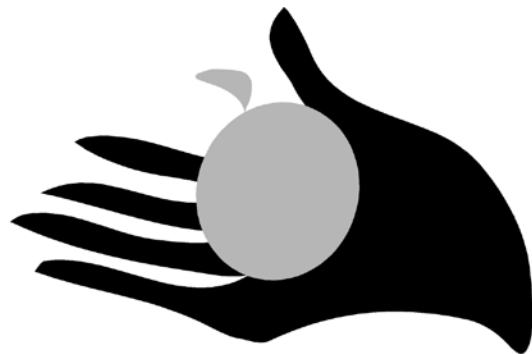


Volunteer Handbook



**MID-SOUTH
FOOD
BANK**
FEEDING THE NEED



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Welcome to Mid-South Food Bank

Thank you for your interest in volunteering at Mid-South Food Bank. Volunteers are vital to the Food Bank and the agencies we serve. Your efforts will help feed hungry people in the Mid-South whether you provide administrative support, work in our warehouse sorting food, represent the Food Bank at a special event, fill backpacks for hungry children, clean and organize shelves in our agency shopping area, or help serve meals at Kids Cafe.

Please read through the enclosed material and complete the appropriate Volunteer Agreement Form on page 25 and 26 of the handbook. The agreement form needs to be turned in to me prior to your date of service.

We are grateful for your participation in our services, projects, and events. Mid-South Food Bank is able to provide quality services due to the support of volunteers. Thank you for helping to fight hunger in the Mid-South.

Sincerely,

A handwritten signature in cursive script that reads "Paula Rushing".

Paula Rushing
Volunteer Coordinator
901-373-0400 phone
901-528-1172 fax

Mission Statement

Mid-South Food Bank's mission is to fight hunger through the efficient collection and distribution of wholesome food, and through education and advocacy.

2013 Special Events Calendar

Kids Kan

Shelby County Schools, February 11th through February 15th
Memphis City Schools, February 18th through February 23rd
Catholic Diocese Schools, February 18th through February 23rd

NALC's "Stamp out Hunger"

Saturday, May 11th

Operation Feed

Monday, May 20st through Friday, July 26th

Operation Feed Finale

Friday, August 23rd

Hunger Action Month

Monday, September 3rd through Friday, September 27th

Mid-South Food Bank Miles for Meals 5k

Saturday, September 14th (approximately 50 volunteers needed on this date)

Student Food Drive

Friday, November 1st through Friday, November 29th

Action News 5 Holiday Food Drive

Wednesday, December 4th (approximately 100 volunteers needed on this date at 6 different locations)

The special events mentioned above do not necessarily need volunteers on these specific dates. At the end of each food drive volunteer groups are needed at our receiving warehouse to inspect, sort, and package food. The day after we have a volunteer group at the receiving warehouse, volunteers are needed to help stock the shelves in the Agency Shopping Area.

Mid-South Food Bank

Background

Mid-South Food Bank was founded in 1981. It became a member of *Feeding America*, the national food bank network in 1982. In 1988 the Food Bank moved to its current facility at 239 S. Dudley. Mid-South Food Bank serves non-profit agencies and the church equivalent in 31 Mid-South counties. These agencies include food pantries, soup kitchens, shelters, youth programs, senior programs, rehabilitation and residential centers.

Mid-South Food Bank receives, stores and distributes food and other non-grocery items. Food donors include food manufacturers, wholesalers, brokers, retailers, and individuals. Mid-South Food Bank also purchases food from a variety of wholesale sources.

Volume

Mid-South Food Bank distributed 12.1 million pounds of food and grocery items in 2012, the equivalent of approximately 10 million meals. In its 31 years, Mid-South Food Bank has distributed more than 259 million pounds of food and other groceries. Mid-South Food Bank's emergency food agencies (pantries, soup kitchens and shelters), provides food to 186,500 different people each year. 62,000 of these recipients are children. 21,000 different people a week depend on food from Mid-South Food Bank for their very next meal.

Funding

Mid-South Food Bank receives funding from individuals, businesses, corporate and private foundations, civic organizations, religious groups, participating agencies, and government grants. For every budget dollar, 96 cents (including the value of all donated food) goes directly to Food Bank programs.

Accreditation & Affiliation

The Food Bank is a 501(c)(3) not-for-profit corporation registered as tax-exempt with the Internal Revenue Service. Mid-South Food Bank is one of more than 200 food banks and food rescue organizations affiliated with Feeding America, the nation's largest hunger-relief organization.

Mid-South Food Bank's Feeding Initiatives

The One Goal Objective

During the 2012 Feeding America Network Summit, the chairman of the national council asked member food banks to commit to One Goal: Reduce the national meal gap by providing 3.63 billion meals annually by FY 2018. This goal was based on the need for additional meals identified by the *Map the Meal Gap* hunger study and other indicators that showed an 8.4 billion meal gap in America every year for the 48.8 million Americans that are food insecure.

As a Feeding America member, Mid-South Food Bank has committed to reduce the meal gap in our 31-county service area. Our One Goal is 19 million meals by FY 2018, an increase of nearly eight percent a year. Our first step toward our One Goal was realigning and refreshing our strategic plan.

Mid-South Food Bank must diversify our sources for food and increase awareness of the problem of food insecurity and hunger in the communities we serve. Among the strategies to find additional food sources, we will look at the recoverable surplus that is still available from food manufacturers, distributors, agribusinesses and farmers, with an emphasis on increasing fresh produce. We will also

seek to expand our retail pick-up program with increased store yields and penetration. Mid-South Food Bank is developing its own local opportunities and strategies, but working with Feeding America to share the common challenges will help us in our planning and analysis as we move forward to accomplish our share of the One Goal.

