



Volunteer Handbook

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Welcome

Carson Valley Community Food Closet (CVCFC) has been serving Douglas County since 1989 providing supplemental food and other items to residents in need. Our mission is to achieve food security in Douglas County.

Families receiving services at CVCFC are qualified through Douglas County Social Services or Washoe Tribe Social Services. Candidates provide income information for themselves and their dependents and must be residents of Douglas County in order to receive a voucher. Each voucher is provided in four-month increments and allows the recipient access to monthly & weekly food allotments. Additionally, CVCFC is a distributor of The Emergency Food Assistance Program (TEFAP). Nevada residents, meeting income guidelines, can come directly in to the agency to receive a once-a-month allotment.

In order to provide these valuable services, CVCFC operates through contributions made by county residents, local service groups, churches, businesses and local grocery stores. These contributions are in the form of both monetary and in-kind (food, office supplies, etc.) donations. CVCFC works as a partner agency with the Food Bank of Northern Nevada (FBNN). With this partnership, food items are purchased through the Food Bank at significantly reduced cost.

In order to get these donations into the hands of our clients, CVCFC again relies on the generosity of the community with volunteers. CVCFC volunteers provide the majority of the services offered to our community by picking up donations, stocking warehouse shelves, greeting clients at the door and distributing food items.

We couldn't be more pleased that you have become a part of the CVCFC team!

We look forward to working with you,

CVCFC Staff, Board of Directors, and current Volunteers

COVID-19 Information – Temporary addition to the Volunteer Handbook

There are several changes to our daily process covered in this Handbook that have been temporarily altered for us to remain in compliance with COVID-19 directives for the state of Nevada.

Instead of altering the entire Handbook and Station Guides we have chosen to list a few of these changes on this supplemental page. As state directives change, so will our processes. These changes and updates will be made known via email, newsletters, posting in the Volunteer Area as well as updates throughout the building as needed.

Thank you for your patience and understanding.

“Change is inevitable; embrace it.”

Before entering the Building: There should be safe-distance arrows marked on the front patio. Line begins to the right of the Lobby doors.

Front Patio Items: Carts of free items will continue to be available to Clients and Community during hours of distribution. They should bring their own bags for this area.

Lobby Seating: Limited according to current directives.

Front Store Items: Limited items will be available on the counters as a quick, pass-through shopping option. *Bags:* Clients should bring their bags from home.

Shopping Carts: Clients will take their carts to their vehicles, when physically able, and will have assistance if they are given more than one cart of food. Cart handles should be sanitized by Volunteer(s) after each use.

Face Covers: Until the State mask-mandate changes Staff, Volunteers and Clients should wear a face covering at the Food Closet. If clients can't or won't wear a face covering, we will assist them outside. Check with Staff for details.

Food Bank of Northern Nevada (FBNN) info: “For partners who receive direct deliveries, you will need to make sure that whoever your staff members or volunteers are that meets our truck and interacts with our driver has a face mask or face covering on.”

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1. Operations

Hours of Operation:

CVCFC is open to for regular operations Monday, Tuesday, Wednesday and Friday of each week. We distribute food to clients during the hours of 12:30-4:00 pm. Volunteers may work outside these hours depending on the service they provide.

Equal Opportunity:

CVCFC does not discriminate against any volunteer or client because of race, color, religion, sex, sexual orientation, gender identity and expression, age, disability, or national origin.

Harassment Policy:

CVCFC prohibits any form of harassment. Any volunteer who feels he/she has been the victim of harassment should immediately contact the Food Closet Manager. All complaints and related information will be kept confidential to the extent possible. In addition, should you become aware of harassment taking place against or by someone else immediately contact the Food Closet Manager.

Drugs and Alcohol:

- **Illegal drugs:** The use, sale, disposing, possession or manufacture of illegal drugs at CVCFC or while engaged in CVCFC activities or explicitly representing CVCFC in any manner is strictly prohibited and will result in immediate dismissal. This policy applies to, but is not limited to, vaping and possession of drug paraphernalia. The misuse of prescription drugs, use of recreational drugs, sale of or purchase of recreational or prescription drugs on Food Closet property will result in immediate dismissal.
- **Alcohol:** Consumption of alcohol is not permitted on Food Closet property. If you are suspected of being intoxicated while performing Food Closet duties, you will be asked to call for a ride home, and may be permanently dismissed.
- **Smoking:** CVCFC is a Smoke-Free Property which includes the parking & outdoor areas.

