

CONNECTICUT FOOD BANK



Volunteer Handbook

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The mission of Connecticut Food Bank is to provide nutritious food to people in need.

About Us

Founded in 1982, Connecticut Food Bank, a member of Feeding America, distributes food through a network of 500 partners and programs in Fairfield, Litchfield, Middlesex, New Haven, New London, and Windham counties. Our six-county service area represents 71% of the state's population and is where 65% of the state's food insecure—nearly 280,000 people—struggle with hunger. Last year Connecticut Food Bank distributed food to help provide 22.5 million meals in our service area.

Hunger in Connecticut

Even in a state as wealthy as Connecticut, there is a need for food assistance in EVERY community. For some individuals, it is difficult to make ends meet, despite working one or more jobs. 43% of people in Connecticut who are food insecure earn too much to qualify for federal food assistance and must rely on charitably donated food to help them meet basic needs. Sometimes the difference between a family that uses a community-based food program and one that doesn't is the loss of a job, an illness or an unexpected rise in health care or utilities expenses.

How We Work

We partner with food producers, distributors, retailers, and farmers to coordinate large donations of surplus food. As a member of Feeding America, we access donations from national partners. We also receive food contributions from generous neighbors through community food drives.



Food industry partners and financial donors help us source nutritious food.



Food is sorted, packed, and stored in our Wallingford and Bridgeport warehouses.



We distribute food through 500 partners and programs visited by 144,000 people each month.



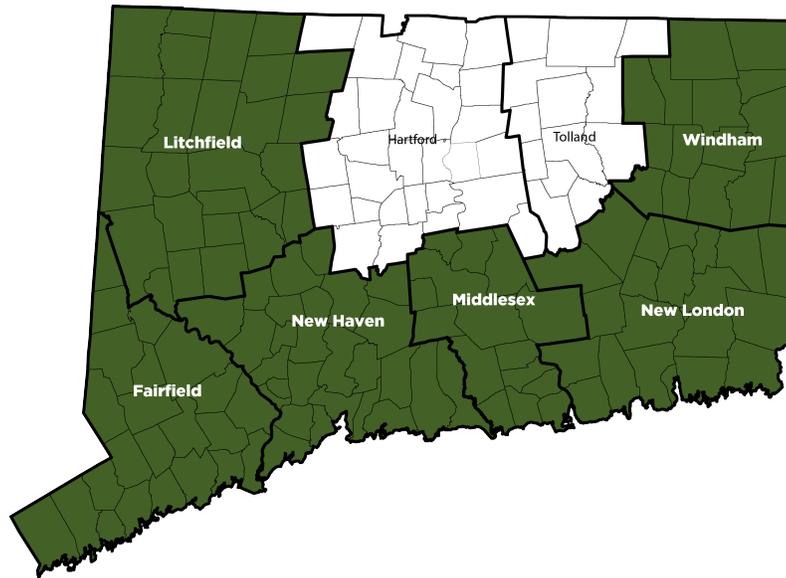
Children, families, and seniors in need receive nutritious food.

Location

Connecticut Food Bank's headquarters and distribution center is located at 2 Research Parkway in Wallingford. A regional distribution center serving Fairfield County is located at 229 Mountain Grove Street in Bridgeport. Regular operating hours are Monday to Friday from 8:30AM to 4:30PM. Volunteer shifts are from Monday through Friday 9:00AM to 12:00PM and 1:00PM to 3:00PM. Volunteer activities may also take place on selected weekend days at the Wallingford location. Please refer to the contact information sheet and list of observed holidays.

Our Service Area

The Connecticut Food Bank distributes food through a network of 500 partners and programs in Fairfield, Litchfield, Middlesex, New Haven, New London, and Windham counties where nearly 400,000 people struggle with hunger. These programs include food pantries, soup kitchens, emergency shelters, residential programs, and day programs that serve low-income families, the elderly and youth. Each month more than 144,000 people get help from a Connecticut Food Bank partner agency or service.



Our Departments

Administration—includes Finance and Human Resources

Community Engagement—includes Volunteer Management and Community Relations

Development—includes Fund Development, Donor Services, and Grants

Marketing, Communication & Government Relations—provides marketing and communication to support our mission and branding including social media and cause marketing efforts

Member Services—includes Agency Relations and Compliance

Operations—Warehouse & Inventory, Food Procurement, Transportation, and Food Safety

Board of Directors

Our Board of Directors includes individuals from the public and private sectors and representation from our partner agencies. This diverse group supports Connecticut Food Bank with a focus on fundraising, community awareness, and governance. The Board meets formally at least six times per year.

Frequently Asked Questions

Q: How Can I Help?

A: There are many ways that you can contribute to the alleviation of hunger in Connecticut, which includes donating funds or food, participating in special events, sharing your story, and volunteering. Last year volunteers served 25,079 hours, helping our small paid staff to distribute to our network and through our programs food to provide more 22.5 million meals.

There are many opportunities to volunteer at Connecticut Food Bank including:

Mobile Pantry

Our Mobile Pantry helps address food deserts and transportation barriers that make it difficult for people who are hungry to access the adequate nutrition they need. Making visits to communities across our service area, the Mobile Pantry offers fresh produce, low-fat dairy products, and whole grains. Volunteers help to sort and prepackage food for distribution and work at the site to provide food to pantry shopper.

Senior Food Box Program

The Senior Food Box Program provides commodity supplemental food resources to improve the health of low-income senior citizens through the federally funded Commodity Supplemental Food Program (CSFP). Volunteers prepare the boxes, packing them with specifically chosen foods and recipe guides.

Food Salvage and Sortation

Volunteers will help with the sorting of fresh produce, frozen meat, nonperishable foods, and nonfood products, as well as repackaging products for distribution.