Mid-South Food Bank Feeding Initiatives: Feeding Children, Feeding Families, Feeding Seniors

In realigning our strategic focus, Mid-South Food Bank has adopted a comprehensive approach to solving the problem of food insecurity and hunger through three key initiatives: Feeding Children, Feeding Families and Feeding Seniors. These initiatives, derived from our mission to fight hunger through the efficient collection and distribution of wholesome food and through education and advocacy, will help move people from hunger to health.

Feeding Children

In Mid-South Food Bank's service area, nearly 23 percent of children are food insecure, according to the 2012 *Map the Meal Gap* hunger study. There is a critical connection between childhood nutrition and cognitive and physical development. Even short-term nutritional deficiency can impact a child's health and ability to learn. Mid-South Food Bank serves children in our region by distributing food through its partner agencies, and through two child hunger programs: Kids Cafe and the Food for Kids Backpack Program

Three Kids Cafes provide nutritious meals twice a week in a safe environment, where children are served by volunteers and have an opportunity to learn the importance of nutritious eating. The Food for Kids Backpack program provides a backpack filled with nutritious, child-friendly food for children to take home for the weekend. Each backpack contains six complete meals and some fun, nutrition information activities.

Feeding Families

According to *Map the Meal Gap*, more than one in five households in the Mid-South is food insecure, meaning they have limited or uncertain access to sufficient nutritious food to be healthy. Mid-South Food Bank partner agencies serve clients in rural, urban and suburban areas with more than one-third of households including at least one working adult.

The majority of food recipients are reached through the two programs that fall under the Feeding Families initiative: Hunger's Hope and the Mobile Pantry. Hunger's Hope, our largest program, distributes food and other groceries through our network of partner agencies, which include food pantries, soup kitchens, shelters, youth programs, senior programs, rehabilitation and residential centers. Our agencies are able to access the nutritious food their clients need by our ability to procure millions of pounds of food and other grocery items every year. The Mobile Pantry provides direct delivery of fresh produce, frozen meat and other perishable foods on a regular basis to designated, underserved communities.

Feeding Seniors

In the last regional hunger study, *Hunger in the Mid-South 2010*, 10 percent of those receiving assistance from our partner food pantries, soup kitchens and shelter were seniors over age 65. That is nearly 19,000 seniors. With the change in demographics in recent years, we expect the next study, due out in 2014, will show a significant rise in the number of seniors struggling with food insecurity. We anticipate an increase of 30,000 seniors just in Shelby and nearby counties, with an 18 percent increase in Shelby County alone. Mississippi ranks number one in senior hunger. Tennessee is number five and Arkansas is number three. The problems associated with food insecurity for seniors include higher rates of poor health and what is now called "senior frailty," which can lead to serious illnesses related to poor

nutrition. Seniors are the fastest growing group of food insecure individuals. Through our Hunger's Hope and Mobile Pantry programs, Mid-South Food Bank distributes food to seniors.

In Shelby County, we partner with state and federal governments to provide food assistance through The Emergency Food Assistance Program (TEFAP). These government commodities are distributed, in large part, to senior high rises and other senior apartment complexes and centers. In addition to the food offered through TEFAP, Mid-South Food Bank provides fresh produce and other perishable items to enhance the nutritional value of the food distributed to seniors.

During our five to eight-year strategic plan period, Mid-South Food Bank will work through these initiatives to meet the growing need for food assistance.

Feed the Need Scan Card Program

The Mid-South Food Bank reaches out to the community for support through its Feed the Need scan card program. Grocery store shoppers can donate to the Mid-South Food Bank's fight to end hunger. Donations are available as \$1, \$2, and \$5 scan cards. Currently 101 stores scan cards totaling over 1,050 check-out lanes. These scan card display in check-out lanes are maintained by Food Bank volunteers only. Because of these volunteers' dedicated service, an average of \$200,000 is generated annually from scan card donations.

Disaster Relief

Mid-South Food Bank is a key disaster relief agency, helping supply food in the Mid-South during emergency situations. Most recently, Mid-South Food Bank distributed disaster relief grocery items following the flooding of the Mississippi River and spring tornados.

Policies and Practices

Hours of Operation

Mid-South Food Bank is open from 8:00 am to 5:00 pm Monday through Friday.

Equal Opportunity

It is the policy of Mid-South Food Bank not to discriminate against any volunteer or volunteer applicant because of age, race, color, creed, religion, sex, sexual orientation, disability, or national origin.

Harassment Policy

Mid-South Food Bank prohibits any form of unlawful harassment based on race, color, religion, creed, sex, age, national origin, marital status, sexual orientation, disability, or veteran status in accordance with applicable laws. With respect to sexual harassment, the Food Bank strives to foster a work environment free of unlawful sex discrimination, sexual harassment, or retaliation. Sexual harassment includes unwelcome and/or unsolicited sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

Any volunteer who believes he/she has been harassed should immediately notify his/her supervisor or the volunteer coordinator. All complaints and related information will be investigated and kept confidential to the extent possible.

Drug-Free Environment

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

Smoking

Mid-South Food Bank is a non-smoking facility and a food distributor. Per the United States Health Department smokers must be 25' away from the entrance to the buildings while smoking.

Break Room

The break room and all of its facilities are available for use by all volunteers. Please wash any dishes you use and clean up after yourself. Please label your items for storage in the break room area.

Safety and Accident Rules

Mid-South Food Bank provides a clean, hazard free, healthy, safe environment in accordance with the Occupational Safety and Health Act of 1970. As a volunteer you should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Your workspace should be kept neat, clean and orderly.

