GROUP VOLUNTEER GUIDE

Descriptions, guidelines, safety, and procedures relating to your group’s time volunteering.
At the NEIFB, we are driven by our core beliefs that hunger is unacceptable; that everyone deserves access to enough food; that food sustains life and nourishes health; and that we are called to serve neighbors in need without judgement.

In 1981, several community members saw a need in the area to start a food pantry. The Francis Grout School had closed and permission was granted to run the pantry out of one of the schoolrooms. The Cedar Valley Food Bank was incorporated and a board of 24 directors was elected in July. The Cedar Valley Food Bank served 1,200 households during that first period of approximately 8 months. In 1986 we joined the National Second Harvest movement (now known as Feeding America).

The food pantry evolved into a Food Bank, and over the years we’ve added programs such as Kids Cafe, BackPack Program, Elderly Nutrition Program, and Mobile Food Pantries in order to meet the growing needs of a growing community.

Today we serve 16 counties in northeast Iowa through our Distribution Center in Waterloo. We provide nutritious food through a far-reaching network of over 200 food pantries, soup kitchens, schools, churches and nonprofit groups. In fiscal year 2018, we distributed 6.7 million meals to those who are hungry in northeast Iowa.

We are members of Feeding America, a national organization supporting more than 200 food banks across the country, and the largest domestic hunger relief agency in the U.S. We are also members of the Iowa Food Bank Association, an association of the six food banks in Iowa.
OUR VISION IS A COMMUNITY IN WHICH HUNGER IS ALLEVIATED, AND ALL PERSONS HAVE ADEQUATE ACCESS TO NUTRITIOUS FOOD. WE WILL STRIVE TO ACCOMPLISH OUR MISSION SO THAT FOOD SECURITY IS ULTIMATELY ACHIEVED FOR ALL HOUSEHOLDS.

OUR MISSION IS TO PROVIDE NUTRITIOUS FOOD AND GROCERY PRODUCTS TO NONPROFIT ORGANIZATIONS AND INDIVIDUALS IN NORTHEAST IOWA, WHILE OFFERING HUNGER EDUCATION PROGRAMS TO THE AREA AND THOSE IN NEED.
WE SERVE 16 NORTHEAST IOWA COUNTIES

OVER 200 AGENCIES

Allamakee  Fayette
Black Hawk  Floyd
Bremer     Grundy
Buchanan   Howard
Butler     Mitchell
Chickasaw  Poweshiek
Clayton    Tama
Delaware   Winneshiek
A NOTE FROM BARB

DEAR MEMBERS OF THE COMMUNITY,

Thank you for embarking on a journey with us to ensure that people in northeast Iowa have access to an adequate supply of food. Your time here is one of the most selfless things you can do to help people in our community. The Northeast Iowa Food Bank relies on community volunteers to help accomplish its mission of providing nutritious food and grocery products to nonprofit organizations and individuals in northeast Iowa while offering hunger education to the community and those in need.

Every year, over 15,000 people give their time and talents unselfishly performing tasks such as loading and unloading trucks, sorting food, stocking shelves, packing bags for the elderly and children’s programs, helping with special events and holding positions on our Board of Directors. Volunteerism is an essential part of fulfilling the mission of the Food Bank, and without the thousands of hours of donated time, the mission of closing the Meal Gap would not be possible.

Your gift of time helps:

- The child whose parents can’t afford to provide three meals a day.
- The senior who only has $1000 to live on each month.
- The family whose parent can’t work because they have had surgery.
- The member agency who is struggling to provide more resources to their neighbors.

On behalf of the staff, board, and those we serve in northeast Iowa, we thank you for doing your part in making a difference in our community.

SINCERELY,

BARBARA PRATHER
EXECUTIVE DIRECTOR
NEIFB DIRECTORS

Barb Prather
Executive Director

Mike Knipp
Director of Development

Susan Kraus
Director of Network Relations

Alisha Rulapaugh
Dir. of Community Engagement

Michelle Sullivan
Dir. of Compliance & Operations
HOW TO SCHEDULE
PERFECT TIME • PERFECT PLACE

WE OFFER FLEXIBLE TIMES FOR GROUPS WANTING TO VOLUNTEER. MOST GROUPS VOLUNTEER ANYWHERE FROM 1.5 TO 2 HOURS. IF YOU WANT TO STAY LONGER OR SHORTER, WE ARE HAPPY TO ACCOMMODATE. GROUPS WITH YOUNG CHILDREN MIGHT CONSIDER ONLY STAYING FOR ONE HOUR. WE DO ASK THAT YOU VOLUNTEER FOR A MINIMUM OF ONE HOUR.

