INDIVIDUAL VOLUNTEER GUIDE

Descriptions, guidelines, safety, and procedures relating to your time as a volunteer.
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
- Black Hawk
- Bremer
- Buchanan
- Butler
- Chickasaw
- Clayton
- Delaware

- Fayette
- Floyd
- Grundy
- Howard
- Mitchell
- Poweshiek
- Tama
- Winneshiek
A NOTE FROM BARB

DEAR MEMBERS OF THE COMMUNITY,

Thank you for embarking on a journey with us to ensure that people in northeastern 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 northeastern Iowa, we thank you for doing your part in making a difference in our community.

SINCERELY,

BARBARA PRATHER
EXECUTIVE DIRECTOR
OUR 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
YOUR OPPORTUNITIES
FIND THE PERFECT FIT

ARE YOU A PEOPLE PERSON? DO YOU LOVE BEING ON THE ROAD? ARE YOU PASSIONATE FOR YOUTH PROGRAMS OR THE FARMER’S MARKET?
BROWSE OUR OPPORTUNITIES TO FIND THE BEST ROLE FOR YOU!

Volunteer and community service opportunities are available Monday - Thursday 8:00am-4:00pm and Friday 8:00am-1:00pm. Evening and Saturday opportunities may be available on certain dates. Please contact us with any questions regarding scheduling.
Have you ever wondered where agencies such as pantries, soup kitchens, congregate meal programs, shelters and nonprofit day-cares get their food supply from? Many of these organizations in our area partner with us to meet their needs. Our partner agencies can shop directly in our Agency Shopping store, located in the Food Bank. We need volunteers like you to stock shelves, assist our agencies, and check/weight out food. You will get a unique view of how the Food Bank serves people through our various agencies!

Project Management volunteers also assist in sorting donations such as fruits, vegetables, bread, and dairy products. Inspect products for quality. Prepare donations to be distributed to individuals and partner agencies.

Many times, getting food once a month is not enough to make ends meet for families in Black Hawk County. The produce pantry is way to bridge that gap by providing a little extra food every week. During this hour and a half, we can have 200 clients through our door, making this a very fun and fast-paced volunteer experience. If you are looking for one-on-one client interaction while making a difference in the community, sign up for this opportunity today!

The Cedar Valley Food Pantry exists to provide food and grocery products to households in Black Hawk County. Resources provided by the CVFP enable households to stretch their money further. In the last year, the Cedar Valley Food Pantry served approximately 2,400 households each month.

Pantry volunteers will help stock shelves, bring food from the warehouse, answer client’s questions, and help clients carry groceries out. This opportunity will allow volunteers to interact with clients.
Farmers Market produce rescue is simple and rewarding. Volunteers will kindly ask all produce vendors if they have extra produce to donate to the food bank. The produce is weighed and the donor receives a donation receipt. The produce is brought back to the Food Bank and put in our large cooler. Training for this process will be provided before volunteering.

Skills-Based Options

**Farmers Market Produce Rescue**

Farmers Market produce rescue is simple and rewarding. Volunteers will kindly ask all produce vendors if they have extra produce to donate to the food bank. The produce is weighed and the donor receives a donation receipt. The produce is brought back to the Food Bank and put in our large cooler. Training for this process will be provided before volunteering.

**Kids Café & Summer Feeding Program**

School-aged children have access to meals throughout the school year through the Free and Reduced Meal Program. Have you ever wondered what happens to those children who are chronically hungry in the summer or after school? Our Summer Feeding and Kids Café programs provide meals and snacks to these children.

Through this program, volunteers assist the NEIFB Culinary Programs Manager in planning and preparing nutritious snacks and meals for these two programs.

If you are working with Kids’ Café or Summer Feeding, you must complete ServSafe Food Handling Training.

**Trucks - Driver or Rider**

The Northeast Iowa Food Bank provides nutritious food to individuals and nonprofit organizations in 16 northeast Iowa counties. With the help of volunteer drivers, we are able to transport food both to and from our Distribution Center in Waterloo. Each day there are a number of routes that are driven, from Food Rescue (picking up food/produce donations from stores) to Elderly Nutrition (boxes and bags delivered to senior centers) to BackPacks (bags delivered to schools to be sent home with food insecure children). Local and out of town opportunities are available. Drivers can have a friend volunteer to ride along with them!

Driving opportunities are available Monday through Saturday, with most routes leaving around 7:30am. Volunteers must hold a Class C, Class D, or CDL license and have a clean driving record.

Volunteer riders must be able to lift at least 25 pounds and be able to get in and out of a box truck.

