

VOLUNTEER HANDBOOK



just
food



fighting hunger in Douglas County



WELCOME JUST FOOD VOLUNTEERS!

We are thrilled you have chosen to join the Just Food family of dedicated volunteers committed to ending hunger in Douglas County! With uncertainty around work, pay and general health and well-being, volunteers are more critical than ever in our ability to respond to the need of more than 19,000 individuals in our community.

This handbook is intended to equip you with general information, policies and expectations of Just Food. At any time, if you have questions about the contents of this handbook, please don't hesitate to contact myself or any other Just Food staff member. Just Food reserves the right to modify the policies in this handbook without prior notice. The policies described in this handbook replace all prior policies, handbooks or policy guidance provided.

Thank you for giving your time and talents to help others in Douglas County. We recognize your time is valuable, and we hope you find your experience with Just Food to be positive, rewarding and enlightening!

Onward!

Steven Elliott, Volunteer Manager at Just Food

volunteer@justfoodks.org

785-856-1386

In the fall of 2009 Just Food opened its doors and served clients in the basement of the United Way building in partnership with ECKAN. Today, Just Food operates in a newly renovated building at 1000 E 11th St, serving 150-250 Douglas County families each day. To learn more about Just Food's history, visit: justfoodks.org/who-we-are

"It is **JUST**
that people
have **FOOD**"

Ann Weick, Just Food Founder



WHO WE ARE



Just Food is the food bank of Douglas County, supplying 30+ partner agencies with fresh produce, dairy products, meat, bread and pantry staples. Just Food operates a food pantry out of its main building, open Tuesday thru Friday, serving 150-250 families daily. We are a team dedicated to our guiding principles and listening to our clients and community to serve the larger needs of our neighbors facing hunger.

GUIDING PRINCIPLES

- 1 Provide access to nutritious food, while respecting the dignity of every human being.
- 2 Address root causes of hunger and cultivate self-sufficiency.
- 3 Collaborate with community partners to affect positive and sustainable change.
- 4 Ensure a culture of stewardship grounded in transparency and sustainability, and informed by the needs of our community.
- 5 Support people through the lens of equity and diversity.





ELIZABETH KEEVER

executive
director

fundraising,
events,
oversees
execution of
strategic
planning



RYAN BOWERSOX

director of
outreach and
marketing

organizes food
recovery and
food drives,
assists in event
planning,
community
relations, social
media



BRETT SALSURY

director of
finance and
development

assists in
development of
Just Food, grant
writing,
oversees
accounts
payable and
receivable, data
management



AUNDREA WALKER

program
director

organizes
cooking classes
and gardens,
oversees
cruising
cupboard and
all
programming



PAUL PEACH

director of
operations

food ordering,
facilities
management,
warehouse
operations



JESSICA COONEY

community services manager

oversees federal food programs such as CSFP and SNAP, organizes school pantries, and oversees client database



STEVEN ELLIOTT

outreach and marketing director

fundraising, events, oversees execution of strategic planning



MICHAELA CANTRELL

community health specialist

cruising cupboard, recruitment of Just Food programming, healthy eating initiatives



TORY ROBERSON

food recovery manager

food recovery, vehicle maintenance, assists in warehouse operations



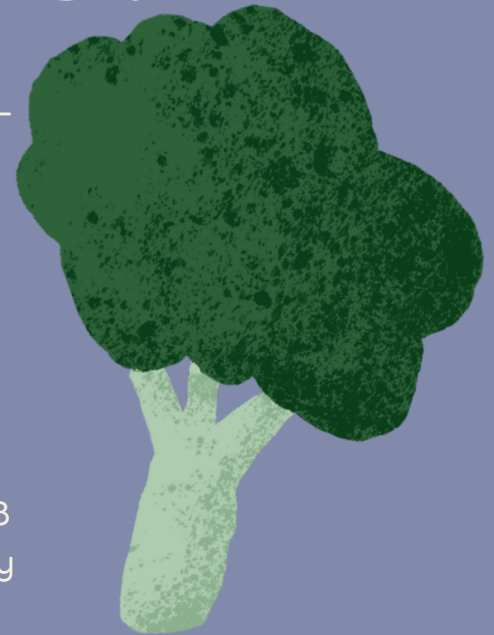
WAYNE BRIGGS

food recovery assistant

assists in food recovery and warehouse operations

AS A JUST FOOD VOLUNTEER YOU HAVE THE RIGHT TO:

- Work in a healthy and safe environment
- Be treated in accordance with equal opportunity and anti-discrimination legislation
- Be given accurate and truthful information about Just Food
- Receive a copy of Just Food's volunteer policy and any other policies/procedures as they affect your role
- Agreed hours of service
- Have your confidential and personal information handled in accordance with the principles of the Privacy Act of 1988
- Be provided with training and support to successfully carry out your role with Just Food



AS A JUST FOOD VOLUNTEER YOU HAVE THE RESPONSIBILITY TO:

