



Volunteer Handbook

Helping to create a community free from hunger



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Letter from the President

Dear Food Bank of Delaware Volunteer,

Thank you for giving us the gift of your time. Food Bank of Delaware volunteers are the heart and soul of our organization. In fiscal year 2010, 15,018 volunteers donated more than 45,000 hours of their time to help feed close to 242,000 Delawareans at risk of going hungry. We couldn't have done it without our volunteers. In fact, the time given by volunteers last year is equivalent to 22 full-time employees! Because of our volunteers' commitment to ending hunger, we are able to reduce our administrative costs and put more money into what really counts, our hunger-relief efforts.

On behalf of the Food Bank of Delaware, our hunger-relief partners and the clients they serve, thank you for your time and commitment to our hunger-relief efforts.

Committed to ending hunger,



Patricia D. Beebe,
President & CEO
Food Bank of Delaware

Our Mission

The Food Bank of Delaware is an expanding non-profit organization whose vision is to create a community free from hunger. The organization strives to minimize hunger, primarily in Delaware, by:

- Providing no/low-cost food to qualified feeding programs throughout the greater Delaware region.
- Informing the greater Delaware community about hunger issues and food security.
- Mobilizing support for anti-hunger efforts.
- Training and empowering under/unemployed individuals to fill needed positions within the food service industry.
- Developing and implementing statewide feeding programs to assist low-income families, individuals, and children.

The Food Bank of Delaware distributes food to the hungry people in our community through a network 440 hunger-relief program partners.

We are the only facility in Delaware with the equipment, warehouse, and staff to collect donations from all sectors of the food industry, and safely and efficiently redistribute them to those who need it most.



Our History

In **1977**, Retha Fisher, Director of Community Social Services for Westminster Presbyterian Church, forms a Food Closet Study Committee to help improve the church's hunger-relief efforts.

From **1981-1986**, the committee incorporates as Food Conservers, Inc., and serves approximately 50 member agencies. Mary Novello-Glick becomes CEO/President.

In **1988**, the Newark warehouse is completed and the Food Bank is certified by America's Second Harvest as a national affiliate.

In **1993**, yearly distribution reaches 3.5 million pounds of food. Retha Fisher retires as board chair.

From **1995-1996**, the FBD expands the Newark building by 21,000 square feet, including a 220,000-cubic-foot freezer. Food distribution opens at the Burriss warehouse in Milford.

In **1997**, Patricia Beebe becomes the second CEO/President.

In **1999**, food distribution doubles to 7 million pounds per year. The Milford distribution center is constructed.

In **2000**, the FBD distributes 9.7 million pounds of food through 271 feeding programs. The Milford branch opens and the Mobile Pantry program is launched.

In **2002**, the Community Training program is completed.

In **2004**, the first FBD Child and Adult Care Feeding Program (CACFP) and Summer Food Service sites are started.

In **2006**, the FBD celebrates its 25th year of providing hunger awareness and action in Delaware.

In **2007**, the Community Training Kitchen becomes certified as the Culinary School at the Food Bank of Delaware.

In **2008**, during a difficult economic time, the FBD pushes for more food drives. The Food Bank teams up with United Way of Delaware to participate in a statewide initiative to collect 300,000 pounds of food and \$250,000 for emergency shelter and utility costs. FBD begins a feasibility study for a capital campaign to expand the Milford Branch.

In **2009**, a newly-formed Anti-Hunger Coalition starts working to identify goals, objectives and measurements towards alleviating and in many cases eliminating hunger in the First State.

In **2010**, looking at new ways to feed people, the Food Bank implements the Commodity Supplemental Food Program to help provide free monthly food assistance to eligible Delaware seniors.

Our Hunger-Relief Programs

Child and Adult Care Food Program/Kids Café: The Kids Café is a community-based program that provides nutritious meals and snacks to after-school and other enrichment programs. All meals are served to children in an environment that is safe, accessible and convenient. Food for the program is prepared in the Food Bank's Culinary School kitchen. All prepared meals meet or exceed nutritional standards outlined by the Child and Adult Care Food Program.

Backpack Program: This program provides food to at-need children for weekends and holidays when school is not in session or federal school meal programs are not available. Backpacks are stocked with kid-friendly, nutritious food including shelf-stable milk and juice, peanut butter and jelly, granola bars, apple sauce, cereal and more.

Commodity Supplement Food Program: The Commodity Supplemental Food Program (CSFP) is a federal food program that is designed to improve the health of senior citizens. Food for the program is provided by the United States Department of Agriculture's agency of Food and Nutrition Service. Eligible seniors must meet income requirements, live in Delaware and be at least 60 years of age.

Culinary School at the Food Bank of Delaware: The Culinary School provides valuable job training to unemployed and underemployed individuals. This 12-week program includes 10 weeks of hands-on training in basic and high-end kitchen skills, safe food handling and life skills. The 10-week training culminates with a two-week internship at a food service company, restaurant or catering business.

