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## Welcome

Welcome to the Alameda Food Bank (“Food Bank”). We are happy to have you as a volunteer and look forward to a mutually productive and satisfying relationship. You have joined an organization that provides a vital service to Alameda residents in need. We believe that each volunteer contributes directly to our success in meeting our mission.

This Volunteer Handbook is intended to better acquaint you with the Food Bank and our policies and procedures. At the sole discretion of the Food Bank, these may change from time to time, except as required by law. We will inform you when they do. The Food Bank complies with all federal and state volunteer laws, and this handbook reflects those laws.

The Handbook is not an agreement or contract of employment, express or implied, or a promise of treatment of any kind; it states only generally the Food Bank’s guidelines. This Handbook supersedes all prior policies and procedures issued by the Food Bank.

Our aim here is to provide you with the essential information you will need. If you would like more details or further explanations of any of the topics covered, feel free to contact our Program Manager.

Please take the time now to read this handbook carefully. The Food Bank reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no volunteer handbook can address every situation and we welcome your feedback for future iterations.

Once again, thank you for supporting the Alameda Food Bank!

All the best,

Cindy Houts, Executive Director  
Alameda Food Bank

# Introduction to the Alameda Food Bank

## Mission Statement

Founded in 1977, the Alameda Food Bank is a nonprofit organization that helps Alameda residents in need by providing nourishing food in a compassionate and respectful manner with the support of dedicated volunteers and concerned local partners.

## What We Believe

- We believe all people are entitled to be free from hunger.
- We believe all individuals deserve to be always treated with respect and dignity.
- We believe everyone is welcome at AFB.
- We believe AFB should be a place where our staff, volunteers and clients are comfortable with their surroundings and the people they meet.

## Food Bank Programs

The Food Bank runs several food programs that require the work of our volunteers to execute.

### Island Community Market

Our Island Community Market is based on the client choice model where the Food Bank clients have the opportunity to choose the foods that best meet their dietary, health and cultural needs.

We have several opportunities for service including but not limited to:

- Client Check-In- Utilizes AFB laptops and iPads to check clients into our database and guide them through the check in process. Registers and orients new clients to the processes of the Island Community Market.
- Client Checkout- Ensures that clients have correctly adhered to the posted limits on the shopping floor.
- Stocker-Utilizes AFB equipment to safely transport food including canned goods and fresh produce and display these items in their correct location for the clients to select from during their shopping trip.
- Cart Wrangler- Quickly retrieves shopping carts from surrounding parking lots and returns them to the cart storage area to be used by the next clients.

### Food Recovery

Working with local supermarkets in Alameda, the Food Bank obtains food donations of items that are edible but not sellable. We currently partner with Trader Joe's, Safeway, Grocery Outlet, Target and Lucky to pick up produce, baked goods, dairy products, proteins and canned foods.

We have several opportunities for service:

- Drivers-Using AFB vans, food recovery drivers pick up food from grocery stores on a specific route and return the food to the AFB warehouse where they assist in unloading, sorting and recording the items received. This position requires volunteers to have a

clean driving record and an ongoing weekly commitment unless specified as an “on call” position.

### Less common volunteer opportunities

- Home Delivery Driver-Pick up food packages from the AFB warehouse and deliver items to homebound or disabled food bank clients living in Alameda using the volunteer’s personal vehicle. This position requires an ongoing weekly commitment unless specified as an “on call” position.
- Administrative Support- Assist AFB with administrative or clerical tasks as needed either remotely or at the AFB warehouse.

## Volunteer Service

### Age Restrictions

Volunteers are required to be at least 16 years of age. Volunteers under the age of 18 must have their parent or guardian complete our [Volunteer Liability Waiver and Agreement](#) and submit it digitally to the Program Manager prior to their first volunteer shift.

### Facilities

The Food Bank operates at our warehouse at 650 W. Ranger Avenue. Volunteers should report to this location unless otherwise instructed.

### Parking

Volunteers are to park in the lots across the street from the warehouse. Please do not park in the driveways or in front of the warehouse.

