



1884 Whitaker Street ♦ White Bear Lake MN 55110 ♦ 651-407-5310

## VOLUNTEER GUIDE

### Welcome

Welcome to the White Bear Area Food Shelf (WBAFS) team! We are glad to have you on our team as we work to decrease barriers and increase access to healthy and culturally connected food for our neighbors.

The mission of the WBAFS is *to provide food and support to our neighbors in need*. As a volunteer you are vital to the success of that mission and you should know that we place a high value on the time, energy, and passion you bring to your role. You are making a difference in the lives of your neighbors and helping them to navigate through a difficult time. One of our goals is to maintain an open and judgement free environment for neighbors where we provide support with fairness and equity. Your friendly demeanor helps to make the WBAFS a welcoming, comfortable, safe, and enjoyable place for people to find support.

We are proud of the work we do for our neighbors! We hope you will share that pride and will find your volunteer experience at the food shelf rewarding. Although our first focus is providing great service to our neighbors, we also strive to provide a great experience for you as you serve. Please speak with your area lead or me if you have any questions about the Food Shelf or your volunteer role.

*Carol Anibas*

*Volunteer Coordinator*

[carol@whitebearfoodshelf.org](mailto:carol@whitebearfoodshelf.org), 651-433-7286

## **About This Guide**

This Guide is your source for general information about the WBAFS including our programs, policies and procedures, and volunteer information. The contents of this handbook are not offered as a contract and do not constitute a contract between the White Bear Area Food Shelf and any volunteer. This handbook is a guide to familiarize you with a variety of issues. The terms of this handbook are implemented at the sole discretion of the WBAFS and may be withdrawn or changed at any time and without notice. Volunteers are free to terminate their volunteer position at any time and for any reason, and the WBAFS retains the right to terminate an individual's volunteer position at any time. If you have any questions while reviewing this handbook, please contact the Volunteer Coordinator via email at [carol@whitebearfoodshelf.org](mailto:carol@whitebearfoodshelf.org) or by phone at 651.433.7286.

## **Benefits of Volunteering**

By volunteering at the White Bear Area Food Shelf, you'll be helping people in need gain access to healthy food and other resources. You'll help to create a positive experience for someone who is going through a difficult time. In addition to the important service you provide our neighbors, volunteering can help you make new friends and contacts, improve fitness and learn or improve skills.

## **About the White Bear Area Food Shelf**

Our mission is to *provide food and support for our neighbors in need.*

The WBAFS has served as a critical resource to those experiencing food insecurity since 1977. Our services are open to anyone in need, as often as needed. Due to an increase in need and lower barriers to accessing our programs, the number of visitors to the Food Shelf has grown exponentially. In 2024 the Food Shelf is serving over 5,400 visitors each month – a 50% increase over last year. We help provide fresh and culturally connected groceries 5 days a week through our Curbside Market, Community Market and Mobile programs. Additionally, we provide support beyond food through our Community Resource program.

All of this good work is only possible through the close partnerships we have in the surrounding communities – with individuals, schools, businesses, civic organizations, churches and other community groups – and you!

## Our Programs

The donation of your time and energy helps us provide the following services. We are open to anyone and as often as needed.

- ◆ *Community Market:* All are welcome and no appointment is necessary to visit our Community Market location. Neighbors shop in-person and are able to choose from the following items: fresh produce, dairy, meat, bakery, deli, frozen, and non-perishable pantry items. Each week, community partners also offer services from the market (e.g. rental & utility services, mental health, SNAP & WIC benefits, financial literacy). Community Market hours are:

Monday, Tuesday, Wednesday & Friday: 1:00 p.m. – 4:00 p.m.

Volunteer Roles: Market Prep, Welcome, Checkout, Restocking, Flex

- ◆ *Curbside Pick-Up:* All are welcome and no appointment is necessary to visit our Curbside Pick-Up food distributions. Neighbors fill out a food order form and are able to choose from the following items: fresh produce, dairy, frozen meat, and non-perishable pantry items. Curbside Pick-Up hours are:

Monday & Tuesday: 4:00 – 7:00 p.m.

