



Volunteer Handbook

Office: (775) 782-3711 • Fax: (775) 782-4452

info@thefoodcloset.org

1251 Waterloo Lane Gardnerville, NV 89410

thefoodcloset.org

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 Distribution Program. 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 Northern Nevada Food Bank. 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 like you. 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

Table of Contents

1. Operations

Hours of Operation
Equal Opportunity
Harassment Policy
Drug/Alcohol Policy

2. Volunteer Positions

Morning Support Staff
Distribution Support
Warehouse Support
Processing Donations
Distribution Stations

- Lobby Host
- Front Patio Station
- Voucher Processing Area
- Front Shelf Station
- Frozen Meat/Fish Station
- Hygiene Station
- Cans Station
- Dry Goods Station
- Produce Station
- Pet Food
- TEFAP Station
- Repacking Products

Drivers/Product Pickup

3. Responsibilities

Attendance
Time Cards
Cleaning
Paperwork
Meetings and Trainings
Input
Termination

4. Guidelines and Policies

General Guidelines

Health and Safety

Proper Conduct

Use of Equipment

- Scales
- Box Cutter
- Hand Truck Safety
- Electric Pallet Jack
- Forklift

Dress Code

Parking

Volunteer Area

Volunteer/Staff Restrooms

5. Food Handling and Processing Guidelines

Inspect, Sort and Repair

Knowing When to Discard

- Cans
- Plastic and Glass Jars
- Boxes

6. Volunteer Agreement

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 age, race, color, creed, religion, sex, sexual orientation, 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. Use of prescription drugs that are not your own, 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.

2. Volunteer Positions

Morning Support Staff:

- This person is available in the mornings to unload product as it arrives from scheduled delivery/pick up.
- Must be able to lift 40 pounds.
- Weighs and logs product as it is unloaded from the truck.
- Items are placed in the designated area in the Warehouse to be date-checked, sorted and prepped for Distribution area. (See “Processing Donations” for more info)
- Sorts frozen meat into crates by category (poultry, beef/pork, deli, seafood); place crates into designated area in the freezer.
- Quick-sorts repacked boxes/containers as soon as they arrive to separate refrigerated and frozen items.
- Checks with Warehouse Supervisor(s) before throwing out any product or placing it on the Front Patio.
- Flattens cardboard boxes that are too big for Distribution Stations and places into designated area. Small-Medium size cardboard boxes are placed in the designated area to be used in Distribution.
- Cleans up spills immediately.

Distribution Support

- This person will aid in making sure that each station stays stocked and is ready for distribution. This includes but is not limited to: making sure the “Front Shelf” is stocked, filling the fridges/freezers for the day, adding any overstock items to the front tables, and putting away perishable items from Distribution at the end of shift, including Volunteer Area.
- Keeps the Front Shelf and all Distribution Stations stocked with product during distribution hours and keeps Station volunteers aware of product quantity available.
- Use First-In, First-Out method (FIFO) for all food product.
- Make sure “Distribution” trash is emptied at the end of the day. (Kitchen, Lobby, Restrooms, Front Patio, Front Shelf, Voucher Processing Area, Distribution Area.) Station Volunteers are responsible to empty trash from their area. Please empty if no one is assigned to that area.
- Make sure bathrooms have paper towels and toilet paper.
- Dispose of flattened boxes; manage boxes for Distribution Stations. (Ex. Cut larger boxes to size, etc)
- Make sure Distribution doors are locked and light/fans are off and windows are closed in Kitchen and Lobby.

Warehouse Support

- This person receives, logs and processes donations (See Processing Donations section in this Handbook);
- Stocks, organizes and cleans walk-in refrigerator(s) and freezer(s)
- Organizes and/or disposes of cardboard, crates, bins, pallets, etc.
- Keeps Warehouse area clean (interior and exterior); dumpster area is free of debris and trash.
- Practices first in, first out methods with food items and adjusts Distribution shelf numbers as amounts of products fluctuate.
- Keeps TEFAP items in a designated area to be inventoried monthly.
- Assists Warehouse Supervisor(s) with special projects.
- This position is also responsible for locking up the Warehouse at the end of shift. (*See procedure list on the inside of Exit door(s).*)

Processing Donations

- See Section 5 “Food Handling/Processing Guidelines” in this Handbook
- Ice Cream and frozen treats are stored in the Warehouse freezer and brought to Bakery freezer in manageable amounts during Distribution. (Bakery freezer will not keep these items frozen)

Distribution Stations

Lobby Host:

Station Prep to Open:

- Arrive at station by 12:00.
- Make sure area is clean and ready for the day.

