



**Northshore Food Bank
Volunteer Handbook**

Table of Contents

Table of Contents	2
Policies and Procedures	4
General Safety Guidelines	7
Dress Code Policy	8
Driving Policy	10
Whistleblower Policy	11
Ladder Safety	12
Resale Shop Purchases: Volunteers	13
Northshore Food Bank Volunteer Opportunities	14

Thank you for volunteering with Northshore Food Bank!

Our food bank could not operate without a group of committed, long-term community volunteers. Volunteers play a key role in helping us fulfill our mission. As we grow and our operations evolve, it is crucial that we continue to promote a favorable and lasting impression of Northshore Food Bank in the minds of everyone with whom we interact, including clients, donors, media, volunteers and the general community. Our volunteers are important to us and we ask for your help in creating a safe and meaningful volunteer experience. With that, all volunteers must review and acknowledge receipt of our organization policies and procedures. We appreciate your service!

About the Handbook:

This handbook is designed to introduce you to Northshore Food Bank and the Northshore Food Bank Resale Shop, and to provide a basic overview of the policies and procedures that provide all of us guidance and direction at the food bank. As a volunteer staff member, you are provided with a safe work environment, necessary job training, supervision, evaluation and recognition.

In return we expect you to honor your commitment to Northshore Food Bank, respect other staff members and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify policies, practices and other information in this handbook. An up-to-date copy of this handbook can always be found on our website under "Donate Time."

If you have any questions or need any clarification of the information contained in this handbook, please contact our Development Associate at 985-893-7445.

Sarah Herndon, Development Associate
Northshore Food Bank
125 W 30th Ave
Covington, LA 70433
Phone: 985-893-7445
Email: sherndon@northshorefoodbank.org

Mission Statement

Our Mission: Serving the Northshore community by providing access to basic needs.

Northshore Food Bank Volunteer Policies and Procedures

Hours of Operation

Northshore Food Bank Food Bank distributes food on Monday, Tuesday, and Thursday from 9:00 AM – 12:00 PM and is staffed Monday-Thursday 8:00 AM-4:00 PM and Fridays 8:00 AM-12:00 PM. Our Resale Shop is open Monday, Tuesday, Thursday and Friday 9:30 AM-4:00 PM and Saturday 9:30 AM-2:30 PM.

Scheduling & Sign In

Each volunteer decides how much time to give volunteering at Northshore Food Bank. Each volunteer works out his/her initial volunteer schedule and activities with the Development Associate during orientation, and then communicates his/her schedule to a designated area manager from that point forward.

Volunteers must utilize our scheduling system and clock in system for hour tracking. Volunteers working for six hours or more are required to take a half hour (30 minute) break.

Training

Volunteer training typically includes an orientation and tour as well as an introduction to the staff and volunteers with whom you will be working. The Development Associate will meet with you prior to your first volunteer shift to explain rules, regulations and procedures. A Northshore Food Bank staff person will be available to answer questions at all times.

Northshore Food Bank staff members who serve in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training of those volunteers assigned to them.

Volunteers will be informed of hazardous aspects, materials, equipment or processes that they may encounter while performing volunteer work. Volunteers will be trained and equipped in methods to deal with all identified risks.

Equal Opportunity

Northshore Food Bank is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, age, religion, citizenship status, physical or mental disability, or past, present, or future membership in a U.S. Uniformed Service.

Harassment Policy

Northshore Food Bank Food Bank wishes to provide its volunteers with a professional and congenial work environment. Northshore Food Bank expects its volunteers to treat one another with courtesy, consideration, and professionalism.

Northshore Food Bank strictly prohibits discrimination or harassment. Northshore Food Bank will not tolerate conduct by any volunteer which harasses, disrupts, or interferes with another's work or creates an offensive or hostile work environment.

With regard to sexual harassment, Northshore Food Bank prohibits supervisors, employees, and non-employees from the behaviors considered sexual harassment under Title 29, Part 1604, of the Code of Federal Regulations.

Grievance Procedure

If you have a problem or complaint, you should feel free to submit a complaint to the Development Associate. You are encouraged to bring your concerns up for discussion. If your concerns cannot be settled at this level, you have the option of filing a complaint, preferably in writing, to the CEO. The Development Associate and CEO take complaints very seriously, and will address your concerns in a timely manner.

Drug-Free Environment

Northshore Food Bank strictly prohibits the use, sale, dispensing, possession, or manufacture of illegal drugs in the workplace or while engaged in Northshore Food Bank activities.

