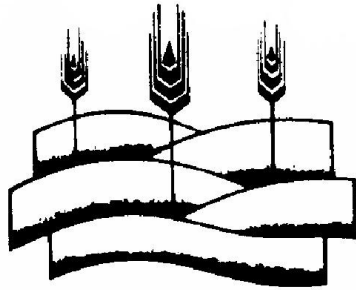


Thanks for helping!

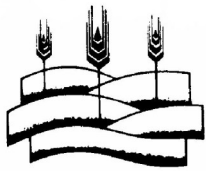


Serve Your Community.  
Feed the Hungry.  
Be a Part of Change.  
Volunteer With HHFB!

*Because no one deserves to be hungry...*

HOOSIER HILLS  
**FOOD**  
  
**BANK**  
A UNITED WAY AGENCY

**Volunteer  
Orientation  
Manual  
2009-2010**



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For volunteer related issues:  
Volunteer Coordinator  
Kim Kanney  
**[volunteer@hhfoodbank.org](mailto:volunteer@hhfoodbank.org)**  
(812) 334-8374

For IU Service-Learning related issues:  
IU Advocate for Community Engagement (ACE)  
Jenn Jameson  
**[jamesonj@indiana.edu](mailto:jamesonj@indiana.edu)**  
(760) 805-8002

## 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.

## Welcome to Hoosier Hills Food Bank!

We hope you have chosen to volunteer here at HHFB because you share our vision of a community where no one is hungry and excess food does not go to waste. However, if you are like most people new to food banking, you may not be aware of exactly how we go about each day working toward this goal. Look at the figure on the next page for a simplified view of the food bank flow.

As with most nonprofit organization, HHFB relies on contributions from numerous and varied sources, without whom our work simply would not be possible. 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 like North Star Food Service and Tree of Life, and national donors like Kellogg, Tropicana, and

- The driver must carry a valid liability insurance equal to the minimum limits required by the state of Indiana.
- The driver releases the agency, its 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 accidents 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 in traveling in a vehicle and accepts such risks as his or her own responsibility.
- The passenger releases the agency, its 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 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. VC contact information is located on page 3.*

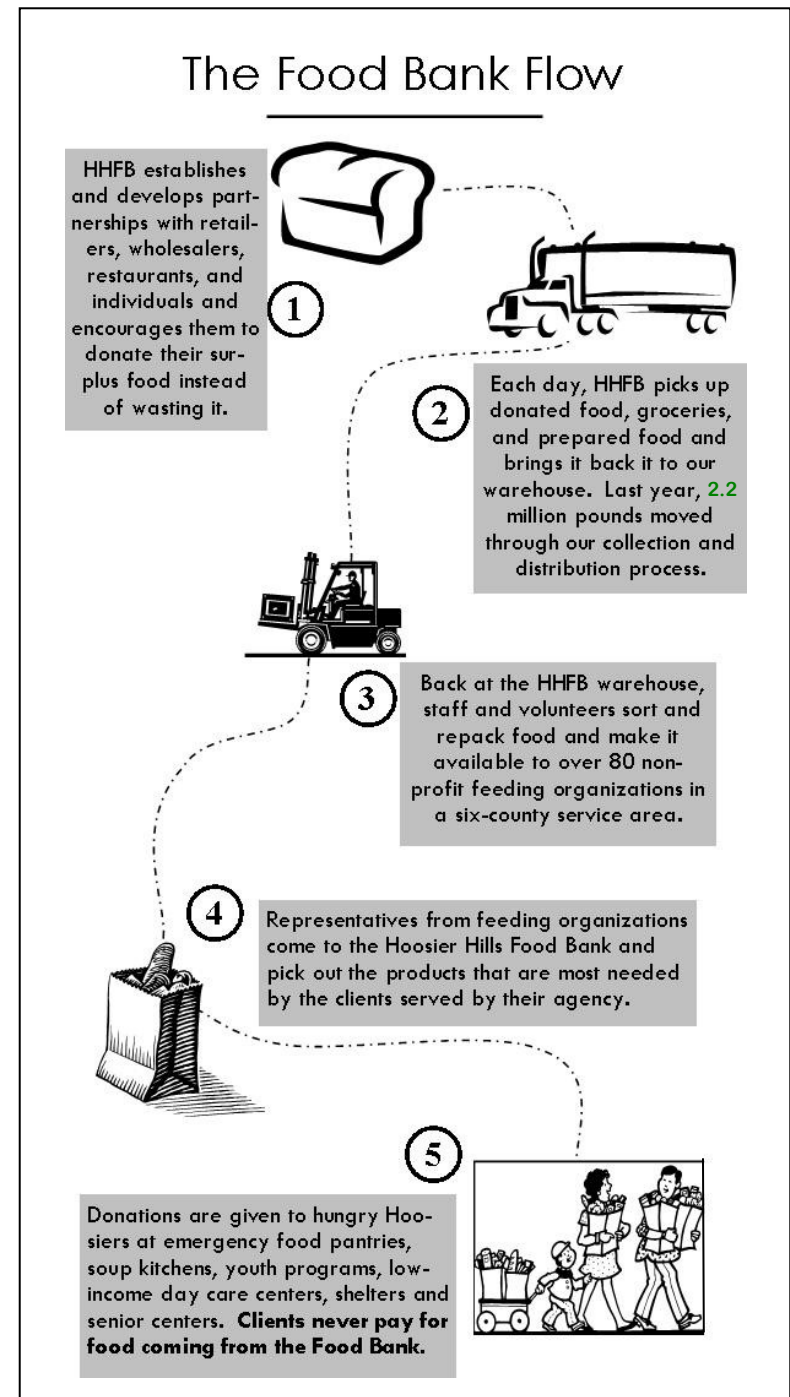
## Personal Automobile/ Transportation Disclaimer