Special Events

present great opportunities for volunteering. Our annual events include Walk Against Hunger, Golden Scoop Corporate Championship, holiday food drives, and special seasonal activities.

Office Volunteers

Volunteers may help with data entry, proofreading, stuffing envelopes, filing documents, or sorting, opening and processing mail at our Wallingford headquarters and distribution center. Office volunteers may also be involved in research such as grant research or reviewing reports. Training is provided by employees from the department where the volunteer is assigned.

Fundraising

Donations can be made individually or by a business or group. Individuals can request that their company/organization get involved by donating or through fundraising. We encourage our volunteers and community partners to give a gift or host a fundraiser. Please visit www.ctfoodbank.org/donate to learn more.

Hunger 101

Hunger 101 is another way that volunteers can get involved by promoting hunger awareness and advocacy through an interactive learning experience designed for a group setting. Volunteers are trained to facilitate this simulated description of the complicated and often demeaning process that our clients must navigate to acquire food for themselves and their families.

Miscellaneous Assignments

Other assignments may include unloading trucks, landscaping, cleaning, and organizing.

Q: What are the Volunteer Task Descriptions?

A: See below

Reclamation/Salvage (nonperishable foods and nonfood items)

Salvage volunteers will use guidelines provided by Connecticut Food Bank staff to identify, remove, and dispose of unacceptable items, packing usable items into boxes, which will then be placed on a conveyor and moved to the sortation area. Volunteers in sortation will sort the items into boxes according to 18 categories, filling each box with approximately 30 pounds of items of the same category. The acceptable boxes will be pushed onto rollers and these boxes are then taken to pallets labelled according to the types of items they contain and then lids are placed on the boxes. Once volunteers fill the pallets completely with 30 cases of similar product, they will be taken to the warehouse area by a Connecticut Food Bank employee.

- **Produce Sortation:** Volunteers will use guidelines provided to sort produce, separating acceptable from unacceptable items. Acceptable produce items (usually of the same type), will be packed in a box or other appropriate containers and then packed into boxes. Unacceptable produce items that can be digested safely by animals will be placed in a receptacle for delivery to pig farmers who will be able to salvage it as feed.
- **Meat Sortation:** Volunteers will unload boxes of frozen meat onto tables in a cold room (40°F), removing items that are more than five pounds in weight. Volunteers will then sort acceptable meat packages from unacceptable packages according to guidelines provided and then cross-through the barcode on each package with a black marker. While some volunteers build boxes, others will place unacceptable meat products into a garbage tote, and non-meat items (like gizzards, livers, etc.) into a tote marked miscellaneous. Acceptable meat is then passed down the table to volunteers who will sort and box according to four categories -- beef/veal, pork/lamb, poultry, and processed – until each box holds approximately 22 pounds of product. Volunteers weigh boxes and once weight requirements are met, the boxes are sealed and placed onto corresponding pallets.
- **CSFP Senior Food Boxes:** One to two volunteers will build boxes and place them on the conveyor. Fourteen volunteers are each assigned different items and add their items to the boxes as they pass along the conveyor. Two volunteers continuously feed items to the 14 volunteers and break down empty product boxes. Two volunteers check the completed boxes to ensure they have the correct items in the correct quantity and then seal the boxes.

Connecticut Food Bank Administrative Offices

- **Grant Assistant:** Volunteers will help mine for grants; keep track of most recent data related to our service delivery and hunger in Connecticut; conduct research needed to update grant Statements of Need; proofread grant application documents; verify reporting updates for awarded grants; and file hard copies of documents.
- **Member Services Assistant:** Volunteers will assist with data entry related to direct service and member service programs.
- **Operations Assistant:** Volunteers will assist with data entry and document filing based on the needs of the Operations Department.
- **Development Assistant:** Volunteers will assist with mailing projects; process mailed-in donations and record/clean up data electronically.

Q: What are Your Shift Hours and Schedule?

A: Volunteer shifts are scheduled Monday to Friday from 9:00AM to 12:00PM and 1:00PM to 3:00PM. At our main distribution center in Wallingford, daily volunteer operations may change depending on specific activities taking place. However, we try to keep to the following schedule for volunteer activities as much as possible:

- Monday** Meat Sortation (AM & PM shifts); Dry Goods Sortation (AM & PM)
- Tuesday** Meat Packing (AM) or Produce Sortation (AM); Dry Goods Sortation (PM)
- Wednesday** Produce Sortation (AM); Dry Goods Sortation (AM & PM)
- Thursday** Produce Sortation (AM) Dry Goods Sortation (AM & PM)
- Friday** Produce Sortation or Dry Goods Sortation (AM) Cleaning (PM)

Q: How Do You Train Volunteers?

A: Connecticut Food Bank volunteers are trained according to the task that they will perform. Training takes place before your task is assigned and may continue until the proper knowledge and skills have been developed. Training may be based on topics related to food safety, data entry, mail sorting, hunger awareness, direct service program functions, or may be specific to an event. Training may take the form of a group presentation or discussion, live demonstrations, one-on-one sessions, workshops, or hands-on observation with practice. In the case of school/youth groups, the Volunteer & Community Coordinator will facilitate a group orientation before a scheduled volunteer event to discuss expectations with youth and their supervisors. Please refer to the School & Youth Group Expectations guideline in the Appendix.

Q: How Do I Register to Volunteer?

A: Individuals begin their volunteer service with Connecticut Food Bank by registering online at www.ctfoodbank.org/volunteer. Create your personal account and access our volunteer events calendar. Signing up for volunteer activities is easy and volunteer hours are recorded electronically as volunteers check-in and check-out before and after volunteer activity. When groups submit requests, this process is completed through a designated group leader who shares a link with group members for registration purposes.

