

Shelburne Food Shelf (SFS)
PO Box 763 Shelburne VT 05482
(ver. 10.26.21)

Dear Volunteer,

Thank you for volunteering at the *Shelburne Food Shelf*. We hope it is as meaningful and rewarding to you as it is to the Board of Directors. Our shoppers appreciate your willingness to devote some of your time to this effort.

This manual is intended to provide all the information you need to volunteer here at the Shelburne Food Shelf. It is organized as follows:

- **Shelburne Food Shelf Policies** _____ [Pages 1-2](#)
 - Guiding Principles
 - Key Operating Policies
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 - Equal Opportunity Statement
- **Volunteer Job outlines** _____ [Pages 3-7](#)
 - Food Shelf Guides
 - Food Delivery Volunteer
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 - Costco and Hannaford Shopping Volunteer
 - Food Bank Delivery and Stocking Volunteer
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 - Confidentiality Policy and Agreement
 - Agreement of Release and Waiver of Liability
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SHELBURNE FOOD SHELF POLICIES

GUIDING PRINCIPLES

- We greet shoppers with a smile, a warm welcome and a message that we are there to assist in the distribution of foods to them.
- We are sensitive to the shame that some shoppers may feel at having to rely on the charitable food system
- We wear name tags so that shoppers can recognize who is assisting them when they visit.
- First time shoppers are offered an overview of the operations: Days/hours of operations (handout), review of food/items available on that day, how food is distributed based on family size, information about any anticipated changes, other helpful community resources, etc. The shift leader professionally and confidentially collects shopper information for recordkeeping and to better meet their needs.
- We do not pass judgement on foods selected, appearance or personal hygiene of our shoppers.
- We will draw attention to the items not usually provided when they are available (e.g. turkeys and hams during the holiday season).
- The courtesy we extend to our shoppers is expected from them as well.
- If we are uncertain about how to respond to a request, we will consult the shift leader.

KEY OPERATING POLICIES

- Confidentiality is paramount. A separate confidentiality policy is attached and each volunteer must sign this policy to ensure that they understand both the policy and its importance.
- Volunteers are kindly requested to spend at least 3 hours per month volunteering at the Shelburne Food Shelf.
- Volunteers who directly interact with clients must be at least 16 years old in order to ensure confidentiality.
- The Shelburne Food Shelf opens and closes on time. Early arriving shoppers may sit in the hallway and wait for the door to open.
- Shoppers are not allowed to help with the Food Shelf space set-up or setting out chairs. Politely decline their offer and tell them it is because of liability issues.
- Shoppers must be signed in by the shift leader before shopping.
- Any changes in shopper information should be recorded on the sign in sheet (or electronically – e.g., new child, change in members of the household, newly diagnosed celiac disease, etc.).
- New shoppers will be asked by the shift leader to fill out an information form that asks about household size, food security status, etc..
- Shoppers may visit the food shelf twice per month.
- Volunteers are provided information about food quantities depending on the household size. If quantity limits on any items are required, the shift leader will

share that information before shopping begins. Suggested language to help shoppers select the appropriate amount of food is: “the suggested amount of (name of the food item) for a household of (____) is (____). A volunteer can make exceptions if they determine a special need or situation exists. The shift leader can provide guidance if needed.

- Shoppers will be offered assistance to carry food to their car.
- A Shelburne Food Shelf shopper may send someone to pick up food for them in exceptional circumstances. They must either call the SFS prior to pick up or they must write and sign a note designating the person to pick up their food.

CONFIDENTIALITY POLICY

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Misuse of confidential information is not only a serious breach of Shelburne Food Shelf policy and conduct but also can affect community relations, and may prevent shoppers from visiting us for the food they need. Sharing confidential information outside of the organization may result in release from your volunteer position. The one exception to this is the Operations Coordinator or the Non-Food Support Coordinator who may need to share some confidential information with suppliers (e.g. Green Mountain Power, etc.) in order to effectively assist our shoppers.