Weapons

It is the policy of Mid-South Food Bank that no unauthorized firearms or weapons are permitted on/in company property. This includes but is not limited to, disabling tear gas dispensers (and similar disabling devices), guns, starting pistols, flare pistols, and pocket or hunting knife with a blade exceeding three (3) inches in length, and other objects that are intended for use as a weapon.

Hours of Work for Volunteers

Mid-South Food Bank has designated volunteer shifts for each department. Most volunteer opportunities take place during the Food Bank's normal business hours. The Food Bank also has volunteer opportunities with special events on nights and weekends. Each volunteer schedules their

service shifts with the volunteer coordinator. Volunteers are to begin their service at the designated shift time. This enables our staff to disburse work once per shift.

Volunteer Orientation

Group volunteers receive a volunteer orientation, training and Food Bank presentation on the group's day of service. Individual volunteers are required to attend one of the Food Bank's monthly scheduled volunteer orientations. Volunteer orientations are provided on the first Monday and the fourth Thursday of each month. Volunteers must schedule to attend an orientation with the volunteer coordinator.

Volunteers are encouraged to take on new challenges if so desired. However, opportunities are never forced upon the volunteer.

Mid-South Food Bank staff members who serve as volunteer supervisors 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, processes, or people that they may encounter while performing volunteer work. Volunteers will be trained and equipped in methods to deal with all identified risks.

Absenteeism and Substitution

Volunteers are expected to perform their duties as scheduled. When a volunteer expects to be absent from a scheduled day, the volunteer should contact their supervisor as far in advance as possible. Continual absenteeism will result in a review of the volunteer's work assignment. If you will be late or absent, contact your supervisor directly.

Review, Evaluation, and Termination of Volunteer Service

Each volunteer is asked to complete a volunteer evaluation form. The Food Bank welcomes new ideas from volunteers.

Volunteers are encouraged to tell his/her supervisor or the Volunteer Coordinator any issues concerning volunteer matters.

If at any time a volunteer or the Food Bank is in conflict over a Food Bank volunteer position, staff or volunteer behavior, and/or general problem, Mid-South 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 discontinue volunteering at the Food Bank.

Volunteers who do not adhere to the rules and procedures of Mid-South Food Bank, or who fail to satisfactorily perform their volunteer assignment, may be subject to dismissal. Possible grounds for dismissal include, but are not limited to, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property including food or other donated items, misuse of organization equipment or materials, abuse or mistreatment of clients or coworkers, failure to abide by organization policies and procedures, failure to meet mental or physical standards of performance, and failure to satisfactorily perform assigned duties.

Records

Every volunteer is entered into Mid-South Food Bank's volunteer database to record each activity and the number of hours. Please notify the Volunteer Coordinator with any change of address, phone, and email. If you would like a copy of your volunteer record ask the Volunteer Coordinator.

Benefits

Each year all volunteers are celebrated during National Volunteer Recognition Week in April. Throughout the year, thank you letters are given for different projects and volunteer involvement. 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 Mid-South Food Bank, please refer them to the VP of Communications. If a media representative approaches you while on Food Bank property or at a Food Bank event, please refrain from answering any questions or sharing your opinions on a Food Bank matter. Refer all media to the VP of Communications.

Childcare

Children may not accompany volunteers during volunteer service. Parents wishing for their school-aged children to work alongside them when volunteering must receive prior permission from the Volunteer Coordinator. The Food Bank requires that children be a minimum of 10 years old to volunteer. Children 10 to 15 years old must have one adult chaperone for every five children.

Inclement Weather

In the event of inclement weather, use your best judgment. If you do not feel safe traveling to the Food Bank contact your supervisor. The Food Bank may close due to inclement weather. Call the front desk at 901.527.0841 for more information. If the Food Bank is closed a recording will be provided.

First Aid/Emergency Procedures

First Aid Kits are located in the front office on Dudley, the warehouse manager's offices, and the agency shopping area. In the event someone is in need of first aid, direct them to one of the first aid stations. In the event of an accident or injury, notify a staff person immediately. Call 911 for an emergency.

If you are injured, report your injury to your supervisor. You may be asked to fill out an accident report.

Parking

Free parking is available in the parking lot directly across the street from Mid-South Food Bank, 239 S. Dudley. The parking lot is made available to us by Memphis Surgery Center. Enter and exit this lot either from Dudley or Eastmoreland. Volunteer groups are not to congregate in this parking lot as it disturbs patients recovering from surgery at the center. Instead volunteer groups with buses or vans are to park in the fenced in parking lot on the south side of the Food Bank. Please help us be a good neighbor.

Parking at our receiving warehouse, 1269 Heistan Place is limited. Do not block the dock doors during the week. Parking is available on Heistan Place as well as in our parking lot.

Volunteer Youth Groups

Youth must be a minimum of 10 years old to volunteer at Mid-South Food Bank with a chaperone.

The Food Bank has a very limited staff, so increasing efficiency in our volunteer projects is an important component in meeting our aggressive goals focused on fighting food insecurity. When a volunteer youth group helps at the Food Bank, it is extremely important that the youth stay engaged in the assigned project.

For volunteer youth groups, Mid-South Food Bank requires one adult chaperone (21 or older) for every five children 10-15 years old. For children 16-18 years old, the Food Bank requires one adult for every 10 children. The Food Bank must receive a commitment and a signed volunteer chaperone agreement from each chaperone prior to the assigned volunteer date.

