful assistance, and support.

The purpose of this Volunteer Handbook and Code of Conduct is to provide a summary of the policies and procedures that most directly affect volunteers of OSFB. Volunteers should read this publication and become familiar with its contents. If there are questions after reading this publication, volunteers should contact the Director or a member of the Operations Management Group (“OMG”) for assistance.

## **OCEAN SHORES FOOD BANK**

### ***OSFB Food Donated From Hunger Relief Agencies***

Food and non-food items donated by the hunger relief agencies may not be used for any purpose other than given directly to our guests. For example, items may not be used for operational purposes, volunteers' personal use, fundraising events, volunteer parties, etc. In addition, IRS code prevents the food bank from giving such items to any other organization.

### ***Service Area***

OSFB provides supplemental food to anyone who needs food. OSFB focuses its efforts in zip code area 98569. However, anyone requesting food receives food. No one is turned away.

### ***Location and Facilities***

OSFB facility is located at 848 Anchor Avenue NW. OSFB has a covered waiting area outside. No guests are allowed in the warehouse, or the outside storage room. There is a wash area and bathroom at the Anchor Avenue Thrift Store ("Thrift Store"), available during Thrift Store hours for guests' use.

### ***OSFB Operation Times***

OSFB distributes food on the first and third Thursday of each month. The hours of distribution are from 1:30 PM until 5:00 PM. There are also two special holiday distributions each year. On occasion, these days and hours may be changed.

The Thrift Store staff provides our guests with emergency food service when OSFB is not open. Distribution of emergency food is during the Thrift Store days and hours of operation: Monday through Saturday, from 10:00 AM until 3:45 PM.

### ***Volunteer Parking***

On distribution days, please park at the Galilean Lutheran Church parking lot (a block south of the food bank). Do not park in the street because there is no legal parking on either side of Anchor Avenue. Remember that OSFB shares a parking lot with the Thrift Store and their guests.

### ***Services Animals***

Under federal law, service animals are dogs or miniature horses trained to work or perform tasks for the benefit of people with physical or mental disabilities. The work or tasks performed by a service animal must be directly related to the handler's disability. Dogs, pets and other animals trained or untrained, whose sole function is to provide comfort, companionship or emotional support do not qualify as service animals under the law and are not permitted in the food bank.

Guests requesting an animal accompany them in the food bank are to be directed to a front desk volunteer, a manager or the Executive Director. These individuals have specific questions they are permitted by law to ask the guest to determine if the animal is a service animal.

## VOLUNTEERING AT OSFB

OSFB is an all-volunteer organization. ***Our volunteers are not paid and receive no compensation or benefits of any kind from OSFB for their volunteer service.*** The Director is responsible for the strategic planning and execution of OSFB's mission. Members of OMG are responsible for all day to day food bank operations, including volunteer coordination and training, intra-agency communications, and food safety. The Director and members of OMG are volunteer positions and receive no compensation.

### ***Application Process***

OSFB requires volunteers to complete its Volunteer Enrollment Form. Because OSFB serves guests who are classified as vulnerable, all volunteers must authorize a criminal background check through WSP-WATCH.

### ***Volunteer Assignments***

OSFB offers a variety of work opportunities for volunteers. OSFB asks new volunteers to volunteer for a variety of assignments for the first four weeks. There are many jobs to choose from and we hope there is one right for you. The Volunteer Coordinator will try to match volunteer's skill-sets with the appropriate task. OSFB will endeavor to cross-train volunteers so that volunteers are available to take on the responsibilities of various assignments. Besides OMG members, there will be several experienced volunteers assigned to key tasks in the food bank. Most of our volunteers work in more than one of the following work groups:

***Preparation Work:*** A large portion of our time is taken with preparing for the two distributions and the many emergency food disbursements each month. The bulk of this work is done each Tuesday morning (9:00 a.m.-11:00 a.m.). These volunteer duties include: restocking distribution counters and freezers, restocking the warehouse, repackaging bulk dry foods, repackaging produce, defrosting and cleaning refrigerators and freezers, processing donations, cleaning the inside and the outside of the facility. In addition, those able, assist with unloading trucks and warehousing of incoming shipments of food.