### Court Appointed Service

Alameda Food Bank is unable to verify court appointed volunteer hours. If you need a record of your volunteer hours for the courts or a court required program, please contact the Alameda County Community Food Bank to inquire about completing your hours with their organization.

### Shift Selection

Shifts are available on Monday, Tuesday, Wednesday and Friday, each between 2-3 hours, depending on your assignment selection. Please use Sign-Up Genius to sign up for your preferred shifts or coordinate with the Program Manager if you wish to commit to an ongoing Island Community Market shift or become a home delivery driver or food recovery driver.

### Tracking Volunteer Hours

Volunteers should create a volunteer account and track their hours using the iPad near the Administration area.

## Canceling a Shift

We understand that life situations come up where you may not be able to make it for your shift. Please contact the Program Manager ([programmanager@alamedafoodbank.org](mailto:programmanager@alamedafoodbank.org)) if you are unable to cancel your shift on Sign Up Genius.

## Compensation

At Alameda Food Bank, volunteer service cannot be exchanged legally for pay or food items. Under IRS guidelines, any food items taken by volunteers constitutes taxable income.

All volunteers have the same access to food as our clients. If you need food, please sign up for a shopping appointment or coordinate with the Program Manager about how to best access food.

## Termination of Volunteer Service

Violation of any policy in this Handbook may result in disciplinary action including verbal warning, written reprimand, or termination of volunteer service. Most conflicts are able to be resolved with discussion.

## Volunteer References

Alameda Food Bank may confirm dates of volunteer service, provide a letter or other documentation regarding hours served and tasks performed. Forward any requests for volunteer verification to the Program Manager.

## Right of Refusal

Alameda Food Bank reserves the right to refuse acceptance to any volunteer for any program.

## Group Volunteers

Please contact the Program Manager to arrange for group volunteer events. Due to the size of our organization and style of distribution, groups larger than 3 individuals should be pre-approved by the Program Manager.

# Safety and Loss Prevention

Alameda Food Bank has an obligation to protect the safety of its volunteers and staff.

## Attire

**Footwear:** As a working warehouse with motorized material handling equipment, you are required to wear closed-toe shoes at all times.

**Apparel:** The warehouse is subject to adverse conditions since there is no heating, ventilation or air conditioning systems. We ask volunteers to dress in layers to reflect the conditions. Clothing worn should not contain slogans or wording that could violate our harassment and discrimination policies.

**Jewelry:** Since most of the volunteer shifts involve physical activity, we ask that you limit wearing jewelry that has the potential to be caught in the shelving or carts (eg. loose bracelets, dangling earrings, long necklaces).

## Valuables

Valuables and nonessential personal items should be left at home or in your vehicle.

## Driving on AFB Business

If you volunteer your time with the Food Bank by driving one of the vehicles in our fleet, we require that you have a valid and current driver's license and that you carry legally mandated automobile insurance.

Volunteer drivers who are involved in an accident should take down the details using the accident report forms found in the glove boxes of our vehicles. Please use your cell phone to take as many pictures of the vehicles involved, the location and cross-street of the accident, and as much details as possible including the name, driver's license information and make/model of the other vehicle involved. Upon returning to the Food Bank, please promptly report the accident to the Executive Director.

AFB vehicles are to be used for Alameda Food Bank business only. Do not allow unauthorized persons to drive AFB owned vehicles. Please report any mechanical issues or damages immediately. Take care to keep AFB vehicles clean and uncluttered.

## Evacuation Routes

See appendix

## Smoking

AFB maintains a smoke-free environment at both of our locations and in our vehicles. Those wishing to smoke may do so by the fence in the parking lot and never closer than 25 feet to the building. Under California law enacted in 2016, the use of "e-cigarettes" and other nicotine-delivery devices, such as vaporizers, are deemed as "smoking" and our no-smoking policy extends to the usage of these items.