Connecticut Food Bank volunteers must complete waivers as agreements between the individual and the organization (see a copy of each waiver in the Appendix). The Adult Volunteer waiver, Parental waiver (for children 10-18 years), the Good Manufacturing Practices waiver, and photography release must be completed and signed by each individual before they begin to volunteer. This is done electronically for adults and manually for youth under 18 years of age.

Q: How Do You Track Volunteer Hours?

A: Individual volunteer activity is managed, and hours served are tracked through CERVIS (Community Event Registration and Volunteer Information System). Volunteers may create individual accounts, access the events calendar, and register to participate. CERVIS is also used to generate volunteer activity reports and to contact existing volunteers to confirm their participation in upcoming events.

Q: How Do You Recruit Volunteers?

A: Word of mouth can be the most powerful recruitment method of all, so please share your experiences with family, friends, neighbors, and colleagues, encouraging them to join us in the fight against hunger in Connecticut.

Q: What is the Impact of Volunteerism?

A: Volunteers are an essential part of the daily operation of the Connecticut Food Bank. With a small paid staff, Connecticut Food Bank could not fulfill its mission without the assistance of volunteers. Volunteer opportunities offer more ways to engage our community, allowing the public to experience our mission in action. Without these volunteer opportunities, we would not be able to raise awareness about the state of hunger in Connecticut or raise funds to help people in need. Volunteers help us do more work than our small paid staff could accomplish alone, which helps direct more toward the sourcing and distribution of food.

Q: How Can I Be an Advocate?

A: Fighting hunger is more than distributing food. We must raise awareness of the problem in our communities and work to affect the decisions of policy makers. Advocacy for the cause of ending hunger is impossible without the help of volunteers. As volunteers become engaged in our work and more informed of the facts about the state of hunger in Connecticut, they become aware of the needs of the agencies and clients that we serve.

Volunteers are perfect advocates with families, friends, neighbors, colleagues, and members of the public they meet at special events. Volunteers help make the public aware of hunger facts, the organization's needs, and how their donations can contribute to a hunger-free Connecticut. Volunteers also help bring awareness to corporate, school, and other community groups through the Hunger 101 interactive group activity. Through this activity, often led by trained volunteers, participants learn of the challenges faced by persons experiencing hunger and food insecurity. As a volunteer we encourage you to be a proud advocate for Connecticut Food Bank as we get on the move toward a hunger-free Connecticut.

Q: How Do You Recognize Volunteers?

A: At Connecticut Food Bank, we consider volunteers to be the lifeblood of our organization and we try to acknowledge their efforts every day. We do so by first emphasizing the value of the work of volunteers and by thanking volunteers daily for their service. On an annual basis and on a grander scale, we celebrate volunteers during Volunteer Appreciation Week in April and throughout Hunger Action Month in September.

Q: What is Your Client/Donor Confidentiality and Privacy Policy?

A: All volunteers must protect the confidentiality and privacy of our clients, member agencies, and donors. This applies to information that is shared verbally, electronically, written, photographic, or otherwise. Confidential client, agency, or donor information should never be discussed in places or situations where conversations can be overheard.

Volunteer Code of Conduct

To maintain a high level of professionalism for staff and volunteers, Connecticut Food Bank has adopted the following rules of conduct.

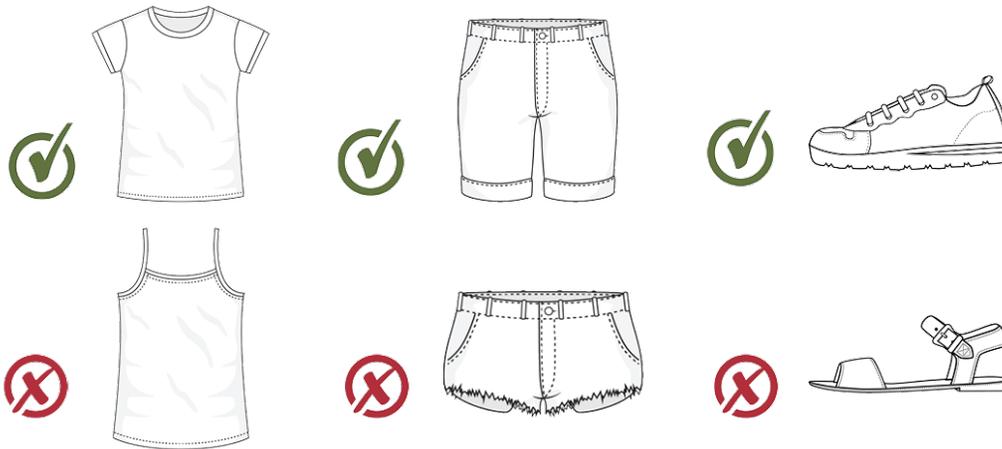
Volunteers and paid staff are expected to:

- Be courteous, friendly, and cooperative.
- Treat all clients with courtesy, patience, and respect.
- Review your task description carefully before participating in a volunteer event.
- Follow the food distribution, food safety, food packaging, or other plan for the day as directed.
- Report any injuries, accidents, or incidents where you may have experienced harm while volunteering to the Connecticut Food Bank staff member who is directing or supervising the event.
- Inform Connecticut Food Bank Staff coordinating your volunteer activity of any restrictions that would prevent you from lifting heavy loads or standing for more than one hour.
- Follow all Connecticut Food Bank rules regarding safety and security in any volunteer activity.
- Respect the privacy of Connecticut Food Bank clients, member agencies, and donors, keeping in mind that their information must not be shared.
- Wear clean, conservative attire that is suited for the work environment and weather.
 - Closed-toe shoes with rubber soles are required (a hard or reinforced toe shoe is preferred).
 - Wear slacks, jeans or sweats, T-shirt, polos or blouses, and/or shorts that reach just above the knee.