***Distribution:*** A distribution afternoon (1:30 p.m. – 5:00 p.m. on the first and third Thursday each month) is work-intensive. It requires a large group of volunteers who are willing to assist our guests as they choose food. A desire to engage our guests in conversation, listen to their concerns, and show an interest in them and their families is key to our successful relationship with our guests. The volunteer duties include: meeting and greeting our guests, giving out numbers, registration and data entry, staffing distribution stations, assisting disabled guests, restocking and facilitation, and helping guests to their cars/bus (waggoners).

***Food Bank Garden*** (Garden by the Sea – several blocks from the food bank): During the growing season OSFB's raised beds need to be planted, cared for, and harvested. We

are fortunate to be able to provide our guests with fresh, locally grown, produce during the growing season (late May until October). The work includes: spring clearing of the plots, planting, weeding, watering, harvesting (sometimes cleaning/washing) and transporting the produce to the food bank immediately prior to distribution.

***Outreach, Education, and Fund Raising:*** Community support, donations of food and cash, and education go hand in hand, and the work is on-going. OSFB tries to have a presence at many community events, partners with other organizations to help grow strong alliances, and believes strongly in getting the story of hunger in Ocean Shores to our community. The volunteer duties include: assisting with the organization and planning of events, setting up and removing the OSFB table at the OS Convention Center events, staffing OSFB tables, talking with attendees, asking for donations, participating in local food drives, and assisting with the annual fundraising event.

***Food Pick-up and Delivery:*** In order to be fully stocked with food from our several sources, it is sometimes necessary to pick-up food from Olympia, Aberdeen, and Hoquiam sources. We need volunteers who have trucks or vans and who can safely drive to these locations and load food for transport to OSFB. Some of these pick-up trips are weekly, while others are one or two times a month.

The Preparation Work, Distributions, Garden, Outreach and food pick-up and delivery work are overseen by members of OMG.

A volunteer should only accept an assignment that he/she is physically capable of completing without injury to himself/herself or others. Volunteering at OSFB is physically demanding work. Please have a good time, develop new friends, do good work for your community, but most importantly, BE SAFE.

### ***RSVP Program***

OSFB has partnered with the Retired Seniors Volunteer Program (RSVP). Please see the accompanying RSVP brochure for details about the benefits that are provided by this program.

To remain active in RSVP your hours are sent to their office each month. If you have questions concerning the program you can contact the RSVP program at CCAP (Coastal Community Action Program) in Aberdeen.

### ***Minors***

OSFB welcomes minor volunteers into our family of volunteers because it builds volunteerism into the young person's life experience. Young people under the age of fourteen must be accompanied by a parent or guardian. The parent or guardian is expected to work alongside their child and is responsible for his/her safety and well-being.

During the summer months OSFB may have groups of volunteers from regional youth organizations doing public service projects. While OSFB tries to schedule these groups outside

of the regular volunteer schedule, at times the schedules may overlap to accommodate the availability of the youth groups.

***Volunteer Log Book***

It is important that OSFB be able to demonstrate community involvement in the food bank. OSFB asks volunteers to log all volunteer hours into the Volunteer Log Book. OSFB reports volunteer hours to several hunger relief agencies and RSVP.

## VOLUNTEER RESPONSIBILITIES

OSFB endeavors to provide a positive environment for its volunteers, visitors, and guests.

