



Sky Valley Food Bank

Volunteer Handbook

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Welcome

Thank you for choosing Sky Valley Food Bank for your heartfelt work. It is with great pleasure that Sky Valley Food Bank introduces this Volunteer Handbook to you. You will soon find that we practice kindness to our customers, our donors, and to each other. We are a family here, and I am sure you will soon experience that. There is always a lot of fun and laughter here. We consider volunteers to be one of Sky Valley Food Bank's most valuable resources, and every volunteer plays an important part in this family. We are committed to a work place in which everyone treats each other with dignity and respect.

Sky Valley Food Bank has been serving the Sky Valley Community since 1976. Every month, we provide food to nearly 4,000 individuals in need across Sky Valley through our distribution. We currently have over 25 programs that we provide food to as well. At Sky Valley Food Bank, our core purpose is to bridge the gap between hunger and abundance. Our mission is to kindly and respectfully provide supplemental food to those in need, preserving the dignity of those we help. Our vision is a hunger-free Sky Valley!

There are many different volunteer opportunities here at Sky Valley Food Bank, and in this volunteer handbook, you will find a list of each volunteer opportunity, what you can expect, and what is expected from you as a volunteer. This is a great way for you to find what volunteer experience will work best for you. Our Director is always looking for ways to enhance our customers experience as well as our volunteer experience. Please feel free to share your ideas at any time with her. Her door is always open.

Finally, all great teams are built on respect for the organization they represent and their teammates. Sky Valley is built on the same respect. By respecting what each person brings to Sky Valley Food Bank, we can achieve great things together. Like any great team, we are comprised of different people from different backgrounds fulfilling different roles. These differences have made us stronger, and our strength has made us one of the best in Snohomish County. Whether you have just joined our team or have been here for a while, we look forward to a productive and successful organization.

Again, thank you for choosing to help serve the Sky Valley Community here at the Sky Valley Food Bank.

Door Greeter (Shift 8:45am-12:00pm or 3:45pm-7:15pm on Wednesdays)

The door greeter is responsible for greeting and organizing the incoming customers.

Sky Valley Food Bank uses Calendly, an online appointment service, to better help the distribution line congestion. The greeter will be provided an appointment schedule for the day. The greeter will be responsible for checking in clients with appointments, providing them with an empty shopping cart and clip, placing empty boxes into the shopping cart, and escorting them to the check in window. This volunteer is required to obtain a current food handlers card, complete the Food Lifeline training video, and work with the public with the upmost respect.



Distribution Volunteer (Shift 8:00am-12:00pm or 3:45pm-7:15pm on Wednesdays)

The Distribution Volunteer is responsible for assisting customers on the distribution floor.

Sky Valley Food Bank is a “Customer Choice” set up. This allows the customers to shop like a grocery store. The distribution volunteer will help customers with any questions or concerns, that they are taking the appropriate amount of items according to their color block, keeping the shelves organized and their area clean of any spills. This volunteer is required to obtain a current food handlers card, complete the Food Lifeline training video, and work with the public with the upmost respect.



Warehouse Stock Control (Shift 7:00am-11:30am Mon & Fri, & 9:30am-12:00pm on Wednesdays)

The Warehouse Stock Control Volunteer works closely with the Warehouse Manager in rotating product and keeping warehouse clean and well organized.

Stock control is a vital position here at Sky Valley Food Bank. Every day of the week we receive thousands of pounds of food, and we make it a point to keep the stock product rotated. This position requires a good lifter (up to 50lbs,) and can take initiative without supervision. This position will also have you helping receive donations off our trucks and from community donors. This volunteer is required to obtain a current food handlers card, complete the Food Lifeline training video, and work with the public with the upmost respect.



Grocery Rescue Driver (Shift 8:00am-11:30am Sunday– Saturday)

Grocery Rescue Drivers work with the Driver Coordinator on Grocery Rescue Routes.

Our Grocery Rescue team are the driving force at our food bank. If it weren't for this team, we wouldn't have donations to provide the community. Our trucks are on the road 364 days out of the year, multiple routes per day. This is a popular position if you have a buddy that would like to join you. Grocery Rescue volunteers are sent out to our partner agencies (Fred Meyer, Safeway, QFC, Walmart, PCC just to name a few) to pick up donations. Food is then brought back to the food bank for our Quality Control volunteers to sort. This volunteer is required to obtain a current food handlers card, complete the Food Lifeline training video, and work with the public with the upmost respect.



Distribution Re-stock Volunteer (Shift 7:00am-12:00pm on Mon & Fri & 9:30am-12:00pm on Wed)

The Distribution Re-stock Volunteer works alongside the Warehouse Manager determining and gathering the food that gets distributed that day.

Sky Valley Food Bank's number one priority is food safety. This position is for someone who is fast paced and can do some lifting. Some days we can have a consistent flow of customers and it is important that we are keeping the perishables stocked to it's capacity. This position will have you consistently checking the distribution line for low perishable product and keeping back stock in the windows ready for re-stocking the coolers. This volunteer is required to obtain a current food handlers card, complete the Food Lifeline training video, and work with the public with the upmost respect.



