



SURREY
FOOD BANK

Growing our community beyond hunger

Volunteer Handbook

Guidelines for prospective
and
current volunteers

Purpose of Manual

This handbook is for individuals from all sectors of the community and beyond who are currently volunteering with Surrey Food Bank as well as for individuals who are interested in becoming a part of the team. You will find information regarding Surrey Food Bank's mission statement, history and vision, program services, volunteer information, guidelines, ethics and principles of being or becoming a volunteer.

This handbook is designed to help volunteers understand their roles and responsibilities and how to follow these guidelines to assure delivery of quality services to Surrey Food Bank clients. It is the responsibility of all volunteers to understand the guidelines, requirements and duties described in this manual. If there are any questions or concerns these should be directed to the Manager of Volunteer Resources.

Vision

Growing Our Community Beyond Hunger!



To our prospective Volunteers

We have an outstanding team of mentors who are on the floor, working directly with our new volunteers, warehouse staff and clients. We utilize on-the-job training, screening & building relationships, having found them to be most effective in this type of volunteer environment.

Safety and production are very important to us. So is watching a person find a place to shine among our ranks. We are an amazing 'family', welcoming and supportive.

We are often told that we are a different experience than most volunteer organizations, but we find it effective and fulfilling for everyone involved.

About Us

The Surrey Food Bank is a non-profit, charitable organization that operates solely on donations of food and money from the general public, corporations, businesses, service clubs and the food industry in. We do not receive any core government funding.

Our major fund-raisers are "Breakfast with the Bank" and food drives/events held by outside supporters. The Surrey Food Bank's mission is focused on continuous improvement of food distribution, educating to help others understand who we are and what we do, advocating for people to be independent, facilitating connections for the betterment of the clients as well as building partnerships for the betterment of the volunteers and the Surrey Food Bank organization.

History of the Food Bank

In 1981, the economy began to decline and a group of churches opened up a food cupboard in Surrey.

Two years later in 1983 the Surrey Food Bank Society was formed and they opened their doors to clients in a quaint building on King George Highway.

The Surrey Food Bank began as a temporary solution to a temporary problem. Today, 38 years later, we are helping over 14,000 low income neighbors in the communities of Surrey and North Delta, with 41% being children and babies,

There are currently 450 active volunteers and 17 staff working at the Whalley location working in an 8,000 sq. foot warehouse.

The Surrey Food Bank provides approximately 1,300 food hampers weekly through 4 locations in Surrey and North Delta. We deliver hampers to about 180 clients unable to access the Food Bank due to mobility issues.

With more than 38 years of serving the public, the Surrey Food Bank has become an essential service by offering people a “hand up..... not a hand out!”



Becoming a Volunteer

Who is a volunteer?

- Someone who voluntarily undertakes a task or service.

Requirements

- Must be 16 years of age or older
- May be asked to provide a criminal record check
- Must be motivated, hardworking, have the desire to help, and provide services to all clients
- Applications are filled out on-line and are reviewed before exploring a fit among our team

Hours of Volunteer Shifts

- Monday-Friday 9:00AM-1:00PM (with limited involvement on Wednesday)
- On certain occasions there may be special events that require volunteers
- Seniors Depot. Every other Wednesday from 1-3pm
- Evening Depot Every other Thursday from 5:30-7pm



Areas to Volunteer

Client Registration

In this role, volunteers will welcome clients and enter their information into a database. This is a front-line role and requires some computer experience and excellent communication skills. Training is provided.

Sorting

This station is where we sort all of donated food and non-food items and place them into their designated station. This task requires strong English skills and an attention to detail, as there are over 30 different categories to work with. Our sorting station is critical in keeping the rest of our operation moving smoothly in order to ensure we have adequate amounts of food to distribute each day.

Hamper to Your Home Drivers

This program is for individuals who are physically unable to make it into the Food Bank to receive their hampers. They receive hampers delivered to their home by Surrey Food Bank Drivers. Candidates for this position must provide a clean Drivers Abstract and a criminal record/ vulnerable sector search. The Manager of Volunteer Resources can provide further instruction regarding this.

Special Events

There are many community events and fundraisers where our volunteers are needed. For example, Basics 4 Babies is an annual event in partnership with local radio station JRFM, benefiting babies, the most vulnerable of our Food Bank clients.

Line Distribution

These stations will have volunteers working directly with our clients. The ability to take direction, be respectful and diplomatic as well as stay on task is all very important. Our clients can be challenging in their approach e.g. - wanting more or something different than is allotted for the day. These stations are geared toward 'people persons' with good communication skills.

Re-Pack Station

Re-packing donated goods such as sugar & oats. This requires moving product, pouring dry staple item into bowls and repacking into serving size portions. Occasionally there may be heavy and awkward lifting of product.



Volunteer Guidelines

Confidentiality

All client information is strictly confidential. Personal information about our clients, including their usage of the Food Bank, should not be shared with others and must be treated by volunteers in the strictest confidence. Photos may not be taken of volunteers or clients without permission.

Commitment

A minimum commitment of one shift per week for three months is required.

24 hr. advanced notice is required if a volunteer is unable to work their shift, (e-mail or phone). Missing a shift without notice is considered a no-show. Upon the third no-show, the volunteer will be dismissed.

