

Food Bank of the Rockies



Volunteer Policies & Procedures 2018

Welcome letter from President/CEO

Volunteers are vital to Food Bank of the Rockies. We would not be able to efficiently distribute food and essentials to our entire service area without their dedication. Each volunteer hour of service is equal to the distribution of nearly 104 meals! We want every volunteer to take away a special memory, gain new knowledge about hunger in Colorado and Wyoming, and know that they helped to feed their community through their time donated to Food Bank of the Rockies; Fighting Hunger, Feeding Hope.

Overview of Food Bank of the Rockies

Mission Statement: We help families thrive by efficiently procuring and distributing food and essentials to the hungry through our programs and partner agencies.

Who We Are

Imagine Not Knowing Where You'll Find Your Next Meal.

Sadly, many of our neighbors don't need to imagine. 1 in 10 Coloradans worry where their next meal will come from. These are people you meet every day- those with low wage jobs, children, seniors on low fixed incomes, and those with health issues. Surprisingly, the homeless represent only about 10% of our food recipients. Nearly half of the food we distribute feeds children.

Food Bank of the Rockies (FBR) is the largest private hunger-relief organization in the state of Colorado. Founded in 1978, FBR was known as the Colorado Food Clearing House. Operating from a 900-square-foot schoolroom in Northwest Denver, the fledgling organization collected bread from a nearby Safeway store, our first food donor, and distributed it to Little Sisters of the Poor, our first partner agency.

Today, FBR has extended its reach across Metro Denver, Eastern Colorado and the Western Slope, providing food and supplies to more than 600 hunger-relief programs. Last year, we distributed nearly 49 million meals, enough to provide more than 134,000 meals each day to children, seniors and families in need. FBR is a member of Feeding America.

FBR has a staff of 117 employees at warehouses in Denver, Wyoming and the Western Slope. Additionally FBR has a pool of more than 12,000 volunteers, who last year donated 122,812 hours of time – the equivalent of 59 full-time employees!

We run an efficient organization, using less than 4 cents of every dollar for administration. 96 cents of every dollar contributed goes towards food distribution. And every dollar we receive provides four meals for our hungry neighbors. Food Bank of the Rockies receives funding from businesses, corporate and private and private foundations, civic organizations, religious groups, participating agencies, and individuals.

Food Bank of the Rockies is a BBB Accredited Charity and has held the highest 4-Star Rating from Charity Navigator for 8 consecutive years, placing the food bank in the top 2% of highly rated charities nationwide.

Our Programs

Fighting Hunger, Feeding Hope

FBR operates at a cost of about \$41,000 each day and serves more than 400,000 children, families, and seniors annually. At the core of what we do is our Fighting Hunger, Feeding Hope program. Through this program, we sourced and distributed nearly 49 million meals last year through our partner agencies in Colorado and Wyoming. Agencies are approved through our Agency Relations department and must either have a 501(c)3 designation or meet a 14-point criteria. These programs order their food online; our volunteers pull their order; and the program receives the order and distributes the food to their clients. The food distributed is a mix of donated, purchased and USDA commodity food products. We strive to offer our agencies and clients a balanced mix of product similar to what you would see in any grocery store.

Seven days a week, you can find one of our 24 trucks on the road covering a total of 145,312 square miles! Whether picking up food from retailers or delivering food to partners, we are dedicated to resourcefully distributing food and essentials to the hungry through our programs and partner agencies.

Kids Cafe Program

Kids Cafe is FBR's meal program designed specifically for children at risk of hunger. After-school and summer, free hot meals (prepared in our community kitchen) or shelf stable packaged meals distributed from our warehouse are provided. In order to meet the needs of more children, FBR also provides healthy, USDA approved snacks to children at afterschool programs to help them focus and grow

Totes of Hope® – Children's Program

Totes of Hope® -Children was created in 2006 to assist children with nutritious kid-friendly food to sustain them over the weekend when school is not in session. Every Friday, children take home a tote filled with 8-9 pounds of nutritious food items and return the empty tote the following Monday to be refilled for the following Friday. For many of these children, the totes are their main source of food on Saturday and Sunday

TEFAP Division

The Emergency Food Assistance Program (TEFAP) is a USDA program to help supplement the diets of low-income individuals, by providing them with emergency food at no cost. FBR partner agencies are able to subsidize their food pantry and/or soup kitchen inventory with food products such as, canned fruits/vegetables, starches (rice or potatoes), juice, cereal, frozen meat and fresh produce. These items are then

distributed to clients seeking food assistance in the form of food boxes and/or a prepared meal.