Wednesday, Thursday & Friday: 11:00 a.m. – 2:00 p.m.

Volunteer Roles: Stocking, Greeter, Market, Floater

- ◆ *Mobile Market Distributions:* An opportunity for neighbors to receive food and support at locations throughout the community where need is the greatest. Mobile Markets are offered at various senior apartment buildings throughout the White Bear area, at Century College, and at Manitou Ridge Apartments.
- ◆ *Free Produce Markets:* During the summer months, Free Produce Markets are held on a weekly basis at various locations throughout the community (Willow Lane Elementary, Community of Grace, St. Andrew's Lutheran Church, Podvin Park). At the markets, fresh produce items are delivered to the location by Second Harvest. Volunteers set up the tables with the produce items and keep baskets filled throughout the market.
- ◆ *Garden:* With the assistance of Ramsey County Master Gardeners, a garden is planted and maintained at the food shelf location. The garden is planted, weeded and harvested by volunteers, and then the produce is distributed via the Curbside Pick-Up or Community Market programs.

- ◆ *Weekend KidPack:* 1 in 8 kids in MN don't know where their next meal will come from. KidPacks offer students in need several meal items, snacks and breakfast foods to bring home over the weekend. Parents or guardians of White Bear School District students can register through their school office. KidPacks are brought home by students at the end of the school week. They are assembled and delivered by volunteers.
- ◆ *Community Resources:* Staff are available to help connect neighbors to resources for food, housing, energy assistance, health care, job support, legal advice, and other support as needed. As mentioned above, community partners also offer services from the Community Market location (e.g. mental health, WIC benefits, financial literacy).

### The Food Shelf Staff

Title	Name	Email
Executive Director	Perry Petersen	<a href="mailto:perry@whitebearfoodshelf.org">perry@whitebearfoodshelf.org</a>
Development Manager	Amy McMillen	<a href="mailto:amy@whitebearfoodshelf.org">amy@whitebearfoodshelf.org</a>
Program Manager	Dave Garrity	<a href="mailto:dave@whitebearfoodshelf.org">dave@whitebearfoodshelf.org</a>
Operations Manager	Emily Casselman	<a href="mailto:emily@whitebearfoodshelf.org">emily@whitebearfoodshelf.org</a>
Food Systems Coordinator	Megan Kysylyczyn	<a href="mailto:megank@whitebearfoodshelf.org">megank@whitebearfoodshelf.org</a>
Curbside Market Coordinator	Sean Rathburn	<a href="mailto:sean@whitebearfoodshelf.org">sean@whitebearfoodshelf.org</a>
Community Market Coordinator	Mallory Mitchell	<a href="mailto:mallory@whitebearfoodshelf.org">mallory@whitebearfoodshelf.org</a>
Community Resource Coordinator	Tracy Pierre	<a href="mailto:tracy@whitebearfoodshelf.org">tracy@whitebearfoodshelf.org</a>
Mobile Market Coordinator	Ricky Montanez Cerda	<a href="mailto:ricardo@whitebearfoodshelf.org">ricardo@whitebearfoodshelf.org</a>
Program Assistant	Johanna Johnson	<a href="mailto:johanna@whitebearfoodshelf.org">johanna@whitebearfoodshelf.org</a>
Program Assistant	Christian Soto	<a href="mailto:christian@whitebearfoodshelf.org">christian@whitebearfoodshelf.org</a>
Bookkeeper	Ashley Collins	<a href="mailto:ashley@whitebearfoodshelf.org">ashley@whitebearfoodshelf.org</a>
Volunteer Coordinator	Carol Anibas	<a href="mailto:carol@whitebearfoodshelf.org">carol@whitebearfoodshelf.org</a>

## Volunteer Information

GETTING STARTED - To get started volunteering you will need to:

- ◆ Complete and sign a Volunteer Application and bring it to your first shift.
- ◆ Dependent on volunteer role, agree to and complete a Background Check. Background checks are currently completed for all Driver, Greeter, Scheduler, Welcome, Checkout and Office Support Volunteers.
- ◆ Read and understand this Volunteer Guide, and when finished, sign a Volunteer Agreement.
- ◆ Get introduced to your staff area lead and receive training during your first shift.