Chairs are in place; Bulletin Boards, Brochures, Newsletters, etc. are displayed neatly; Client Restrooms have paper towels/toilet paper, etc.

- Unlock doors by 12:30.

Station Distribution:

- Greet clients and visitors; direct them to number dispenser, clipboards, restrooms, monthly calendar, etc.
- Discern visitor's needs; intercom Staff if needed.
- Returning Client: Monthly – needs a clipboard with laminated shopping list
Weekly – does not need a clipboard
- First-time clients: After they take a number, use the “New to the Food Closet” handout to briefly explain our services to them.
- Non-Clients: Social Services referral information; Front Patio Information: TEFAP and CSFP information (located on Lobby bulletin board).
- Notify Staff if maintenance issues occur (light bulbs need changing, restroom issues, etc).
- During slow moments: become familiar with TEFAP and CSFP info, new client info, etc; dust, sweep, organize chairs, magazines, papers, refill information display, windex windows, etc.

Station Prep to Close:

- Lock Lobby doors at 4:00.
- Lobby, Kitchen lights out; (Patio lights are on a timer)
- Make sure Lobby is organized and ready for the next day.
- Check Lobby Restrooms (toilets flushed, lights out, etc).
- Empty Lobby & Restroom trash.

Front Patio Station

Station Prep Open:

- Arrive at station by 12:00.
- Make sure area is clean and products are presented well throughout the shift (use cordless leaf blower if needed).
- Frozen/Refrigerated items are NOT to be distributed on the Front Patio.
- Work with Distribution Support Volunteer to keep patio stocked; check to see which products need to be “pushed” today.
- Find out where discarded food goes.
- Become familiar where Station supplies are located.
- Display Food Closet produce/food tags on boxes and containers.

Station Distribution:

- Greet Clients/Visitors.
- Be efficiently polite, patient and helpful to everyone.
- Engage in conversation:
How to prepare food.

Offer recipes if available.

TEFAP info (use laminated guide.)

Encourage use of Front Patio even when closed.

Take what you need; save some for others.

- Assist clients with carts as they exit the building.
- Return carts to Distribution area through double glass doors.
- Check with Staff before offering snacks/beverages from inside.
- When needed, remind clients and visitors of smoking, pet, and/or parking policies.
- During slow moments: become familiar with TEFAP and CSFP info and the process to become a Food Closet client; sweep patio, break down and dispose of boxes, condense product to make room for more.

Station Prep to Close:

- Wipe down and organize tables/chairs.
- Check with Warehouse Supervisor to see if any tables need to be rolled into Distribution for the night.
- Sweep area and prep for the next day.
- Empty trash and take to dumpster.

Voucher Processing Area

Station Prep Open:

- Arrive at Station by 12:00.
- Prep area/supplies: Laptop/voucher file, clipboards/dry-erase markers, number spindle, Front Shelf Cards, TEFAP sign-in sheets/pen(s), papers/forms needed for the day (laminated TEFAP info page, etc).
- Organize Bakery freezer; check with Distribution Support volunteer to see if more bakery items are available for the day. (Frozen treats and ice cream are stored in Warehouse freezer and then brought in manageable amounts during distribution. Bakery freezer will not keep these items frozen)
- Bakery baskets: eraser, marker, cleaner available.
- Make sure doors are unlocked by 12:30 if lobby host is unavailable.

Station Distribution:

- Remind Clients to take a number & fill out a List while waiting. (Monthly orders only).
- Clients should bring current voucher each visit; ask for ID if they did not bring voucher.
- Find clients info in the system; fill in any blank data (Residency, ethnicity, etc).
- Picking up for someone else: must have a copy of voucher OR name must be on voucher or must show ID.