CSFP Division

The Commodity Supplemental Food Program (CSFP) is a USDA program designed to improve the health of low-income people at least 60 years of age, by supplementing their diets with nutritious foods. Eligible seniors receive a monthly food box consisting of non-perishable protein, milk (powdered or UHT), juice, cereal, canned or dried fruits and vegetables, and refrigerated cheese. Food Rescue Program

FBR sends refrigerated trucks to retail establishments, including grocers, restaurants and caterers to pick up surplus food that has been safely frozen, refrigerated or stored for donation. These are quality products, prepared or purchased in excess of our donors' needs, such as frozen meat, produce, prepared dishes and other items. Everyone employs the highest standards in professional food handling when freezing and picking up these donations. Food Bank of the Rockies safely transports products to our warehouse and to large local hunger-relief programs serving meals to less fortunate individuals. Generous donors in the food service and grocery industries are protected from liability by the state and federal Good Samaritan Acts.

General Volunteer Information

Food Bank of the Rockies is open Monday through Saturday, with shifts from 8:45 am to 12:00 pm and 12:15 pm to 3:30 pm. Our building doors open at 8:00 am.

Most of our opportunities take place at our main warehouse, 10700 E 45th Ave, Denver CO 80239. We are located at I-70 & Havana, between Embassy Suites and Denver Mattress. Our smaller location, is just down the road at 3900 Nome St., Unit T, Denver, CO 80239, and also has volunteer opportunities on select days, 9:00 am to 11:30 am and 12:30 pm to 3:00 pm.

Volunteers must be at least 14 years old (accompanied by an adult) or 16 years old to volunteer on their own. Volunteers must be 18 years or older to volunteer in our kitchen. For Saturdays, prior authorization is required by the volunteer department for younger volunteers. We do not offer childcare at any of our sites.

We love both individual volunteers and groups – please see the appropriate sections for more information on volunteering for both.

We ask that all volunteers (both individuals and groups) register and schedule themselves before coming to our facility. To sign up to volunteer, please go to <https://foodbankrockies.volunteermatrix.com/> to register as a new volunteer/group, and to get yourself on the schedule. On our website we have step by step instructions to walk you through the registration process i: <http://www.foodbankrockies.org/take-action/volunteer/>. **Please note that groups of 20+ MUST email or call our Volunteer Coordinators to schedule.**

Our needs do change on a daily basis so we will place volunteers in our areas as needed to ensure we are effectively fulfilling our mission.

Note for those with limitations (physical, developmental), that all our volunteering does occur within a warehouse environment, so we encourage contacting our office first. We will examine each situation and try to accommodate all to the best of our ability.

We have free parking available to our volunteers at our facility – though for large groups we do recommend carpooling! For personal belongings, we recommend that you either not bring such items with you or leave them locked in the trunk of your car for safe-keeping until the end of the shift. A limited number of small lockers are available on a first come first served basis.

Community Service and Work Programs

We work with volunteers who need credit for community service (graduation, confirmation hours), work programs (SNAP, TANF), or court ordered. When you come in to volunteer the first time, please bring all the pertinent paperwork and identification (driver's license, etc). We also provide service letters confirming hours if requested with at least 48 hours' notice.

We will consider most **misdemeanor** court ordered community service on a case-by-case basis. We are not able to accommodate any theft, violent crime or felony charges. ALL court ordered volunteers MUST be approved prior to beginning their service hours at any of our locations.

General Information

Monday through Friday, we have an available 40-75 spots per shift and 30 spots per shift on Saturdays. We do occasionally host groups slightly larger than these numbers, please contact the Volunteer Department first. We ask that all groups plan to be gathered at our site and ready to go by the start of the shift time and be prepared to work a full shift. Any time adjustments should be made at the time of booking.