2. Volunteer Positions

Warehouse Support and Drivers

- 9:00-12:30; 12:00-4:00
- See Warehouse and Driver Guide

Morning Warehouse Staff

- 8:00-11:00
- See Warehouse and Driver Guide

Donations/Processing:

- 9:00-12:30; 12:30-4:00
- See Donation/Processing Guide

Distribution Support

- 9:00-12:30; 12:00-4:00
- See Distribution Guide

Distribution Stations

- 12:00-4:00
- See Distribution Guide
- See Patio, Lobby, Front Store, VPA Guide

Front Patio Station

Lobby Host

Front Store Station

Voucher Processing Area

Frozen Meat/Fish Station

Hygiene Station

Cans Station

Dry Goods Station

Pet Food

Produce Station

TEFAP Station (The Emergency Food Assistance Program)

Delivery Program

- See Delivery Guide

Kitchen Learning Center

- See Kitchen Learning Center Guide

Plant, Grow, Give Program

- Seasonal
- See Plant, Grow, Give Guide

3. Responsibilities

Attendance

- As a Food Closet Volunteer, you have the freedom to make your own schedule. Only dates you are certain you can work should be placed on the calendar.
- Please make a courtesy call, as soon as possible, if you will be unable to volunteer on your scheduled day.

Timecards

- Volunteers will be issued a timecard to track how many hours you donate. Each hour that you work at the Food Closet has a monetary value that is tracked for donation and grant purposes. Volunteers should clock in at the beginning of each shift and out at the end of each shift.
- If your timecard malfunctions or you forget to clock in/out, there are paper slips by the time clock for manually submitting hours.

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Cleaning

- Each person is required to help maintain the appearance and condition of the building by cleaning up after themselves and cleaning/sanitizing your area each shift.
- Please keep your workstation/Food Closet vehicle clean of debris and food crumbs.
- *Discreetly* report any signs of insect or rodent activity to Staff to be dealt with immediately.
- Discard all spoiled food into the trash, compost bucket, or “animal box”.
- Trash is to be taken to the dumpster at the end of each shift.
- Do not leave opened food items in the sinks or on shelves overnight.
- Do not leave food items on the volunteer-counter(s) at the end of the day.
- Mop/wipe up any spills immediately. (Warehouse, Distribution, Bathrooms, Kitchen, etc)
- Sweep/Mop and disinfect your workstation at the end of the shift.
- Do not store cleaning supplies on the same shelf as any food product.
- Completely flatten cardboard discarded boxes and place in the designated area.
- Check parking area, sidewalks, entrances to make sure they are clear of debris and trash.

Paperwork

- Donation slips: Donation forms are provided to individuals or businesses that make donations to the Food Closet. The slips state the date and the value or total pounds of the donation. These slips can also be used to record a monetary donation value. ALL monetary donations must be brought to the office immediately.
- Donation Log:
 - Completed at the time a donation is received. States who the donation came from (if indicated); what type of donation; how many pounds were received.
 - Completed by the drivers after picking up from each store: The number of pounds collected each day are documented in that vendor’s tabbed page/section. (This data is collected at the end of each month.)

Meetings and Trainings

Meetings and Trainings: The Food Closet provides training/conference or meeting opportunities throughout the year; some may be indicated as Required. Training dates will be planned in advance to allow everyone to schedule their attendance.

Input

Volunteers will be provided with a yearly survey/evaluation form. Input from volunteers is an essential component of keeping the Food Closet running smoothly. Volunteers are encouraged to keep the Food Closet Manager informed about any important volunteer matters and ideas or suggestions.

Termination

Volunteers who do not adhere to the policies of the Carson Valley Community Food Closet or who fail to satisfactorily perform their volunteer duties may be subject to

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dismissal. This may include gross misconduct, being under the influence of alcohol or drugs, theft, misuse of CVCFC property, failure to physically, mentally or satisfactorily perform the assigned duties.

4. Guidelines and Policies

General Guidelines

- Volunteers should enter and exit through the “Volunteer Entrance” door.
- Be sure to clock in and out with your timecard each day.
- CVCFC is not responsible for personal items brought into the building. It is recommended that you leave personal items at home or in your vehicle.
- No eating or drinking of the inventory product without special permission. We try to have bottles of cold water set aside for volunteer consumption, but suggest you bring your own to stay hydrated. Items that are unable to be given to clients such as opened items, not labeled, containing alcohol or product that will go bad before the next distribution may be placed in a designated area and made available to volunteers. Taking product without permission from Staff could result in termination.

Health and Safety

- Always wash your hands before distributing product and after each visit to the Restroom. Latex gloves are available to those who wish to use them.
- Proper bending and lifting are a must. Bend at the knees when lifting heavy items. Dollies and a pallet machine are available to make moving items easier. (Should have certification on file to operate electric pallet jack or pallet reach) If something is too heavy to move, please notify the Staff.
- A first aid kit is located on the Warehouse wall just outside of Distribution.
- If at any time you become injured, regardless of the actual injury or your level of pain, you should report it to the Staff to complete an injury report.
- Volunteers that have been under doctor’s care must get written permission from Dr. before returning to the Food Closet.
- There are fire extinguishers on the premises: please familiarize yourself with their locations. Warehouse: East (1) and West (1) doors, Loft (1), Lobby (1), Kitchen (1), Admin Hall (1)

Proper Conduct

- Follow the instructions of the Staff and Trainers.
- Behave in a safe and responsible manner, being respectful and kind to others.
- Be compassionate and understanding when interacting with Clients, Patio Visitors and Donors.
- Promote the mission and vision of the Food Closet while serving as a Volunteer.