The Food Bank is an extremely busy distribution center with shipments arriving daily and forklifts constantly moving about the facilities. Mid-South Food Bank must ensure that your children are safe at each of our facilities. Therefore, we ask that chaperones fill the role below:

- Ensure that your youth are committed to supporting a volunteer project
- Ensure that your team stays on task and focused on the project assignment
- Ensure that your team follows all safety rules, policies and practices of the Food Bank as outlined in the volunteer handbook

The Food Bank is aware that transportation issues can sometimes create problems for a group. If your group is going to be late for their volunteer assignment or needs to cancel your date, contact Paula Rushing at 901.527.0841 as soon as possible. This will enable our staff to efficiently organize their daily tasks to meet our goals to fight hunger.

If your youth group requires volunteer service letters, provide a list of names to Paula Rushing a few days prior to your scheduled volunteer date. Volunteer names can be emailed to prushing@midsouthfoodbank.org.

Volunteers are vital to Mid-South Food Bank. Each volunteer hour of service is equal to the distribution of 44 meals to your community. We could not efficiently distribute food to 31 counties in three states without the help of volunteers. The Food Bank wants each volunteer to take away a special memory, gain new knowledge about hunger in the Mid-South, and know that they helped to feed their community on their day of service.

Hunger's Hope Receiving Warehouse

Description

Volunteers serve one of three ways at our receiving warehouse: inspect, sort, or package donated food into case quantity. Mid-South Food Bank is a busy, working distribution center. Volunteers must be at least 10 years old. One adult chaperone is required for every five children 10-15 years old. One adult chaperone is required for every ten children 16-17 years old.

Scheduling and Sign In

Volunteers are scheduled by the volunteer coordinator and supervised by a staff member. Volunteers must first provide the volunteer department with a volunteer application. Online applications are available on our website www.midsouthfoodbank.org/volunteers. The application will be reviewed and the coordinator will schedule volunteers based on the Food Bank needs and the volunteer's availability. Individual volunteers are to sign-in on the pink volunteer sign-in sheet provided at the site. Group volunteers will have a green sign-in sheet. The group leader is to notate how many volunteers are in your group, record a start time, and the time your group completed the assignment.

Training

Individual volunteers must attend a volunteer orientation prior to first day of service. Orientation includes a brief tour of the Food Bank's facilities, introduction to the staff and a Food Bank presentation. Group volunteers will receive orientation, tour, introduction to the staff and training on day of service. The agency a staff member will meet with all volunteers at the beginning of your volunteer shift to explain the task for the day. Throughout the entire volunteer shift, a staff member will be available to answer questions and address concerns at any and all times.

Rules and Regulations

1. Volunteers must wear ID badges throughout the Food Bank (except in the lobby).
2. Volunteers must wash hands in the designated hand washing sink prior to working and additionally as needed.
3. All volunteers must wear close-toed shoes (no sandals)
4. No throwing or tossing cans or other products
5. Volunteers are expected to remain in the assigned sorting area
6. No driving forklifts or riding on pallet jacks
7. No running or playing on pallets
8. No riding or playing on grocery carts
9. No eating or drinking in the warehouse
10. Always place pallets securely on the ground
11. Always be aware of moving forklifts, pallet jacks, etc.
12. Do not remove any item, including food, from the Food Bank
13. Cell phones and head phones may not be used in the warehouse
14. Do not eat donated products. Remember the food you are sorting has been donated to the Food Bank for distribution to our member agencies
15. Food cannot be on the floor per health regulations, not even if the food is in a box or another container, there must be a pallet or an additional container between the food and the floor
16. Keep the aisles open for forklift traffic
17. Pest activity and spills need to be reported to the Volunteer Coordinator or Warehouse Staff.
18. Keep yourself and others healthy. Any open wounds should be properly dressed. Please stay home if you are sick and/or have a communicable illness.

Food Salvage Guidelines

Food Banks must follow strict guidelines provided by the Food and Drug Administration, the health department, and the Good Samaritan law. At times, volunteers have commented on the waste they observe. The appearance of waste is either an indication of possible contamination, following FDA guidelines, or part of our reclaim/salvage program. The following is an example of salvage: A pallet of jam is delivered to a local grocer. Upon inspection, the grocer refuses the pallet because many of the jars are broken. The truck line contacts the Food Bank and offers the jam as a donation. Our staff and volunteers break down the pallet, clean jam off of the jars, throw away any damaged product, and then provide jam to our clients. About 50% of reclaim/salvage will be thrown away.

Volunteers will inspect, pre-sort, and repair product if necessary.

1. First check the box that product arrived in for any signs of contamination, leaks, broken glass, etc.
2. It is the law that food must be kept separately from chemicals. Check to make sure no cleaning products/chemicals have been mixed with food. Chemicals will not contaminate steel cans. If cleaning products have been mixed with food other than canned products the entire contents of the box must be discarded. Canned products can be sanitized with soap and water.
3. Check the dates on all products. Products are good beyond “best if used by” dates. The Food Bank will accept dates of one year from the printed “best if used by” date. Some products have a date code. Accept all products with date codes.
4. As the food is inspected, clean off with hot soapy water and rag if needed.
5. All labels must have the name of the **product, maker, ingredients, and weight** on it. A label can be torn and acceptable if you can read the name of the product, maker, ingredients and weight. If a label is loose, tape it back on.

How to determine whether a food product is suitable to keep

Steel Cans

Put can in the designated area for damages if it:

- ✓ is overly dented
- ✓ contains several large dents
- ✓ is dented along the seam of the can
- ✓ is dented along the rim of the can
- ✓ has one or both rims bent to the point that they are touching the side of the can (metal touching metal)
- ✓ contains dents with sharp corners
- ✓ is missing a label or missing the part of the label which has the ingredients list
- ✓ is leaking or has leaked
- ✓ is puffy or bulging (this is a sign of contamination)
- ✓ will not roll or stack
- ✓ Has rust:
 - that cannot be wiped off
 - that has created holes in the can
 - that is present on both sides of the can so that rust would get into the food if the can was opened

Depressions in the can could be ok. If there is a smooth depression in a can that is not along a seam it is acceptable.