### TYPES OF VOLUNTEER ROLES

Volunteers can choose a regular schedule (every week or every other week) or they can create their own shift-based volunteer schedule each week/month. All volunteer schedules are provided online using the SignUpGenius website. Each quarter, Regular volunteers are preassigned into the SignUpGenius online schedules and then an email is distributed to all shift-based volunteers that schedules are available for sign-up. If you are interested in a Regular schedule, please contact the Volunteer Coordinator via email at [carol@whitebearfoodshelf.org](mailto:carol@whitebearfoodshelf.org) or by phone at 651.433.7286.

**Roles that require a Regular Schedule:** Due to the training required, a few of the volunteer roles are only available on a regular schedule. These volunteers are here every week or every other week and are preassigned into the SignUpGenius online schedules.

- Schedulers for Curbside Pick-Up
- Warehouse Volunteers
- Food Rescue and KidPack Drivers
- Office Support

**Shift-Based Roles:** Many of the volunteer roles are shift-based, allowing volunteers to sign up online in SignUpGenius to create their own volunteer schedule. If you are interested in a Regular schedule for any of the roles below, contact the Volunteer Coordinator. These roles include:

- Community Market: Market Prep, Welcome, Checkout, Restocking, and Flex Volunteers
- Curbside Pick-Up: Stockers, Greeters, Floaters, and Market Volunteers
- Mobile Market Volunteers
- Free Produce Market Volunteers (summer months)
- Garden Volunteers (summer months)
- KidPack Assemblers
- Donation Sorters
- Outreach Volunteers

## CURRENT VOLUNTEER ROLES – REGULAR SCHEDULES

Due to the training required, a few of the volunteer roles are only available on a regular schedule. These volunteers are here every week or every other week and are preassigned into the SignUpGenius online schedules.

### **Schedulers**

- The Scheduler volunteer is a computer-based role and you are seated at the front desk for the entire shift. Volunteers will look up each neighbor in the PantrySaver software to enter data into the database and ensure records are correct. If a neighbor is new, an additional form (called TEFAP) is collected from the neighbor and used to create a new client record. Volunteers in this role must complete a background check, be comfortable working on a computer, and be able to be seated for a 3-hour shift.

### **Warehouse**

- On Tuesday mornings, Second Harvest delivers several pallets of fresh, frozen, canned and boxed items to the food shelf. Warehouse volunteers move these items from the pallets in the warehouse area to the walk-in cooler, freezers/coolers in the market or warehouse area, and onto warehouse shelves. Volunteers interested in this role need to be comfortable lifting up to 50 lbs. (e.g. boxes of frozen meat, crates of milk) and using the warehouse ladder.

### **Food Rescue Drivers**

- Food Rescue Driver volunteers collect fresh and shelf stable food from local grocery stores and deliver it to the Community Market. Food is unloaded onto carts, weighed in, and placed on pallets around the market by category. Drivers take food temperatures at pickup and delivery, logging them to ensure food safety. Volunteers usually use their own vehicle, but for larger pickups (including pallets), the food shelf truck is used. Volunteers interested in this role must complete a background check, provide a copy of their driver's license and verbally confirm that they carry insurance on the vehicle that will be used.

### **KidPack Drivers**

- During the school year, KidPack Driver volunteers deliver KidPack bags to each of their assigned schools weekly. This role includes coming to the food shelf to count out the number of KidPack bags needed each week and then delivering them to each school. Volunteers interested in this role must complete a background check, provide a copy of their driver's license and verbally confirm that they carry insurance on the vehicle that will be used.

## **Office Support**

- Office Support volunteers help with a variety of data entry or other administrative tasks. Most of the data entry will utilize PantrySaver software used to track neighbor, donor, and volunteer information for the food shelf. Training will be provided in the software and the various forms or reports used for data entry. Volunteers in this role must complete a background check.