- Be reliable and trustworthy
- Respect confidentiality, as outlined in the Confidentiality Agreement
- Carry out your specific role and follow direction given by any Just Food staff
- Be courteous and respectful to all Just Food clients, partners, staff and fellow volunteers
- Let the organization know as early as possible if you are unable to attend a shift
- Appropriately raise any issues you may have with the organization
- Not attack the reputation of Just Food to clients, fellow volunteers or the greater community in general
- Abide by Just Food's beliefs and core values
- Understand that violation of these responsibilities could result in termination of service with Just Food

VOLUNTEER HOURS

Recording the hours that you actually work is very important. We utilize this information to apply for grants and to receive donations—it indicates community support. We also use it for insurance and workers' compensation and to verify hours for required volunteer work. As soon as you arrive for your shift, sign in on the official sheet, and ensure you sign out when leaving. Failure to do so may result in hours not being counted.



VOLUNTEER DRESS CODE

Please wear comfortable closed-toe shoes or boots.

NO sandals, flip-flops, or open-toed shoes.

No torn clothing, low-cut shirts/blouses or strapless tops.

Just Food attire preferred.



PERSONAL ITEMS:

You are strongly advised to not bring personal items with you to your shift. Volunteers are responsible for maintaining their personal belongings. Just Food is not responsible for lost or damaged personal items.

CONDUCT

All clients and staff are to be treated with dignity, respect and politeness. If you experience a difficult situation with a client, please ask for assistance from a staff member or experienced volunteer.

CONFIDENTIALITY

All information about clients is confidential and can be discussed only with Just Food staff. You are NOT to disclose any information to others, including names of clients. All volunteers must sign the Confidentiality Agreement prior to their first shift.

A few "NO-NO's":

No weapons | No drugs or alcohol.

No smoking on Just Food premises (25 FEET FROM ANY ENTRANCE).

No vulgar/offensive language.

No sexual harassment or discrimination of any kind.

ABSENCES

Please call if you cannot work when you are scheduled: 785-856-1386, or email volunteer@justfoodks.org.

JUST FOOD IS CLOSED IN OBSERVANCE OF THE FOLLOWING HOLIDAYS:

New Year's Day, Martin Luther King Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day (and the day after), Christmas Eve, & Christmas Day

ONGOING VOLUNTEER ROLES

WAREHOUSE ASSISTANT

Ensure a positive and organized “back-of-house” experience.

Receive, weigh, record, sort, store and distribute all food donations.

Assist with daily operations and cleanliness of warehouse and other duties as assigned by staff.

Keep market shelves adequately stocked based on inventory.

Ability to lift 50lbs; walk and stand for long periods of time.



ONGOING VOLUNTEER ROLES

PANTRY CHECK-IN

Welcome and assist all incoming visitors to the food bank; help clients understand how to navigate and operate within the market.

Register clients; ensure accuracy of records.

Provide Client Shopping Card and additional information as needed.

Light computer usage/data entry required.



ONGOING VOLUNTEER ROLES



PANTRY CHECKOUT

Answer general client questions about how to navigate and operate within the market.

Bag/box groceries; count points used; ensure general compliance.

Assist clients to their vehicles with groceries.

Prepare back stock of bags and boxes as needed.

MORE VOLUNTEER OPPURTUNITIES:

pantry shopping assistant | food recovery/delivery driver | street team | garden attendant | special events and fundraisers | thanksgiving and winter holiday distribution



UNCONSCIOUS BIASES



Unconscious biases, also known as implicit biases, are the underlying attitudes and stereotypes that people unconsciously attribute to another person or group of people that affect how they understand and engage with a person or group. During your time volunteering with Just Food, we encourage you to challenge yourself in your own unconscious biases.

EMERGENCY SAFETY PROCEDURES

IN CASE OF FIRE:

- If the fire is small and contained, locate the nearest fire extinguisher. This should only be attempted by employees who are knowledgeable in the correct use of fire extinguishers.
- Dial 911 if necessary.
- Evacuate all people from the area.
- If the fire is out of control, evacuate the area immediately. No attempt should be made to fight the fire.
- Proceed to the designated meeting place in front of Just Food, at the mailbox on 11th Street. Be present and accounted for during roll call. Do not re-enter the building or leave the premises until the fire department gives an okay.

INCLEMENT WEATHER:

- In case of Tornado: take shelter in the pantry bathrooms. It is the most interior room of the building without windows. If restrooms are full, take shelter in the Kitchen area.
- In case of Inclement Winter Weather: Just Food will close if The University of Kansas closes due to ice and inclement winter weather. In this instance, Just Food will make every effort to notify via email and social media.
- Whenever Just Food closes unexpectedly due to inclement weather or otherwise, official notice will be sent via email.

THANK YOU!

Just Food relies on the generosity of volunteers sharing their time and skills to serve folks in Douglas County. Whether they are retired, have service hours to fulfill, or just have a desire to serve, Just Food volunteers are essential to the important work of ending hunger in our community. On behalf of the Just Food staff, board, and our clients, we thank you for your donation of time.

**we absolutely cannot do it
without you.**



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1000 E. 11th St, Lawrence, KS 66046