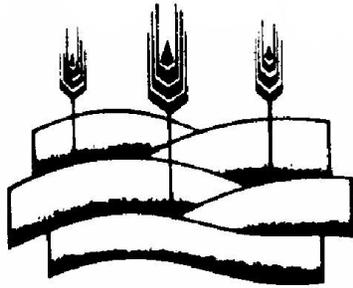
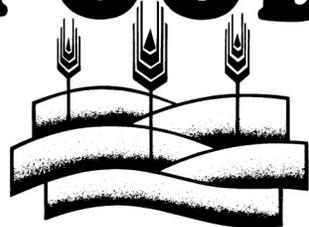


Thanks for helping!



Serve Your Community.
Feed the Hungry.
Be a Part of Change.
Volunteer With HHFB!

Because no one deserves to be hungry...

HOOSIER HILLS
FOOD

BANK
A UNITED WAY AGENCY

**Volunteer
Orientation
Manual
2012-2013**

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Hoosier Hills Food Bank
2333 Industrial Park Dr.
Bloomington, IN. 47402

Website: www.hhfoodbank.org
Office: (812) 334-8374
Fax: (812) 334-8377
Email: hhfb@hhfoodbank.org

To Volunteer Contact

Katie Haddad, Volunteer Coordinator
volunteer@hhfoodbank.org
(812) 334-8374

For IU Service-Learning Contact

Marina Young
IU Advocate for Community Engagement (ACE)
youngml@uemail.iu.edu

Nutritional Terms

Food insecurity: The limited or uncertain availability of nutritionally adequate foods, including involuntarily cutting back on meals, food portions or not knowing the source of the next meal.

Food security: Access to enough food for an active, healthy life. At a minimum, food security includes: (1) the ready availability of nutritionally adequate and safe foods, and (2) an assured ability to acquire acceptable foods in socially acceptable ways (e.g., without resorting to emergency food supplies, scavenging or other coping strategies).

Hunger: The uneasy or painful sensation caused by a recurrent or involuntary lack of access to food. Many scientists consider hunger to be chronically inadequate nutritional intake due to low incomes (i.e., people do not have to experience pain to be hungry from a nutritional perspective).

Malnutrition: A serious health impairment that results from sub-standard nutrient intake. Malnutrition may result from a lack of food, a chronic shortage of key nutrients, or impaired absorption or metabolism associated with chronic conditions or disease.

Under-nutrition: The consequent of consuming food is inadequate in quantity and/or nutritional quality.

Program Terms

Food Bank: A charitable organization that solicits, receives, inventories, stores and donates food and grocery products pursuant to grocery industry and appropriate regulatory standards. These products are distributed to charitable human service agencies, which provide the products directly to clients.

Food Pantry: Nonprofit organizations (typically small in size), such as religious institutions or social service agencies, that receive donated food items and distribute them to hungry people.

Soup Kitchen: An organization whose primary purpose is to provide prepared meals served in a local agency kitchen for hungry people.

Food Stamp Program: The federal Food Stamp Program serves as the first line of defense against hunger. It enables low-income families to buy nutritious food with Electronic Benefits Transfer (EBT) cards. Food stamp recipients are able to buy eligible food items in authorized retail food stores. The program is the cornerstone of the federal food assistance programs and provides critical support to low-income households and those making the transition from welfare to work.

Welcome to Hoosier Hills Food Bank!