The following behaviors are not permitted and Connecticut Food Bank may discontinue a volunteer's service for the reasons including but not limited to those listed below:

- The use of offensive, abusive, or derogatory comments or jokes.
- Yelling, disorderly conduct, harassment, intimidation, or threats.
- Violent or sexual physical contact with a client, staff member, or other volunteer.
- Questioning a client's right to food or preventing a client from receiving food.
- Unauthorized possession of company property or documentation.
- Smoking inside or outside Connecticut Food Bank buildings or anywhere on the property.
- Possession or use of controlled substances while on Connecticut Food Bank premises, at special events on behalf of Connecticut Food Bank, or while volunteering with or representing Connecticut Food Bank in any capacity.
- Volunteering in any capacity while under the influence of alcohol or other controlled substances.
- Wearing dirty clothes.
- Wearing provocative clothing or clothing with words or images that are offensive to others.
- Wearing tank tops and extra short skirts/shorts.

For Example:



These rules are meant to ensure the integrity, safety, and comfort of all volunteers and staff. Connecticut Food Bank reserves the right to take disciplinary action as deemed necessary when these rules are broken.

Operations and Safety

When food is delivered to Connecticut Food Bank, the product, truck, and food temperatures are checked to ensure that safety requirements are met. If the product must be sorted, a pallet tag will be created to indicate that. The Reclamation Team will then bring that product to the sortation room, where volunteers will separate usable product from unusable product. The usable product is re-packed and quickly redistributed to our partner agencies or directly to clients through Connecticut Food Bank direct service programs.

Warehouse policies and procedures to ensure the safety of staff, volunteers, and other visitors are summarized in the Good Manufacturing Practices waiver, which is available in the Appendix section of this handbook. Staff, volunteers, and other warehouse visitors must wear closed-toe shoes in the warehouse area. Consuming food or drink are not permitted in the warehouse or sortation rooms. Volunteers are encouraged to dress warmly for working in refrigerated spaces, but jackets and gloves are available for use as well.

Inclement Weather and Emergency Plans

If Connecticut Food Bank needs to open late or close due to inclement weather or other event that alters our work schedule, the status will be updated on the greeting at our main telephone number, **203-469-5000**.

Connecticut Food Bank has an Emergency Action Plan to create and maintain a safe and secure workplace for employees, clients, and visitors.

A copy of the EAP can be found at strategic locations throughout our buildings, including the front desk. It includes evacuation instructions and maps. Evacuation maps are also posted throughout work areas.

Connecticut Food Bank has a vital interest in maintaining a safe, healthy, and efficient working environment for its employees and volunteers. It is also important that Connecticut Food Bank protect its property, equipment, and operations.

We strive to be a trusted and responsible member of the communities we serve and recognize that public trust and confidence are earned through performance, open communication, and community involvement.

Emergency Evacuation Procedures

Select Connecticut Food Bank staff have been appointed and trained as Incident Commanders, Section Leaders, and Searchers in emergencies and evacuations. In case of emergency, volunteers, visitors, staff, and anyone else on Connecticut Food Bank premises will be directed by appointed Section Leaders to exit the building through the designated exits and congregate at marked areas in the far left or right corners of the parking lot. Emergency drills are conducted according to a schedule created by the Food Safety & Compliance Manager.

Volunteer Intake Policy During a Public Health Crisis

In the event of a public health crisis where infectious disease can be spread from person to person as in an epidemic, pandemic, or endemic:

- All volunteers will adhere to safety precautions BEFORE entering the building which may include but are not limited to sanitizing hands, wearing gloves, face coverings, or other protective gear.
- On approaching the premises, volunteers should watch for and acknowledge safety signs and adhere to instructions posted for their protection and that of the public.
- All volunteers will be screened BEFORE entering the building through intercom and possibly physically tested for signs of infection or illness before checking in.
- Volunteers should respond truthfully to screening questions for their safety and that of others.
- If a volunteer does not meet the safety requirements, they will be denied access to the building and can return only when they have met these safety requirements.
- All volunteers must check in on entering the building using their mobile phones, at the computer kiosk or manually with CFB staff at the front desk.
- Volunteers must adhere at all times to all safety measures stipulated by the organization and supervising staff while on the premises.
- Volunteers SHOULD NOT visit the premises if they are experiencing symptoms of contagious diseases.
- The above is subject to change due to direction given by local, state, and/or federal authorities.

Appendix

Glossary of Terms

Volunteer Waivers

School & Youth Group Expectations

Connecticut Food Bank Staff Directory

List of Observed Holidays

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Glossary of Connecticut Food Bank Terms

CERVIS: *Community Event Registration and Volunteer Information System*

CERVIS is the volunteer software that we use to register our volunteers for events and track their hours. This system can be accessed online through our website at <http://www.ctfoodbank.org/volunteer-with-connecticut-food-bank/>. Here you will create a volunteer profile, sign up for events, and keep track of your hours. This is a great way to give back, get community service hours, and make an impact.

CFB: *Connecticut Food Bank* - our abbreviation for Connecticut Food Bank, you may hear this or see it in emails.

CHIP: *Child Hunger Impact Program*

The Child Hunger Impact Program seeks to ensure children and households have access to a reliable, monthly resource of fresh produce, healthful grains, dairy products, and proteins. We are reaching into the schools to help ease food insecurity for the entire household and help children arrive at school healthy, happy, and ready to learn. The program has three modes to serve communities with differing levels of need and infrastructure. Mobile Farmers Markets operate monthly, delivering a shopping experience that offers food to the community on a regularly scheduled basis. School-based food pantries will operate with a school site becoming a Connecticut Food Bank member agency and distributing food at times that work for the school community. In areas where Connecticut Food Bank partners and programs already provide strong coverage, school families will find a referral system that ensures their access to sources of nutritious food.