Do you have a skill or trade that would benefit our organization? We want to utilize everyone’s unique talents through volunteering! If you like writing, try a hand at being our Volunteer Newsletter Editor! Enjoy entertaining large groups of people? Become our Crowd Specialist at Thursday Produce Pantries! Help us fit you with the perfect volunteer opportunity for you!
GENERAL CONDUCT
There will be zero tolerance for inappropriate behavior while at the Food Bank. This includes, but is not limited to: profanity/name calling, vandalism, and physical contact with other volunteers/staff. Reporting to the Food Bank under the influence of alcohol or illegal substances will be reason for immediate dismissal.

DRESS CODE
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 CLOSED-TOE 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.

USE OF FOOD/FOOD ASSISTANCE
All food within the Food Bank is for the use of nonprofit agencies and the Cedar Valley Food Pantry only. Using food while completing community service time or volunteering from any area of the Food Bank will be grounds for dismissal and could be grounds for prosecution as theft.

Due to food safety regulations, food/drink (including water) is only allowed in the designated break room. Chewing gum is not permitted in the facility.

Volunteers and community service workers may not receive food assistance from the Cedar Valley Food Pantry on the same day that they serve in any area of the Food Bank.

CELL PHONES & ELECTRONICS
Cell phone usage is not permitted by community service workers or volunteers in any part of the Food Bank. Silence phones when you arrive at the Food Bank and only use them during break time and in designated areas. The office phone is for staff and emergency use only. Headphones are not allowed anywhere except the office area and break rooms.

BREAKS
Community service workers and volunteers are allowed a morning, lunch, and afternoon break. Lunch break is from 12:00-12:30pm and will not be counted toward community service hours unless previous arrangements have been made. A break may be taken only if permission is given by your Food Bank supervisor and may not exceed 10 minutes.

TOBACCO USAGE
Smoking/vaping/tobacco use is not allowed anywhere on Food Bank property. Due to food safety regulations, tobacco of any kind must be stored in the break room or in your vehicle.

PARKING/PERSONAL BELONGINGS
Individuals must park in the front lot and enter/exit through front doors. Secure storage is not available at the Food Bank. Leave valuables at home or secure them in your vehicle. Space is available for coats/jackets.

OTHER
If you have a medical issue or disability that may interfere with your service at the Food Bank, please inform us immediately.

INTERPRETATION AND ENFORCEMENT OF THESE RULES IS AT THE DISCRETION OF THE NORTHEAST IOWA FOOD BANK. ALL DECISIONS ARE FINAL. FAILURE TO COMPLY WITH THESE RULES MAY RESULT IN DISMISSAL FROM THE COMMUNITY SERVICES OR VOLUNTEER PROGRAM.
Civil Rights are “The nonpolitical rights of a citizen; the rights of personal liberty guaranteed to U.S. citizens by the 13th and 14th Amendments to the U.S. Constitution and by acts of Congress.”

Discrimination is “The act of distinguishing one person or a group of persons from others, either intentionally, by neglect, or by the effect of actions or lack of actions based on their protected classes.”

“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, write USDA Director, Office of Adjudication, 1400 Independence Ave SW, Washington, DC 20250-9410 or call 866-632-9992. Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339 (English) or 800-845-6136 (Spanish). USDA is an equal opportunity provider and employer.”

Protected classes are “Any person or group of persons who have characteristics for which discrimination is prohibited bases on a law, regulations, or executive order.” Protected classes in TEFAP are: race, color, national origin, age, sex, and disability.

Federal financial assistance is anything of value received from the Federal government such as: cash grants and loans, USDA food/commodities, training, property donations, permission to use Federal property and similar items and services.

Goal of Civil Rights Legislation:
- Equal treatment for all eligible participants
- Knowledge of rights and responsibilities
- Overcome the Civil Rights barriers that people have in participating in the program
- Dignity and respect for all

Any data collected should be kept secure and confidential.

People receiving TEFAP products have the right to fill and submit a complaint. These may be based on race, color, age, sex or disability.

Complaints may be verbal or written, and may be anonymous.

Never discourage a person from making a complaint.

Take reasonable steps to ensure access to all services by persons with Limited English Proficiency (LEP).

Conflict Resolution: Remain calm. Determine the problem, then a solution, and gain customer approval. Agree on what and when will be done and by whom.

Customer service: Making a difference by treating all people with dignity and respect. Answer questions in a non-threatening voice; clearly explain rules, rights, and responsibilities to everyone; find tools and techniques to improve customer service and recognize that stress can impact customer service.
The Northeast Iowa Food Bank fundamentally leverages volunteers and their skills to achieve the mission of ending hunger. We believe that by uniting the strengths, passions, and ideas of volunteers, we can achieve more and work to close the Meal Gap in northeast Iowa.

We welcome volunteers with professional and trades experience to share their skills as well.