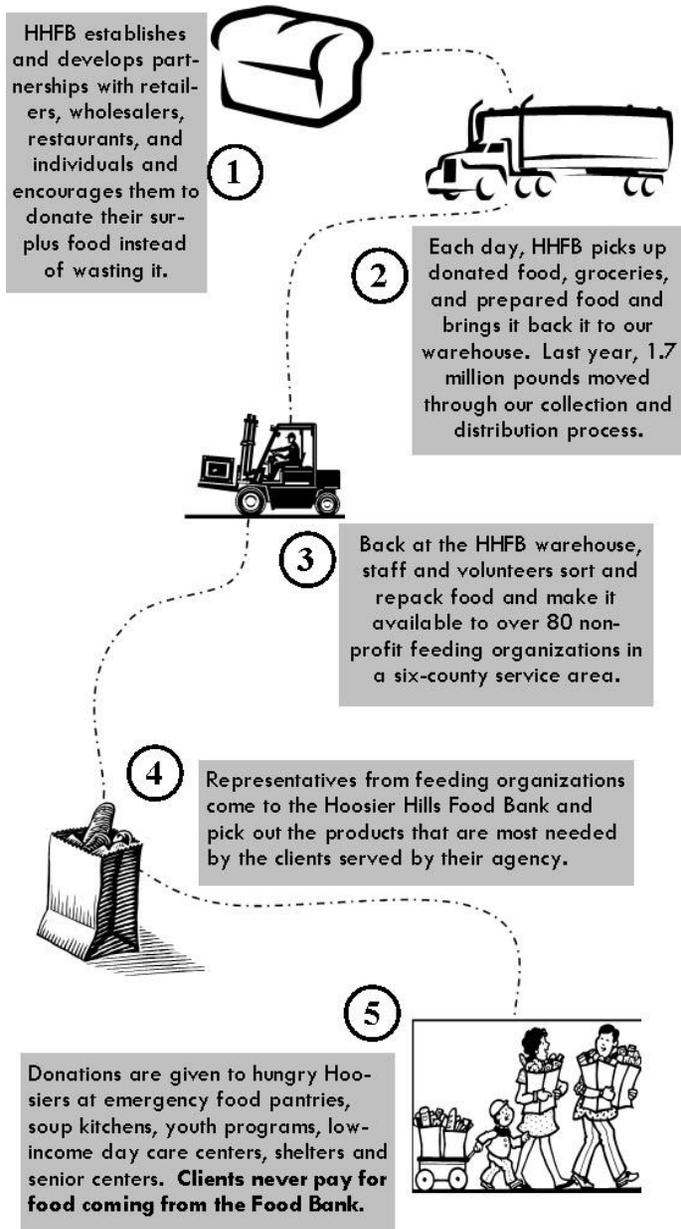
We hope you have chosen to volunteer with us and share our vision of a community where no one is hungry and excess food does not go to waste. If you are new to food banking, you may not be aware of exactly how we go about each day. For a visual understanding check out the *Figure on page 4*.

As with most nonprofit organizations, HHFB relies on contributions from numerous and varied sources. Financial support comes from individual donors, the United Way, private and public grants, the USDA, and Shared Maintenance Contribution from member agencies. Food is donated through community food drives, as well as from local retail stores and restaurants, regional distribution centers and national donors such as Kellogg, Tropicana, and Nabisco. Hoosier Hills Food Bank is a member food of Feeding America—*The Nation's Food Bank Network*, who sets many of our standards for operation and gives us access to food donations from national donors.

Our Mission

Hoosier Hills Food Bank collects, stores, and distributes nutritious food products to non-profit organizations, which provide free feeding programs that serve both ill and needy families and individuals in Monroe, Martin, Owen, Orange, Brown, and Lawrence Counties in Central Indiana.

The Food Bank Flow



- The driver releases the agency, staff, and Board of Directors from all liability, claims, demands actions and causes of action whatsoever, arising out of or related to any loss, damage or injury to person or property from accident(s) that may be sustained while participating in Hoosier Hills Food Bank volunteer activities.

For Passengers:

- Any volunteer willing to ride in the vehicle of a HHFB staff or volunteer understands the risks involved while traveling in a vehicle and accepts such risks as his/her own responsibility.
- The passenger releases the agency, staff, and Board of Directors from all liability, claims, demand actions, and causes of action whatsoever, arising out of or related to any loss, damage or injury to person(s) or property from accidents that may be sustained while participating in Hoosier Hills Food Bank volunteer activities.

If you do not agree to the above release of liability, you must contact the Volunteer Coordinator immediately at 812-334-8374.