Use of Equipment

Scales

- The Food Closet has both a stationary and moveable scale for weighing donations.

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- Please do not stand on either scale.
- Do not leave the scale in extreme sunlight or cold weather.
- Do not stack/store items on the scales when they are not in use.
- Turn off scales when not in use to preserve the battery.
- Report machine malfunctions to the Staff.

Box Cutter

- Always cut away from your body and make sure others are not in the path of the blade.
- Always store and transport the blade retracted into the handle.
- Use only sharp blades. Dull or broken blades require more force and can result in injury.
- New blades can be obtained by notifying the Staff.
- Please return box cutters to designated area after completion of each task to make sure they are available for others to use.

Hand Truck Safety

- Follow proper lifting techniques to place the load on the hand truck. Use your legs and keep your back straight.
- Place the heaviest objects on the bottom.
- Make sure the load will not slip, shift or fall. Ask for help when needed.
- Move forward - not backward- with a hand truck. If you're going down a slope, keep the load in front of you. If you're going up, keep it behind you.
- Move slowly and cautiously.
- Make sure you can see over the load.

Electric Pallet Jack

- Volunteers must receive training to use the electric pallet jack and have a signed copy of certification in their file to operate the electric pallet jack.

Forklift/Pallet Reach

- Volunteers must receive training to use and have a signed copy of certification in their file to operate.

Dress Code

- Closed-toed shoes are MANDATORY. Make sure they are comfortable for standing and have a non-slip sole.
- Dress comfortably and in layers to accommodate the outside temperature.
- Pants or shorts are ok. Please make sure they have no holes or are not loose enough to catch on anything.
- Please no offensive pictures or slogans.

Parking

- Parking for Volunteers is on the easement of Waterloo directly in front of the Food Closet and, if needed, the easement directly in front of former Food Closet.

- The parking lot is for the convenience of our clients.
- No curbside parking for Volunteers or Clients.

Smoking Policy

The Food Closet is a Smoke-Free Property. This means there is nowhere on the property that is considered a smoking area; we ask Staff, Volunteers, Clients and Guests to be considerate of areas that would allow smoke to drift into the building or common areas where services are being provided.

Volunteer Area

This area is provided for your convenience. Please take a few moments to care for it after each use. Contact Staff if there are maintenance issues.

Supplies for each appliance is stored in the drawers/cabinets below or near them. Please check with Staff before storing extra items in this area.

Microwave

- Wet-wipe after use if needed (outside/inside).
- Cover item with a paper towel before heating to prevent splatter.

Keurig

- Toss K-cup and leave machine “open”.
- Refill with un-opened bottles of water or tap water.
- If you descale with vinegar, flush completely until there is no odor/taste of vinegar. Please don’t start this process if you don’t have time to fully flush.
- Wipe down after use.

Refrigerator

- Don’t leave personal food/drinks overnight.
- If you use fridge, please be willing to periodically give it a spruce (inside/outside).
- When available, bottles of water will be stocked for volunteers to use during shift.

Table/Counter/Floor

- If you drop it, pick it up.
- If you spill it, wipe/mop it up.
- If you use it, periodically be willing to sweep, mop, disinfect.

Volunteer/Staff Restrooms

- Located in the hallway near the Volunteer area. These are provided for our convenience and are NOT cleaned by anyone else but you/us.
- Take a moment after each use (toilet/toilet area, sink) and clean up after yourself to keep it clean for the next person.
- Contact Staff if there are maintenance issues or low on supplies. (Soap, toilet paper, Clorox wipes, etc are located in the Janitor’s Closet in the Warehouse.)
- There is a toilet brush and plunger in both bathrooms if needed. (Don’t forget to clean these if you use them.)

Pet Policy

See “Patio, Lobby, Front Store, VPA Guide” (Lobby Station)

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VOLUNTEER AGREEMENT

I have received and read a copy of Carson Valley Community Food Closet's Volunteer (CVCFC) Handbook and will address any questions or concerns with the Food Closet Manager.

I understand there are separate Guides to be provided that I will need to read and understand as part of my training to volunteer at the Food Closet.

I understand that for future reference a copy of the Handbook will be located in the Volunteer area.

I agree to follow present and future CVCFC policies and understand that they may change at the discretion of the CVCFC.

I understand that volunteering at the CVCFC is at will and can be terminated by the CVCFC Staff, Board of Directors or by myself at any time.

Volunteer Signature

Date

Volunteer Name (Printed)