Smoking

Northshore Food Bank Food Bank is a non-smoking facility and campus.

Break Area

The break area and all of its facilities are available for use by all volunteers. Coffee and water are always provided thanks to our generous sponsors. The cooler is located inside the warehouse and coffee is available in both volunteer break areas. Any snacks made available to volunteers by staff will be found in those break areas as well. *Removing food from the warehouse or distribution area is prohibited and may result in separation from the organization.*

Absenteeism and Substitution

Volunteers are expected to perform their duties on a scheduled basis. When a volunteer expects to be absent from a scheduled day, he or she should inform their area supervisor as far in advance as possible so that alternate arrangements can be made. Weekly volunteers who wish to modify their schedule are asked to notify their immediate supervisor by email, text, or telephone. They may also notify the Development Associate.

Review, Evaluation, and Termination of Volunteer Service

Each volunteer is encouraged to review and evaluate each activity that he/she is involved in at Northshore Food Bank. Northshore Food Bank believes in constructive evaluation of projects and welcomes new ideas from volunteers. Each volunteer activity involves Northshore Food Bank staff in some capacity. These staff persons evaluate the project or activity and use of volunteers. Northshore Food Bank strives to utilize volunteers efficiently and in a way that creates the most positive outcome for both the volunteer and Northshore Food Bank. Volunteers are encouraged to bring to the attention of the Development Associate any issues concerning volunteer matters. Volunteers have an opportunity to present their concerns and complaints through an open communication procedure.

If at any time a volunteer at Northshore Food Bank is in conflict over a volunteer position, staff or volunteer behavior, and/or general problem, Northshore Food Bank has the authority to request written

complaints from all parties, discuss termination of volunteer activity, move the volunteer to a new position, or request the volunteer to discontinue volunteering at Northshore Food Bank.

Volunteers who do not adhere to the rules and procedures of Northshore Food Bank may be subject to dismissal. Possible grounds for dismissal include, but are not limited to, the following: gross misconduct or insubordination; being under the influence of alcohol or drugs; theft of property, food or other donated items; misuse of organization equipment or materials; abuse or mistreatment of participants or co-workers; failure to abide by organization policies and procedures; repeated failure to notify supervisor when unable to volunteer for shift; inability to meet mental or physical standards of performance, and failure to perform assigned duties.

Records

Every volunteer is entered into Northshore Food Bank's record database when he or she clocks in and out. Volunteers can log into track and view hours at any time. Please notify the Development Associate if you have any issues logging in to your account.

Benefits

Northshore Food Bank says thank you to volunteers in a variety of ways. Each year all volunteers are thanked and celebrated during National Volunteer Week in April. Throughout the year, thank yous are given for different projects and volunteer involvement. Northshore Food Bank staff members search for creative and new ways to thank and recognize volunteers, hoping to surprise volunteers who go above and beyond the call of duty. Suggestions are welcome!

Media

If any media outlet contacts you regarding information or an interview about Northshore Food Bank, please refer them to a Northshore Food Bank staff member.

Childcare

Childcare is not provided for volunteers during volunteer service. Children must be 16 or older to volunteer.

Inclement Weather

In the event of inclement weather, including but not limited to, snow, ice, rain, or sleet, storms, hurricanes, holidays, use your best judgment. If you do not feel safe traveling to Northshore Food Bank for your volunteer assignment, contact your area supervisor and inform him/her of the situation. You are not required to report to the Food Bank in the event of inclement weather. In some cases the Food Bank may close due to inclement weather. We communicate our closures via social media and will email volunteers. If Northshore Food Bank is closed, do not report for your volunteer assignment.

First Aid/Emergency Procedures

First Aid Kits are located in the break room, volunteer break area in the warehouse, and resale shop office. In the event of an accident or injury, notify a staff person immediately. You may be asked to fill out an accident report. In the event of a fire, you are instructed to take the nearest exit, proceed out of the building immediately, and congregate across the street from the building you have exited. Call 911 for an emergency.

General Safety Guidelines

Employees and volunteers of Northshore Food Bank shall adhere to the general safety guidelines governing our operations. General guidelines are reviewed at the time of employment or volunteer entry into our program.