Personal Automobile/ Transportation Disclaimer

Hoosier Hills Food Bank appreciates the willingness of our volunteers to assist with all aspects to feed the hungry. As a volunteer, you may be asked to use your personal vehicle to assist us with food pick ups or supplies and/or driving to another site in order to perform volunteer work. You may also be asked if you are willing to “car pool” with by driving or riding with other volunteers working on the same task.

Please be assured that you are under no obligation to do so, and that if you are uncomfortable using your own vehicle, and/or driving or riding with others. We have other volunteer opportunities available.

If you are willing to help in this manner, please be aware of the following:

For Drivers:

- Any volunteer willing to drive his or her personal vehicle while serving the Hoosier Hills Food Bank takes full responsibility for the risks involved in operating a vehicle and any passengers within the vehicle.
- The driver must carry a valid liability insurance equal to the minimum limits required by the State of Indiana.

COLLECTING FOOD

Collecting food is our goal! Once food comes to the warehouse, whether it comes from a food drive, local retailer, or national donor, it is weighed, counted, and entered into a computer database by category. Here at HHFB we have a *closed inventory system*, which means that all food coming in and going out of the warehouse is tracked by the pound. The more we weigh, the better!

DISTRIBUTING FOOD

Food is distributed to *Member Agencies* also referred to as partner agencies of HHFB. Member Agencies (MAs) include food pantries, soup kitchens, shelters and residential programs, low-income day care centers, senior centers, and youth programs. They deal directly with individuals and families in need. Food banks are the “middle man” between donors with excess food and agencies distributing food to individuals. Donors are able to call us at any time for a pick-up and have confidence that we will connect their donation with an agency who will use it. Agencies are able to come and get any quantity and variety of food they need.

Our service area covers six counties in South Central Indiana: Brown, Lawrence, Orange, Owen, Martin, and Monroe. Every organization must meet certain requirements to become a MA of HHFB. Most importantly, they must be a nonprofit organization who operates a feeding program. Representatives from Member Agencies come to the food bank and “shop” for food. They pay a Shared Maintenance Contribution (SMC) on certain items they receive from the food bank.

Before signing a contract with HHFB, they must allow us to inspect their food storage area. The food they purchase can never be sold to clients, and no client who meets income requirements can be turned away from receiving food assistance. Food Banks are allowed by the IRS to charge Member Agencies for Shared Maintenance Contribution up to \$0.18 per pound to cover the costs incurred by a food bank in acquiring, transporting, and storing food.

HHFB charges Shared Maintenance Contribution \$0.16 per pound for most non-perishable items. Perishable items such as bread, produce, and certain dairy items are given at no charge. The distinction between Shared Maintenance Contribution and purchasing food is a very important to maintain, especially for public concerns. We do not sell food and agencies do not buy food—we disburse food for a shared handling fee.

Common symptoms of Lyme Disease:

- Flu-like symptoms
- Stiff joints and neck
- Fever
- Fatigue
- Muscle aches
- 60% of the time you will see a ringed rash around the bite on light-colored skin; a bruise-looking rash on dark-colored skin.

The **SUN is HOT** even in the early mornings and late evenings. Please protect your skin as much as possible. Apply sunscreen underneath your clothing and wear light-weight long sleeves and pants. Wide-brimmed hats are recommended to protect your face from the sun.

Drink plenty of **WATER** before, during, and after you have worked. Dehydration happens more quickly than your body tells you! If you feel any of the following symptoms. :

- oHeadache
- oExtreme fatigue
- oIncreased heart rate
- oDry mouth
- oTingling of limbs

Notify the Garden Coordinator or someone around you, seek shade, drink plenty of fluids, and see your health professional immediately.

Gardening & Gleaning Health and Safety Tips

As volunteers, please be sure your health and safety is always a priority. If ever you have a health concern while volunteering for Hoosier Hills Food Bank, please contact your doctor immediately. Review the following so that you are sure to keep yourself healthy, hydrated, and happy!