### ***Statement of Ethical Conduct***

OSFB expects each volunteer to demonstrate a high standard of integrity. Volunteers should keep in mind the following principles:

- Volunteers are not permitted to receive a personal financial gain or avoid financial detriment that would not otherwise be available but for their association with OSFB;
- Volunteers are not permitted to engage in illegal or dishonest activity at OSFB;
- Volunteers are expected to conduct themselves in a manner to avoid the appearance of impropriety. Conduct that could appear dishonest to a reasonable observer will undermine the public's perception of OSFB even if the conduct is not illegal;
- Volunteers who notice a conflict of interest should report it;
- **OSFB encourages volunteers to share their questions, concerns, suggestions, or complaints with someone who can address them properly. In most cases, the Director is in the best position to address an area of concern. However, if the volunteer is not comfortable speaking with the Director or if they are not satisfied with the Director's response, volunteers are encouraged to speak with the Board Vice President. If the volunteer is not comfortable speaking with the Vice President, they are encouraged to speak with any board member they are comfortable approaching. A full copy of the OSFB Whistleblower Policy will be provided upon request.**

### ***Basic Rules and Volunteer Code of Conduct***

OSFB expects each volunteer to treat each other, staff, guests, and visitors with respect. In order to ensure orderly, effective, and efficient operations, while providing the best possible volunteer and guest experience, volunteers should follow the rules of conduct. The following list is illustrative only, but provides a guideline for conduct at OSFB:

- Treat all guests, volunteers, donors, and visitors respectfully and equally;
- Respect confidential information and avoid unauthorized release of such information;
- Observe the highest standards of honesty and integrity;
- Conduct yourself so as not to cause offense or embarrassment;
- Use appropriate language while at OSFB;

- Do not share medical or legal opinions with others;
- Keep a smoke-free environment on OSFB property and parking lot;
- Treat OSFB property, and property of volunteers, donors, guests, and visitors, with respect and due care, including avoiding unauthorized use of or removal of property;
- Follow all instructions for volunteer assignments. If they are unclear, ask for clarification from the a manager or Director;
- Follow all food safety rules and food handling rules.
- Wash your hands in warm water with soap and dry with a paper towel;
- Dress appropriately for the respective volunteer duty;
- If sick, do not volunteer;
- Notify the appropriate manager if you will be unable to volunteer for an assignment;
- Do not try to defuse a confrontational issue yourself, notify the Director, an OMG manager, or proper authorities, if necessary;
- Follow other OSFB policies and procedures communicated to volunteers.

***Examples of unacceptable behavior***

While it is not possible to list all the forms of behavior that are considered unacceptable to OSFB, the following are reasonable examples of unacceptable behavior that would prohibit a person from volunteering at OSFB:

- Falsification of information on your OSFB volunteer enrollment form;
- Theft from OSFB, another volunteer or guest;
- Volunteering while under the influence of alcohol, performance impairing medications, or illegal substances.
- Abusive behavior (verbal or physical) towards volunteers, guests, donors, or visitors to OSFB;
- Harassing or confrontational behavior around or toward volunteers or guests;
- Negligent or improper conduct leading to bodily harm or damage to another volunteer, guest, OSFB property, or property of another volunteer or guest;

- Noncompliance with reasonable instructions or directions related to volunteer assignments;
- Disrespectful behavior, including making false or malicious statements about or concerning another volunteer, guest, or OSFB and its services;
- Smoking on OSFB and Thrift Store property;
- Not following OSFB food handling and safety practices;
- Using tools or equipment that are known to be defective or unsuitable for the given task;
- Possession of dangerous or unauthorized materials, such as explosives or firearms or other types of weapons, while on OSFB property;
- Allowing non-volunteers to enter OSFB facilities without permission of the Director or a manager;
- Allowing food or other OSFB property to be removed from the building without notifying the Director or a manager and then properly recording it.

## **FOOD HANDLING GUIDELINES**

### ***Health and Safety Standards***

OSFB follows the Washington State Department of Health and Food Safety Guidelines, as well as other food handling requirements noted in the contracts of Food Lifeline, Northwest Harvest, Coastal Harvest, and other hunger relief agencies with whom we work. General food safety guidelines are posted. Not every issue is covered. If you have a question, please ask a manager.

There must always be at least one volunteer with a current Food Handler's permit on site. If you would like to apply for a Food Handler's permit, you can complete the process on-line at [www.foodworkercard.wa.gov](http://www.foodworkercard.wa.gov).

