



301 12th Avenue South
PO Box 222
Buffalo, MN 55313
763-684-1699
www.buffalofoodshelf.com

The Buffalo Food Shelf is a Christian, non-profit, community-based organization serving individuals and families that receive limited financial assistance or are going through a crisis and need help feeding their family.

Volunteer Handbook

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Welcome to the Buffalo Food Shelf

We would like to take this opportunity to tell you how pleased we are that you are able to volunteer and are excited that you are joining our “team”.

The Food Shelf is staffed by part time employees and over 100 volunteers who provide countless hours of faithful service. We are governed by a board of directors and council members representing the churches of Buffalo.

The Buffalo Food Shelf has embraced a standard of excellence, shaping all that we do. To ensure our tradition of excellence in the community, we have adopted the policies and procedures outlined in this manual.

Buffalo Food Shelf Program Description

The Buffalo Food Shelf is a non-profit, community based organization serving individuals and families that receive limited financial assistance or are going through a crisis and need help providing basic needs for their family. Our goal is to provide supplemental food and hygiene items to those in our community that are struggling. Our food shelf strives to coordinate the efforts of many donors with organizing a welcoming place that clients feel comfortable receiving items at no cost or obligation.

Our food shelf is open for general distribution three times a week:

- Tuesdays 6:00 - 8:00 pm
- Thursdays 6:00 - 8:00 pm
- Fridays 10:30 am - 12:30 pm

Our food shelf is also open the first Monday of every month for senior day distribution (age 55 or older). If Senior Day falls on a holiday we will be open the following Monday.

- First Monday 10:30 am - 12:30 pm

During distribution we plan to have approximately eight volunteers to help serve clients. We also have many volunteers that pick-up donations from the community, clean the food shelf, organize the food shelf, and help with special events. We are very proud of and thankful for our volunteers!

The Buffalo Food Shelf serves all people regardless of race, color, national origin, sex, age, gender or disability.

Grievance Policy

The Buffalo Food Shelf aims to resolve problems and grievances promptly and as close to the source as possible with a 4 level process.

Statement of General Principles

- Complaints must be fully described by the person with the grievance.
- The person(s) should be given the full details of the allegations(s) against them.
- The person(s) against whom the grievance/complaint is made will be given the opportunity to respond to the allegation(s).
- Proceedings should be conducted honestly, fairly and without bias.
- Proceedings should not be unduly delayed.

Procedures

The following is a four level process:

1. The Employee/Volunteer/Client attempts to resolve the complaint as close to the source as possible. This level is verbal.
2. The Employee/Volunteer/Client notifies the Executive Director, in writing, as to the substance of the grievance and states the remedy sought. Discussion should be held between Employee/Volunteer/Client and any other relevant party. This level will usually be informal, but either party may request written statements and agreements. This level should not exceed one week.

If the matter is not resolved

3. The Executive Director must refer the matter to the Board of Directors. A grievance taken to this level must be in writing from the Employee/Volunteer/Client. The Executive Director will forward to the Board of Directors any additional information thought relevant. The Executive Director will provide a written response to the Employee/Volunteer/Client. The Executive Director also communicates with any other parties involved or deemed relevant. This level should not exceed one week.

If the matter is still not resolved:

4. The Employee/Volunteer/Client will be advised of his/her rights to pursue the matter with external authorities if they so wish.

Confidentiality Policy

I understand that as a volunteer for the Buffalo Food Shelf, I need to be respectful concerning the privacy of others. Confidentiality must be exercised in all matters regarding the food shelf. (Clients and any information **concerning** them will not be shared or discussed at any time.)

Volunteer Services Procedures

- Tardiness/Illness: Please call the food shelf if you will be arriving late or will not be in for your shift.
- Volunteer Hours: All volunteers must document hours on a sign-in sheet. As a non-profit agency, we are often required to supply verification of volunteer hours.
- Accidents: Report any accidents involving clients, staff or yourself to the Manager immediately.
- Dismissal of a volunteer may take place when the volunteer is unreliable, irresponsible, or disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the Buffalo Food Shelf.

Volunteer Services Policies

- Supervision and training by staff is provided to all volunteers
- The Buffalo Food Shelf is a smoke-free facility.
- Alcohol and drugs are not permitted at the Buffalo Food Shelf, nor prior to your shift.
- Volunteers are allowed beverages during their shift, but it is requested that they are not carried around for personal consumption during client hours.
- Phone usage is allowed for emergency calls only.
- All volunteers are encouraged to wear a name tag when volunteering.
- Proper attire and footwear is required (no sandals).
- Distribution volunteers must be high school age or older.
- For the safety of young children, we ask that they do not come during distribution hours.



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Volunteer Information

Thank you for your interest in volunteering at the food shelf! Please fill out this form, and bring it with you on your first scheduled volunteer shift at the food shelf.

Name _____

Address _____

City _____ State _____ Zip _____

Telephone _____ Email _____

What opportunities are you interested in at the Buffalo Food Shelf?

_____ Distribution/Shopper _____ Desk Person _____ Donation Pickup

_____ Special Events _____ Other

Please read and sign below:

I understand that as a volunteer for the Buffalo Food Shelf, I need to be respectful concerning the privacy of others. Confidentiality must be exercised in all matters regarding the food shelf.

Name _____ Date _____

I understand that I am making a commitment to the Buffalo Food Shelf as a volunteer. I understand that the food shelf relies on my presence.

Name _____ Date _____



WAIVER OF LIABILITY AND PHOTO RELEASE

The undersigned Volunteer has agreed to work as a volunteer for the Buffalo Food Shelf.

As a Volunteer I understand that some of the activities performed by volunteers of the Buffalo Food Shelf involve a risk of injury, including the inherent risks associated with any warehouse activities.

As a Volunteer I hereby expressly release, relinquish, and forever discharge the Buffalo Food Shelf, and their respective successors and representatives (collectively, the "Released Parties"), of and from any and all claims, which the undersigned may have against the Released Parties arising out of volunteer service for the Buffalo Food Shelf and any and all related activities.

<input type="checkbox"/> Yes <input type="checkbox"/> No
--

Volunteer I hereby authorize the Buffalo Food Shelf to use or publish photos of child as they see fit. *I waive any rights and any claims I might have the taking or publishing of any such photos.*

Initial

Please make sure ALL information is filled out for every volunteer with the appropriate signature(s).

PRINT Name and Address of Volunteer:

Name _____
Date

Address _____
Date of Birth (Under Age 18)

City **State** **Zip** _____
Signature of Volunteer

Telephone Number _____
Signature of Parent/Guardian



Volunteer Handbook Acknowledgement

I, _____ have received my copy of the
(Please print name)
Buffalo Food Shelf Volunteer Handbook. I have read and reviewed it with the Volunteer Coordinator and understand the provisions and agreements contained within.

Date

Volunteer Signature

Volunteer Coordinator Signature