Plastic Peanut Butter Jars

Throw away if the:

- ✓ safety seal has been broken or tampered with
- ✓ jar is cracked or broken
- ✓ jar contains mold, discoloration, curdling or foreign objects

Glass Jars/Bottles

Throw away if the:

- ✓ safety seal has been broken or tampered with
- ✓ glass is cracked or broken
- ✓ jar or bottle contains mold, discoloration, curdling or foreign objects

Boxes (Cereals, Grains, Beans, Pasta)

If there is no inner package (box alone), the box must be undamaged and unopened

- ✓ If damaged or opened, throw out

If outer box (with inner package) is open, check inner package:

- ✓ If inner package is unopened and unopened, place back in box and tape box closed
- ✓ If torn, throw out

Bags (Cereals, Grains, Beans, Pasta)

- ✓ Bags must be intact, unopened AND have a label describing the contents.

If not, throw out. Bags that have been taped have been torn, throw out.

All damaged food (other than cans) is to be thrown away in the large, blue garbage cans designated for food only.

Don't get too caught up in wondering if a product is acceptable.

The rule is: when in doubt throw it out!

BackPack Volunteers

Description

BackPack volunteers sort, categorize, and assemble boxes of single-serve wholesome food items for distribution to needy children. These boxes are then picked up by agencies and distributed in backpacks every Friday to eligible children enrolled in the BackPack program. These take-home meals feed hungry children over the course of the weekend, when school meals are not available to them. BackPack volunteers include corporate and community based groups, as well as individuals. The BackPack program takes place in the Child Hunger Department. In the event of a large group of volunteers, volunteers will be asked to assemble boxes in the warehouse, as a result of limited space. In order to sort and assemble food items for the BackPack program, volunteers must be at least 16 years old to volunteer without a chaperone.

Scheduling and Sign-In

Volunteers are scheduled by the volunteer coordinator and supervised by the BackPack coordinator. Volunteers must first provide a volunteer application before scheduling. Online applications are found on our website at www.midsouthfoodbank.org/volunteers. Individual volunteers sign-in on the pink volunteer sign-in sheet, located in the lobby. Group volunteer leaders are to sign-in the group on the green sign-in sheets notating the number of volunteers in your group, time your group arrived, and the time you completed your assignment.

Training

Individual volunteers must attend a volunteer orientation prior to first day of service. Orientation includes a brief tour of the Food Bank's facilities as well as the Child Hunger Program, introduction to the staff and a Food Bank presentation. Group volunteers will receive orientation, tour, introduction to the staff and training on day of service. A staff member will meet with all volunteers at the beginning of your volunteer shift to explain the task for the day. Throughout the entire volunteer shift, a staff member will be available to answer questions and address concerns at any and all times.

Rules and Regulations

1. All volunteers must wear close-toed shoes (no sandals), no short, shorts
2. No throwing or tossing cans or other products
3. Volunteers are expected to remain in the assigned area
4. No running or playing
5. Remain conscious of surroundings
6. Do not consume any food that belongs to the Child Hunger Department or the Food Bank. This food is purchased for the backpacks by corporate sponsors to provide food for hungry children. The other food in our warehouse is for distribution to needy families.
7. Do not remove any item, including food, from the Food Bank
8. Please refrain from using cell phones or head phones during your volunteer shift
9. Volunteers are required to wear a volunteer badge while at the Food Bank

If the coordinator schedules the BackPack volunteer shift to be completed in the warehouse, the following rules also apply:

10. No driving forklifts or riding on pallet jacks
11. No eating or drinking in the warehouse
12. Always be aware of moving forklifts, pallet jacks, etc.

Agency Shopping Area Volunteers

Description

Agency Shopping Area volunteers aid in sorting food items and stocking the shelves of the Food Bank's shopping area, a grocery store for agencies to visit and shop from. This grocery store offers food in smaller increments, rather than in bulk, to agencies serving fewer individuals. In addition to this, agencies also have the opportunity to search for specialty items that may not have been available on the Food Bank's shopping list distributed that week. Food items available in the shopping area have been donated and provided by groceries, wholesale grocers, and individuals. Volunteers will organize the food items that have been delivered, ensure freshness, and monitor quality before supplying the appropriate shelves with designated items. In order to handle and stock food in the Food Bank shopping area, volunteers must be at least 16 years old to volunteer without a chaperone.

Scheduling and Sign-In

Agency Shopping Area volunteers are scheduled by the volunteer coordinator and supervised by the agency shopping area staff. Volunteers must first provide a volunteer application before scheduling. Online applications are found on our website at www.midsouthfoodbank.org/volunteers. Volunteer shifts in the agency shopping area are available Monday through Thursday from 9:00 am – 12:00 pm, 1:00 pm to 4:00 pm and Fridays from 9:00 am – 12:00 pm. Individual volunteers are to sign in and out on the pink volunteer sign-in sheet, located in the front lobby. Group volunteer coordinators are to note on the green group volunteer sign-in sheet the number of volunteers that are in your group, the time you arrived, and the time of your departure from the Food Bank. Agency Shopping Area staff will greet you and escort you to the agency shopping area.

Training

Individual volunteers must attend a volunteer orientation prior to first day of service. Orientation includes a brief tour of the Food Bank's facilities as well as the agency shopping area, introduction to the staff and a Food Bank presentation. Group volunteers will receive orientation, tour, introduction to the staff and training on day of service. The agency shopping area staff will meet with all volunteers at the beginning of your volunteer shift to explain the task for the day. Throughout the entire volunteer shift, a staff member will be available to answer questions and address concerns at any and all times.