## **CURRENT VOLUNTEER ROLES – SHIFT-BASED ROLES**

Many of the volunteer roles are shift-based, allowing volunteers to sign up online in SignUpGenius to create their own volunteer schedule. If you are interested in a Regular schedule for any of the roles below, contact the Volunteer Coordinator.

### **Community Market – Volunteer Roles**

- Market Prep volunteers make the Community Market ready for neighbors by sorting and organizing daily perishable donations such as deli items, bakery and fresh produce. This shift also includes replenishing the shelves for shopping by restocking and organizing non-perishable items. The goal of market prep is to create an appealing market area for our neighbors' shopping experience.
- The Welcome Volunteer is responsible for helping to create a welcoming and positive environment for our neighbors by greeting neighbors upon arrival, explaining the shopping process including choice counts in effect for the day, handing out and calling in pagers when needed, and answering questions about the Community Market or the White Bear Area Food Shelf. Volunteers in this role must complete a background check.
- The Checkout Volunteer is responsible for helping to create a welcoming and positive environment for our neighbors by assisting with the checkout process. Neighbors will use Pantry Saver at the two available scales when weighing out their groceries, so may need technical assistance if new to the market. Volunteers in this role must complete a background check.
- The Restocking Volunteer will help maintain a clean and visually appealing market area throughout the market hours by restocking as needed and organizing shelves/coolers. As baskets and other prep containers are emptied, they assist with cleaning and storing these items for the next shift.
- The Flex Volunteer will assist during open market hours, helping with anything from the welcome/checkout area to pitching in with the Restocking volunteers to keep shelves filled during our busiest market days. This role provides a great opportunity to be trained on a role that you might like to try but haven't yet signed up for a full shift.

### **Curbside Pick-Up – Volunteer Roles**

- Stocking Volunteers prepare the food shelf market area for the Curbside Pick-Up market by loading meat and other items into coolers/freezers and sorting/bagging fresh produce.
- Greeter Volunteers are responsible for helping to create a welcoming and positive environment for our neighbors by greeting neighbors upon arrival and explaining the shopping process. These volunteers will pick up food order forms from neighbors at their cars, and then take fulfilled orders in grocery carts back outside to neighbors' cars. Volunteers in this role must complete a background check and be able to work outdoors (rain or shine).
- Market Volunteers shop for the selected items on order forms by placing food into bags in a grocery cart, and then weighing out the cart when all items have been placed in the cart.
- Floater Volunteers assist with special requests, keep carts prepared with grocery bags, and help with shopping, depending on shift needs.

### **Mobile Market Volunteers**

- Mobile Market Volunteers setup food items on tables for onsite markets at senior apartment buildings throughout the White Bear area, at Century College, and at Manitou Ridge Apartments. Volunteers keep the tables stocked with additional food during the market, assist neighbors in choosing items, and help to pack up remaining items at the end of each market.

### **Free Produce Market Volunteers (summer months)**

- Setup Volunteers prepare the Free Produce Market area for the neighbors to shop by setting up tables/tents, bagging produce, or sorting items into baskets.
- Greeter Volunteers greet neighbors as they arrive at the Free Produce Market. They help to create a welcoming and positive environment for our neighbors by greeting neighbors upon arrival and explaining the shopping process. These volunteers are responsible for taking brief intake information for our reporting purposes.
- Market Volunteers assist in packaging produce, keeping tables stocked, and helping shoppers as they select from the tables. They may also assist neighbors by loading packages into their vehicles. After market, these volunteers will assist in tear down and loading the food shelf truck.
- Floater Volunteers clear away cardboard and other materials throughout the market as produce packages are emptied and will help to lift boxes/bags of produce onto the tables for Market volunteers to keep tables stocked. These volunteers must be able to lift 50 pounds.

### **Garden Volunteers (summer months)**

- Garden Volunteers work in conjunction with members of the Ramsey County Master Gardeners program to plant, weed and harvest produce for use in the various market programs.