Client: Our clients are the individuals to whom we strive to serve nutritious food. We serve our clients through our partner agencies, as well as through mobile and on-site pantry opportunities.

Community Engagement Room: This is the room where we host the community! It is where we have our volunteers wait before their volunteer event, so that they can all enter the sortation room together. [See **SORTATION** below] This is also a room where community or corporate groups can host events, meetings or lunches. We value the time and gifts our partners pour into us, and we like to give back to them.

Cooler: If you are volunteering with us, you may hear this term while working. This is where we store food that needs to be kept chilled - but not frozen, so foods like produce can be found in the cooler. This means that if you are a volunteer sorting [See **SORTING** below] you can expect to be in a cooler type environment as well. Dress warm and wear layers! If you are a volunteer that ends up in the cooler, we have jackets that you can borrow that are cleaned weekly, or you can bring your own!

CSFP: *Commodity Supplemental Food Program*

This federally funded program supplements senior diets with nutritious USDA [See **USDA** below] -recommended commodity foods. Participating seniors must be Connecticut residents and meet federal income guidelines. Participants in the program receive a food box each month consisting of staple foods, which include pasta, cereal, rice, canned fruit, canned vegetables, and canned meat.

DipJar: This is one way that those who want to give to us can give back. The DipJar is an electronic card reader that automatically takes out a preset amount of money, simple as 1,2,3!

Drop: This is when we go to a location and drop pallets [See **PALLET** below] of food. The drop site is then responsible for distributing the food to the clients.

Food Bank: A non-profit organization that collects and distributes food to hunger-relief charities. Food banks act as food storage and distribution depots for smaller front line agencies; and usually do not themselves give out food directly to people struggling with hunger. (Feeding America) Connecticut Food Bank does this through its on-site and off-site pantries. [See Below]

Food Insecurity: A lack of consistent access to enough food for an active, healthy life. (USDA) It is the lack of available financial resources for food on a household level. (Feeding America) A choice between buying food for the day - or meeting some other financial burden.

Food Pantry: An individual site that distributes bags or boxes of food directly to those in need who reside in a specific area. A food pantry functions as the arms that reach out to that community directly.

Freezer: Where we store and sort meat products, or any other products that need to stay frozen in order to stay healthy for distribution.

Good Manufacturing Practices: These are the important rules that one needs to follow when working in a warehouse. [See **WAREHOUSE** below] They can be found in the terms and conditions on the volunteer registration form. These rules such as, no eating or drinking in the warehouse, no running, and appropriate attire are important for those who are working in the warehouse and volunteering with us.

GROW: *Grocery on Wheels*

The special GROW (Grocery On Wheels) Truck serves as a healthy food pantry on wheels. The customized vehicle is equipped with refrigerated cases and special shelving to stock food items such as fresh fruit and vegetables, low-fat dairy products, meat, fish and other healthy proteins, along with healthy foods like brown rice and whole-grain products. Families participating in the program may attend a brief workshop on healthy eating or financial literacy, such as "Fruits & Veggies: Half Your Plate," "Go Lean With

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Protein” and “Plan, Shop, \$ave” before they pick up their food. Children and their parents then board the GROW! Truck where they select healthy food items and receive information on how to prepare foods that may be unfamiliar to them. The GROW initiative is made possible through a grant from Our Family Foundation by Stop & Shop.

Hunger: When we complete the Hunger 101 presentation [See Below] we describe hunger as an emotion - something you can feel. Oftentimes it leads to Headache/stomach ache, exhaustion, difficulties with concentration, or irritability.

Hunger 101: An interactive food insecurity experience that will help you understand that struggle and learn how you can help. Hunger 101 participants experience firsthand what it's like to struggle with poverty [See **POVERTY** Below] and food insecurity in Connecticut. Hunger 101 captures the daily stress of hunger as you try to feed your family for a day with limited or no resources. Hunger 101 is a 60-minute group learning experience for people aged 12 and older.

Lift: This is one of the machines that helps us access the food we store on a daily basis. The lift rises in the air to pull down the food needed to pack the orders for that day.

Mobile Pantry: *Connecticut Food Bank Mobile Pantry*

Connecticut Food Bank Mobile Pantry helps address food deserts and transportation barriers that make it difficult for people who are food insecure to access the adequate nutrition they need. Mobile pantries operate in communities throughout Fairfield, Litchfield, Middlesex, New Haven, and Windham counties.

Nutritious Food: Marked by the MyPlate image distributed by the USDA [See **USDA** below], nutritious food is food that is healthy for the individual, and promotes a healthier lifestyle. Examples of this would be foods and beverages with less saturated fat, sodium, and added sugars. MyPlate encourages individuals to make half their plates fruits and vegetables, focusing on whole fruits and varying their veggies. They also encourage individuals to make half their grains whole grains, move to low-fat and fat-free milk or yogurt, and vary their protein routine.

Partner Agency: Connecticut Food Bank distributes food through 600 food assistance programs in Fairfield, Litchfield, Middlesex, New Haven, New London, and Windham counties. Member programs include soup kitchens, food pantries, shelters, child and adult day programs and residential programs that are nonprofit charitable organizations with 501(c)3 status. In addition to having 501(c)3 status, agencies and/or programs must also meet the following criteria: At least 51% of clients must be people in need, client fees cannot exceed 10% of the overall program budget, food must be distributed free of charge, and the agency/program must provide for the needy without discrimination.