Monthly:

1. Client completes clipboard Shopping List & brings to window when # is called.
2. Indicate if TEFAP order is needed today. (confirm TEFAP has not been received this month)
3. Confirm that none of client's choices were accidentally erased on laminated list.

4. Keep clipboard/marker & place order on magnetic board for Distribution area and acknowledge by saying “Order up”.
5. Offer bakery items, give client laminated “Front Shelf Card” to present to Front Shelf volunteer, place bakery items in basket and write name on basket.

Weekly: (No List is used)

1. Write first name and the family-size number on the small paper/card provided.
2. Indicate if picking up TEFAP and/or weekly and family-size number for each.(TEFAP # and Voucher # are sometimes different)
3. This paper/card is placed on magnetic board for Distribution area and acknowledged by saying “Order up”.
4. Offer bakery items, give client laminated “Front Shelf Card” to present to Front Shelf volunteer, place bakery items in basket and write name on basket.
5. Call next number and repeat process.

TEFAP Only: (No Pick List is used)

1. Verify if a Food Closet client or not a client.
 - Client, but not picking up weekly or monthly food: stamp the date on the back of client’s voucher.
 - Enter TEFAP pickup on Food Closet “voucher”.
2. Write first name and the family-size number on the small paper/card provide indicating that it is TEFAP only.
3. This paper/card is placed on magnetic board for Distribution area and acknowledged by saying “Order up”.
4. Offer bakery items, give client laminated “Front Shelf Card” to present to Front Shelf volunteer, place bakery items in basket and write name on basket.
 - Not a client: Must be a Nevada resident with proof of residency; must indicate whether qualifying by Program (PA) or Income (AI) according to posted TEFAP guidelines.
 - Verify if recipient is in our file system.
 - If yes: “stamp” TEFAP voucher with today’s date and confirm address on voucher is correct.
 - If no: Complete a “TEFAP voucher” with name and address from proof of residency.
 - Complete steps 2-3 from above.
 - Be efficiently polite, patient and helpful to everyone.
 - During slow moments: become familiar with location of files in desk drawer/phone intercom; maintain area (windex windows, clean dry erase on baskets, clean interior/exterior of freezer, sweep floor, etc.

Station Prep to Close:

- 4:00pm – make sure Lobby doors are locked; Clients who have received a number will be served.
- Make sure sign-in sheets are dated and numbered.

- Secure laptop and check-in area.
- Turn in any paperwork to Manager.
- Make sure area is organized and ready for the next day.
- Empty VPA trash can.
- Turn off lights.

Front Shelf Station

Station Prep Open:

- Arrive at station by 12:00.
- Make sure area is stocked/prepped for the day; how many bags per voucher to be distributed today.
- Refrigerated food items are kept in the Station refrigerator to ensure safe temperatures; date check items before Distribution begins.
- Check with Distribution Support Volunteer to see how much product is available for the day.
- Let Distribution Support Volunteer know when you run low on stock during the shift.
- Castors on shelves should be locked to prevent them from being moved during hours of operation.
- Keep floor area clear of boxes, cardboard, etc to prevent accidents.

Station Distribution:

- Each client should receive a laminated “Front Shelf Card” from the Front Check-in Window Volunteer after their voucher is processed.
- Clients should present this card before being able to shop/enter; If client does not have a card, check with VPA volunteer to confirm they received one; place cards into designated container and periodically return them to VPA.
- Encourage clients to bring bags each visit.
- Keep the number of clients in the Front Shelf Area manageable to allow you to assist them.
- Encourage clients to complete their shopping by the time order/cart is ready.
- Maintain area on both sides of the Front Shelf counter.
- Be efficiently polite, patient and helpful to everyone.
- During slow moments: Organize product in cooler and on shelves; assess how much dated product needs to be distributed by end of day; sweep, dust, break down boxes, windex glass door, disinfect counter, spruce area.

Station Prep to Close:

- Return all laminated cards to VPA.
- Make sure area is ready for next day.
- Take out any trash/cardboard.
- Make sure any unusable refrigerated product is discarded.