### **KidPack Assemblers (during the school year)**

- KidPack Assembler volunteers will pack bags with breakfast items, single-serve lunch items and snack items. These bags are then delivered by KidPack Driver volunteers to area schools to be sent home with registered students prior to the weekend.

### **Donation Sorters**

- Donation Sorter Volunteers sort the donations received through food drives, food rescue and in our donation bin. Each item is checked for a list of ingredients, a valid use by/best by date and general quality before being sorted onto the warehouse shelves.

### **Outreach Volunteers**

- Outreach Volunteers participate in community events to share information about the programs available through the food shelf and collect food and/or monetary donations depending on the event.

## **SCHEDULE & SUPERVISION**

Each volunteer position reports to a specific staff person for supervision (area lead). The following staff members lead each of the volunteer roles:

- Warehouse and Food Rescue Drivers – Food Systems Coordinator
- Mobile Markets, Free Produce Markets, KidPack Assemblers & Drivers – Mobile Market Coordinator
- Donation Sorters – Food Systems Coordinator or Mobile Market Coordinator (dependent on day of week)
- Community Market (Market Prep, Welcome, Checkout, Restocking and Flex) – Community Market Coordinator
- Curbside Pickup (Stockers, Greeters, Floaters and Market) – Curbside Market Coordinator
- Schedulers, Office Support and Outreach – Volunteer Coordinator

Because volunteers serve in such vital roles at the food shelf, it's important that you are here for the shifts that you've agreed to cover. If you need to miss your shift for any reason, please notify the Volunteer Coordinator and your area lead as far in advance as possible. Shift-based volunteers may delete their shift in SignUpGenius as that sends an email notification to the Volunteer Coordinator.

For volunteer shift cancelations the day of your shift, please call/email the Volunteer Coordinator and your area lead (staff emails can be found in Food Shelf Staff section). If you are unable to speak to someone or get an out of office reply, please also call the main line at 651-407-5310.

## TRAINING & COMMUNICATION

It's very important to us that you receive all the training and information you need to excel in your volunteer role. Each volunteer is an important part of the Food Shelf team, and we are careful to provide thorough training as you start volunteering in your role. If there is something that you don't understand or have questions about, please ask for clarification.

Upon arrival on your first day, you can report to the Volunteer Coordinator (or staff area lead), who will provide a brief tour and overview of the food shelf. From there, you will meet your staff area lead who will orient you to your specific volunteer area, equipment and procedures, and the process of checking in/out using our PantrySaver software. You'll also be introduced to your volunteer team.

Good communication is essential to an effective and happy work environment. We want to hear from you at any time if you have a question or concern. We will communicate with you in a variety of ways including one-on-one coaching/training, daily pre-shift huddles, posted notices, and volunteer emails/newsletters.

## VOLUNTEER IMPACT AND APPRECIATION

**Matching Grants:** Increase your impact! Some companies offer a donation for the hours of service that employees (and sometimes retirees) provide to the community. Reports of service, including dates and hours, can be provided by the Volunteer Coordinator. Check with your employer to see what they offer and how to secure this additional donation.

**Appreciation Events:** The WBAFS tries to celebrate its volunteers every day, but especially during Volunteer Appreciation Month in April and then again with a late summer/early fall Volunteer Appreciation Picnic.

## EXPECTATIONS FOR VOLUNTEER CONDUCT AND BEHAVIOR

**Respect for the Individual:** White Bear Area Food Shelf is an equal opportunity provider and committed to maintaining a space that respects the inherent dignity of every human being. Amongst our staff, volunteers and neighbors, the food shelf will not tolerate discriminatory remarks or actions relating to a person's race, gender, economic status, creed, nationality, citizenship status, age, ability, sexual orientation, physical presentation, marital status, family or household make-up, religious beliefs, political beliefs, or status regarding any public assistance he or she may be receiving.

**Neighbor Assistance:** Any requests from a neighbor for non-food aid should be referred to a staff member. Examples include, but are not limited to, monetary assistance or referrals to other resources. Volunteers and staff are discouraged from providing transportation to the neighbors.