General group volunteer hours are Tuesday through Thursday from 11am-8pm, Friday from 9am-11am, and Saturday from 9am-11am and 1pm-3pm. Please contact us if you would like to schedule your group outside of the listed hours.
VOLUNTEER OPPORTUNITIES

Projects will be determined by our needs and your group’s size and abilities. Based on the fast-paced nature of the NEIFB, we can’t confirm what your project will be until a week before your scheduled volunteer time. Your project may be subject to change at any time.

**Assorted Boxes**
Volunteers will take canned goods and put them into boxes to be distributed to our partner agencies.

**BackPacks**
Volunteers will help us assemble bags of food for schools to put in childrens' backpacks, so that they have something to eat over the weekend.

**Garden (Seasonal)**
Volunteers will help weed, plant, harvest, and other assorted projects in the garden. Everything grown is used in our on-site pantry. Groups assigned to the garden will be notified ahead of time, so they can dress appropriately.

**Produce Sorting**
Volunteers will help inspect bulk produce and repackage it into smaller boxes or bags in order to make it easier to distribute.

**Perishables Pantry**
Thursdays from 3:30pm - 5:00pm, volunteers will hand out fresh produce and perishable grocery products to clients at the Cedar Valley Food Pantry.

**Pulling Orders**
Volunteers will help us assemble warehouse orders and prepare them for distribution to our partner agencies.
Repacking Project

Volunteers will help us repack items we have received in bulk sizes. Some of our product requires it to be less than 30 °F to repack. Groups will be notified ahead of time to dress for colder temperatures. We will provide gloves.

Senior Boxes

Every 2nd Saturday of the Month from 9:00am - 11:00am, volunteers will pack and assemble boxes of food for delivery to senior citizens.

Sorting Donations

Volunteers will sort through a variety of non-perishable donations, assuring their quality and sorting them by product type.

Special Events

We have several special events throughout the year which help us raise money, collect food, or distribute food. Volunteer assignments depend on the nature of these events. Keep an eye out for emails and follow our Facebook page for updates on these events!

www.facebook.com/NEIFB

DID YOU KNOW?

WE OFFER A TOUR OF THE FOOD BANK TO ALL FIRST-TIME VOLUNTEER GROUPS!
Schedule your time and number of volunteers - a rough estimate is acceptable. You can do this by contacting the Group Volunteer Coordinator or filling out an application on our website.

Have a signup sheet or other way to keep count of the number of volunteers.

Make sure your participants know all of the clothing requirements for the project.

About a week out, please email or call Dan with the official count of people volunteering.

All group volunteer projects take place at our facility at 1605 Lafayette Street, Waterloo, IA 50703. Please park in the main parking lot unless directed otherwise.

If you are volunteering before 4:30pm on a weekday, please come in through our main entrance.

If you are volunteering after 4:30pm or on a Saturday, please enter through the Volunteer Entrance.
OFFICIAL FOOD BANK CLOTHING POLICY

Appropriate clothing must be worn when reporting to the Food Bank. You are representatives of the Food Bank while you are here. Individuals must wear close-toed shoes. Shorts, tank tops, sandals/flip flops, and clothing with offensive language are not permitted. Workers dressed inappropriately will be asked to leave until they meet these guidelines. Food Bank staff will make final decisions on this matter.

HELPFUL HINTS

Some of the group volunteer projects can be dusty or messy. You may want to wear clothes that you don’t mind getting dirty in.

Most of our projects require standing. Comfortable shoes are recommended.

Close-toed shoes are required when volunteering at the Food Bank.

For project-based clothing requirements, the volunteer coordinator will inform you ahead of time.
HOW FAR AHEAD OF TIME SHOULD I SCHEDULE?

All times are first come, first served. In order to make sure you get the time slot you want, please schedule with us as soon as possible.

DO YOU HAVE AGE REQUIREMENTS?

We are willing to take any age group from preschool to senior citizens. If your group has someone younger than preschool, that is fine. We ask that all children have proper adult supervision while volunteering.

HOW MANY PEOPLE CAN MY GROUP BRING IN TO VOLUNTEER?

We are willing to handle almost any size group. However, if your group is going to be larger than 30 people, please schedule at least one month in advance to give us time to plan accordingly.

CAN OUR GROUP BRING IN A FOOD DONATION OR A FINANCIAL CONTRIBUTION?

Absolutely. Let us know ahead of time if you plan to bring a non-perishable donation, such as canned food. If you are making a financial donation and would like to photograph a check presentation, let us know and we’ll be happy to arrange it.

WHAT IS THE CANCELLATION POLICY?

If the Northeast Iowa Food Bank is closed, the Group Volunteer Coordinator will be in contact with you. To cancel, please call 319-235-0507 before 4:30pm. On weekends or evenings, email Dan at dbohnker@northeastiowafoodbank.org.