Hoosier Hills Food Bank appreciates the willingness of our volunteers to assist with the many different aspects of feeding the hungry. As a volunteer, you may sometimes be asked if you are willing to use your personal vehicle to assist us either by picking up food or supplies, or driving to another site in order to perform volunteer work. You may also be asked if you are willing to “car pool” and either drive or ride with other volunteers working on the same task.

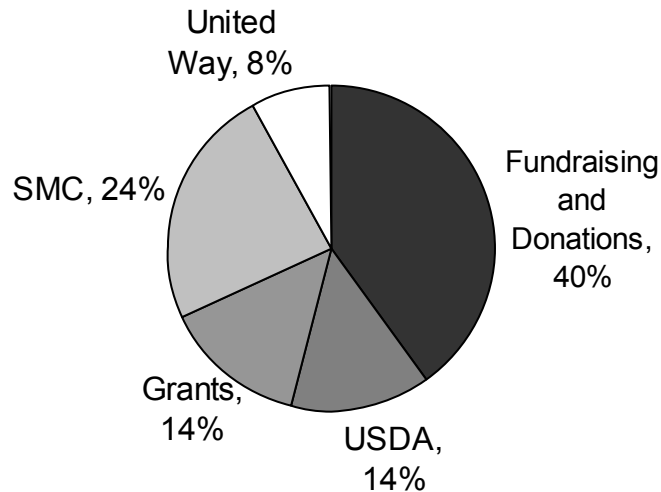
**Please be assured that you are under no obligation to do so, and that if you are uncomfortable using your own vehicle, or driving or riding with others, we will be happy to find a different way for you to volunteer. If you are willing to help in this manner, please be aware of the following:**

### 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.



### Sources of Income for HHFB Budget



Nabisco. HHFB is a member food bank of Feeding America—*The Nation's Food Bank Network*, who sets many of our standards of operation and gives us access to food donations from national donors.

### COLLECTING FOOD

Collecting food is the first variable in the equation of food banking. Once food comes to the warehouse, whether it comes from a food drive, local retailer, or from a national donor, it is weighed and counted and entered into a computer database by category. We have a *closed inventory system*, which means that we keep track of all food that comes into the warehouse as well as all food that leaves the warehouse. Our inventory is tracked by the pound, so it is very important to weigh anything coming in

### Gardening & Gleaning Health and Safety Tips

#### 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 great to protect your face from the sun.

Drink plenty of **WATER** before, during, and after you have worked. You dehydrate more quickly than your body tells you! If you feel any of the following symptoms, please notify the garden coordinator or someone around you, seek shade, drink plenty of fluids, and see your health professional immediately:

- o Headache
- o Extreme fatigue
- o Increased heart rate
- o Dry mouth
- o Tingling of limbs

## 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. Please review the following so that you are sure to keep yourself healthy, hydrated and happy!

*Note: Staff at HHFB 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 grasses and bushes. After you have finished 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/](http://www.cdc.gov/ncidod/dvbid/lyme/)

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

or going out for any reason.

## DISTRIBUTING FOOD

Food is then distributed to *Member Agencies* (also called partner agencies) of the HHFB. Member agencies (MAs) include food pantries, soup kitchens, shelters and residential programs, low-income day care centers, senior centers, and youth programs who are the ones who will deal directly in getting food to individuals and families in need. Our service area covers six counties in South Central Indiana: Brown, Lawrence, Orange, Owen, Martin, and Monroe. Organizations must meet certain requirements to become a MA of HHFB. Most importantly, they must be a non-profit organization who operates a feeding program. They must allow HHFB to inspect their food storage area and sign a contract with us that stipulates several things, for example, that food can never be sold to clients, and no client who meets income requirements can be turned away from receiving food assistance.

Representatives from MAs come to the food bank and “shop” for food for the clients of their agency. MAs pay a Shared Maintenance Contribution (SMC) on certain items that they receive at the food bank. Food Banks are allowed by the IRS to charge SMC to member agencies up to \$.18 /pound as a way to help cover the costs incurred by a food bank in acquiring, transporting, and storing food. HHFB charges a SMC of \$.14 per pound on

most non-perishable items, while 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 one to maintain, especially as far as public perception is concerned; we do not sell food and agencies do not buy food—we disburse food for a shared handling fee.