Youth Groups (under the age of 18)

Youth must be at least 14 years old to volunteer, Monday through Friday at Food Bank of the Rockies, with a chaperone. There is some flexibility on Saturdays, but it MUST be approved prior to the volunteer shift. Food Bank has a very limited staff, so when a volunteer youth group helps at the Food Bank, it is extremely important that the youth stay engaged in the assigned area.

For volunteer youth groups, Food Bank of the Rockies requires one adult chaperone (21 or older) for every five youth 14-16 years old.

Food Bank is an extremely busy facility with employees, product, and forklifts constantly moving about and we want to ensure all youth are safe. Therefore we ask all chaperones:

- Ensure your youth are committed to supporting a volunteer project;
- Ensure your group stays on task; and,
- Ensure your group follows all safety rules, policies and practices of Food Bank as outlined in the volunteer handbook and by FBR staff on site.

Large Groups (20+ Volunteers) & Cancellations

Volunteers are an integral part of our operations, contributing nearly 123,000 hours last year – the equivalent of 59 full time employees! Our volunteers assist in all aspects of our operations and are a large contributing factor as to why, for every dollar donated to FBR, 96 cents goes directly to our food distribution programs!

We love having large groups in our warehouse, for one or multiple shifts, to help us complete all our daily tasks. Depending on the size of the group, we may have to split you into separate areas.

When large groups don't bring expected numbers or don't show up at all, it greatly affects our ability to efficiently serve our clients. Many times we have to call temporary labor or request office staff help in the warehouse to help fill unexpected vacant volunteer spots, all at a cost to the organization and the hungry families we serve

Because of this, we respectfully ask that the volunteer lead submit the final count of volunteers along with their names one week prior to the scheduled volunteer day or the open spots will be released to the general public. We understand volunteer numbers change due to a variety of reasons. If you are aware that your numbers need to be adjusted, just let us know as soon as possible!

We ask for a **minimum** of 48 hours' notice if you must cancel the entire group, as this allows us time to reach out to other interested parties. Every day is a busy day for us – and we count on our volunteers' help to get the project done.

Please review our information on the following groups at the end of the handbook for additional guidelines:

- Large groups of 20 or more
- School and/or youth groups
- Developmental or diversion groups
- Groups volunteering at our Nome Street location

Volunteer Job Descriptions

Distribution

Responsibilities: Our distribution center serves as a location where our member agencies (pantries, soup kitchens, etc.) can place orders for much needed food and supplies for their hunger relief programs. Volunteers help pull and build orders from warehouse inventory, ensuring that the orders are correct and ready to be picked up.

Physical Requirements: This area requires an attention to detail and the ability to repetitively lift 10-40 lbs. You will get a great workout!

Schedule: Monday through Friday, both shifts

Good for: Individuals, Large Groups

Reclamation

Responsibilities: Our reclamation area is where food and other items are processed from both food drives and grocery rescues. Volunteers help inspect, clean, sort and box these items before they are distributed to clients via our member agencies (pantries, soup kitchens, etc).

Physical Requirements: This area requires an attention to detail and has several low impact/physical tasks (great for those with certain limitations), though it does require standing for the shift.

Schedule: Select Monday through Saturday, both shifts

Good for: Individuals, Youth Groups, Large Groups

Commodity Supplemental Food Program (USDA/CSFP)

Responsibilities: Work in an assembly line helping fill boxes with food for the USDA's food program that targets low income seniors.

Physical Requirements: A wide variety of positions within this area are available from low impact to very physical tasks.

Schedule: Select Tuesday through Saturday, limited availability

Good for: Youth & Large Groups

TEFAP (Nome St location)

Responsibilities: Our smaller warehouse on Nome Street serves as a distribution center to our member agencies for USDA programs. Volunteers help pull and build orders from warehouse inventory, ensuring that the orders are correct and ready to be picked up in a timely manner.

Physical Requirements: This area requires an attention to detail and the ability to repetitively lift 10-40 lbs.