Rules and Regulations

1. Must wear closed-toe shoes
2. Shorts are ok, but no short, shorts
3. No throwing or tossing cans or other food items
4. Volunteers are expected to remain in the assigned area
5. No running or playing
6. Remain conscious of surroundings
7. Do not consume any Food Bank food item. Remember the food you are working with has been donated to the Food Bank for distribution to our member agencies.
8. Do not remove any item, including food, from the Food Bank
9. Cell phones should be turned off or muted and not used during the volunteer shift
10. Volunteers are required to wear volunteer tags during shift

Feed the Need Scan Card Program Volunteers

Description

Mid-South Food Bank's Feed the Need Scan Card program is based out of grocery stores throughout the Mid-South area. Grocery store shoppers can donate to the Mid-South Food Bank's fight to end hunger as they proceed through the check-out lanes. Donations are available in the form of \$1, \$2, and \$5 scan cards, which will each provide much-needed food assistance directly to hungry people, residing in the Mid-South. Currently, the Food Bank utilizes 101 stores from which scan cards can be scanned, totaling over 1,050 check-out lanes. Volunteers are continuously helping the Food Bank by stocking, maintaining, and overseeing these scan card displays.

Due to the large volume of stores and check-out lanes as a result, volunteers are categorized by geographic location. Volunteers are responsible for servicing a list of particular grocery stores that will be conducive to their schedule and general area of transit. The Food Bank will supply volunteers with materials needed for the display, including the actual donation scan cards, point of purchase display card, and the holder itself. Each store's check-out lanes must be serviced one time a month. At this point, the volunteer should submit a mileage report to the Food Bank, and the Food Bank will reimburse the individual for the cost of travel by the following Friday.

In order to participate in the Feeding the Need Scan Card program, volunteers must possess a valid driver's license as well as proof of insurance. Additionally, the volunteer will be asked to sign and submit a Hold Harmless waiver form to Mid-South Food Bank.

Scheduling

Feeding the Need Scan Card program volunteers must first apply for the volunteer positions with a volunteer application. David Stephens, the Food Bank's Vice President of Community Relations, will interview volunteers and then will assign the volunteer a list of designated stores after review. The hours are completely flexible in conjunction with the volunteer's schedule, as long as the once-a-month service check-up has been completed for each lane of all stores assigned. All hours should be documented and submitted along with the monthly mileage reports to the volunteer coordinator, Paula Rushing, by telephone or e-mail.

Training

Volunteer training for the Feeding the Need Scan Card program will be provided by David Stephens. An outline of responsibilities, procedures, and regulations will be detailed. All supplies and necessary display materials will be allotted to the volunteer by the Food Bank. Throughout the volunteer's store visits and lane servicing, David Stephens will be available to answer questions and address concerns at any and all times regarding duties and supply matters. Volunteers can reach David at 901.497.1153.

Rules and Regulations

1. Volunteers are expected to possess a valid driver's license as well as proof of insurance
2. Volunteers are responsible for maintenance of all displays in listed stores
3. Each store's individual lanes should be serviced one time a month
4. All displays should remain well-stocked
5. Mileage reports and documentation of hours should be submitted monthly to Mid-South Food Bank

Administrative Volunteers

Description

Administrative volunteers complete a variety of tasks, including light office work, computer research, mailings, and more. (If you have special skills, i.e. computer skills, internet or website experience, etc., please let the volunteer coordinator know.)

Scheduling and Sign In

Administrative volunteers are scheduled by the volunteer coordinator and supervised by an assigned staff member in the area you are volunteering. Volunteers must first provide a volunteer application before scheduling. Online volunteer applications are found on our website at www.midsouthfoodbank.org/volunteers. Individual volunteers are to sign in and out on the pink volunteer sign-in sheet, located in the front lobby.

Training

Administrative volunteers must attend a volunteer orientation prior to first day of service. Orientation includes a brief tour of the Food Bank's facilities, introduction to the staff and a Food Bank presentation. Training will be provided by a staff member on first day of service. The Mid-South Food Bank staff and experienced volunteers are available to answer questions throughout your shift.

Rules and Regulations

1. Due to the sensitivity of the donor information collected (e.g. giving history, personal contact information, payment information etc.) by Mid-South Food Bank, administrative volunteers will sign a confidentiality agreement.
2. Mid-South Food Bank computers are designated for work only. At no time is it appropriate to check emails or use the internet for personal use.
3. Don't lift items that are too heavy. Always ask for assistance.
4. Please do not operate any equipment or computers without the proper training or permission from your supervisor.
5. No running in the building.
6. If you have questions about your volunteer task, please ask! We are here to work with you.
7. Do not remove any item, including food and office supplies, from the Food Bank.
8. Cell phones should be turned off or on mute during volunteer shifts.
9. Volunteers are required to wear volunteer badges during shift

Kids Cafe Volunteers

Description

Kids Cafe is program of Feeding America, the national food bank network. The concept of Kids Cafe is to serve well-balanced, nutritious meals to children in a restaurant setting allowing them to have as many helpings of food as they desire and to teach the children about nutrition. Mid-South Food Bank needs volunteers to not only serve the children but to encourage, interact, and uplift the children.

Kids Cafe volunteers need to enjoy interacting with children and possess a positive uplifting attitude. Please remember that working with children can be a very noisy experience. If you do not enjoy a high level of noise in your work environment this may not be the opportunity for you.

The children at Kids Cafe are between 6 and 18 years old. The hot, nutritious meal they receive at Kids Cafe will most likely be their last full meal of the day and the most nutritious meal.