Note: Here at HHFB we are not health professionals. It is your responsibility to research and consult your doctor about risks, symptoms, and treatments of any ailments inflicted while volunteering.

TICKS are prevalent throughout tall grass, brush, and bushes. After working in the garden or walking through the fields, check your skin for any ticks that may have found a happy host upon you. If you are working with your children, or are responsible for other minors, please check them as well.

According to the Center for Disease Control (CDC)

www.cdc.gov/ncidod/dvbid/lyme/

Lyme Disease symptoms can be obsolete or mistaken for other illnesses. Consult your doctor if you suspect you have Lyme Disease.

Key characteristics of individuals served by Member Agencies of HHFB include:

- 11% of the members in households are children under the age of five
- 23% of members in households are children under 18
- 6% of the members in households are elderly
- About 92% of clients are white; 4% are African American, 3% are Hispanic, and the rest are from other racial or ethnic groups
- 58% of households include at least one employed adult
- 71% of households have incomes below the official federal poverty level during the previous month.
- 1% are receiving Temporary Assistance for Needy Families, and 2% are receiving General Assistance
- 1% are homeless

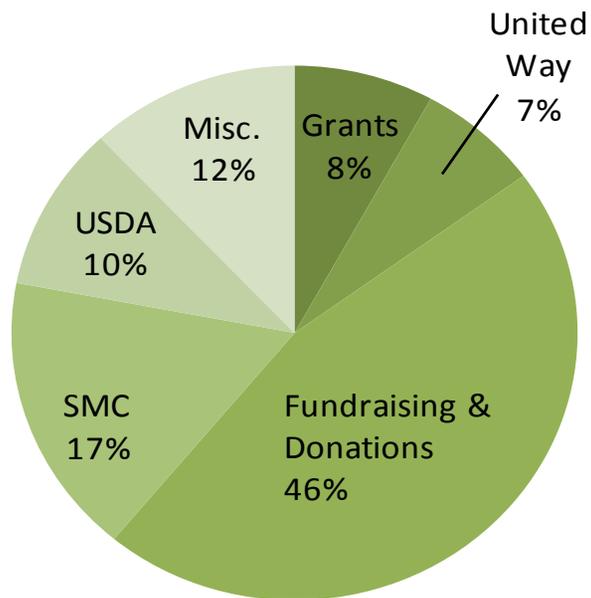
USDA COMMODITIES

Hoosier Hills Food Bank, similar to food banks across the country, also distributes USDA commodities on behalf of the State of Indiana. Currently there are two state-run programs distributing commodities; The Emergency Food Assistance Program (TEFAP) and The Commodity Supplemental Food Program (CSFP). Both USDA programs have separate distribution processes from regular food banking. Not all TEFAP/CSFP are food bank agencies, some are outside of our normal service area.

The amount of food received is set by the state through county percentages and numbers.

Around 20,000 people use food resources from HHFB per month. Most Member Agencies report increases in the number of clients seeking food assistance. We are happy to keep up with this need.

Sources of Income for HHFB



Risk & Safety Precautions Overview

Personal Injuries

All injuries should be reported to Assistant or Executive Director as soon as possible following appropriate action, treatment, or calling 911. The eye wash station is located on the outside wall of the kitchen. First Aid kits are located in the office and restrooms.

Auto Accidents

Staff involved in automobile accidents should immediately contact the appropriate police or emergency authorities and notify Assistant and/or Executive Director as soon as possible.

Intruders or Suspicious Persons

Staff or volunteers noticing suspicious persons or possible intruders should report them to the office immediately. If a person is engaging in dangerous or threatening behavior, do not hesitate to directly contact emergency services (911). Suspected or actual theft or vandalism should be immediately reported to Assistant and/or Executive Director.

Emergency

Floor plans mapping out exits are posted in several locations throughout the building. Lighted exit signs are above each exiting door. In the event of a fire, gas leak or similar emergency, please exit immediately through the nearest exit. In the event of a tornado seek safety in the kitchen.