Packing: After food has been sorted appropriately, it needs to be packed into smaller quantities for distribution. This is the second step of what our volunteers do when they come to volunteer at our warehouse locations. [See **SORTING** below]

Pallet: A portable platform for handling, storing, or moving materials and packages (as in warehouses, factories, or vehicles)

Pallet-Jack: A manually operated device for lifting and moving pallets. These are used in the warehouse and the sortation area [See **SORTATION** below] so if you are volunteering with us, be on the lookout for moving machinery.

Poverty: It is the state of one who lacks a usual or socially acceptable amount of money or material possessions. Poverty is said to exist when people lack the means to satisfy their basic needs. If a family's total income is less than the family's threshold, then that family and every individual in it is considered in poverty (Census Bureau).

Procurement: Where does the food come from? This is the job of the procurement department to source. They source donations, purchases, and food drives to help bring in food daily for our partner agencies and mobiles.

Produce: Agricultural products and especially fresh fruits and vegetables as distinguished from grain and other staple crops

Salvage: Product that *could* have a short shelf life, but is still consumable.

Service Area: We service 6 out of Connecticut's 8 counties - New Haven County, Fairfield County, Middlesex County, Litchfield County, Windham County and New London County. Hartford and Tolland Counties are serviced by Foodshare, our sister food bank in CT. The service area you fall under is whichever county you are in. In each county we have several partner agencies and mobile pantries.

SNAP: *Supplemental Nutrition Assistance Program*

SNAP is a federal program that helps millions of low-income Americans put food on the table. Across the United States there are 9.5 million families with children on SNAP. It is the largest program working to fight hunger in America. SNAP provides timely, targeted and temporary benefits to people in need so that Americans have access to nutritious food. SNAP responds quickly to changes in our population, growing in response to increases in poverty and unemployment, and shrinking as the need is met and reduced. SNAP is administered by the states, which have considerable discretion to adapt the program to best meet the needs of their residents.

Sortation: Our sortation room is where our volunteers helping us on-site in the warehouse, go. This is the room where we ask our volunteers to help us go through all of the bulk food we receive and package it into smaller quantities for distribution.

Sorting: This is done by our volunteers in a few different ways - there is sorting of meat, produce and dry goods. Meat and produce sorting are done in the cooler, and dry goods in the main sortation area. Directions are given as to how the food specifically needs to be sorted, what can be kept and what can't, and how to package the food that has been sorted.

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Soup Kitchen: They offer prepared food and hot meals to the hungry for free or at reduced prices.

TEFAP: *The Emergency Food Assistance Program*

A federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food assistance at no cost. Through TEFAP, the U.S. Department of Agriculture (USDA) [See Below] purchases a variety of nutritious, high-quality USDA Foods, and makes those foods available to State Distributing Agencies.

USDA: *United States Department of Agriculture*

The USDA provides leadership on food, agriculture, natural resources, rural development, nutrition, and related issues based on public policy, the best available science, and effective management.

Volunteer Console: The volunteer console is where volunteers sign in for their shift. They simply go up to the computer or tablet, type in their name, click their name and then click sign in! On their way out they do the same thing to sign out. The volunteer consoles for the Wallingford Warehouse are located under our "Thank You For Volunteering" sign. When volunteers go out on a mobile pantry, (or even just for a regular shift) their phones can become a sign-in console by returning to their confirmation email and clicking the mobile sign-in link to sign in and out.

Warehouse: Wallingford Distribution Center is 85,000 sq. ft. The building is designed for energy efficiency. It has ample inbound and outbound loading docks, including two refrigerated docks to facilitate food safety when unloading frozen and fresh food. Our location near the center of the state makes delivery access more convenient to and from the northeastern and northwestern parts of the state. The Bridgeport warehouse serves the Fairfield county area and is located on a single level, offering better use of the space. A new 1,200 square-foot cooler and freezer was added to increase our ability to store fresh produce and frozen meats for distribution. More loading dock space is also available and allows for increased speed in moving foods into and out of the distribution center.

211: This is Connecticut's free information and referral service. Simply by dialing 211, a toll-free number throughout Connecticut, callers can reach knowledgeable, multilingual staff and get information, referrals or seek help in a crisis. 211 operates 24 hours a day, every day of the year.

Connecticut Food Bank Volunteer Waiver Form

I acknowledge and understand my responsibility to respect and protect the confidentiality of donors of food and/or funds and their families. I also understand that violating the confidentiality of a client and/or family may result in dismissal and legal action to the extent necessary. I have read, understand and will abide by the terms of the Sexual Harassment Policy and Rules of Conduct of Connecticut Food Bank provided to me by the Connecticut Food Bank.

I hereby acknowledge that I am able to perform the essential duties required by Connecticut Food Bank to complete my job responsibilities with or without a reasonable accommodation. I waive and release any and all claims against the Connecticut Food Bank, its directors, officers, employees, volunteers and affiliates (the "Released Parties") for any liability, loss, damages, claims, expenses and attorneys' fees resulting from death, or injury to my person or property, caused by the Released Parties' negligence or arising directly or indirectly from my presence at the Food Bank, or participation in activities on behalf of the Food Bank. I authorize the Food Bank to provide to me first aid and, through medical personnel of its choice, medical assistance, transportation, and emergency medical services. This consent does not impose a duty upon the Food Bank to provide such assistance, transportation, or services. In addition, I waive and release any claims against Connecticut Food Bank arising out of any first aid, treatment, or medical service made in connection with my volunteer activities with Connecticut Food Bank. I will defend, indemnify, and hold the Released Parties harmless from and against any and all loss, damages, claims, expenses and attorney's fees that may be suffered by any Released Party resulting directly or indirectly from my volunteer activities for the Food Bank.