Frozen Meat/Fish Station

Station Prep Open:

- Arrive at station by 12:00.
- Make sure area is stocked for the day including boxes under prep table.
- Frozen food items are kept in the Station freezer to ensure safe temperatures.
- Poultry stored on bottom shelf, beef/pork above poultry, fish above beef/pork and prepared foods on top shelf.
- Check with Distribution Support Volunteer to see if items from this Station are available for weekly orders.
- Let Distribution Support Volunteer know when you are low on stock during the shift.

Station Distribution:

- Listen for Voucher Processing Area volunteer to announce that an order is ready.
- Get an empty cart, then write clients name on dry-erase cart tag.
- Let TEFAP volunteer know if there is a TEFAP order, name and family number.
- Using the family-size guides fill order, based on client's choices, as product is available.
- Place client's order in boxes/bags and place in shopping cart. (boxes are located under the prep table)
- Give List and cart to the Hygiene Station. (If there isn't a Hygiene Station volunteer scheduled for the day, then Frozen Meat/Fish Station volunteer or Cans Station volunteer should fill the Hygiene order).
- During slow moments: Refill supply of boxes as needed; sweep, disinfect area; organize product, monitor freezer temp, etc.

Station Prep to Close:

- Disinfect table and freezer.
- Confirm freezer temp is correct.
- Check with Warehouse Supervisor to see if any products need to be stored in Warehouse freezer overnight.
- Refill supply of boxes; sweep, mop (if needed) area around and underneath freezer and prep table.
- Erase name from dry-erase board, put chair in place and take care of personal trash (water bottle, etc)

Hygiene Station

Station Prep to Open:

- Arrive at Station by 12:00
- Make sure area is stocked for the day. (small boxes/bags, etc)
- Check with Distribution Support Volunteer to see if more product is available.

Station Distribution:

- Using the shelf family-size guides fill order, based on client's choices, as product is available.
- Place client's order in boxes/bags and place in shopping cart.

(boxes located under the prep table)

- Give List and cart to Cans Station Volunteer.
- During slow moments: sweep/dust area; restock and organize product; restock small boxes if needed, etc.

Station Prep to Close:

- Make sure empty boxes are stored under prep table.
- Refill shelves/containers with stock from your area.
- Sweep area including under shelves.
- Erase name from dry-erase board, put chair in place and take care of personal trash (water bottle, etc).

Cans Station

Station Prep open:

- Arrive at Station by 12:00
- Make sure area is stocked for the day including boxes stored under the prep table.

Station Distribution:

- Using the shelf family-size guides, fill order based on client's choices, as product is available.
- Place client's order in boxes. (located under the prep table)
- Make sure boxes are not too heavy for clients to lift.
- Give List and shopping cart to the Dry Goods Station.
- Prepare prep table for next order.
- During the day leave cans on flats; do not stack cans on top of cans.
- Use the entire stack of product first before pulling forward more flats of cans.
- Empty flats are stored in a designated box in your station. Let Distribution Support volunteer know when box is full.
- During slow moments: sweep/dust area; restock boxes if needed.

Station Prep to Close

- Please leave table empty at end of shift.
- Sweep area including under shelves.
- Erase name from dry-erase board, put chair in place and take care of personal trash (water bottle, etc).

Dry Goods Station

Station Prep to Open:

- Arrive at Station by 12:00.
- Make sure area is stocked for the day including boxes under the prep table.

Station Distribution:

- Using the shelf family-size guides fill order, based on client's choices, as available.
- Place client's order in boxes and place in shopping cart. (located under the prep table)
- Give List and shopping cart to Produce Station Volunteer.
- Prepare prep table for next order.
- During slow moments: sweep/dust area; restock and organize product; restock boxes if needed, etc.

Station Prep to Close:

- Please leave table empty at end of shift.
- Refill shelves/containers with stock from your area.
- Close lids on plastic storage bins.
- Sweep area including under shelves.
- Erase name from dry-erase board, put chair in place and take care of personal trash (water bottle, etc).

Produce Station

Station Prep to Open:

- Arrive at Station by 12:00.
- Make sure area is stocked for the day.
- Check with Distribution Support volunteer about product quantity for the day.
- Do not store food on the floor. (It must be on a crate or shelf)
- Check product dates and quality.
- Prep boxes/bags of produce for monthly and weekly orders on prep table.