Schedule: Select Tuesday through Saturday, between 9 -11:30 am and 12:30 - 3:00 pm

Good for: Individuals, Youth & Large Groups (up to 20 people)

Location: 3900 Nome ST, Unit T, Denver, CO 80239

Totes of Hope® Programs

Responsibilities: Help put together orders for our Totes of Hope® weekend food bags for children.

Physical Requirements: This area requires an attention to detail and the ability to repetitively lift 10-20 lbs.

Schedule: Fridays, both shifts

Good for: Individuals, Small Groups (up to 5 people)

After School Super Snacks

Responsibilities: Help fill snack orders for our after school snacks program and then transport the orders to the waiting vehicles from our warehouse. (It is similar to our distribution position, on a smaller scale)

Physical Requirements: This area requires an attention to detail and the ability to repetitively lift 10-20 lbs.

Schedule: Tuesdays, both shifts

Good for: Individuals, Small Groups (up to 5 people)

Community Kitchen

Description/Responsibilities: Help our chef and assistant kitchen coordinator with the preparation of meals for our Kids Cafe program. Great for aspiring chefs and those who enjoy culinary work.

Physical Requirements: Work may involve prepping food, cooking, cleaning, and other duties, requires attention to detail, and ability to lift up to 40 lbs.

Schedule: Monday through Friday, 8:30 am to 12:00 pm

Good for: Individuals (18 years old minimum)

Produce Sorting

Description/Responsibilities: Cabbage, apples and potatoes oh my! Help is needed to sort through bulk produce so that we can get quality nutritious fruits and vegetables to our partner agencies and the food insecure.

Physical Requirements: A variety of positions are available in this area and is great for groups and team building activities.

Schedule: Case by case basis depending on product availability

Good for: Groups (up to 30)

Office Work /Administrative

Responsibilities: We occasionally need assistance with large mailings, phone call backs after events, along with some filing and other miscellaneous tasks.

Physical Requirements: Very low impact, most allow for sitting the entire shift

Schedule: Case by case basis – Always looking for regulars!

Good for: Individuals

Policies & Procedures

Volunteers in Partnership (VIP) Program

Food Bank of the Rockies has the Volunteers in Partnership (VIP) program to allow volunteers associated with an approved FBR Partner Agency to support the partner agency's food budget through the gift of time.

For every three or more hours of volunteer time a volunteer **completes** at one time, his/her designated agency will receive a 20-pound food credit which will be applied to the next month's Partner Agency's statement.

Volunteers picking up an order for an agency on the same day they volunteer cannot count time spent picking up the order as part of their three hour volunteer shift.

For more information please contact our Agency Relations Department at relations@foodbankrockies.org.

Food Bank of the Rockies Product & Distribution Policy

Food Bank of the Rockies is committed to handling the product we distribute to our partner agencies and directly to clients in a manner that is both safe and ethical.

For this reason, Food Bank of the Rockies staff have been instructed to discard any food that shows signs of potential contamination, adulteration, or is otherwise considered unsafe. To protect clients from harm as well as to protect our programs from potential liability, no one is permitted to use, distribute, or consume discarded product.

Food Bank of the Rockies is legally bound as a non-profit organization and contractually bound as a member of Feeding America to distribute food and grocery products only to our partner agencies through our distribution center or directly to those in need through our mobile pantry and government commodities programs. **We cannot give any product to volunteers to consume, including product that is close to expiration.**

Grievance procedures

Volunteers and staff are expected to act professionally and in accordance with guidelines and position descriptions. When volunteers have a grievance concerning their work environment, they should report it in this order to 1) Area Supervisor 2) Volunteer Department 3) Community Engagement Manager. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated with confidentiality (unless involving sexual harassment or accusations of an egregious manner).

Review, evaluation, and termination of service

If at any time a volunteer and Food Bank are in conflict over a volunteer position, staff or volunteer behavior, and/or general problem, Food Bank of the Rockies 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 policies and procedures of 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 the following listed under "Safety & Other Policies." Please also review the documents "Volunteer Policy & Liability Release Form" & "Liability, Risk, & Publicity Rights Agreement" when signing up to volunteer.