Food banks can be considered a sort of “middle man” between donors who have excess food and the agencies that distribute that food to individuals. Food banks are an essential part of this equation. 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 what kinds of food they need and in the quantities that they choose.

## **USDA COMMODITIES**

HHFB, like food banks across the country, also distributes USDA commodities on behalf of the State of Indiana. There are currently two state-run programs that distribute these commodities; The Emergency Food Assistance Program (TEFAP) and The Commodity Supplemental Food Program (CSFP). These USDA programs have a separate distribution process from regular food banking. Not all TEFAP/CSFP agencies are food bank agencies and some are outside of our normal service area. The amount of food they receive is set by the state through county percentages

## **Risk & Safety Precautions Overview**

### **Personal Injuries**

All injuries should be reported to the assistant or executive director as soon as possible following appropriate action such as treatment or calling 911. The eye wash station is located on the outside wall of the kitchen; the first aid kit is located in the office and additional first aid supplies are located in the bathroom.

### **Auto Accidents**

Staff involved in automobile accidents should immediately contact the appropriate police or emergency authorities and notify the assistant 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 the assistant or executive director.

### **Emergency**

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

Around 20,000 people use food resources from HHFB in a given month. Most MAs report increases in the number of clients seeking food assistance. We are happy that we have been able to keep up with this need, but know that in an ideal world food banks wouldn't be needed.

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

- 23% of the members of households served by the Hoosier Hills Food Bank are children under 18 years old
- 11% of the members of households are children age 0 to 5 years
- 6% of the members of households are elderly
- About 92% of clients are white; 4% are African American, and the rest are from other racial or ethnic groups. 3% are Hispanic
- 58% of households include at least one employed adult
- 71% 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

## Program Terms

*Who we are and what we do can get a little confusing compared to all the other agencies out there with similar missions. Review the terms below so you understand the difference.*

**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.

## 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

\_\_\_\_\_

\_\_\_\_\_

*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.

## 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 substandard 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.

## Ongoing Volunteer Opportunities

### Warehouse/Office Assistant:

Volunteers are welcome to assist with office/warehouse tasks such as to help sort food donations, bag or label products, consolidate pallets of products, or prepare newsletters. You can schedule to come in anytime Monday through Friday 9:30-5.

### Meal Share/Repack Volunteers:

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

### USDA Assistant:

Our USDA coordinator, 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 best for CSFP, however individuals may occasionally be helpful.

### Special Events:

Join us for special food drives, fundraisers, and other fun events oftentimes on weekends. For more information, visit [www.hhfoodbank.org/events\\_page.htm](http://www.hhfoodbank.org/events_page.htm) or contact the Volunteer Coordinator.

## As a Volunteer, It is Your Responsibility:

- To review the Volunteer Orientation Manual and familiarize yourself with HHFB's mission, policies, and grievance procedures.
- To document your 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 VC or ACE 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 and those we serve.
- To fulfill your scheduled commitment or notify the VC 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 and not interfere with the performance of others.
- To provide feedback, suggestions and recommendations to the VC and HHFB staff if these might 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.

## As a Volunteer, It is Your Right:

- 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 training for the job you accept and to know why you are asked to do a particular job.
- To expect that 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 at HHFB.

## Seasonal Volunteer Opportunities

### HHFB Garden:

In May 2009, Hoosier Hills Food Bank was granted a half acre of land to grow its own food. Volunteers are needed May through October to plant, weed, mulch, and harvest throughout the season. Groups and individuals are welcome.

### Gleaners:

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

### HHFB Raised Beds:

HHFB built seven raised beds in the spring of 2009 to grow its own food on the property of the food bank. 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 the Volunteer Coordinator for the most recent schedule(s) and details of the programs.  
Contact information is found on page 3.

## How Can You Help?

### As an Individual:

You alone can make a difference! Choose from any of the options on pages 12 and 13 and offer as little or as much time as you can!

### As a Group:

Find a group of co-workers, friends, family members, etc and become one of the food bank's many volunteer groups! 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.

### For a Special Event:

The food bank has many special events that can only function on the support of volunteers. Some are fundraisers like the Soup Bowl, and others are food raisers or food drives like Hoosier Hysteria.

### Run a Food Drive:

Don't have free time to come into the food bank and volunteer? No problem, set out a bin at work or school or at a prominent neighborhoods site and ask for non-perishable food donations for the food bank.

## When You Volunteer At HHFB...

*...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 the instructions posted in the kitchen
- Children under 15 must be supervised by an adult

### 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:

Kim Kanney—Volunteer Coordinator  
 Jenn Jameson—Advocate for Community Engagement (for IU service learners)  
 Jake Bruner—Office Manager  
 Donn Middleton—Warehouse Manager  
 Dan Bauccho—Repack Supervisor  
 Jessica Williams—Garden Manager  
 Casey Stuary—USDA Coordinator