Hoosier Hills Food Bank
VOLUNTEER GRIEVANCE FORM

To file a formal grievance, Volunteers are required to complete and submit this form to the Executive Director. All sections must be completed.

(Attach additional sheets if necessary.)

VOLUNTEER INFORMATION

Name _____

Address _____

Telephone _____

Email _____

Date of Incident ____ / ____ / ____

State the specific reason(s) for Grievance:

D. State the specific resolution being requested:

Volunteer Signature

Date

How Can You Help?

As an Individual:

You alone can make a difference! Check out opportunities on our web page... www.hoosierhillsfoodbank.org.

As a Group:

Find a group of co-workers, friends, family members, etc...and come volunteer! We count on groups for some of our most popular volunteer tasks, such as repacking Meal Share food (Repack), packing boxes for low-income seniors in rural areas (CSFP), and assisting in the garden.

Special Events:

Many of our special events only function on the support of volunteers...Food Drives, Martin Luther King Day (our largest volunteer day), Hoosier Hysteria, Live From Bloomington, the Soup Bowl fundraiser, and many more!

Run a Food Drive:

Don't have free time to come into the food bank and volunteer? Not a problem! Set out a bin at work, school, or a prominent neighborhood site and ask for non-perishable food donations to contribute to the food bank.

Volunteer Opportunities

Warehouse/Office Assistant:

Volunteers are welcome to assist with office/warehouse tasks like helping sort food donations, bagging or labeling products, consolidating pallets of products, or filing paperwork. You can schedule to come in anytime Monday through Friday 9:30-4:30.

Meal Share/Repack Volunteers:

On Monday, Wednesday, and Friday evenings from 5:30pm to 7pm, volunteers can repackage prepared food rescued from local restaurants and cafeterias. Great for groups and individuals!

USDA Assistant:

Our Director of Programs, Casey Steury, occasionally needs help filling and prepping boxes for our Commodity Supplemental Food Program (CSFP) and staging pallets for The Emergency Food Assistance Program (TEFAP). Large groups (15-45 people) are preferred for CSFP, however individuals may be helpful.

Special Events:

Join us for special food drives, fundraisers, and other fun events on weekends throughout the course of the year. Visit our website for more information at www.hhfoodbank.org/events_page.htm or contact Katie Haddad at volunteer@hhfoodbank.org.

If you believe you have observed or experienced inappropriate actions or behaviors, or that your volunteer rights as outlined in this manual have been infringed, you may seek resolution of your concerns through the grievance process.

Step 1: If your activity has been supervised by another volunteer or HHFB staff member, you should first attempt to resolve your concern with that supervisor as soon as possible following the alleged occurrence.

Step 2: If this proves unsuccessful, you should contact the Volunteer Coordinator and attempt to resolve your grievance within 10 working days of the alleged occurrence.

Step 3: Should this prove unsuccessful, or if your grievance involves the Volunteer Coordinator, you should contact the Assistant Director to resolve your grievance within 10 days of the occurrence or your first attempt to resolve the grievance.

Step 4: Should this result prove unsatisfactory, you may contact the Executive Director within 10 days of receipt of the Assistant Director's response in order to pursue your grievance.

Step 5: Should your attempt to resolve your grievance with the Executive Director prove unsatisfactory, you may submit a written appeal to the President of the Board of Directors. The board president will review your grievance and discuss it with the Executive Committee. You may or may not be contacted for further information and the Executive Committee will issue a final decision within 60 days of receipt of your grievance.