This paragraph is to inform you that as part of normal operations, Connecticut Food Bank may have some hazardous materials on site such as cleaning agents, gasoline for lawnmowers and other necessary chemicals. A complete listing of these products, along with the MSDS (Material Safety Data Sheet), is available for your review upon request. If you are exposed to any of these agents immediately report to your staff task supervisor. If you would like to view the MSDS please see your Connecticut Food Bank representative.

I grant full permission and a perpetual right to Connecticut Food Bank to take, use, publish, transmit, distribute, display, and reproduce any and all photographs, film or video of my person and property. I grant to Connecticut Food Bank, and anyone authorized by them, permission to use, display, or broadcast my photograph or likeness for any purpose, including but not limited to, use in advertising, promotional, public relations, educational and funding materials and all media such as (but not limited to) print ads, web ads, social media, and e-mail promotions or communications without limitations or compensation. I further grant to Connecticut Food Bank the right to modify any photographs, film or video images of me, including without limitation creating composite or distorted images and to exercise any of the rights in this paragraph with respect to such derivative works and modified images. I acknowledge that the Connecticut Food Bank is and will be the sole owner of all copyrights in the images referenced herein for all purposes, and that I will have no right to inspect or approve any uses of the images or any matter that may be used in connection with the images.

I understand that volunteering or making an offer to volunteer for Connecticut Food Bank does not in any way constitute a promise of potential employment on the part of Connecticut Food Bank. I understand I must follow the company's application process should I decide to apply for a position with Connecticut Food Bank. I confirm that all information I have provided is true and acknowledge it is all subject to verification through a basic background check by staff.

Volunteer Name (PLEASE PRINT)

Date

Affiliation/Group (if applicable)

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Volunteer Waiver Form**

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I hereby acknowledge that I am able to perform the essential duties required by Connecticut Food Bank to complete my job responsibilities with or without a reasonable accommodation. On behalf of myself and / or the minor child named below, for whom I am a parent or legal guardian ("my Child"), I waive and release any and all claims against the Connecticut Food Bank, its directors, officers, employees, volunteers and affiliates (the "Released Parties") for any liability, loss, damages, claims, expenses and attorneys' fees resulting from death, or injury to my person or property, caused by the Released Parties' negligence or arising directly or indirectly from my presence at the Food Bank, or participation in activities on behalf of the Food Bank. I authorize the Food Bank to provide to me and / or my Child first aid and, through medical personnel of its choice, medical assistance, transportation, and emergency medical services. This consent does not impose a duty upon the Food Bank to provide such assistance, transportation, or services. In addition, I waive and release any claims that either I or my Child have, will have, or could have against Connecticut Food Bank arising out of any first aid, treatment, or medical service made in connection with my volunteer activities with Connecticut Food Bank. I will defend, indemnify, and hold the Released Parties harmless from and against any and all loss, damages, claims, expenses and attorney's fees that may be suffered by any Released Party resulting directly or indirectly from my volunteer activities or my Child's volunteer activities for the Food Bank.

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On behalf of myself and my Child, I grant full permission and a perpetual right to Connecticut Food Bank to take, use, publish, transmit, distribute, display, and reproduce any and all photographs, film or video of my person and property. I grant to Connecticut Food Bank, and anyone authorized by them, permission to use, display, or broadcast my photograph or likeness, of that of my Child for any purpose, including but not limited to, use in advertising, promotional, public relations, educational and funding materials and all media such as (but not limited to) print ads, web ads, social media, and e-mail promotions or communications without limitations or compensation. I further grant to Connecticut Food Bank the right to modify any photographs, film or video images of me or my Child, including without limitation creating composite or distorted images and to exercise any of the rights in this paragraph with respect to such derivative works and modified images. I acknowledge that the Connecticut Food Bank is and will be the sole owner of all copyrights in the images referenced herein for all purposes, and that I will have no right to inspect or approve any uses of the images or any matter than may be used in connection with the images.

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By signing below, I signify that I have read and understood the foregoing Volunteer Release and Waiver Form.

Volunteer / Child Name (please print)

Child's Date Of Birth

Parent's Name (if applicable – please print)

Parent's Signature

Date

Expectations For Students:

- We find respect to be incredibly important – we ask for respect from you – respect towards our staff, towards your teachers, and towards your fellow students. Generally we like to think that means that we have kind words for each other – said in kind tones.
- Please pay close attention to ALL instructions given to you. If one of our staff is telling you something it's super important to listen to them!
- Cell phones will be kept put away while you're working with us because the work we do involves food and machinery – which means goofing around, not walking slowly, and not paying attention could either get you hurt, or waste the product that could have been incredibly important to someone. When you volunteer with us we ask that you think bigger than what's happening right at this second, because you are becoming part of something bigger.
- As part of something bigger, this food is incredibly important for those it is going to, so we ask that even if the snack is calling you - you leave it where it is.
- We work in cold temperatures to make sure the food stays good and safe to eat! That means when you are working with us it can get cold pretty quickly - so we require for your own comfortability and safety that you dress warmly and wear closed toe shoes.
- You are working in a warehouse and this means that there are certain things that we need you to keep in mind while you help us out! That means we ask you to keep any snacks or drinks in our Community Engagement Room - we want to avoid any open food or liquid in the warehouse because we don't want any *unwanted* friends in our warehouse where we store so much food!
- Everything you are doing here is important - so we ask that you keep engaged the whole time. If you decide to put the effort into it - you will get something amazing out of it.
- If you have questions about the work you are doing – that's great! We love questions! Just remember what we said about respect – try to wait for a good time to ask your question, and ask with curiosity not animosity!