Safety & Other Policies

- General Safety: Use of cell phones, headphones, iPods, or other personal audio devices are not allowed on the warehouse floor. Volunteers may use these items when they are in the Welcome Center or Breakroom. Volunteers must refrain from horseplay on company premises.
- Clothing: FBR is a warehouse environment. Dress must be appropriate and comfortable for physical activity. Weather appropriate, closed toe shoes (sneakers, work boots) and clothing appropriate for a warehouse workplace setting are required. No clothing that is overly revealing or suggestive is permitted. Shirts/tops must have a strap over each shoulder and the bottom of shirts/tops must meet or be longer than the top of the pants so that the midriff is not exposed. No halters, tubes or single shoulder strap shirts are allowed. No undergarments may be visible when in normal posture (sitting or standing). Clothing that has a derogatory message or that promotes, suggests, or depicts violence is prohibited.
- Alcohol & Drugs: FBR is committed to a safe, healthy and productive environment. Volunteers are prohibited from possessing, using, being under the influence or selling drugs and alcohol that can alter judgment, as determined in the sole discretion of FBR. The possession, use, consumption and/or sale of such substances, including marijuana for either recreational or medicinal purposes, while volunteering for FBR will not be tolerated.
- Ethics: Dishonesty and theft are not tolerated. Donated food on the warehouse floor or back areas is designated for agencies and NOT available for consumption. This includes "free" product. Volunteers are not permitted to set aside, save, store away or appropriate product of any sort for agencies during their shift. This is regarded as theft. Any volunteer caught stealing--including, but not limited to, consuming donated food, setting product aside, or saving product--is subject to disciplinary action--including, but not limited to, termination

as a volunteer. If the volunteer is part of the VIP Program the volunteer's Partner Agency will be notified of the infraction and that person will no longer be able to pick up product from our facility.

- Anti-Violence: FBR strives to maintain a safe work environment free from intimidation, threats, or violent acts. Volunteers must not engage in intimidation, bullying, threats or hostile behaviors, physical/verbal abuse, vandalism, arson, sabotage, use of weapons, carrying weapons (regardless of whether or not the person is licensed to carry the weapon) onto FBR property, or any other act, which in the company's opinion, is inappropriate to the organization. In addition, bizarre or offensive comments regarding violent events and/or behavior are not tolerated.
- Smoking: Smoking is prohibited within all areas of the building and within 15 feet of the main entrance into the building. A designated smoking area is located outside by dock door 1.
- Confidentiality: Volunteers may, at times, have access to confidential information of the company and our clients. Confidential information includes, but is not limited to, information concerning donors, clients, volunteers, employees, and similar subjects. You may not disclose any sensitive, proprietary, confidential information, unless otherwise required by law.
- At-Will Relationship: A volunteer's status may be terminated at any time by the volunteer, or by Food Bank of the Rockies for any reason, with or without cause.
- Training: We are committed to warehouse sanitation and food safety, and all volunteers will receive appropriate training for their areas in this regard. Certain volunteer activities require additional training, and volunteers are not to undertake such activities without being properly trained, e.g. compactors, floor scrubbers, deliveries, etc.
- Auto Insurance: Volunteers are not to operate personal vehicles for volunteer activities unless they have the minimum amount of liability insurance required by law.
- Background Check: FBR checks all volunteers against a National Sex Offender Public website and will determine eligibility based on the results.
- This list is not all-inclusive, and volunteers are expected to comply with FBR policies as instructed by FBR personnel and as may be modified from time to time.

Contact Us

Denver

Nubia Saenz

Volunteer Relations Representative
nsaenz@foodbankrockies.org
303-375-5863

Breana Winters

Volunteer Relations Representative
bwinters@foodbankrockies.org
303-375-5811

Most opportunities are at our main warehouse location: 10700 E 45th Ave, Denver CO 80239. Our Nome Street facility is located at 3900 Nome St, Unit T, Denver, CO 80239.

Western Slope

We need volunteers Monday – Friday, scheduled in advance with flexibility anytime between 7:00 am – 3:30 pm. Volunteers help in the warehouse filling orders, doing light cleaning and assisting with produce dehydration, with occasional office work opportunities.