As a Volunteer, It is Your Responsibility:

- To review the Volunteer Orientation Manual and be familiar with HHFB's mission, policies, and grievance procedures.
- To document volunteer hours on your personal or group sign-in sheet, particularly when your total hours of service is needed for purposes outside of HHFB.
- To inform the Volunteer Coordinator or ACE Coordinator of any limitations physical, cognitive, etc.
- To stipulate material limitations: what out-of-pocket costs you can afford, including gas fare if asked to run errands during volunteer service.
- To respect confidences of HHFB, those we serve, and our financial donors.
- To fulfill your scheduled commitment or notify the Volunteer Coordinator in advance of any cancellations.
- To not let biases interfere with job performance; not proselytize or pressure working partners/service recipients to accept your standards.
- To use time wisely, respecting the work done at the food bank and not interfere with the performance of others.
- To provide feedback, suggestions and recommendations to the Volunteer Coordinator and HHFB staff to increase effectiveness of it's programs.
- To respect competencies and work as a member of a team with all staff and other volunteers.
- **For IU Service Learners:** To report any service-learning issues you may have to the ACE Coordinator.

Seasonal Volunteer Opportunities

HHFB Garden:

Started in May 2009, Hoosier Hills Food Bank has grown our own organic produce with the help of volunteers. Help is needed May through October to plant, weed, mulch, and harvest. Our garden is located at Will Detmer Park at 4140 W. Vernal Pike. Groups and individuals are welcome!

Gleaners:

Often times farms have excess produce they cannot sell to consumers due to blemishes, asymmetry, or size. Rather than composting the unmarketable produce, HHFB staff and volunteers travel to farms in the service area to glean the excess produce from fields. One-time opportunities to glean occur throughout the summer and fall seasons.

HHFB Raised Beds:

HHFB built seven raised beds in the spring of 2009 to grow food on the HHFB property. Volunteers assist with the planting and tending of the gardens throughout the months of May to October.

Due to the varying needs of the seasonal projects above, please contact Katie Haddad at volunteer@hhfoodbank.org for updates and program details.

When Volunteering...

...there are very important instructions/guidelines you should always follow. This list is brief and non-exhaustive. More detailed instructions should be covered by the Volunteer Coordinator or ACE during your orientation.

While in the warehouse:

- Some lifting/ bending over is common
- Always wear closed-toed shoes
- Wear clothes you don't mind getting dirty and appropriate for the weather—the temperature in the warehouse often reflects the temperature outside
- Always be aware of your surroundings, watch where you step, stay alert for fork lifts, etc.

During Repack:

- Safety from food contamination is our primary concern!
- Read and be familiar with instructions posted in the kitchen
- Children under 15 must be supervised by an adult
- No more than 25 volunteers at a time

When you are gleaning/gardening:

- Know your allergies and prepare accordingly
- Dress appropriately for weather/heat
- Bring plenty of water
- Driving and/or carpooling with HHFB staff and volunteers occurs frequently (See page 22 & 23)

HHFB People You Should Know:

Katie Haddad—Volunteer Coordinator
 Marina Young—Advocate for Community Engagement and
 IU Service Learners
 Jake Bruner—Director of Development and Administration
 Donn Middleton—Warehouse Manager
 Dan Baucce—Repack Supervisor
 Emily Winter—Garden Coordinator
 Casey Steury— Director of Programs

Your Right as a Volunteer...

- To be assigned a job that is worthwhile and challenging with freedom to use existing skills or develop new ones.
- To accept an assignment of your choice with only as much responsibility as you can handle.
- To decline work not acceptable to you, or against personal/spiritual/value-laden beliefs.
- To be trusted with confidential information that will help you carry out your assignment.
- To receive any necessary orientation and training for the job you have accepted and know why you are assigned.
- To expect your time will not be wasted by lack of planning, coordination, or cooperation with HHFB.
- To know whether your work is effective and how it can be improved: to have a chance to increase understanding of yourself, others and your community.
- To declare allowable non-reimbursed out-of-pocket costs for federal (some state and local) income tax purposes if serving with a charitable organization.
- To expect valid recommendation and encouragement from the Volunteer Coordinator (VC) so you can move to another job - paid or volunteer.
- **For IU Service Learners:** To expect support from the Advocate for Community Engagement (ACE), who acts as the liaison between IU service-learners and HHFB, regarding questions/concerns about service-learning with our organization.