### ***Hand Washing Station and Bathroom Facilities***

Cleaning agents and towels for cleanup of spilled food accidents can be found in the kitchen. You are required to wash your hands as well as wear sanitary gloves for all food repackaging projects. If you sneeze, cough, or blow your nose, you must discard your gloves, wash your hands, and put on new gloves before you can continue your food project.

You must also wash your hands with warm water and soap, and dry your hands with a paper towel after you have used the toilet. If you were wearing gloves, they will need to be discarded and new gloves put on.

### ***Repackaging Bulk Foods***

- OSFB repackages bulk food into family size portions. Repackaged food can only be packed into food-grade plastic bags. The bags are to be sealed using a tape machine. The quantity of a particular product to be packaged is designated on a chart in the kitchen and warehouse.
- Clean and sanitize the table surface where you will be working. The scoops used during this process are to be put away clean and sanitized. If a scoop seems anything but absolutely clean, wash and sanitize it before use. When you have finished packaging, wash the scoop in warm soapy water and, sanitize it and allow it to air dry.
- To sanitize a table surface after washing it, spray a bleach solution (1 teaspoon to 4 cups water) on the surface. Allow to sit for 2 minutes, then wipe clean with a paper towel.
- To sanitize a scoop following washing with soap and warm water, spray scoop with sanitizing solution and then allow to air dry in scoop storage container.
- When repackaging or sorting fresh produce (apples, pears, potatoes, lettuce or other), dry foods (beans, oatmeal, rice or other), or bakery goods, you are required (WSDH) to

wash your hands with warm water and soap, and use a paper towel to dry your hands and then put on sanitary gloves before beginning task.

### ***Freezers and Frozen Foods***

- When frozen foods arrive from our suppliers they must be the first product put away into the freezers. Freezers must be kept at a temperature of -10 to 0 degrees Fahrenheit.
- Every time you use a freezer, refrigerator, or cooler check that the door is closed and will stay closed when you leave the unit.
- Refrigerators and cooler temperatures should be kept between 33 and 41 degrees Fahrenheit. If a refrigerator is going to be empty for more than a day or two, it should be turned off with its door blocked open. This is also a good opportunity to clean the interior and exterior surfaces with a cloth dampened with a mild bleach solution.
- On the first Tuesday morning crew of each month, freezer and refrigerator temperatures should be checked and written into the Log (Freezer No., Temperature, date and initials). On all other Tuesdays, the freezer and refrigerator temperatures should be checked and a checkmark logged by the unit number in the Log Book.
- If a volunteer notices frozen food that appears to be anything but frozen solid, notify the manager on duty so that the freezer and its contents can be checked.
- All frozen foods need to be stored with care. If a bag or wrapper is damaged, re-bag the contents at once and store it with the rest of the food.
- Bread coming in from the Saturday (and occasionally other days) pickup is to be placed in the bread freezers. Be careful to not compress the loaves of bread, especially the sliced white bread.
- While most frozen food arrives in properly sized portions, sometimes we receive food portions that are too large for many of our individuals or families. If this is the case and the food is easily able to be broken down (for instance, individually frozen salmon fillets or salmon patties), we may need to repackage the contents, bagging in food-grade bags and taping the bag closed. This should be done by removing only the amount of product that can be processed in a matter of minutes and returned to the freezer. The work table needs to be sanitized, hands washed in warm water with soap, paper towel dried and sanitary gloves worn.

### ***Donated Food and Recall Notices***

All food donated by a private party or organization must be inspected, weighed, and the source and weight logged into the Donations Log. Recall notices are posted on the whiteboard which

is located on the east wall of the distribution room. The details of the recall can be found in the Recall Book on the second shelf of the Operations Desk. Recalls are posted for about 30 days before they are replaced with newer recalls. Be attentive to the posted Recalls. If you find a recall, use a marker pen to mark the label "RECALLED" and call it to the attention of a manager.