Basic Volunteer Duties (Some exceptions apply to different locations)

- Setup of tables and chairs
- Help cleanup of the kitchen as staff prepares the meal, e.g. keep the counters clean, wash dishes
- Runners are needed to go to the onsite pantry and food ingredients or other items as needed for meal
- Setup of place settings on the tables
- Serve meals to children, once every child is served then deserts are served
- Help cleanup and breakdown of tables, chairs and kitchen area

Scheduling and Sign-In

Kids Cafe volunteers are scheduled by the volunteer coordinator and supervised by the Child Hunger manager. Volunteers must first provide a volunteer application before scheduling. Online applications are found on our website at www.midsouthfoodbank.org/volunteers. All volunteers are to sign in and out of the volunteer log at each site.

Kids Cafe closes in mid May then reopens the first week of June. Meal service moves from late afternoon to lunch time. Kids Cafe summer service closes at the end of July and reopens in mid August. Meal service moves from lunch time to late afternoon.

Training

Individual volunteers must be a minimum of 18 years old and must attend a volunteer orientation prior to first day of service. Orientation includes a brief tour of the Food Bank's facilities, introduction to the staff and a Food Bank presentation. Group volunteers will receive orientation, tour, introduction to the staff and training on day of service. Volunteer groups should be a minimum of 18 years old. Throughout the entire volunteer shift, a staff member or head cook will be available to answer questions and address concerns at any and all times.

If possible a staff member will be on site to provide a tour, introduce the staff, and train. If a staff member is not on site the head cook will provide volunteers with step by step training as needed. Volunteers are to go to the kitchen when they arrive for training and instructions.

Rules and Requirements

1. No giving money to children
2. Address children by name if possible
3. If a child is rude or disrespectful to you please do not address the child but take the matter to the director to address.
4. Never put your hands on a child

5. Interact, encourage, and support children
6. Teach etiquette and nutrition whenever provided with an opportunity
7. Wear gloves, apron, and hairnet provided by Kids Cafe

Each location of Kids Cafe is unique. Below is a list of the three locations, point of contact at each location, and unique instructions. Tasha McCraven is the Child Hunger manager for Mid-South Food Bank.

Girl's Inc. – Bridges Chandler Kids Cafe, Tuesdays & Wednesdays

Summer volunteer hours: 11:00 am – 2:00 pm, August-May volunteer hours: 4:00 pm – 5:30 pm

686 N. 7th Street

901.527.4475

Director: Dora Harris

Head cook: Willie Mae Hayes

- Volunteers will report to Willie Mae Hayes
- Nutrition lesson is taught by staff
- Parking is not an issue at this location.
- Approximately 85 girls served daily
- Staff sets the tables with the proper center pieces and utensils

Buckman Boy's & Girls Club, Tuesdays & Wednesdays

Summer volunteer hours: 11:00 am – 2:00 pm, August – May volunteer hours 4:30 pm – 6:00 pm

1100 Vollintine

901.527.7994

Director: Tyrone Drakeford & Steve Davis

Head cook: Lantrese Hampton

- Volunteers will report to Lantrese Hampton
- Approximately 60 children served daily
- Nutrition lesson is taught by Mrs. Torry Hughes of Memphis City Schools
- The dining room is small at this site so the children are divided into two groups: ages 6-11 are served at 4:30 pm and ages 12-18 are served at 5:00 pm.
- Once the children have finished their meal, volunteers are responsible for putting the chairs up, sweeping and mopping the dining room and cleaning off the tables

Porter – Goodwill Boys & Girls Club, Wednesdays & Thursdays

Summer volunteer hours 11:00 am – 2:00 pm, August – May volunteer hours: 4:00 pm – 5:30 pm

620 South Lauderdale

901.946.9222

Director: Antonio Harris

Cook: Karen Winston

- Volunteers report to Karen Winston
- Nutrition lesson is taught by Ms. C or Southwest Students
- Volunteers help serve meals
- After the children have been fed, volunteers are responsible for putting the chairs up, sweeping and mopping the dining room and cleaning off the tables
- Approximately 120-160 kids served daily

TEFAP Volunteers
The Emergency Food Assistance Program
(Government Commodities)

Description

Volunteers assist on an as needed basis to help register new clients for the TEFAP program. This volunteer activity requires a short pre-training session with the TEFAP department. Registering clients is performed off site. Another TEFAP volunteer activity is helping to pack boxes of product at our receiving warehouse on specific dates.

Scheduling and Sign In

TEFAP volunteers are scheduled by the volunteer coordinator. Every volunteer activity will have a pink sheet for volunteers to sign in. Volunteers need to sign in and out and wear a volunteer tag at the activity.

Training

Training for registering new clients requires a short training session at the Mid-South Food Bank prior to registration date(s). For volunteers packing TEFAP boxes, training will be provided at the beginning of the shift. A Mid-South Food Bank staff member will be available at all times to answer questions and assist the volunteers.

Rules and Regulations

1. Do not lift items that are too heavy. Always ask for assistance.
2. Always be courteous, polite and patient with Food Bank clients.
3. Volunteers are required to wear volunteer tags throughout volunteer shift.
4. No driving of Mid-South Food Bank vehicles
5. No drinking of alcoholic beverages
6. Do not remove any item, including food, from the Food Bank or from a Food Bank event
7. If a media representative approaches you while at a volunteer event or on Food Bank property, please refrain from answering any questions or sharing your opinions on a Food Bank matter. Refer all media to a staff member.
8. Keep yourself and others healthy. Any open wounds should be properly dressed. Please stay home if you are sick and/or have a communicable illness.