Teachers/Supervisors will:

- **Be responsible for managing the behavior of students/youth.**
- Ensure that there are enough supervisors to manage groups using the following student/teacher ratio for high school 1:10, middle school 1:8 and special needs schools is 1:5.
- Be present during the entire volunteer event at all times. If the group is broken up supervisors must be present all times within sub-groups.
- **Keep students/youth from using cell phones at all times**
- Confirm the size of the group at least 1 week in advance and provide at least 48 hours' notice if you have to cancel your volunteer event.
- More than 3 no shows/cancellations in a consecutive year will result in a mark on your record and you will have to reconnect with the volunteer coordinator as well as recomplete the orientation training.
- Ensure that all participants sign the appropriate waivers based on age requirements (individuals 18 years and under need to submit a CFB Parental Waiver signed by their parent/guardian on or before the event).
- **Be aware that if any activities are interrupted by inappropriate behavior the volunteer event will be cancelled immediately.**

WALLINGFORD WHSE: 2 RESEARCH PARKWAY, WALLINGFORD, 06492// (203) 469-5000
FAX: (203) 469-4871 // MEMBER SVCS FAX: (203) 678-4279 // PROCUREMENT FAX: (203) 404-0710

BRIDGEPORT WAREHOUSE: 229 MOUNTAIN GROVE STREET, BRIDGEPORT, CT 06605// (203) 256-1935 // FAX: (203) 256-1648

ALL #'S HAVE 203 AREA CODE, UNLESS NOTED

STAFF	CELL #	DIRECT #	EXT
ALECIA ANDREWS	600-9060	741-9066	384
AMALIO SANTIAGO		741-9748	342
AMY LLOYD		741-9077	329
BETH STOKES		741-9080	320
BEVERLY CATCHPOLE	249-2402	741-9216	335
CAROLYN RUSSELL	860-869-9602	741-9212	312
CHERYL THOMPSON	451-2166	741-9207	346
CHRISTOPHER PAZDAN			WHSE PG
CHUCK LEONARD			WHSE PG
CHUCK WILLIAMS			WHSE PG
CRISTHIAN HERRERA	619-3748	741-9081	322
CYNTHIA SANDOVAL		741-9073	332
DANIEL GOMEZ		741-9752	355
DANIEL SERRA		741-9747	385
DAVE DE MAIO	640-6751	741-9214	314
DEB RAMADA		741-9079	325
DELORES WISDOM	215-0144	741-9074	311
DIANE FLOWERS	631-2556	741-9201	301
DIST/ SHOPPERS AREA		741-9210	310
DOUG AVERILL			WHSE PG
DOUG HEBERGER	812-9002	741-9750	318
EVERETTE MEDLEY			WHSE PG
FRED MCNULTY	631-9602		333
FREDERICK GOODMAN	213-7186	741-9072	331
HUWERL THORNTON	843-6640	741-9065	324
JANICE LEWIS		741-9754	349
JAY DE LIETO			306
JAYMIE BETANCOURT			WHSE PG
JENNIFER PETAGINE	514-8214	741-9759	336
JESSIE MONGILLO		741-9208	308
JIMMY PORRAZZO	600-8654		
JOSH MALDONADO			WHSE PG
KAREN DELUCIA		741-9211	327
KATHY TOWNSEND		741-9758	386
KEITH ROLAND			WHSE PG
KEN MAILHOT			343 / WHSE PG
KRISTEN RICHARDSON		741-9205	330
LENNY EATON			316 / WHSE PG

STAFF	CELL #	DIRECT #	EXT
LUIS HUERTAS	443-3970		
MICHAELA BLAIN			321
MIESHIE JENKINS		741-9067	337
MIKE ANGUS			WHSE PG
MIKE PATTERSON	631-0347		
PAUL SHIPMAN	860-250-4147	741-9209	309
PETE BELLACICCO	631-1796		
RAFAEL DAVIS			WHSE PG
RANDY THURLOW	843-2328		
RHAFTON FEARING			WHSE PG
RICHARD FOSTER	600-8788		
RICH MACK	427-5099		
RICK MIANI	443-3025		
ROBERT FLYNN	393-5110		
RODNEY SMITH	631-3747		
SHERRY GRANT		741-9213	313
SHOPPING FLOOR- Bridgeport		741-9757	380
STEPHANIE DECKER	379-7991	741-9070	317
STUART FRENCH		741-9761	356
SYLVIA VELKY		741-9075	348
THOMAS WADE	631-3528		
BOARD ROOM			352
FRONT LOBBY			321
SMALL CONFERENCE A		741-9069	351
SMALL CONFERENCE B- DEVELOPMENT			383

CALLS FOR STAFF: CALLER ON "PARK", DIAL EXT, ANNOUNCE

PLACING CALL IN STAFF VOICE MAIL: OPEN PARK LINE, TRANSFER KEY, VMSG KEY & STAFF EXT

TO CONTACT THE WALKER GROUP: 860-678-3530, Option 5

UPDATED June 17, 2020

Connecticut Food Bank Observed Holidays 2020

New Year's Day - Wednesday, January 1, 2020

Martin Luther King Day - Monday January 20, 2020

Good Friday - Friday, April 10, 2020

Memorial Day - Monday, May 25, 2020

Independence Day - Friday, July 3, 2020 (observed)

Labor Day - Monday, September 7, 2020

Yom Kippur - Monday, September 28, 2020

Thanksgiving - Thursday, November 26, 2020

Day after Thanksgiving - Friday, November 27, 2020

Christmas Break - Monday, December 21 - Wednesday, December 23, 2020

Christmas Eve - Thursday, December 24, 2020

Christmas - Friday, December 25, 2020