### ***Food Inspection Guidelines***

- Damaged cans (seams dented, sharp dent, evidence of seepage, rust damage) should be thrown out.
- Food in glass-containers with chips, cracks, or with a broken seal must be thrown away.
- Home-canned products must be thrown out.
- Road kill or home processed meats must be thrown away.
- Wild game, game fish, and shellfish products must be thrown away, (unless commercially processed and dated as per other canned goods).
- Home-prepared meats or fish products must be thrown away.
- Dried out or stale products must be thrown away
- Frozen food cannot be accepted from individual donors.
- Food with packaging that has been damaged should be inspected to see if inner package is still viable, if not, throw it away.
- Food that has already been opened must be thrown away.
- Food that appears to have mold, fungus, insect infestation, discoloration, or has an off-odor must be thrown away.
- Check best used by dates on all donated foods.
- Best used by information and expected shelf-life information can be found posted in the distribution room bulletin board – next to door. Any questions ask a manager.
- Baby food: All baby food (jars, boxes, bags) must be within dates noted on container. Any out-of-date food must be placed in a plastic bag and discarded into the dumpster. Baby food dates should be checked monthly. We must know the source of the donated baby food and the person's name and telephone number must be recorded in the log.

### ***Food Storage and the Warehouse***

- The warehouse is for storing cases of canned goods, bags of dry food, beverages, other non-perishable food items, and pet-food. Nothing is to be stored directly on the floor. There should be 12" between anything stored on the top shelf and the ceiling. The top shelves are to be used only for light weight items: cases of cereal, cases of granola bars, cookies, crackers or ramen. Heavier items should be stored on the lower shelves.
- If more temporary storage is required, place a pallet on the floor for additional (temporary) storage.
- Following the last distribution of each month, an inventory of all standard food items will be taken with the amounts noted on an OSFB Inventory form. Subsequent food orders will be based on the monthly inventory. This is the responsibility of the Warehouse Manager or designate.
- We shall try to maintain a two to three distribution stock of regular food items.
- Privately donated food is to be distributed first. Product received and stored in the warehouse is to be distributed on a first in, first out basis.
- The distribution room stock should be checked and restocked as determined by the Warehouse Manager. On the occasion of a delivery of regular stock, incoming items can be moved directly to the distribution counter shelves as determined by the Warehouse Manager or designate.
- Banana boxes are to be saved and stored for Coastal Harvest pickup.

### ***Donated Plastic Bags***

OSFB regularly uses thousands of grocery-store plastic bags. These bags need to be regularly flattened and stored in banana boxes.

## **SAFETY AND SECURITY**

### ***Emergency Evacuation***

In case of a fire, earthquake, or other life threatening emergency, quickly exit through one of the three emergency exits: (1) glass door at intake desk (during a distribution only); (2) volunteer entry door in the main room; or (3) loading door in central room. All windows have security bars and are NOT EXITS.

If a distribution is in progress, ask guests to leave their food and quickly exit the building. Since some of our guests may need assistance, offer your assistance in helping them out. Once in the parking lot, move away from the buildings, but do not block the entrance or exit to the parking lot. Emergency vehicles may need to access our facility.

In the event of an earthquake, move away from glass doors and windows. When the quake has past, exit the building from the nearest unlocked door and move away from the building.

### ***Medical and/or Police Emergencies***

If a guest or volunteer has a medical emergency (faints, chest pains, allergic reaction or other) call 9-1-1 and then inform a manager or the Director. Without moving the person, make them as comfortable as possible until emergency services arrive. The manager or Director will assign someone to clear the parking lot access to the building. There is a first aid kit on the front desk shelves.

If a physical or abusive verbal altercation or confrontation, takes place DO NOT intervene. Call 9-1-1 and request police assistance. Be sure to inform the Director or a manager.

### ***Questions***

If you have any questions, concerns or observations about this Handbook and Volunteer Code of Conduct document, direct them to the Director.

### ***Good Work***

The good work required to make our community 'hunger free' will always be done by a few good people who care about their neighbors and their community. You are one of those good people and OSFB is pleased to have you working with your neighbors "so that no one in our community goes hungry." Thank you for all that you do!