Food Policy

All food is distributed to our clients in a fair and equitable manner. The menus are determined by our Distribution Coordinator. Please do not vary from this menu.

Everything in the warehouse is for clients use only. The volunteer kitchen is in place for the volunteers to enjoy the food and beverages provided for the day. Breaching these rules e.g. taking food or other items from the warehouse, is considered theft and the volunteer will be dismissed immediately. Water may be taken into the distribution area. Volunteers may bring their own food items into the kitchen where fridge space is available.

Procedures

Please clock in on the tablet located in the volunteer kitchen. Please wear the aprons we supply as well a volunteer name tag for each shift.

All volunteers must wear sturdy shoes with closed toes. No open toed footwear is allowed in the warehouse.

Lockers

Lockers are available but bring your own locks!

General Guidelines

Volunteers must practice proper sanitary and safety procedures, as instructed at each station.

Please wear comfortable clothing that you don't mind getting dirty. Volunteers should come to their shifts well groomed.

There is **no smoking anywhere** except the designated area.

Under no circumstances may a volunteer attend their shift under the influence of non-prescribed drugs or alcohol.

No personal items should be left unattended in the volunteer kitchen. The Surrey Food Bank cannot be responsible for any of our volunteers' personal belongings. Please bring a lock for a locker to store your backpacks, purses, phones and other valuables.

If you work as a volunteer and are also a Food Bank client, please be aware that the role of the Volunteer and the role of the Client are completely separate. Volunteers who are also Clients may not pick up their food on the same day as they are volunteering. Please ask if you have any questions concerning your role.

Volunteers should expect to feel safe and welcomed at the Surrey Food Bank. Any conduct that negatively affects the environment at the Surrey Food Bank will not be tolerated. Physical or verbal abuse/bullying, or any other inappropriate behaviors should be reported to the Manager of Volunteer Resources immediately. The Surrey Food Bank maintains the right to suspend or dismiss volunteers for any reason, including non-compliance of these published policies, procedures and guidelines.

Volunteer Accomplishments

Volunteering at the Surrey Food Bank can help individuals develop a skill set and gain confidence. Many of our volunteers have had amazing transformations and have gone from unemployment to successfully rejoining the workforce. According to the 2016-2017 Surrey Food Bank Annual Report:

- As of 2017 there have been over 500 active volunteers that have donated over 30,000 hours of service.
- Surrey Food Bank has extended an invitation and given an opportunity to post-secondary practicum students to gain valuable experience.
- Established programs for people with special needs to gain real world experience.



The success of the Surrey Food Bank could not be possible without volunteers like you and generous donors!

Volunteer Testimonials



I come here for the atmosphere and meeting so many new people, everyone here is so friendly. In so many workplaces, people do the bare minimum, that doesn't happen here, people go above and beyond.

Jag

Volunteering since 2015

I wanted to give back to the community and knew this was a worthwhile service. I get to meet so many new people and help meet the needs of the community.

Fern

Volunteering since 2015





My mother always volunteered and when I retired I knew this was something nice I could do. I'm born and raised in Surrey and it makes me feel good coming to volunteer. I get to meet so many new people. I had a family member who needed to use the service and it was my way to say thank you for what the Food Bank does!

Jacky

Volunteering since 2014

At first I didn't have a reason for volunteering, but now I get a good feeling being here and giving back to the community. I get an opportunity to see the diversity and get to work in a positive environment.

Hamza

Volunteering since 2015



Client Services & Programs

Food Hampers

Registered clients may visit the Surrey Food Bank and receive a hamper every 14 days. Hampers are based on the size of the household and are provided as a supplementary source of food.

Tiny Bundles

The Tiny Bundles program is specifically for families with pregnant moms and/or babies newborn to one year of age. Tiny Bundles hampers include formula, diapers, cereal, and baby food. In addition, families receive a layette upon the birth of the child and a graduation gift when the infant turns one-year old.

Toddler Totes

The Surrey Food Bank provides specially designed food hampers for children aged 1 to 2 years to support their growth and transition from infant to toddler.

Pre- K (Ages 2-5)

The Surrey Food Bank provides specially designed food hampers for children aged 2 to 5 years to support their growth and transition from toddler to school age.

Hamper to Your Home

The Surrey Food Bank delivers hampers to registered clients that are unable to attend due to mental or physical challenges. Proof of medical validation is required for this program.

Seniors 65+

The Senior Depot Program is for registered clients who are 65 years or older. Every 2 weeks (Wednesday between 1:30PM-3:00PM) our senior clients have the opportunity to choose food and other items according to their needs with the assistance of a volunteer personal shopper to help them through the process.

Why Volunteer With Us?

Whether you are volunteering or mentoring you can expect the following:

- To be an agent of change and learn about the community. There is a tremendous amount of personal satisfaction in helping out a much needed and worthy cause
- Gain skills, increase your confidence and add to your resume
- Have a blast while making new and lasting friendships and connections. Our experience is more than a team, it's a family
- Successful candidates taking on the volunteer role can expect a detailed reference from the Surrey Food Bank. We love to brag about our people!



***“Never worry about numbers.
Help one person at a time and
always start with the person
nearest to you.”***

Mother Teresa



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