1. Floors must be kept free of debris or substances that might constitute a tripping or slipping hazard. Employees or volunteers responsible for a spill shall clean it up immediately.
2. Running, horseplay or practical jokes are prohibited due to potential slipping, tripping and collision hazards.
3. Use of personal audio equipment with or without headphones is not permitted while working in any location.
4. Cell phone use is not permitted in work areas and should only be used in designated break areas.
5. Employees and volunteers representing Northshore Food Bank will wear clothing appropriate to their work assignments. Clothing should be in reasonably good condition and clean. Supervisors and managers within a work area are responsible for ensuring the clothing is appropriate for the type of work which is performed in the area.
6. Employees and volunteers are expected to wear shoes while working. Closed toe shoes are required in the Resale Shop and the warehouse/distribution area. Individuals working in the administrative area of the food bank may wear open toe shoes while working.
7. Employees or volunteers with long hair who work around moving machinery (i.e. oscillating fans), must secure hair to prevent possible entanglement in the machinery.
8. Approved personal protective equipment (PPE) shall be worn when the exposure indicates a need for it.
9. Safety back belts are available for use in the warehouse and distribution for employee or volunteer use as needed.
10. Employees and volunteers must not attempt to fix or modify a piece of equipment without the approval of the area supervisor or manager.
11. Electrical power to any piece of equipment should be turned off and the power disconnected prior to attempting to fix the equipment.

Dress Code Policy

Written by: TTurnerMarse	Date: 02/05/2020
Approved by: TTurnerMarse	Date: 02/05/2020
Effective Date: 2/11/2020	
Amended by: Jamie Andrepont	Date: 3/11/2020

Policy:

Northshore Food Bank utilizes a dress code policy to provide dress guidelines to staff and volunteers. The nature of work performed and the location where assignments are performed influences the required dress.

Client Registration and Processing

Casual clothing is acceptable in this location with the following provisions:

- Polo shirts with the organization logo are available for purchase by both male and females.
- Collared shirts are preferred attire for both men and women. T Shirts and tank tops are not acceptable and should not be donned in the client registration/processing area.
- Crew neck shirts or blouses are acceptable. Bare midriffs and plunging necklines are not allowed. Strapless, spaghetti strap tops and camisoles can only be worn with a second layer.
- Blue jeans are acceptable however the garment should be free of stains, holes, rips or tears and fit appropriately.
- Open or closed toe shoes are acceptable. Beach shoes, house slippers, flip flops and shower shoes are not allowed. If open toed shoes are worn, activity in the warehouse must *be* avoided due to equipment and materials used in this location.
- Staff and volunteers are expected to wear the name tag provided.
- No hats or earbuds are allowed while working in the registration area.
- Discretion and judgement in messages on all clothing is required. Political messaging is not permitted.

Warehouse and Distribution

Casual clothing is acceptable in this location with the following provisions:

- Polo shirts with the organization logo are available for purchase by both male and females.
- T Shirts are allowed in the warehouse and distribution. Shirts should be free of rips and tears. Discretion and judgement in fit and messages across the front or back of the shirt is required.
- Crew neck shirts or blouses are acceptable. Bare midriffs and plunging necklines are not allowed. Strapless, spaghetti strap tops and camisoles can only be worn with a second layer.
- Shorts are also acceptable however the length of the short should be fingertip length when standing with arms at side. Again discretion in fit is required.
- Closed toed shoes are required to work in the warehouse and in the distribution yard. Beach shoes, house slippers, flip flops and shower shoes are not allowed.
- Rain gear and safety back belts are available for use when needed or requested.
- Staff and volunteers are expected to wear the name tag provided.
- Hats/caps are acceptable while working in the warehouse.
- Discretion and judgement in messages on all clothing is required. Political messaging is not permitted.
- Earbuds are not allowed to be used while working in the warehouse.

Resale Shop

Casual clothing is acceptable in this location with the following provisions:

- Polo shirts with the organization logo are available for purchase by both male and females
- Collared shirts are preferred attire for both men and women. T Shirts and tank tops are not acceptable and should not be donned in the Resale Shop.
- Crew neck shirts or blouses are acceptable. Bare midriffs and plunging necklines are not allowed. Strapless, spaghetti strap tops and camisoles can only be worn with a second layer.
- Leggings are not to be worn as pants; staff and volunteers can may wear leggings with tunics and dresses/skirts which are no more than 4 inches above the knee.
- Dresses and skirts should be no more than 4 inches above the knee.
- Blue jeans are acceptable and must be free of rips, tears, and fit appropriately. Cloth or khaki material of a non-athletic nature are acceptable. During the summer months non denim walking shorts are acceptable. Material should be free of stains, rips and holes.
- Closed toed shoes are required; no beach shoes, house slippers, flip flops, shower shoes.
- Staff and volunteers are expected to wear the name tag provided.
- No hats or earbuds are allowed in the resale shop.
- Discretion and judgement in messages on all clothing is required. Political messaging is not permitted.