Betty Heath

Administration Assistant
bheath@foodbankrockies.org
970-464-1138 x 201

Our facility is located at 120 N. River Road, Palisade CO 81526.

Wyoming

We need volunteers Monday – Friday, scheduled in advance with flexibility anytime between 7:00 am – 3:30 pm. Volunteers help in the warehouse filling orders, doing light cleaning, with occasional office work opportunities.

Chris Meddleton

Operations Manager
cmeddleton@foodbankrockies.org
307-265-2172

Our facility is located at 4976 Paige St, Mills WY 82644.

If you're a group of 20 or more volunteers...

Shift times/limitations:

Our shifts are from 8:45 am to 12:00 pm & 12:15 pm to 3:30 pm. All volunteers who sign up are expected to work an **entire shift**. Any time adjustments must be disclosed during booking or shift confirmation.

Time to arrive:

15 minutes prior to the start of the shift. It allows you time to get situated, hear a little about the food bank, and then get everyone started in their areas on time.

Transportation Time:

Please account for transportation time when planning out arrival time. It is important that we know if the group won't be here at the start of the shift so we can plan ahead.

Arriving late:

Call and notify us if the group is going to be late so we know to still expect them.

Buses (where to park, etc):

[You can find a map here!](#) Note our lot dead ends and it is very hard to turn large vehicles around!

Car Pooling:

We have free parking available on site – but do recommend carpooling whenever possible. Especially during the holiday season.

Cancellations or changes in numbers:

Please give us a **minimum** of 48 hours' notice for changes in numbers, or especially if you need to cancel the group. It makes a huge impact on our entire organization when groups cancel last minute or when group numbers drop. When we don't have enough volunteers, we have to bring in temporary labor to help in the warehouse, so that we can ensure our agencies get the food they need. That takes away vital funds needed to provide meals to hungry kids, seniors and families throughout our community.

Groups split between areas:

Please note that we may need to divide up the group between projects as needed, but strive to accommodate all requests.

If bringing food/ordering food in:

Great! Just let us know so we can set an area aside for it. Looking to order? In the area we have Panera, Blackjacks, Anthony's and a variety of other options. We have a break room large enough to seat most groups.

Tour/Speaker Request:

We love to talk about our organization and show it to everyone! We can schedule tours of our warehouse and/or speakers either here or at your location.

Children & Childcare:

We only accept volunteers under age 14 with prior approval. Please contact our department with any questions. Volunteers must be 14 or older with an adult; 16 years old to volunteer on their own. For those deemed too young to volunteer, we do not offer child care and require a parent/guardian to sit with the child in our break room.

Cell Phone Usage:

To ensure the safety of all those within our building, we need everyone to be always aware of their surroundings. Please keep photos to a minimum. If you need to take photos please stop, step out of major aisles and stay clear of forklifts. Taking video and listening to music on your phone is prohibited. Volunteers may take phone calls only when they are in the Welcome Center or Breakroom.

Clothing:

Wear weather appropriate clothing, closed toe shoes (sneakers, work boots) and clothing appropriate for a warehouse workplace setting. No clothing that is overly revealing or suggestive is allowed. Shirts/tops must have a strap over each shoulder and the bottom of shirts/tops must meet or be longer than the top of the pants so that the midriff is not exposed. No halters, tubes or single shoulder strap shirts are allowed. No undergarments may be visible when in normal posture (sitting or standing). No clothing that has a derogatory message or that promotes, suggests, or depicts violence.

Weather:

On the rare occasion we close due to the weather, we email all volunteers closure or late start updates. You can also check our website (www.foodbankrockies.org) or call our main line (303-371-9250) to check our status. If we are open but you are unable to make it in because of the weather, please email us at volunteer@foodbankrockies.org so we know you are safe and not still trying to make it in!