Unique volunteer opportunities are available for individuals with skills in the following areas:
- Truck driving (Class D or CDL)
- Nutrition Education
- Human Resources
- Inventory and Receiving
- Social Service/Client Intake and Referral
- Social Media and Marketing
- Volunteer Management

Additionally, the Northeast Iowa Food Bank provides internship experiences throughout the year. Internships can be formed to suit the interests of the intern. Internship job descriptions are posted on our website as they become available. If you are interested in becoming an intern, please contact Tyler Huckfelt at thuckfelt@northeastiowafoodbank.org or call 319-235-0507 ext. 116.
PERSONAL HYGIENE

KEEPING OUR FOOD AND CLIENTS SAFE AND HEALTHY WITH PROPER HYGIENE PRACTICES

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 and e-cigarettes 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 YOU ARE SICK AND EXPERIENCING THESE SYMPTOMS, PLEASE INFORM YOUR DIRECTOR OR SUPERVISOR.

Vomiting  |  Jaundice (Yellowing of skin and eyes)  |  Sore throat with a fever  |  Diarrhea
HOW TO GET STARTED
To begin your journey as a volunteer, you will need to fill out an application on the Northeast Iowa Food Bank’s website. From there, we will send a confirmation e-mail with information about the next step. Once you’ve completed orientation, you may schedule yourself to volunteer by clicking the “Volunteer Login” at the top of the NEIFB homepage.

ORIENTATION & TRAINING
Each week we hold a mandatory orientation session. You only need to attend this session once. During this time, we will discuss rules as well as opportunities you will find during your time volunteering with the Food Bank. We will also go on a tour of the facility, so you get to see firsthand all the ways we work to close the Meal Gap.

Orientation times are every Tuesday from 4pm-5pm, and the 2nd Saturday of every month from 11:15am-12:15pm.

SCHEDULING
Once you have successfully completed orientation, you may begin signing up for volunteer opportunities. After signing into your volunteer log-in, you can click “My Schedule” and begin filling openings that fit your schedule and interests. We recommend trying out different volunteer experiences to find your niche within our organization. If you don’t have access to a computer, please write down your name, hours, and volunteer location and the Individual Volunteer Coordinator will schedule you. You may not show up without being scheduled, unless you have prior permission from the Volunteer Department. Please do not schedule yourself less than 24 hours in advance.

SIGNING IN & OUT
There is a clock-in station located in the Food Bank office. You may type in your volunteer code to sign-in and select your assignment for that day. You must sign-in on the iPads at all times unless they are out of order. If the iPad happens to not be working, you may sign-in on the clipboard forms, however, please let someone in the office know that the iPad is not working so we can fix it. If you happen to forget to clock in or out, please let the Individual Volunteer Coordinator know and they will adjust the schedule accordingly.

PARKING & BUILDING ENTRY
When volunteering, you may park in the front parking lot on Lafayette Street. During building hours, please enter the Food Pantry and Offices door to sign in. There are some programs in which a Program Coordinator may let you know you can park in the back employee parking lot. For after hour groups, you will enter the door that says Volunteer Entrance unless the Group Coordinator says differently.

CANCELLATIONS
If you are unable to make your shift, please let us know by 3:00pm the day before your shift. However, we understand that there are emergencies. If you are feeling sick, please stay home! We have contact with a lot of clients and food, and so we don’t want to spread germs everywhere. Continuous no-shows or cancellations may require the Volunteer Coordinators to reevaluate your work with the organization.
HOUR DOCUMENTATION
If you need documentation of the hours you are completing with the NEIFB, please let the Individual Volunteer Coordinator know as soon as you begin volunteering. If there are documents that a staff member needs to track hours on, please present those up front. We are willing to print off completed hours, however please let the Volunteer Coordinator know 24 hours prior to your final shift to ensure they have time to complete this. We are willing to work with you to complete hours, but we would appreciate plenty of notice to ensure you get the most out of your experience.

SCHEDULING OPTIONS
We have volunteer opportunities available during the building hours from 7:30am-4:30pm. Shifts may vary in different locations on site, so please look at our online schedule to find something that works for you. We understand that the day schedule does not work for everyone, so please keep an eye out for our special events in the evenings or on the weekends that we need help with!

MEANS FOR DISMISSAL
The dismissal of a volunteer is a serious consideration. Before a volunteer may be dismissed, every attempt will be taken with the parties involved to resolve the action. Dismissal of a volunteer may take place if the volunteer is unreliable, demonstrates inappropriate behavior, or fails to adhere to policies of the NEIFB Volunteer Handbook.
The Northeast Iowa Food Bank (NEIFB) is happy to help fulfill any court ordered or lawyer recommended community service hours. However, in order to maintain a safe and efficient environment for our employees, volunteers, and clients, we have certain guidelines in place in regards to community service volunteers. Northeast Iowa Food Bank hereby affirms it is an equal opportunity employer, offering employment without regard to race, color, religion, sex, sexual orientation, national origin, gender expression or identity, pregnancy, leave status, genetic information or age and provides Equal Employment Opportunity to handicapped individuals, disabled veterans and veterans of the Vietnam era. Further, the Northeast Iowa Food Bank is an equal opportunity provider.