Customer Service (Shift 8:45am-12:00pm on Mon & Fri, and or 3:45pm-7:15pm on Wednesdays)

The Customer Service Volunteer is responsible for communicating with the customers upon their exit.

Upon the customers exit, we ask that this volunteer communicate with the customers about their shopping experience, doing a quick check of items in their boxes, retrieving their clip and tags, and walking them to their cars, and bringing their shopping cart back. This volunteer is required to obtain a current food handlers card, complete the Food Lifeline training video, and work with the public with the upmost respect.



Warehouse Quality Control (Shift 6:00am-12:00pm *start times are flexible, 9:30am-12:00pm on Wed)

The Warehouse Quality Control Volunteer works closely with the Warehouse Manager with the processing of incoming donations.

This position will have you sorting through perishable and non-perishable donations, and making sure the products are in good form to put on our distribution line. This position will also have you repacking bulk foods, packing home delivery boxes, and sorting miscellaneous canned and dry food items. You will be responsible for keeping your area clean. Some lifting is involved and you will be on your feet. This volunteer is required to obtain a current food handlers card, complete the Food Lifeline training video, and work with the public with the upmost respect.



Intake Specialist (Shift 8:30am-11:30am Mon & Fri, 3:30pm-7:00pm on Wed)

The Intake Specialist handles all the incoming customers and checking them in. This position requires computer skills.

This volunteer position is responsible for performing all functions related to the recordkeeping regarding customers, food donations, and distribution of food. This volunteer must have the ability to operate a computer and use our intake program. This volunteer is required to obtain a current food handlers card, complete the Food Lifeline training video, and work with the public with the upmost respect.



Policies / Procedures

1. Clients, donors, and volunteers will be treated with respect and politeness at all times. If a disagreement arises, contact the Executive Director or designated PIC (person in charge.)
2. All clients, volunteers, and donors will be provided services in a non-discriminatory manner, without bias due to race, sexual orientation, color, religion, sex, age, national origin, citizenship, ancestry, physical or mental handicap, marital status, or because such person is a recipient of federal, state or local public assistance.
3. Volunteers must not report to the Sky Valley Food Bank (SVFB) under the influence of alcohol and/or behavior-altering drugs or substances.
4. Your personal safety is important. To avoid injury all volunteers must wear closed-toe shoes.
5. Wash your hands before and after handling food items. Observe good housekeeping habits, and maintain good personal hygiene. Wear gloves when repackaging, or handling food. Volunteers should not report to the food bank if they are ill.
6. Recipients, donors, and volunteers privacy and personal information will be kept confidential at all times.
7. When representing the food bank, you will need to act responsibly, upholding the mission of the food bank. Our mission is: To provide supplemental food to those in need while preserving the dignity of those we help.
8. Sexual harassment, violence, harassing behavior, or offensive speech will not be tolerated. SVFB is committed to providing a work environment where women and men can work together comfortably and productively, free from all forms of harassment.
9. The Director's or PIC's instructions should be followed at all times.
10. Volunteers must sign in each time prior to taking any food off the premises. You must follow the same procedure as any other recipient. Food must not be taken until it has been checked in, weighed and put away.
11. Weekend volunteers are allowed to take the standard amount of food set for our clients. Please weigh your outgoing food and document it on the green outgoing food log located by the scale so it can be entered into the system for accounting purposes.
12. If the donor brings in cash or a check, ask them to come with you to the office, where an office staff will write them a receipt. We need to get donors names and addresses. Toy and school supply donors should also be directed to the office.
13. When donors bring in food, it should be weighed and documented on the weigh-in slip located by the scale.
14. Immediately report any damage to equipment, vehicles, or bodily injury.
15. Please notify the Director if you are unable to work on your scheduled day.

Food Policy & Procedure

Volunteers must follow the same food policy and procedures as the food bank customers. You may shop one time per week, unless posted otherwise. The procedure is as follows.

1. Check in at the front desk (15 minutes before we open for distribution.) Grab a cart and follow the color blocks according to your family size.
2. Once you have completed your shopping, you must take your boxes to your car. If it is a warm day, please come prepared with a cooler.
3. The food in the warehouse, cooler, and freezers are off limits.
4. If you choose not to “shop” like a customer and only want a couple of items, those items must be approved by the warehouse manager or the food bank director.



Distribution Days & Hours

Mondays

9:00am* - 11:30am*

Wednesdays

4:00pm* - 6:30pm*

Fridays

9:00am* - 11:30pm*

*These hours do not reflect the hours of set up and clean up.

Food Life Line Grocery Rescue Training

<https://www.youtube.com/watch?v=wldXzXkDoEo&t=239s>

Food Handlers Card

<https://fwccourse.foodworkercard.wa.gov/?culture=en-US>