Food Supplement Nutrition Education Program: Funded by the United States Agriculture Department's Supplemental Nutrition Assistance Program (formerly Food Stamp Program), this program aims to educate food stamp recipients on healthy eating decisions within a limited budget. Educational workshops are presented by the Food Bank's Community Nutritionist on four focus areas – dietary quality, food resource management, food security and food safety.

Fresh Produce Distribution: Fresh fruits and vegetables, that would otherwise be wasted, are donated by the food industry, including the Port of Wilmington, and made available to member agencies. Members may order fresh produce from a weekly menu and either pick it up at the Food Bank or have it delivered.

Kid CHEF (Cooking Healthy, Easy Foods): Kid CHEF is a skills and knowledge building program adapted from the University of Delaware's Extension module Exploring MyPyramid. This program focuses on teaching children about healthy eating and how they can learn to prepare nutritious easy foods on their own.

Mobile Pantry: This program allows agencies to efficiently serve a large amount of clients in a short period of time. Thirty-pound meal boxes are filled with enough nutritious food staples to feed four people for several meals. The Mobile Pantry program was designed to provide convenient locations and times for people to receive nutritious food.

Shopper's Choice: Authorized representatives from member agencies come to the Food Bank to shop for individual items including personal health and hygiene products, detergents and miscellaneous items. Members pay 22 cents per pound shared maintenance fee. Shopping hours are Monday-Thursday 8:30 a.m. - 12:00 noon and 1:00 p.m. - 2:00 p.m.

Summer Food Service Program: "Food that's in when school is out." Our Summer Food Program provides low-income children with nutritious breakfast and lunch meals during the summer months. Funded by the United States Department of Agriculture's Summer Food Service Program, meals are prepared daily in The Culinary School kitchen. Volunteers package meals and extra staff is hired to transport meals.

The Market at the Food Bank of Delaware: This retail store, open to the public, is a for-profit venture of the Food Bank. Profits from The Market help fund other hunger-relief programs. Wholesale items available at significantly reduced prices.

Volunteer Hours

The Food Bank of Delaware is open for volunteers Monday-Friday from 7:30 a.m. - 4:00 p.m., most Tuesday and Thursday nights from 5:00 - 8:00 p.m. and two Saturdays a month from 9:00 a.m. - 2:00 p.m. Available volunteer shifts are available at www.fbd.volunteerhub.com. Volunteers may sign up directly from the scheduling site.

Volunteer Opportunities

Most of our Volunteer Opportunities are “on-going,” meaning that we need volunteers on a regular basis either year-round or for a full season. Listed below are the types of volunteer opportunities that we typically have. Unless otherwise noted, unsupervised volunteers must be at least 16 years of age. Exceptions are made at the discretion of the Volunteer Coordinator.

Volunteer Food Sorter- These volunteers help with sorting various donated food products. Volunteers sort food into different food categories, check expiration dates, discard damaged product or products otherwise unfit for human consumption, and check for recalled items. Volunteers should be able to lift heavy boxes and stand on their feet for an extended period of time.

Afterschool Nutrition Program Volunteer – These volunteers assist the kitchen staff with assembling and packing meals for children at the Food Bank’s Afterschool Feeding sites. Volunteers are needed during the school year Monday-Friday from 7:30 a.m. – 12:30 p.m. Volunteers should be able to stand for extended periods of time. No cooking skills needed.

Shopper’s Choice Volunteer: Volunteers help stock the small shopping area in the warehouse from which agencies shop for needed products. Volunteers sort and organize food and non-food items by type. Some



heavy lifting is needed and volunteers stand on their feet for extended periods of time.

Summer Nutrition Program Volunteer: These volunteers help assemble and pack breakfast and lunches for children at our various Summer Feeding sites. Volunteers are needed during the summer months, Monday-Friday from 8 AM- 12 noon and 12:30 – 3:30 PM. Volunteer should be able to stand for an extended period of time. Unsupervised volunteers ages 14 and up are accepted for this volunteer opportunity. No cooking skills necessary.

Clerical and Data Entry Volunteer: Volunteers assist staff members with various clerical tasks including: data entry, filing, phone calls, mass mailings, and other clerical tasks as needed. Volunteers should have basic computer knowledge and good clerical skills. Minimum age: 18 years old.

Nutrition Volunteer: Volunteers are needed to assist the staff Nutritionist with various classes and programs in the community. Knowledge of topics related to nutrition is not required, but can be helpful. Minimum age: 18 years old.

General Volunteer: Volunteers assist with a variety of volunteer room tasks, including sorting food, cleaning coolers, stocking Shopper's Choice, general cleaning and maintenance.

"The Market" Volunteer: Volunteers assist with sorting products and stocking shelves, assisting customers and other general duties as needed in the retail store.

Special Events Volunteer: Volunteers are periodically needed to help with various special events including, but not limited to: the Blue Jean Ball, Evening in the Garden and more.

Volunteer Program

How To Sign Up to Volunteer

Those interested in volunteering at the Food Bank of Delaware may visit www.fbd.volunteerhub.com. Register by creating a user name and password and complete the registration form. All volunteers ages 18+ must register. Minors may register with parental consent.