Breaks:

Volunteers are welcome to take breaks as needed (to use the restroom, get a drink, take a quick rest or to take a phone call), but they should be done individually, not as

groups. When large groups take breaks together, it becomes disruptive to productivity and it can be challenging to get everyone back on task. Only staff members should release volunteers for group breaks. The only exception to this is if a staff member asks a Volunteer Lead to release a group on their behalf. Volunteers should not take it upon themselves to call group breaks.

Special requests:

Please submit any special requests as far in advance as possible to the volunteer department to allow time for consideration and response.

If you're a school or youth group volunteering....

Shift times/limitations:

Our shifts are from 8:45 am to 12:00 pm & 12:15 pm to 3:30 pm. All volunteers who sign up are expected to work an entire shift. Any time adjustments must be disclosed during booking or shift confirmation.

Ratio 5:1 (youth to adults):

To ensure the group has adequate adult supervision on hand and for safety since our tasks do occur within a warehouse setting, we ask that groups to follow the 1:5 ratio as best as possible.

Time to arrive:

15 minutes prior to the start of the shift. It allows you time to get situated, hear a little about the food bank, and then get everyone started in their areas on time.

Arriving late:

Call and notify us if the group is going to be late so we know to still expect them.

Buses (where to park, etc):

[You can find a map here!](#) Note our lot dead ends and it is very hard to turn large vehicles around!

Transportation Time:

Please account for transportation time when planning out arrival time. It is important that we know if the group won't be here at the start of the shift so we can plan ahead.

Cancellations or changes in numbers:

Please give us a **minimum** of 24 hours' notice for changes in numbers, or especially if you need to cancel the group. It makes a huge impact on our entire organization when groups cancel last minute or when group numbers drop. When we don't have enough volunteers we have to bring in temporary labor to help in the warehouse, so that we can ensure our agencies get the food they need. That takes away vital funds needed to provide meals to hungry kids, seniors and families throughout our community.

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Clothing:

You should dress weather appropriate in closed toe shoes (sneakers, work boots) and clothing appropriate for a warehouse workplace setting. No clothing that is overly revealing or suggestive is allowed. Shirts/tops must have a strap over each shoulder and the bottom of shirts/tops must meet or be longer than the top of the pants so that the midriff is not exposed. No halters, tubes or single shoulder strap shirts are allowed. No undergarments may be visible when in normal posture (sitting or standing). No clothing that has a derogatory message or that promotes, suggests, or depicts violence.

Groups split between areas:

Please note that we may need to divide the group between projects as needed, but strive to accommodate all requests.

Children & Childcare:

Note we only accept volunteers under age 14 with prior approval. Please contact our department with any questions. Volunteers must be 14 or older with an adult; 16 years old to volunteer on their own. For those deemed too young to volunteer, we do not offer child care and require a parent/guardian to sit with the child in our break room.

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Breaks:

Volunteers are welcome to take breaks as needed (to use the restroom, get a drink, take a quick rest or to take a phone call). All school and youth groups should take breaks with a chaperone. Only staff members should release volunteers for group breaks. The only exception to this is if a staff member asks a Volunteer Lead to release a group on their behalf. Volunteers should not take it upon themselves to call group breaks.

Special requests:

Please submit any special requests as far in advance as possible to the volunteer department to allow time for consideration and response.

If you're a diversion/developmental group volunteering...

Shift times/limitations:

Our shifts are from 8:45 am to 12:00 pm & 12:15 pm to 3:30 pm. All volunteers who sign up are expected to work an entire shift. Any time adjustments must be disclosed during booking or shift confirmation.

Ratio 1:4 (youth to adults) with no more than 8 total in the group:

To ensure the group has adequate adult supervision on hand and for safety since our tasks do occur within a warehouse setting, we require groups to follow the 1:4 ratio.

Time to arrive:

Arrive 15 minutes prior to the start of the shift to get situated, hear a little about the food bank, and get everyone started in their areas on time.

Transportation Time:

Please account for transportation time when planning out arrival time. We do need to know if the group won't be here at the start of the shift so we can plan ahead.

Group must stay together at all times with supervisor/adult always present in the area:

We are a big facility and can't have individuals left alone anywhere without supervision or allowed to wander the warehouse.