COURT-ORDERED COMMUNITY SERVICE

POLICIES & PROCEDURES

HOW TO START
To begin, you will need to fill out a court-ordered community service application either through our website or by filling out a hard copy at the Food Bank. After you have applied, we will conduct a background check and contact you to either discuss orientation times or possibly decline your application based on previous charges. Once your application is accepted, you may attend an orientation session that takes place every Wednesday night from 4:00-5:00pm at the Food Bank. After this, you may begin scheduling hours.

CONTACT INFORMATION & DOCUMENTATION
You must provide the NEIFB with your Parole Officer’s name and contact information, the number of hours needed to complete, and a valid ID to photocopy. If there is additional paperwork regarding tracking hours, please present those documents to the Individual Volunteer Coordinator up front. When you need documentation of your hours, the Individual Volunteer Coordinator will print them off. If you need hours printed off, please let Individual Volunteer Coordinator know 24 hours prior to your shift.

SIGNING IN AND REPORTING
When you arrive at the Food Bank, you will need to sign in on the iPad using your volunteer code. If you are unsure of your code or forget, you may ask the front desk or the Individual Volunteer Coordinator. You may not sign in on the paper sheet unless the iPad is out of order. If this is the case, please sign in with the Individual Volunteer Coordinator. If you sign in on the clipboard when not necessary, your hours for that day will not count towards your community service. All community service volunteers must let the Individual Volunteer Coordinator know they have arrived, and if they are not available, please report to the Administrative Assistant at the front desk. From there, we will page our Operations Manager to come get you. The Operations Manager will direct you to your assigned duties from there.

SCHEDULING
When signing up for Community Service hours, you MUST schedule yourself in the court-ordered community service slot. Community Service Volunteers are not allowed to show up without notice, so please make sure you sign-up ahead of time. If you cannot volunteer during your scheduled time, please let the NEIFB know by 3:00pm the day before your scheduled volunteer slot.

After the second time of any of the following, you will be removed from the schedule and you may not complete your community service hours at the NEIFB:
- Not showing up for your shift
- Late for shift
- Leaving shift early without notifying supervisor
- Disappearing during shift
- Taking a break without informing your supervisor first

Please show up on time for your scheduled shift, and equally do not show up too early because we will not send you back until your scheduled time. If you do not have access to a computer, you may write down available days and hours to give them to the Individual Volunteer Coordinator. Be aware that some tasks may require cleaning, lifting, pushing/pulling, various warehouse duties, and standing on your feet for long periods of time. Accommodations for these tasks are very rare and up to the discretion of the employees of the NEIFB.

UNACCEPTABLE OFFENSES
To ensure a safe environment for all at the Food Bank, certain safeguards must be put in place regarding court-ordered community service. If you are being charged, pleading guilty to, or have been found guilty of any of the following offenses, you may not complete your community service hours at the NEIFB.

Offenses not allowed:
- Assault/aggravated assault
- Battery
- Kidnapping
- Sexual abuse/assault
- Domestic violence
- Rape
- Murder

Fulfilling community service hours with the NEIFB is a privilege that may be revoked at any time if the staff feels necessary. We reserve the right to dismiss participants if they are in any way unproductive, disruptive, or in any other way negatively impacting the accomplishments of the daily goals. We want you to get the most out of your volunteer hours, and feel a sense of pride in the work you do here. If you would like to return after your hours are completed to volunteer regularly, we highly encourage it!

If you have questions regarding anything stated above, please contact the Individual Volunteer Coordinator.
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 Team. 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.
OUR VOLUNTEER INCENTIVE PROGRAM (VIP) AIMS TO SHOW OUR APPRECIATION FOR THE WORK YOU DO FOR US.

QUARTERLY RAFFLE

After every quarter, we will do a raffle drawing to give our volunteers a chance to win a prize for their hours. At the end of March, June, September, and December, we will draw from our volunteers who have given at least 10 hours that quarter. For every 10 hours you give us, you get 1 entry in the drawing (up to 10 entries total). You may only win one prize per year.

Certain regulations apply to the Volunteer Incentive Program. Contact the Individual Volunteer Coordinator for more information.
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. 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.
# NORTHEAST IOWA FOOD BANK
## BOARD OF DIRECTORS

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