



Volunteer Handbook

- Thank you for volunteering at the Burlington Food Bank. Your willingness to help enables the Burlington Food Bank to continue its service to our community.
- The purpose of this booklet is to provide volunteers at the Burlington Food Bank with the essential information required to work as an effective member of our team.
- This booklet covers:
 - Volunteering at the Burlington Food Bank
 - Code of Conduct, Volunteers' rights and responsibilities
 - Preparing for work
 - Working safely
 - Contacting the Burlington Food Bank

Volunteering at the Burlington Food Bank

Volunteers play an important part in maintaining our solid long-standing reputation in the community. In addition to doing your best on the job, you can help to maintain this reputation by knowing your rights and responsibilities as a volunteer and by following the Burlington Food Bank’s code of conduct.

Your Rights	Your Responsibilities
<ul style="list-style-type: none">• Access to information about the Burlington Food Bank• A position description and on-the-job training• Sound guidance and direction• An environment free from harassment• A 15-minute break every 2 hours and a 30-minute break every 4 hours	<ul style="list-style-type: none">• Carry out duties promptly and reliably• Provide advance notice of absence from scheduled shifts• Follow direction of supervisor• Maintain confidentiality

Code of Conduct

There is zero tolerance for:

- Using or being under the influence of alcohol or controlled substances
- Smoking inside the Burlington Food Bank building
- Stealing property, including food or funds
- Performing illegal, violent, or unsafe acts
- Participating in any acts of discrimination or harassment
- Abusing or mistreating staff, clients, or other volunteers

Never hesitate to raise any concerns directly with our Volunteer Coordinator

Contacting the Burlington Food Bank

Main Reception (905) 637-2273

Intake/Volunteers **Diane Gris**
d.gris@burlingtonfoodbank.ca

Executive Director **Robin Bailey**
r.bailey@burlingtonfoodbank.ca

Getting to the Burlington Food Bank

Address	1A–1254 Plains Road East, Burlington, ON L7S 1W6
Bus Routes	Please consult Burlington Transit travel planner for your personalized travel plan at: https://www.burlingtontransit.ca/en/schedules-and-maps/Schedules.aspx
Parking	<ul style="list-style-type: none">• Free but limited parking is available in the Burlington Food Bank parking lot
Entering the building	<ul style="list-style-type: none">• Please use the side entrance of the Burlington Food Bank. We try to reserve the front entrance for our Clients

Volunteers and Safety

The safety of our volunteers is always our priority.

To ensure your safety, you **must**:

1. Ensure that you received and read a copy of the Ontario Health and Safety “**Manual Materials Handling**” pamphlet
2. Abide by the Burlington Food Bank policy that restricts volunteers from using equipment without valid certification
3. Follow safety directions from Burlington Food Bank staff
4. Only Burlington Food Bank staff is permitted to use equipment
5. Please note that **volunteers must wear closed toe shoes** in the warehouse. **Flip flops and sandals are not permitted**
6. **Please refrain from eating and drinking in the warehouse.** The volunteer room / board room is available for your use for breaks
7. Immediately notify a Burlington Food Bank staff if you see or experience any safety issues.

Learning

The Burlington Food Bank encourages you to learn as much as you can about your volunteer job and the tasks you may be doing in support of our mission.

There are many ways in which you can expand your knowledge about your work at the Burlington Food Bank:

- Pay close attention to the orientation tour and briefing provided when you first join the Burlington Food Bank
- Read all the literature provided to you by the Burlington Food Bank
- Read volunteering opportunity and confirmation e-mails closely
- Pay close attention to pre-work briefings at events and when working at events, the warehouse and our farming project
- Pay close attention to food sorting presentations at the warehouse, and refer to the food sorting safety checks posted on the wall
- Ask questions!

Getting Ready to Volunteer

Please follow the steps below in preparation for your volunteer shift:

1. Take time to read the Burlington Food Bank volunteer job description for the position for which you are volunteering. These job descriptions are available at every volunteer information session or upon request from our Volunteer Coordinator.
2. Contact the Volunteer Coordinator in order to schedule a shift in the volunteer position of your choice. Please note the volunteer schedule and availability varies throughout the year. **Shifts must be booked in advance.**
3. Follow the instructions provided to you when you book your volunteer shift with the Burlington Food Bank.
4. **Please advise the Burlington Food Bank, in a timely manner, if you are unable to meet your scheduled volunteer commitment.**
5. Always seek clarification or support from Burlington Food Bank staff when needed.

Starting Your Volunteer Shift

The following steps will help prepare you for your volunteer shift:

1. Report to work:

At the warehouse ...	At our gardens or an Event site ...
Sign-in in the Volunteers Room	Locate and report to your garden or event representative

2. Ensure you receive your instructions and know the safety rules for the day's task

At the warehouse	If you are unsure of your duties for that day, locate and check in with Burlington Food Bank warehouse staff
On the truck	Wait in volunteer room until you are assigned to a driver. Follow the directions of that driver
At an event	Locate and report to Burlington Food Bank event staff at pre-arranged location for further instructions
At the gardens	Locate and report to Garden staff and follow instructions



Our Mission:

To provide nutritious food to the hungry of our community in a dignified and timely manner

Our Vision:

1. Our Food Bank is committed to feeding the hungry in our community. Our clients are treated with dignity & respect. We welcome all clients without judgement.
2. Our Food Bank is about food distribution. We collect, sort and distribute food to our clients and outreach food programs.
3. Donations from our financial supporters allow us to purchase perishable food items like milk, meat, eggs, etc. Our food donors allow us to feed the hungry.
4. Our valued partners provide the Food Bank with nutritious food and hygiene products to help meet our client needs.
5. Our Food bank relies on the dedicated staff and volunteers to help receive food, inspect for expiry dates, sort and distribute to our clients.
6. Our strategic board provides direction to the staff at the Food Bank; this includes yearly planning to enhance the client experience.