Moderate to high level functioning:

We want to ensure everyone can fully participate in all the tasks we offer – we always do our best to accommodate any limitations to the best of our ability and recommend moderate to high level functioning.

Cancellations or changes in numbers:

Please give us a **minimum** of 24 hours' notice for changes in numbers, or especially if you need to cancel the group. It makes a huge impact on our entire organization when groups cancel last minute or when group numbers drop. When we don't have enough volunteers we have to bring in temporary labor to help in the warehouse, so that we can ensure our agencies get the food they need. That takes away vital funds needed to provide meals to hungry kids, seniors and families throughout our community.

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photos please stop, step out of major aisles and stay clear of forklifts. Taking video and listening to music on your phone is prohibited. Volunteers may take phone calls only when they are in the Welcome Center or Breakroom.

Clothing:

You should dress weather appropriate in closed toe shoes (sneakers, work boots) and clothing appropriate for a warehouse workplace setting. No clothing that is overly revealing or suggestive is allowed. Shirts/tops must have a strap over each shoulder and the bottom of shirts/tops must meet or be longer than the top of the pants so that the midriff is not exposed. No halters, tubes or single shoulder strap shirts are allowed. No undergarments may be visible when in normal posture (sitting or standing). No clothing that has a derogatory message or that promotes, suggests, or depicts violence.

Weather:

On the rare occasion we close due to the weather, we email all volunteers closure or late start updates. You can also check our website (www.foodbankrockies.org) or call our main line (303-371-9250) to check our status. If we are open but you are unable to make it in because of the weather, please email us at volunteer@foodbankrockies.org so we know you are safe and not still trying to make it in!

Breaks:

Volunteers are welcome to take breaks as needed (to use the restroom, get a drink, take a quick rest or to take a phone call). All diversion/developmental individuals should take breaks with a chaperone. Only staff members should release volunteers for group breaks. The only exception to this is if a staff member asks a Volunteer Lead to release a group on their behalf. Volunteers should not take it upon themselves to call group breaks.

If you're volunteering at our Nome Street location...

Map/location:

The address for our Nome Street location is: 3900 Nome St, Unit T, Denver CO 80239. [You can find a link to the map here.](#)

Shift times/limitations:

Our shifts are from 9:00 am to 11:30 am & 12:30 pm to 3:00 pm. All volunteers who sign up are expected to work an entire shift. Any time adjustments must be disclosed during booking or shift confirmation.

Time to arrive:

Arrive 15 minutes prior to the start of the shift to get situated, hear a little about the food bank, and get everyone started in their areas on time.

Transportation Time:

Please account for transportation time when planning out arrival time. We do need to know if the group won't be here at the start of the shift so we can plan ahead.

Cancellations or changes in numbers:

Please give us a **minimum** of 24 hours' notice for changes in numbers, or especially if you need to cancel the group. It makes a huge impact on our entire organization when groups cancel last minute or when group numbers drop. When we don't have enough volunteers we have to bring in temporary labor to help in the warehouse, so that we can ensure our agencies get the food they need. That takes away vital funds needed to provide meals to hungry kids, seniors and families throughout our community.

Children & Childcare:

For our Nome Street location, volunteers must be 14 or older with an adult; 16 years old to volunteer on their own. For those deemed too young to volunteer, we do not offer child care and require a parent/guardian to sit with the child in our break room.

Cell Phone Usage:

To ensure the safety of all those within our building, we need everyone to be always aware of their surroundings. Please keep phones to a minimum. If you need to take photos please stop, step out of major aisles and stay clear of forklifts. Taking video and listening to music on your phone is prohibited. Volunteers may take phone calls only when they are in the Breakroom.

Clothing:

You should dress weather appropriate in closed toe shoes (sneakers, work boots) and clothing appropriate for a warehouse workplace setting. No clothing that is overly revealing or suggestive is allowed. Shirts/tops must have a strap over each shoulder and the bottom of shirts/tops must meet or be longer than the top of the pants so that the midriff is not exposed. No halters, tubes or single shoulder strap shirts are allowed. No undergarments may be visible when in normal posture (sitting or standing). No clothing that has a derogatory message or that promotes, suggests, or depicts violence.

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