**Confidentiality:** During your time with the food shelf, you may have access to confidential information belonging to the organization, our neighbors or fellow volunteers. As a condition of your volunteer commitment, you must agree that all such information is private and will not be disclosed to anyone.

**Volunteering with Children:** WBAFS welcomes volunteers 16 years of age and older at all volunteer events, and youth ages 12-15 can volunteer with an adult at Donation Sorting, Stocking, Market Prep, KidPack Assembly, Garden and Free Produce Markets.

**Food Consumption:** All purchased, donated and rescued food in the food shelf is meant for distribution to our neighbors only. If items do not contain an expiration date or do not list ingredients, items may be placed on the breakroom table/counter and are then free for volunteers to consume or take home. Volunteers are welcome to access food at either market program by filling out a menu during Curbside Pick-Up distribution or by visiting the Community Market during or after market hours.

**Harassment:** It is the policy of WBAFS to prohibit any form of harassment against any employee, volunteer or neighbor because of race, color, creed, religion, national origin, gender, gender identity, sexual orientation, pregnancy, age, disability, genetic information (including family medical history), familial status, marital status, membership in the United States military forces, status concerning public assistance, or any other characteristic protected under federal, state, or local law. Harassment is not permissible and has no place in our environment.

- We hold our facility to the standard of nonviolence regarding all interactions between staff, volunteers and neighbors. Weapons of any kind are not allowed on the property.
- Harassment may consist of, but is not limited to:
  - Verbal harassment (e.g. epithets, derogatory statements, slurs and offensive comments or jokes based on an individual's protected class)
  - Physical harassment (e.g. unnecessary or offensive touching)
  - Visual harassment (e.g. showing or distribution of offensive posters, web pages, cartoons, drawings, gestures, screen savers, clothing)
  - Sexual harassment (e.g. unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature)

Any volunteer who encounters or witnesses physical abuse, verbal abuse, visual abuse, or sexual harassment should report the incident to a staff member immediately.

**Respiratory Illness:** In order to prevent the spread of respiratory illness within our organization, all volunteers are required to adhere to the following guidelines:

- Volunteers who are experiencing symptoms of a respiratory virus (cough, sore throat, shortness of breath, fever, chills, muscle aches) should stay home until their symptoms are improving and

they have been fever-free without the use of fever-reducing medication for 24 hours. Upon returning to volunteering, it is recommended volunteers wear a well-fitting, high-quality mask for up to 5 days or until their symptoms resolve.

- In addition to the above policy, volunteers should regularly practice preventative measures including hand washing and covering noses/mouths when sneezing.
- WBAFS will utilize current guidelines from the CDC and MN Department of Health to determine masking, testing, and isolation procedures for outbreaks of any respiratory viruses and may amend this policy at any time.

**First Aid/Injury:** WBAFS strives to provide a safe environment for all staff and volunteers. During orientation, volunteers will be shown the location of first aid kits and emergency equipment in the building. Any injury should be reported to the area lead supervising the volunteer shift and an incident report should be completed.

**Drug Free Environment:** It is our policy to maintain a workplace free from the use, abuse, or effects of alcohol or drugs. Volunteers are prohibited from volunteering at the food shelf or as a representative of the food shelf while under the influence of alcohol or controlled substances. The food shelf is a tobacco-free site.

**Discipline and Dismissal:** White Bear Area Food Shelf requires adherence to our policies and procedures in order to ensure the safety of all stakeholders and uphold our organization's reputation. Any violation of the above policies will lead to disciplinary action, including the potential termination of your relationship with the food shelf. If a volunteer is in violation of a policy, the volunteer will be issued up to three warnings. Warnings will be verbalized and archived in electronic form. Upon the third warning, or depending on the severity of the offense, White Bear Area Food Shelf reserves the right to terminate a volunteer's service.

#### FOOD SHELF CLOSURE NOTICES

During inclement weather or for another emergency reason, the food shelf may choose to close. We do not take this decision lightly. If we choose to close, we will post on our social media and by changing the voicemail for our main office number (651) 407-5310. Additionally, efforts will be made to contact any volunteers signed up for the affected shifts.