## Video Surveillance

AFB maintains an electronic video surveillance system to assist in the security of AFB property, which includes the building, land, and vehicles. This surveillance system is recognized as a tool in reducing the incidence of unlawful activities and discourages the theft or vandalism of AFB assets. The video system is visible to employees and is in public spaces.

## Visual/Audio Image Release

Volunteers of AFB grant permission to its employees and agents, to take and use their visual/audio images. AFB owns the images and all rights related to them. The images may be used in any manner or media without notifying you, such as AFB-sponsored websites, publications, promotions, broadcasts, advertisements, posters, and theater slides, as well as for non-AFB uses. Volunteers waive any right to inspect or approve the finished images or any printed or electronic matter that may be used with them, or to be compensated for them. Under California law, you may opt-out of this visual/audio image release at any time by informing the Executive Director.

## Training Requirements

We ask that volunteers who have signed up for a shift in our Island Community Market view the [orientation video](#) prior to their first shift. Additional instructions will be given upon arrival.

Volunteers are not permitted to operate Food Bank equipment without prior approval. Use of mechanical equipment including electric pallet jack, forklift and food bank vans require additional clearance and should not be used unless previously authorized.

## Food Bank Volunteer Code of Conduct

1. Treat everyone, including clients, volunteers, staff and individuals making donations, respectfully and courteously.
2. Be patient with clients and allow them adequate time to make their food selections.
3. Closed toe shoes are required at all times.
4. Always wash your hands after eating or using the restroom before returning to your shift.
5. No eating in the distribution area. If you need a snack during your shift, it must be before distribution or eaten outside of the distribution area.
6. Sort all waste between compost, recycling, and trash and dispose of waste in your area.
7. Leave area clean at the end of your shift and help clean up the entire work area by
8. Taking out waste bins, wiping down counters and sweeping before departure.
9. Volunteers who are also clients should coordinate with the Program Manager to arrange for their shopping and will only receive items that were available to clients as well.
10. Volunteers who are also clients may not take more of an item than what is available to clients.

Examples of inappropriate conduct that could lead to the termination of volunteer service include but are not limited to:

- Violation of the policies and procedures set forth in this handbook
- Falsifying or making frivolous complaints against other volunteers, clients, or staff
- Theft of Food Bank property, including food intended for client distribution
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances
- Being under the influence of alcohol during while volunteering on AFB property (including in AFB vehicles), or on AFB business
- Taking or destroying AFB property
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization
- Fighting with, or harassment of (as defined in our EEO policy), any fellow volunteer, employee, vendor, or client
- Offensive or disruptive behavior, including roughhousing, abusive language or conduct that is hostile or disrespectful towards a volunteer, staff member, or any person(s) associated with or served by AFB, or interferes with others in the performance of their duties
- Insubordination, including the refusal or failure to follow directions or to perform a requested or required job task
- Refusal or failure to follow safety rules and procedures
- Excessive tardiness or absences
- Smoking in non-designated areas
- Solicitation of fellow volunteers on AFB premises during your shift
- Failure to dress according to AFB policy



- Use of obscene or harassing (as defined by our EEO policy) language in the workplace
- Gambling on AFB premises

## Food Bank Volunteer Policies

### Discrimination, Harassment & Retaliation Prevention Policy for Volunteers

The Alameda Food Bank is committed to providing a work environment free of discrimination or harassment. We will not tolerate any form of discrimination or harassment that violates this policy. Any violation may result in termination of the volunteer's activities at AFB.

#### Equal Employment Opportunity

The Alameda Food Bank is an equal opportunity employer. We further commit to making decisions regarding volunteers without regard to any *protected characteristics* -- race, religion, age, sex, sexual orientation, gender, gender identity, national origin, ancestry, marital status, medical condition as defined by state law (cancer, genetic characteristics), disability, military service or veteran status, pregnancy, childbirth and related medical conditions or any other characteristic protected by federal, state or local laws.

#### *Discrimination Defined*

Discrimination under this policy means treating differently or denying or granting a benefit to any individual because of the individual's protected characteristic.