Special Event Volunteers

Description

Volunteers are needed to assist with our signature events: Kids Kan, Stamp Out Hunger, Operation Feed, Mid-South Food Bank Run/Walk Fight Hunger, Student Food Drive, Action News 5 Holiday Food Drive and other special events throughout the year. Volunteers representing the Food Bank at an offsite food drive will meet and greet the public and collect food and funds. At other special events volunteers will help setup and disassemble events. Volunteers help sort food as a result of huge food drives like Stamp Out Hunger and Operation Feed. Volunteers must be at least 16 years of age to volunteer without a chaperone.

Scheduling and Sign In

Special event volunteers are scheduled by the volunteer coordinator. Volunteers must first provide a volunteer application before scheduling. Online applications are found on our website at www.midsouthfoodbank.org/volunteers. Volunteer times vary with each event, but are often in the evening and on the weekend. Whether you are offsite or at the Food Bank, volunteers must sign in and sign out on the volunteer time sheet. Volunteer nametags need to be worn during the volunteer shift and can be found alongside the volunteer time sheet.

Training

Volunteer training is held at the beginning of the volunteer shift. The staff member in charge or an experienced volunteer will explain rules, regulations, and procedures for a special event. They will also introduce you to other staff members involved in the special event. A Mid-South Food Bank staff member will remain at the event for the entire time that volunteers are present. If you have any questions ask the onsite staff member.

Rules and Regulations

1. Do not lift items that are too heavy. Always ask for assistance.
2. All volunteers are to remain in their work area
3. No driving Mid-South Food Bank vehicles
4. No drinking of alcoholic beverages
5. Do not remove any item, including food, from the Food Bank or from a Food Bank event
6. If a media representative approaches you while at a special event or on Food Bank property, please refrain from answering any questions or sharing your opinions on a Food Bank matter. Refer all media to a staff member.
7. Always be courteous, friendly and respectful while representing the Food Bank
8. Volunteers are required to wear volunteer badges during shift

Special Project Volunteers

Description

Volunteers assist with special projects throughout the year. Projects vary with need but include painting, cleaning, yard work or special professional skills. Whether you are painting a wall, cleaning a closet, or providing a special skill to Mid-South Food Bank, you are helping to feed your community through the gift of your time. Volunteers must be at least 16 years of age to volunteer without a chaperone.

Scheduling and Sign In

Special project volunteers are scheduled by the volunteer coordinator and supervised by a staff member. Volunteers must first provide a volunteer application before scheduling. Online applications are found on our website at www.midsouthfoodbank.org/volunteers. Volunteers must sign in and sign out on the volunteer time sheet.

Training

Volunteer training is held at the beginning of the volunteer shift. The staff member in charge or an experienced volunteer will explain rules, regulations, and procedures for a special project. They will also introduce you to other staff members involved in the special project. A Mid-South Food Bank staff member will be available at all times to answer questions and assist the volunteer.

Rules and Regulations

1. Do not lift items that are too heavy. Always ask for assistance.
2. All volunteers are to remain in their work area
3. No driving Mid-South Food Bank vehicles
4. No drinking of alcoholic beverages
5. Do not remove any item, including food, from the Food Bank or from a Food Bank event
6. If a media representative approaches you while at a special event or on Food Bank property, please refrain from answering any questions or sharing your opinions on a Food Bank matter. Refer all media to a staff member.
7. Volunteers are required to wear volunteer badges during shift

**Mid-South Food Bank
Individual Volunteer Agreement**

I understand that it is prohibited for volunteers to remove any Mid-South Food Bank product from the warehouse or offices for personal use.

I understand that volunteer service is at will and can be terminated, for any reason, and with or without advance notice, at any time by Mid-South Food Bank or by the volunteer.

I have received a copy of Mid-South Food Bank's Volunteer Handbook. I agree to read the handbook. I understand that for future reference the Volunteer Handbook is on the Food Bank's website, www.midsouthfoodbank.org. I agree to observe present and future company policies and rules outlined in the handbook. The policies stated in this handbook are intended as guidelines for volunteers and are subject to change at the sole discretion of Mid-South Food Bank.

Signature _____ Date _____

Print Name _____

Mid-South Food Bank
Group Volunteer Agreement

As the volunteer coordinator for my group volunteer project, I understand that it is prohibited for volunteers to remove any Mid-South Food Bank product from the warehouse or offices for personal use.

I understand that volunteer service is at will can be terminated, for any reason and with or without advance notice, at any time by Mid-South Food Bank or by the group's volunteer coordinator.

I have received a copy of Mid-South Food Bank's Volunteer Handbook. I agree to read the handbook and share the Food Bank's policies and rules as outlined in the handbook with the volunteers in my group. I understand that for future reference the Volunteer Handbook is on the Food Bank's website, www.midsouthfoodbank.org.

The policies stated in this handbook are intended as guidelines for volunteers and are subject to change at the sole discretion of Mid-South Food Bank.

Volunteers play an important role in Mid-South Food Bank's effort to serve those in need. Your support allows us to better meet the need. Groups need to arrive at or before their scheduled shift time. The Food Bank is aware that transportation issues can sometimes create problems for a group. If your group is going to be late for their volunteer assignment or needs to cancel your date, contact Paula Rushing at 901.301.0806 as soon as possible. This will enable our staff to efficiently organize their daily tasks to meet our goals to fight hunger.

Signature

Date

Print name

Group name

Youth Group Chaperones

Role of the Chaperones

- Ensure that your youth are committed to supporting a volunteer project
- Ensure that your team stays on task and focused on the project assignment
- Ensure that your team follows all safety rules, policies and practices of the Food Bank as outlined in the volunteer handbook during your group project

As a chaperone for a volunteer youth group, I understand and agree to the role of chaperone as defined by Mid-South Food Bank above.

Signature of Chaperone

Yes, I am over 21 years old

Print Name