Outreach, Offsite, and Mobile Distribution Volunteers

Casual clothing is acceptable the following provisions*:

- Polo shirts with the organization logo are available for purchase by both male and females.
- T Shirts are allowed. Shirts should be free of rips and tears. Discretion and judgement in fit and messages across the front or back of the shirt is required.
- Crew neck shirts or blouses are acceptable. Bare midriffs and plunging necklines are not allowed. Strapless, spaghetti strap tops and camisoles can only be worn with a second layer.
- Shorts are also acceptable however the length of the short should be fingertip length when standing with arms at side. Again discretion in fit is required.
- Discretion and judgement in messages on all clothing is required. Political messaging is not permitted.

**If an outreach or offsite opportunity requires different dress the volunteer will be notified in advance by the Development Associate.*

In the event a staff person or volunteer is found to be dressed in a manner in which does not meet our requirements, the individual will be requested to clock out and return when dressed according to the guidelines stated above. Repeated failure to meet our dress code policy can result in dismissal.

Northshore Food Bank Driving Policy

Policy:

Northshore Food Bank (NFB) has need for volunteer and paid staff drivers for our company vehicles. Individuals who apply or are selected for driving responsibilities must meet the following criteria and agree to a verification of their driving record. Individuals who do not meet the criteria or refuse to have the verification performed may not drive NFB vehicles at any time. In some instances, individuals may be ineligible to serve in a position should the responsibilities include driving NFB vehicles.

Guidelines:

1. Individuals being considered for driving responsibilities must submit to a verification of their driving record. The *"Consent of Motor Vehicle Record Check"* form must be completed and submitted to the Development Associate.
2. Motor Vehicle Record verification is performed online.
3. Once completed, the verification report is provided to the Development Associate.
4. Individuals being considered for driving positions must not have a record of a DUI citation or more than 2 traffic violations in the last two years. Additionally, drivers with permits, who must have a licensed driver in the vehicle with them when they drive are excluded from driving privileges for NFB.
5. Individuals being considered must be 25 years of age or older. Additionally, passengers must be 18 years of age or older. No exceptions.
6. Individuals who do not meet the requirements listed in #4 may not drive NFB vehicles at any time.
7. Individuals being considered must complete training inclusive of: training/riding with other driver and reviewing policy and procedure with their area supervisor.
8. All drivers MUST have a second volunteer riding as a passenger/loader-unloader. If a passenger/loader-unloader is not available drivers must check with their area supervisor so that someone is secured.
9. All drivers and passengers must be punctual and courteous at all pick up sites, representing Northshore Food Bank in a professional manner.

Whistle Blower Policy-Volunteers

Policy:

Northshore Food Bank is committed to operating in furtherance of its tax-exempt purposes and in compliance with all applicable laws, rules and regulations, including those concerning accounting and auditing, and prohibits fraudulent practices by any of its board members, officers, employees or volunteers. This policy outlines a procedure for employees to report actions that an employee reasonably believes violate a law, or regulation or that constitutes fraudulent accounting or other practices. This policy applies to any matter which is related to Northshore Food Bank business and does not relate to private acts of an individual not connected to the business of Northshore Food Bank.

1. If a volunteer has a reasonable belief that an employee or volunteer of Northshore Food Bank has engaged in any action that violates any applicable law, or regulation, including those concerning accounting and auditing, or constitutes fraudulent practice, the volunteer is expected to immediately report such information to the Chief Executive Officer. If the volunteer does not feel comfortable reporting the information to the Chief Executive Officer, he or she is expected to report the information to the Chairman of the Board.
2. Reports will be followed up promptly, and an investigation conducted. In conducting its investigations, Northshore Food Bank will strive to keep the identity of the complaining individual as confidential as possible, while conducting an adequate review and investigation.
3. Northshore Food Bank will not retaliate against a volunteer because he or she:
 - a) Reports to a supervisor, to the chief executive officer, the Board of Directors or to a federal, state or local agency what the volunteer believes in good faith to be a violation of the law; or
 - b) Participates in good faith in any resulting investigation or proceeding, or
 - c) Exercises his or her rights under any state or federal law(s) or regulation(s) to pursue a claim or take legal action to protect his or her rights.
4. Northshore Food Bank may take disciplinary action (up to and including termination) against an employee or volunteer who in management's assessment, has engaged in retaliatory conduct in violation of this policy, with the intent to retaliate, take any action harmful to any volunteer who has provided to law enforcement personnel or a court truthful information relating to the commission or possible commission by Northshore Food Bank or any of its employees of a violation of any applicable law or regulation.
5. Northshore Food Bank will not, with the intent to retaliate, take any action harmful to any volunteer who has provided to law enforcement personnel or a court truthful information relating to the commission or possible commission by Northshore Food Bank or any of its employees of a violation of any applicable law or regulation.
6. Supervisors and managers will be trained on this policy and Northshore Food Bank's prohibition against retaliation in accordance with this policy.