WHAT IF OUR GROUP IS DISABLED OR INCLUDES SOMEONE WITH A DISABILITY?

We work with groups with a wide range of abilities and ages. If your group or someone in your group needs any accommodations, please let us know. We will work with you to make sure that everyone who wishes to volunteer will have a task they can perform.

OTHER

If you have any questions or concerns, please email Dan at dbohnker@northeastiowafoodbank.org or call 319-235-0507.

DID YOU KNOW?  SOME COMPANIES WILL DONATE MONEY TO THE FOOD BANK BASED ON THE AMOUNT OF VOLUNTEER HOURS THEIR EMPLOYEES PUT IN.  IF YOU ARE A CORPORATE GROUP, PLEASE CHECK YOUR COMPANY’S POLICY ON VOLUNTEERING.  YOU COULD BE DOUBLING THE IMPACT YOU ARE MAKING!
PERSONAL HYGIENE

KEEPING OUR VOLUNTEERS AND FOOD PRODUCTS SAFE AND CLEAN IS A HIGH PRIORITY FOR EACH GROUP THAT VOLUNTEERS.

Using Hand Antiseptics

NEVER use antiseptics instead of handwashing.

Use an antiseptic after washing hands.

Wait for the antiseptic to dry before touching food or equipment or putting on gloves.

Follow manufacturer’s directions.

Using Gloves Correctly

Only use single-use gloves when handling food.

Make sure the gloves fit your hands. They should not be too tight or too loose.

NEVER blow into them. NEVER roll them to make them easier to put on.

Wash your hands before putting on gloves when starting a new task.

When To Change Gloves

As soon as they become dirty or torn.

Before beginning a different task.

Before or after handling any food with a known food allergen.

After handling raw meat, seafood, or poultry, and before handling ready-to-eat food.

After an interruption, such as taking a phone call.
Hair & Beard Coverings

Always wear a clean hat or other hair covering when repackaging food, working in a clean room, and working in areas used to clean utensils and equipment.

Men with beards and mustaches must also wear a beard restraint.

Clothing & Aprons

Wear clean clothes whenever working with or around food.

Remove and throw away disposable aprons when leaving clean rooms or food-handling areas.

Store personal belongings away from food (i.e. purses, bags, jackets, hats).

Jewelry & Watches

Remove jewelry from hands and arms before handling exposed food and when working in or around food-handling areas.

DO NOT wear rings (except for a plain band), bracelets, including medical bracelets, or watches.

Eating, Drinking, Smoking, and Chewing Gum or Tobacco

These activities are strictly prohibited in food handling and food storage areas. The Food Bank is a tobacco-free campus and all tobacco products are strictly prohibited.

Proper Handwashing Procedure

Hands can transfer pathogens to food. Handwashing is a critical step for avoiding food contamination.

Wash your hands before starting ANY task at the Food Bank. Wash your hands ONLY in a designated handwashing sink.

1. Wet your hands.
2. Apply enough soap to work into a lather.
3. Rub hands and arms vigorously for 20 seconds.
   Wash all surfaces:
   - Backs of hands
   - Between fingers
   - Tips of fingers
   - Under fingernails
   - Wrists & Forearms
   - Thumbs
4. Rinse hands and arms.
5. Dry vigorously with single use paper towel.
6. Turn off the faucet with the towel and open the door with the towel.
IF SOMEONE IN YOUR GROUP IS SICK AND EXPERIENCING THESE SYMPTOMS, PLEASE HAVE THEM STAY HOME AND VOLUNTEER ANOTHER TIME.

Vomiting  |  Jaundice (Yellowing of skin and eyes)  |  Sore throat with a fever  |  Diarrhea
PROCEDURES & PROTOCOL

FAMILIARIZE YOURSELF WITH OUR VARIOUS PROCEDURES IN THE EVENT OF AN EMERGENCY SITUATION, SO THAT YOU MAY BE BETTER EQUIPPED TO PROVIDE SAFETY FOR YOURSELF AND OTHERS.

TORNADO PROCEDURE
If the storm sirens sound, the following page will be made via the phone system and two-way radios by the administrative assistant and director of operations:

“Tornado sirens are sounding - please calmly follow Food Bank staff in your area to shelter.”

Volunteers should then proceed to one of the following locations: Men’s & Women’s Restrooms; Employee Break-Room; Cold Sort Room; or Quarantine Room.

Added protection can be gained by getting under something sturdy, such as a heavy table or desk and cover your head with anything available, including your hands. When the warning has been lifted, the following announcement will be made via the phone and two-way radio:

“The tornado warning has ended. The tornado warning has ended. You may now return to your normal activities.”