#### *Harassment Defined*

Harassment under this policy is unwelcome verbal, visual or physical conduct creating an intimidating, offensive or hostile work environment that interferes with work performance. Harassment can be verbal (e.g., slurs, jokes, insults epithets, displays or emails) or physical conduct (e.g., physically threatening another or blocking someone's way) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct violates this policy, even if it is not unlawful. Volunteers are expected to behave at all times in a professional and respectful manner.

#### *Sexual Harassment Defined*

Sexual harassment can include all of the above actions, as well as other conduct such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature. Examples of conduct that violates this policy can include:

- Obscene or suggestive gestures, pictures, cartoons or comments
- Unwelcome touching
- Conduct or comments consistently targeted at only one gender, even if the content is not sexual

#### *Retaliation Defined*

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy or participated in the reporting and investigation process.

“Adverse conduct” includes but is not limited to: shunning and avoiding an individual who reports discrimination, harassment or retaliation; express or implied threats or intimidation intended to prevent an individual from reporting discrimination, harassment or retaliation.

### Retaliation Policy

No employee will be subject to, and AFB prohibits, any form of retaliation for reporting perceived violations, pursuing any such claim or cooperating in any way in the investigation of such claims.

### *Reporting Procedure*

If a volunteer believes someone has violated these policies, the volunteer should bring the matter to the attention of the Executive Director, Program Manager or Warehouse Manager as promptly as possible. We cannot remedy concerns unless you bring these claims to our attention.

### *Investigation Procedure*

AFB will promptly investigate the facts and circumstances of any claim these policies have been violated. To the extent possible, we will endeavor to keep the reporting volunteer’s concerns confidential. Based upon AFB’s reasonable evaluation of the information gathered, and where justified, appropriate corrective measures will be taken. Violation of these policies may result in a termination of the volunteer’s activities with AFB.

In addition to discipline, if a violation rises to such level, a violator may also be subject to police investigation and/or held personally liable for his/her conduct. If a victim of discrimination, harassment or retaliation is not satisfied with corrective action taken or not taken, the volunteer is free to pursue the claim with the CA Department of Fair Employment and Housing at [www.dfeh.ca.gov](http://www.dfeh.ca.gov) or 800-884-1684.

### Filing of Complaints Outside AFB

You may file formal complaints of discrimination, harassment, or retaliation with the agencies listed below. Contact these agencies directly for more information about filing processes.

#### **California Department of Fair Employment and Housing**

2218 Kausen Drive, Suite 100

Elk Grove, CA 95758

800-884-1684 (voice), 800-700-2320 (TTY) or California's Relay Service at 711

[contact.center@dfeh.ca.gov](mailto:contact.center@dfeh.ca.gov)

<https://www.dfeh.ca.gov> (main website)

<https://www.dfeh.ca.gov/shpt/> (online sexual harassment training courses)

#### **U.S. Equal Employment Opportunity Commission**

450 Golden Gate Avenue 5 West

P.O. Box 36025  
San Francisco, CA 94102-3661  
800-669-4000 or 510-735-8909 (deaf/hard-of-hearing callers only)

## Volunteer COVID-19 Vaccination Policy

The Food Bank has adopted a mandatory vaccination policy for our staff and volunteers (See appendix) to minimize any potential closure that could stand in the way of our mission to feed our community.

The Food Bank provides gloves, hand sanitizer stations, handwashing sinks and KN-95 masks at several locations throughout the warehouse. We encourage our volunteers to make use of these COVID-19 safety measures.

We expect all volunteers to wash their hands after eating or using the restrooms to prevent contamination.

All volunteers are required to wear masks inside the warehouse at all times. Those driving with more than one person in our trucks are required to be masked while travelling.

## Closing Statement

Thank you for reading our handbook. We hope it has provided you with an understanding of our mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful AFB and a safe, productive, and pleasant workplace.