Ladder Safety

1. If a ladder is found to have anything missing or broken, do not use it. Place a tag, "DO NOT USE" on it and remove it from use. Notify the supervisor in your area of the damage discovered. Never try to fix a ladder yourself, quite often they cannot be fixed and will have to be destroyed. Also, never use a ladder that has been exposed to fire or corrosive chemicals, as it will need to be destroyed.
2. Employees and volunteers should be aware of the proper way to set up a ladder. The following will help assist in the prevention of accidents.
 - If feasible, have two people carry the ladder to the desired location. If it must be carried alone, balance the center of the ladder on the shoulder, positioning the front end above the head and the back end near the ground.
 - Place the ladder on a level surface. Use wide boards under the feet if the ground is soft.
 - Set the feet parallel with the surface the ladder will rest against.
 - Extend the level to desired position, but leave at least 3 feet above the top for support.
 - Anchor the top of the ladder and either tie the bottom down or have someone support it.
 - Do not rest the ladder on a window or place it in front of a door unless it is locked or securely blocked off.
 - Position the ladder so that the base of the ladder and the wall is one fourth the length of the ladder.
 - Position an extension ladder before it is extended.
3. Once ladder is secured and properly placed, users should follow these guidelines to prevent injury:
 - Only one person on a ladder at a time.
 - Wear clean, non-skid soles.
 - Hold the side rails and face the ladder when climbing up or down.
 - Carry tools and supplies on a belt or with a rope hoist – not by hand.
 - Keep one hand on the ladder at all times.
 - Do not step or stand on the top four rungs of the ladder or the top two steps of the stepladder.
 - Do not move the ladder while it is occupied.
 - Move slowly and cautiously while on the ladder.
 - Keep your body centered on the ladder.

Resale Shop Purchases: Employees and Volunteers

Policy:

Northshore Food Bank (NFB) operates a Resale Shop which provides community donated gently used clothing, household goods and furniture for public sale. Individuals who are employees or volunteers for the Northshore Food Bank may also purchase these items. The guidelines below outline the parameters of employee and volunteer purchases which ensure community donated products and goods are made available for sale to the public, employees, and volunteers simultaneously.

Guidelines:

1. Employees and volunteers are prohibited from reserving community donated items for personal purchase. This includes but is not limited to hiding items in the storeroom ('shopping from the storeroom'), hiding items out on the showroom floor or setting aside items either interior or exterior to the shop for someone else to purchase on your behalf.
2. Resale Shop volunteers and Employees:
 - Volunteers are allowed to shop in the resale shop **PRIOR to** their assigned volunteer shift. Volunteers purchasing products before their shift must not sign in for their shift before the purchase is made. **Purchases are prohibited once a Resale Shop Volunteer has signed in for their volunteer shift. Purchases are allowed on items which are on the storeroom floor only.**
 - **Once a volunteer's shift is over-** they can clock out leave through the back volunteer door and come in through the front shop door. **They may purchase items that are on the sales floor ONLY.**
 - Employees are eligible to shop in the resale shop **PRIOR** to their assigned work shift **WHEN THE RESALE SHOP MANAGER IS ON DUTY.**
 - Volunteers and employees are allowed to shop in the resale shop on their scheduled days off when the Resale Shop Manager is on duty.
3. Food Bank, Warehouse and Administration Volunteers and Employees:
 - Volunteers assigned in these areas may shop either before or after their assigned shift.
 - Employees assigned in these areas may shop outside of their work shift. If an employee chooses to shop during the workday it must be while he/she is 'off the clock'.

Northshore Food Bank Volunteer Opportunities

Group Opportunity: Volunteer Groups

Small groups can volunteer at Northshore Food Bank or Northshore Food Bank Resale Shop. We also schedule groups to help at our events held throughout the year in which we educate the public on the services we provide. Please contact our Development Associate at 985-893-7445 to discuss opportunities.