Scheduling Time to Volunteer

All volunteer time **MUST** be scheduled. For efficiency and safety reasons, we do not accept walk-in volunteers. You may schedule your volunteer time in person with a volunteer staff member, over the phone or via email. Please note that our night and weekend volunteer slots fill up quickly (sometimes two to three months in advance).

Parking

Volunteers may park anywhere in the Food Bank parking lot except for handicapped spaces (unless the volunteer has a permit) and the Shopper's Choice parking spaces. In instances when the lot is full, volunteers may park on the Food Bank side of the street. Please take care to avoid parking in front of the mailbox.

Volunteers Needing Documentation of Volunteer Hours

Volunteers who are in need of documentation whether for school or for the purpose of fulfilling a court-ordered community service requirement are responsible for maintaining a record of their volunteer hours. Generic time sheets are offered to those who need them. Court-ordered individuals are accepted as Food Bank volunteers at the discretion of the volunteer staff members.

Volunteer Connection (Electronic Newsletter)

When you provide your email address to the Food Bank on your Volunteer Registration Form, it will be added to our volunteer database. Volunteers will periodically (once to twice a month) receive an e-newsletter about topics pertaining to volunteer activities at the Food Bank. Please note that we **DO NOT** share volunteer email addresses with anyone outside of the Food Bank. Also, all volunteers have the option to "unsubscribe" at any time.

Retired and Senior Volunteer Program (RSVP)

The Food Bank of Delaware is an official RSVP station. RSVP is a program that places adults 55 years and older into service opportunities with over 70 non-profit organizations in New Castle County. As a volunteer with the Food Bank of Delaware, you are automatically eligible to join RSVP (there is no charge to join). RSVP hosts an annual recognition event for its members and provides free, supplemental accident, liability and auto insurance while volunteering for RSVP organizations. If you are interested in joining RSVP, please see a Volunteer Coordinator for a packet of information.

Court-Ordered Volunteers

The Food Bank of Delaware will accept volunteers performing court ordered community service. Volunteers who are performing court ordered community service must disclose the nature of their conviction to the Volunteer Coordinator or any other staff member of the Food Bank. The Food Bank will not accept volunteers who have been convicted of violent crimes, crimes of a sexual nature or identity theft crimes. Also the Food Bank reserves the right to decline any volunteer or to limit which days or hours a volunteer can work. All court ordered volunteers must sign the "Volunteer Policies and Procedures" prior to beginning assigned tasks. The Food Bank may also set certain pre-conditions for a court ordered volunteer to work, such as requiring an adult chaperone for a juvenile. The Food Bank also reserves the right to dismiss a volunteer at any time during their scheduled time. Court ordered volunteers are responsible for tracking their own hours.

Volunteer Guidelines & Procedures

- All volunteers must SIGN IN & SIGN OUT each time that he/she is here to volunteer. Please also include your assigned task on the sign-in sheet. If you are a RSVP (Retired & Senior Volunteer Program) volunteer, please also sign in on the RSVP sign in sheet.
- Volunteers should dress casually and wear comfortable, closed-toe shoes such as sneakers, work shoes, or boots. Volunteer work sometimes gets messy! During the warm months, all volunteers must wear sleeved shirts (no tank tops); no sandals/flip flops allowed.
- Please leave purses, jewelry and other valuables at home or locked in your car. Necklaces and long earrings pose a safety concern; please remove if necessary. The Food Bank of Delaware will not be responsible for any missing personal belongings.
- No headphones or cell phones are to be used in the warehouse area.
- No one under the influence of drugs and/or alcohol will be permitted to volunteer.
- Sexual harassment, violence, harassing behavior, or offensive speech will not be tolerated.
- Volunteers are responsible for cleaning up their personal lunch area (outside picnic area or Bistro only).
- Volunteers between the ages of 12 and 16 must be supervised by an adult at all times (unless special permission is granted). Children under the age of 12 are accepted only by special arrangement with the Volunteer Coordinator and must be supervised by an adult at all times.
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Safety Policies & Procedures

- No running, smoking, eating or drinking in the warehouse or volunteer room.
- Horseplay, climbing on the equipment, machinery or pallets is prohibited and may result in dismissal.
- All accidents and injuries must be reported immediately to the Volunteer Coordinator.
- Volunteers must wash their hands after handling food items and visiting the restroom and observe good housekeeping habits.
- Please report any safety hazards you see immediately to a staff member.
- Use proper lifting techniques: when lifting heavy objects, use your legs to push upwards, keep your back straight and your body balanced. Don't attempt to lift more than 50 lbs without assistance.
- Only designated Food Bank staff may operate warehouse equipment (volunteers may use manual pallet jacks). Please stay out of the way of warehouse traffic.
- Volunteers are **NOT PERMITTED** to use **ANY** electric equipment at any time; including, but not limited to: forklifts, walkies, etc.

Volunteers who violate the aforementioned policies and procedures will be asked to leave the Food Bank of Delaware.

Thank you for making the commitment to volunteer at the Food Bank of Delaware. Moreover, you are making a commitment to help the 241,600 Delawareans at-risk of going hungry. Every volunteer matters, everyone makes a difference in our community.

Thank you!



Register online at www.fbd.volunteerhub.com

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