

FOODBANK - GUIDELINES AND JOB DESIGN

1. Inform the Centre if you are unable to come in. We can then make other arrangements. Your commitment to dependability and punctuality will keep the Centre operating smoothly. Neighbour to Neighbour is equipped with an answering machine for after hours calls.
2. Read the Volunteer chalkboard at the beginning of your shift for new information. Clients should be aware of the specials listed on the whiteboards.
3. Take inventory of the shelves. Refill items are kept on the shelves at the front of the warehouse. *Please do not enter the Warehouse*. If there is not a particular item on the warehouse shelves, ask a warehouse volunteer. . Please try not to put any items on the bottom shelf in the foodbank. Any new food items must be placed at the back of the shelves and existing food must be moved to the front.
4. When time is available, volunteers can measure and bag bulk food items such as sugar, flour, tea, and powdered milk. Use the measuring cups provided with the special markings for this task. When produce is available, volunteers can bag in appropriate amounts.
5. When not helping clients, volunteers are asked to tidy up counters and stock shelves. Donut bins must be washed during shift and left in hallway for next day's pickup. Bread must be put on racks and rolled in the cooler room at the end of each day. Morning volunteers will get racks out of cooler room and put in Foodbank.
6. If clients require further assistance, please direct them to the Receptionist. If further assistance is required, the Director of Family Services will then be called.
7. The number of points allocated to a client will be marked in the top left-hand corner of the slip on the file folder. Inform clients of their available points. If there are any questions regarding their points, refer them to the Receptionist. Clients must sign the slip after their shopping is finished. Return the file folder, placing it upside down on the Receptionist's desk.
8. Clients may pick up groceries once a month ONLY. If they do not use all their allocated points, they lose them.
9. Most items have a limit of one with the exception of the specials, which are posted on the chalkboard.
10. Most items are marked with their point value on the top with a black marker (single point items are not marked). Points are determined by the Warehouse Co-ordinator and must not be changed. Should there be a discrepancy, please inform

- the Warehouse Co-ordinator. Volunteers should read the whiteboard as a guideline for points.
11. *When handling food such as donuts, vegetables, etc., long hair must be tied back, hands washed and gloves worn.*
 12. Donuts received are to be bagged and placed in the designated area. Clients are allowed one bag per family unless you are otherwise notified.
 13. Please be reminded that favouritism is against Neighbour to Neighbour policy. Volunteers are not allowed to wait on family or friends. Please inform another volunteer of the situation and have them wait on those particular clients.
 14. Volunteers are not allowed to take any items from the foodbank or warehouse.
 15. Volunteers who are clients are allowed to shop only once a month and are required to shop on a day other than the day they volunteer.
 16. No children in shopping area unless they are in a shopping cart. Only one adult per family is allowed in the shopping area due to limited space. (unless special circumstances prevail).
 16. Beverages are not permitted in the Food Bank shopping area.
 17. Please direct all food donations to the warehouse or receptionist.

FOOD ITEMS

1. Please check the condition of canned goods for dents, rust, popped tops, open seams and general appearance (poor quality goods may be harmful). If you are not sure about any canned goods please return them to the Warehouse and inform the Warehouse Co-ordinator of the problem.
2. Remove any open packages and return them to the Warehouse Co-ordinator.
3. **Check for expiry dates on all items. Expired items must be returned to the warehouse.**
4. By order of the Health Department, we are not allowed to put home preserves on shelves.
5. Definition of **“Best Before”** date:
Still acceptable for human consumption, perhaps has 60% of its original flavour, still maintains a considerable amount of nutrition.

Definition of **“Expiry Date”**.

*and No longer acceptable for human consumption, must be pulled from the shelves
disposed of.*