Court-Mandated Volunteers / Community Service Volunteers

Northshore Food Bank receives requests from individuals who are on probation and have been mandated by the court to engage in community service. Northshore Food Bank desires to assist court-mandated volunteers to fulfill their sentence, but the Food Bank must implement safeguards to ensure the safety and integrity of all staff and volunteers. Therefore, all court-mandated volunteers must meet with the Development Associate for orientation prior to beginning their service. Each request to volunteer will be reviewed and eligibility will be determined by the staff on a case by case basis.

It is the responsibility of the court-mandated volunteer to clock in and out each day and adhere to the schedule given. Court mandated volunteers must clock out for lunch breaks taken. Breaks may be taken with permission of a staff member as workload permits. Volunteers must utilize our clock in system for hour tracking. **Volunteers working for six hours or more are required to take a half hour (30 minute) break.**

Missing days or not following policy can result in being dismissed from the program. The online volunteer system Northshore Food Bank utilizes will produce a report indicating the total number of hours worked by the volunteer. All hours are performed at the resale shop unless otherwise noted.

Student Volunteers

Student volunteers are accepted on a case by case basis depending on the number of volunteers scheduled on dates requested. Students must follow student guidelines and adhere any deadlines given to submit paperwork. Students that show up without registering with the volunteer coordinator beforehand (i.e. "walk ins") may not be accepted. Students must sign in and out on the student sign in sheet in their designated area in order to receive credit for hours. Students volunteer in the warehouse, distribution, and resale shop areas. Students must be 16 or older to volunteer.

Walk In Volunteers Cannot Be Accepted Due to Capacity Constraints.

Volunteer Jobs

- **Warehouse**
 - **Daily Warehouse Lead (forklift certification required)**
 - Assists with daily warehouse functions under the direction of the Program Manager, including:
 - Setting up and breaking down lagniappe for distribution.
 - Brining down inventory for packing.
 - Unloading and weighing food drives.
 - **Food Sorter**
 - Sorting incoming food in pre-determined categories and replenishing assembly line as needed.

- **Staple Box Packer ***must be able to lift 35+ pounds****
 - Packing boxes on the assembly line and loading boxes onto pallet.
 - Making boxes to fill on assembly line as needed.
- **Distribution**
 - **Lagniappe Box Packer**
 - Packing boxes of lagniappe items (fresh/froze meat, dairy, baked goods, produce, etc)
 - **Loader***must be able to lift 35+ pounds****
 - Communicate effectively with volunteer in FDO (Food Distribution Office) to know how many boxes go into a participant's vehicle.
 - Load participant's vehicles with boxes of food.
 - Help unload trucks and donations that are incoming during distribution.
- **Client Processing**
 - **Lobby Greeter**
 - Collect and verify vital food recipient information, including names, phone numbers, household size, number of children and seniors in household and military status of individuals in household. Direct new participants to sign in to register.
 - **After Hours Lobby Greeter**
 - Field questions from walk ins and direct to appropriate staff.
 - Distribute emergency boxes.
 - Provide information on volunteers, donating, or registering as a participant upon request.
 - Accept donation drop offs.
 - Special administrative projects as available.
 - **Registration**
 - Register or re-register participants according to the guidelines in place to qualify them as participants of our program.
 - **Food Distribution Office (FDO)**
 - In a drive thru setting, look up participant accounts and communicate number to pick up to loaders.
 - Conduct emergency registration as needed.
 - Relay updates and information to participants as needed.
- **Traffic**
 - **Traffic Controller**
 - Serve as donation drop off gatekeeper, accepting incoming donations and providing receipts if requested.
 - Direct food recipients, donors, and other guests to assigned parking areas, direct traffic when the line is long.
- **Resale Shop***must be able to lift 35+ pounds****
 - Volunteers will assist staff in day to day operations of the Resale Shop. Duties include but are not limited to the following:
 - Straighten, fold, and hang clothes in store floor area.
 - Take out trash
 - Organize hangers
 - Sort donations
- **Drivers ***must be able to lift 35+ pounds****

- Drive Food Bank truck on predetermined route to pick up food, clothing, or furniture, or place vehicle at special events. Must pass a Motor Vehicle Check and be 25 years of age or older. Must be willing to become forklift certified and unload vehicle.
- **Truck Loader/Unloader ****must be able to lift 35+ pounds*****
 - Assists driver at various pick up locations in loading donations and assists with unloading at the food bank. Must be 18 years of age or older.