Station Distribution:

- Fill the client's order with fresh, canned or powdered milk, eggs and produce, based on client's choices, as available.
- Place items in boxes/bags & place in shopping cart.
- Confirm with TEFAP volunteer the name and family-size of order; check List for pet food order; pick up selected bakery items; leave List or card in designated area and take cart(s) out through double doors; call out client's name and either: leave cart in filled cart area, give cart to client or Front Patio volunteer to assist client.
- Option: if there is already another order waiting for Produce Station, ask another Station volunteer to take cart out using the above process.
- During slow moments: sweep/dust/mop area; restock and organize product; restock boxes if needed, etc.

Station Prep to Close:

- Do not store station-prepped bags/boxes of produce overnight.
- Make sure all produce is put away at the end of the shift.
- Disinfect prep table; wipe down inside/outside of refrigerators as needed.
- Confirm refrigerator temp is correct.
- Sweep area (mop if needed) including under refrigerator.
- Erase name from dry-erase board, put chair in place and take care of personal trash (water bottle, etc).

Pet Food:

Distributed by the Produce Station Volunteer.

TEFAP Station (The Emergency Food Assistance Program)

Station Prep to Open:

- Arrive at Station by 12:00.
- Make sure area is stocked for the day.
- Check Station for list of menu items.

Station Distribution:

- TEFAP is a USDA commodity program.
- All menu items are packed and distributed. No client choice on items.
- Frozen Station will relay family size & name to TEFAP volunteer.
- Check shelf numbers to determine amount of food to pack as available.
- TEFAP Station Volunteer will take cart to client along with voucher-order cart. Never leave cart unattended and give directly to person that signed for TEFAP order.
- Return to Station and prep for the next order.
- Empty flats are stored in a designated box in your station. Let Distribution Support volunteer know when box is full.
- Leave cans on flats; do not stack cans on top of cans.
- During slow moments: sweep/dust area; restock and organize product; restock boxes if needed, etc.

Station Prep to Close:

- Please leave table empty. Do not store prepacked boxes overnight.
- Make sure all produce, frozen or refrigerated food is put away at the end of the shift.
- Refill bins and close lids.
- Confirm refrigerator and freezer temps are correct.
- Sweep area (mop if needed) including under refrigerator.
- Erase name from dry-erase board, put chair in place and take care of personal trash (water bottle, etc).

Repacking Products

Eggs

CVCFC receives eggs in large quantities and are sometimes broken or cracked and must be repackaged for distribution.

- The prep table is wiped down with “Clorox” wipes and the volunteer working with the eggs should wash hands and wear plastic gloves.
- Eggs that need repackaging are brought from walk-in refrigerator and placed on the prep table in the designated area. Empty egg cartons needed for re-filling; the container, date-stamp and label supplies for the newly repackaged eggs are located on the prep-area shelves.
- Any cracked or broken eggs are thrown into the designated garbage can.
- Eggs that are whole, but may have yolk on the shell, are wiped down with water and paper towel.
- The egg carton is wiped out with water and paper towel to remove yolk or residue and reused. Some cartons that have soaked up the damaged eggs should be discarded.
- Clean eggs and cartons are then repackaged.
- Each newly repacked egg carton is labeled with the original pack date and /or the sell by date listed on the original packaging.
- Eggs are repackaged and distributed to clients with enough time to allow for at least one-week consumption.

Pet Food, Hygiene and Paper Products

- There may be other items such as pet food, diapers, paper towels, toilet paper, etc that need to be prepackaged into smaller amounts for distribution. Station Volunteer will be made aware of any additional prepackaging that is needed and what amounts per item.

Drivers/Product Pick-up:

- Drivers are responsible for Store donations and purchase pick-ups, unloading food from the vehicle to the warehouse and making sure all product is weighed/logged as needed.
- Product from cold storage must be immediately stored in walk-in freezer or refrigerator. Other items should be placed in the Processing Area in the Warehouse.
- Must be able to lift 50 lbs., use a pallet jack, have signed a pallet jack certification form, and a valid Nevada Driver’s License, and should wear Food Closet Photo ID.
- Drivers are also responsible for notifying the Director or Manager of any needed general maintenance of the vehicles and keeping the vehicles in a clean condition.