## Appendix A: Contact Information (as of January 2023)

Executive Director: Cindy Houts, [director@alamedafoodbank.org](mailto:director@alamedafoodbank.org)

Responsible for all aspects of AFB management – operations, staffing, fundraising, community relations, strategic planning

Program Manager: Teale Harden, [programs@alamedafoodbank.org](mailto:programs@alamedafoodbank.org)

Manages volunteers – staffs and supervises work shifts, oversees client experience, assures adequate inventory for distribution

Warehouse Manager: Elisabeth Garon, [warehousemanager@alamedafoodbank.org](mailto:warehousemanager@alamedafoodbank.org)

Manages food inventory – pickup and delivery from vendors and donors, assures dependable outflow to points of distribution

Warehouse Coordinator: Richard Kong, [coordinator@alamedafoodbank.org](mailto:coordinator@alamedafoodbank.org)

Assists with inflow and outflow of food inventory.

## Appendix B: Confidentiality Agreement

This agreement is made between Alameda Food Bank and the volunteer. Confidentiality means being entrusted with someone's personal information. That information is not to be passed through written, electronic or spoken word. Throughout your time here at Alameda Food Bank you will be privy to information such as: names, addresses, telephone numbers, email addresses, health card numbers, and other personal information. This information must always be considered private and confidential. When and if a volunteer receives codes for computers or other electronic equipment, or keys for filing cabinets and other repositories containing private information, or even simply exposure to private information contained in files and folders, information and codes are to be kept secret and never shared. All information received while at Alameda Food Bank is confidential. Any breach of this confidentiality will result in you being asked to leave the organization permanently and immediately.

## Appendix C: COVID-19 Policy

Effective **November 1, 2022**, the Alameda Food Bank will only allow those who are fully vaccinated for COVID-19 and have received a booster vaccination within the last **8 months** to volunteer. We kindly ask our volunteers to submit proof of their up-to-date vaccination status to our Program Manager.

Alameda Food Bank is a lifeline for many people in the City of Alameda. Adopting a mandatory vaccination policy enables the Food Bank to fulfill its mission by reducing the possibility of temporary closure due to isolation and quarantine requirements imposed by the CA Department of Public Health and the CDC. The time for isolation and quarantine is vastly increased for those who are unvaccinated, which could effectively cripple Food Bank operations if a mass infection is detected.

**Until further notice, all volunteers, regardless of vaccination status, are required to wear a mask when working with the Food Bank.**

### Unvaccinated Volunteers

We understand the many reasons why some cannot be or have chosen not to be vaccinated. If you know that you will not have received a COVID-19 booster shot within the last 8 months at the time of your volunteer shift, we kindly ask you to cancel any upcoming shifts, and we look forward to having you back as soon as your vaccination status meets our requirements. If you do not plan to become vaccinated, we want to thank you for everything you do for the Alameda Food Bank, and we look forward to having you back when our policy aligns with your status.

### Proof of Vaccination & Logistics

Acceptable proof of vaccination status is one of the following:

- a copy of the CDC Vaccination card that shows the date(s), vaccine type and lot number;
- a copy of the digital vaccination records obtained from the CA Department of Public Health which you can obtain online at <https://myvaccinerecord.cdph.ca.gov/> or
- an original letter from your licensed health care provider that states the date(s) and vaccine type that you received.

Volunteers can submit their proof of vaccination to Teale Harden, Program Manager, when they arrive for their volunteer shift. Your information will be kept confidential, and it will only be seen and handled by Teale Harden, Program Manager, or Cindy Houts, our Executive Director. ***Please do not email your vaccination card, as email is not a HIPAA-compliant method of secure communication.*** There are two ways you can submit this documentation; please choose one.

1. Bring your proof of vaccination to your next scheduled shift for inspection.
2. Mail a copy of your vaccination card to:

Alameda Food Bank  
P.O. Box 2167  
Alameda, CA 94501

### Questions?

If you have any questions, please contact:

Teale Harden  
Program Manager  
programmanager@alamedafoodbank.org  
(510) 523-5850

## Appendix D: Evacuation Routes