If you are out on a truck during a tornado warning: pull into the nearest area that you see a shelter, such as a gas station. Turn off the truck, lock it, and go inside the shelter. If you cannot make it to a shelter (example: you see a tornado or developing tornado near you), the best thing to do is pull over and evacuate the truck. Do not hide under the truck or inside of it - the winds may roll the truck on top of you. Do not take shelter underneath an overpass. While overpasses seem like a safe area, this is a myth. Winds from a tornado can accelerate through the small opening of an overpass, causing the potential for the overpass to collapse or your vehicle to be blown away. Find the nearest ditch or low-lying area and crouch low to the ground covering your head with your arms. Do not worry about the truck or its contents if your life is in danger - we have insurance for just such an emergency.

FIRE PROCEDURE
If the fire alarm sounds, go to the nearest exit immediately and walk across the parking lot. Exits are marked by red, glowing signs posted above the doorways. Do not go back for your personal items. Await further instructions from firefighters or NEIFB staff.

MEDICAL EMERGENCY PROCEDURE
First, you must obtain permission from an injured person before giving care to them. To get permission you must tell the victim who you are, how much training you have and how you plan to help. Only then can a conscious victim give you permission to give care. Do not give care to a conscious victim who refuses it. If the conscious victim is an infant or child, permission to give care should be obtained from a parent or guardian when one is available. If the condition is life threatening, permission is implied if a parent or guardian is not present. If the parent or guardian does not give consent, do not give care. Instead, call 9-1-1. Permission is also implied if you come upon a victim who is unconscious or unable to respond. This means you can assume that, if the person could respond, he or she would agree to care. After obtaining consent, arrange appropriate help (including first aid) for someone who is injured. Get the volunteer coordinator or the director of external relations to the scene immediately. If the situation warrants it, call 911 first. Do not attempt to move an injured person unless there is immediate danger, such as a fire. Even if the person in the accident feels fine, encourage him/her to seek medical treatment to ensure there is no injury that may cause future medical problems.
VOLUNTEER GRIEVANCE POLICY & PROCEDURE

POLICY
The Northeast Iowa Food Bank recognizes that volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another volunteer, a member of the paid staff, or the manner in which they are being treated by the Food Bank).

PROCEDURE
If a volunteer has a complaint against a member of staff, another volunteer, or the organization in general, they should first discuss this with their manager. The volunteer may be accompanied by a colleague at this meeting.

If the manager is the person who the complaint is against, then the matter should be referred to another senior person from the Executive Committee.

If the matter is not resolved at this initial meeting, the complaint should be made in writing to the Executive Committee. This will require a special meeting of the Committee. It will be dealt with within fourteen days and treated in a confidential manner.
# NORTHEAST IOWA FOOD BANK

## BOARD OF DIRECTORS

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<thead>
<tr>
<th>Name</th>
<th>Company/Position</th>
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<th>Company/Position</th>
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<tbody>
<tr>
<td>Grant Gubbrud, Chair</td>
<td>Isle of Capri</td>
<td>Leonard Hanson</td>
<td>Retired</td>
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<tr>
<td>Kirsten Arnold, Vice Chair</td>
<td>Redfern, Mason, Larsen, &amp; Moore, P.L.C</td>
<td>Darren D. Herum</td>
<td>John Deere, Immediate Past Chair</td>
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<tr>
<td>Cheryl Erb, Secretary</td>
<td>Volunteer</td>
<td>Phil Jones</td>
<td>Rada Mfg. Co.</td>
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<td>Rick Jaacks, Treasurer</td>
<td>Community Bank &amp; Trust</td>
<td>Paul Jungen II</td>
<td>John Deere, UAW 838</td>
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<tr>
<td>Linda Allen</td>
<td>Hawkeye Community College</td>
<td>Barbara Kramer</td>
<td>Ret., Covenant Medical Center</td>
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<td>Austin Beck</td>
<td>Tyson Fresh Meats</td>
<td>Corey Lorenzen</td>
<td>Farmers State Bank</td>
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<td>Bob Brokaw</td>
<td>Walmart</td>
<td>Mike Messerer</td>
<td>Target</td>
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<td>Houston Campbell</td>
<td>Walmart</td>
<td>Jeanne Miller</td>
<td>US Bank</td>
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<td>Ally Crutcher</td>
<td>KWWL</td>
<td>Reggie Schmitt</td>
<td>Retired, Ex Officio</td>
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<td>Ken Cutts</td>
<td>Ret., University Teacher</td>
<td>Chris Schwartz</td>
<td>BH County Board of Supervisors, Ex Officio</td>
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<td>Emily Girsch</td>
<td>Lincoln Savings Bank</td>
<td>Louise Scott</td>
<td>Ret., Upper Iowa University</td>
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<td>Greg Greazel</td>
<td>John Deere</td>
<td>Sheila Wilson</td>
<td>Ret., ConAgra Foods</td>
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