3. Responsibilities

Attendance

- As a Food Closet Volunteer, you have the freedom to make your own schedule. The Master Calendar is located in the Volunteer Area. Please put your name on the dates you will work for the month. Only dates you are certain you can work should be placed on the calendar.

- Please make a courtesy call in advance if you will be unable to volunteer on your scheduled day.
- Volunteers who repeatedly are a no call/no show for a scheduled shift will be asked to take leave until their schedule allows for this type of commitment.

Timecards

- Volunteers will be issued a timecard to track how many hours you donated. 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.

Cleaning

- Please keep your workstation/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 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 any shelves overnight.
- Do not leave food items on the volunteer-counter at the end of the day.
- Mop/wipe up any spills immediately. (Warehouse, Distribution, Bathrooms, Kitchen, etc)
- Sweep/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.

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. 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 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 in your vehicle.
- No eating or drinking of the inventory product. We have bottles of cold water set aside for volunteer consumption. 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 will be placed in a designated area and made available to volunteers. Taking product without permission 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. If something is too heavy to move, please notify the Staff (Should have pallet jack certification on file to operate electric pallet jack).
- 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 to the Staff immediately.
- Volunteers that have been under doctor’s care must get written permission before returning to the Food Closet.
- There are fire extinguishers on the premises: please familiarize yourself with their locations.

Proper Conduct

- Follow the instructions of the Staff.
- Theft will result in immediate dismissal.

- Behave in a safe and responsible manner. (Rude and or insubordinate behavior towards the Staff, Volunteers or CVCFC Board members will not be tolerated.)
- Being under the influence of drugs and alcohol will result in immediate dismissal.
- Sale of or purchase of recreational or prescription drugs on Food Closet property will result in immediate dismissal.

Use of Equipment

Scales

- The Food Closet has both a stationary and moveable scale for weighing donations.
- 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.
- Report machine malfunctions to the Staff.

Box Cutter

- Hold the blade with all four fingers wrapped around the handle and your thumb pointed forward.
- 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

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

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.

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.

Calendar supplies are located in the drawer under the timecard machine.

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).
- 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 Bathrooms

- Located in the hallway near the Volunteer area. These are provided for our convenience and are NOT cleaned by anyone else but you/us.
- Please take a moment after each use (toilet, 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.)

5. Food Handling and Processing Guidelines

Inspect, Sort and Repair

- Check the packaging that the product arrived in for signs of contamination, leaks, broken glass, holes, etc.
- Check dates on all products. Products are good beyond the “best if used by” date. All products with date codes will be accepted. Please check the “Food Handling, Storage & Expiration Guidelines” Binder if dates are in question.
- As food is inspected, wipe off with a “Clorox” wipe or hot soapy water and a paper towel if needed.
- Products with torn labels can be accepted as long as you can read the product name, maker, ingredients, and weight. You can tape a torn or falling off label back to the product. All food products must be labeled.

Knowing When to Discard

Cans

- Overly dented
- Dented on the seam or along the rim
- Dented to the point where metal is touching metal
- Dented with sharp corners
- Missing the whole label or the part that has the product name, maker, ingredients, and weight
- Leaking or has leaked
- Is puffy or bulging
- Has rust

Plastic and Glass Jars

- Safety seal has been broken or tampered with
- Cracked or broken or leaking/has leaked
- Contains mold, discoloration, curdling or foreign objects

Boxes

- Inner package is damaged or opened
- Outer package is damaged and there isn’t an internal package

*Have a question or are not sure how to do a specific task?
Please see the Staff.*

Carson Valley Community Food Closet
1251 Waterloo Ln. • Gardnerville, NV 89410
Office: 775-782-3711 • Fax: 775-782-4452

VOLUNTEER AGREEMENT

I have received a copy of Carson Valley Community Food Closet's Volunteer (CVCFC) Handbook.

I agree to read the Handbook and will address any questions or concerns with the Food Closet Manager.

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)