EQUAL OPPORTUNITY STATEMENT

It is the policy of this organization to serve and provide equal opportunities to all individuals without regard to race, ethnicity, national origin, gender, gender identity, sexual orientation, age, religion, creed and/or disability status. Thank you for completing this application form and for your interest in volunteering with us.

VOLUNTEER JOBS OUTLINES

Food Shelf Guides

Food Distribution Duties

- Converses with shoppers to develop ongoing relationship
- Listens to shoppers for potential issues that may be able to be addressed by Food Shelf (e.g., application for Three SquaresVT/WIC, heating problems, etc.)
- Ensures appropriate amounts of food are given to clients (e.g. bread, eggs, etc.)
- Assists in shelf restocking during and at close of food distribution shift
- Helps break down and recycle cases

Skills and Capabilities

- Desire to make a difference in community
- Good listening skills
- Willingness to manage shelf restocking at close of shift, or during shopping
- Some walking, heavy lifting (~5 – 10 lbs), and lengthy periods of standing are required
- Dependable regarding volunteer hours

Food Delivery Volunteer

Food Delivery Duties

- Pick up packed bags of food at the Food Shelf on Thursday morning (only the weeks we are open)
- Deliver the food to the families on the list (ranges from 3 - 7 families)
- Leave bags of food in designated area (instructions are included on the list)
- May need to call shopper to alert them the food is delivered

Skills and Capabilities

- Desire to make a difference in community
- Good listening skills
- Access to own vehicle. Mileage is not typically reimbursed but may be tax deductible
- Ability to lift & carry grocery bags filled with food
- Dependable regarding volunteer hours

School Distribution Volunteer

Food Distribution Duties

- Help set up tables for distribution and place food for families in bags
- Converses with shoppers to develop ongoing relationship
- Ensures appropriate amounts of food are given to clients (e.g. bread, eggs, etc.)
- Helps break down and recycle cases
- Helps return items to either food shelf (during school breaks) or to SCS kitchen (during summer) at end of distribution

Skills and Capabilities

- Desire to make a difference in community
- Good listening skills
- Willingness to help set up and take down distribution items and tables and run flattened boxes to school recycle area
- Managing table set up, walking, heavy lifting (~5 – 10 lbs), & length periods of standing are required
- Dependable regarding volunteer hours

Costco and Hannaford Shopping Volunteer

Before each distribution week, we usually supplement what we get from the Vermont Food Bank with items from Costco and Hannaford. This job can be done when it fits your schedule, as long as the items have been purchased and delivered to the Food Shelf by Monday evening before a Tuesday distribution.

Shopping Duties:

- Receive shopping list from Board member. Possible items could include: sugar, flour, ketchup, baking items and hearty soups (Clam chowder, beef and potatoes, etc.) from Hannaford. A typical Costco list might include a case of Kirkland butter, popcorn, snacks, kidney bean cases, and toilet paper.
- Pick up gift card from Shelburne Town Offices.
- Shop at Costco or Hannaford. Be prepared for a lot of items (6-12 cans/boxes/etc).
- Deliver items to the Food Shelf and return gift card & receipt to Shelburne Town Offices.

Skills and Capabilities

- Desire to make a difference in community
- Access to own vehicle. Mileage is not typically reimbursed but may be tax deductible.
- Ability to lift heavy items
- Dependable

Food Bank Delivery and Stocking Volunteer

The 2nd Tuesday of each month the Vermont Food Bank delivers pallet(s) of items to the Food Shelf.

Stocking Duties

- Assist with unloading the items from the pallet(s)
- Help ensure everything ordered was delivered
- Stock the cage with the ordered items

Skills and Capabilities

- Desire to make a difference in community
- Ability to lift heavy items
- Dependable

Volunteer Application and Agreements

Contact Information

Name:

Street Address:

City/Town:

State:

Zip Code

Cell Phone:

Home Phone:

Work Phone:

Email:

Availability and Interest

Which volunteer assignments are you interested/available (Please check all that apply)?

Food Shelf Guide

_____ Help shoppers navigate the food shelf, provide help in finding items, clarifying quantities, and restock as needed. Current shopping days are 2nd & 4th Tuesday pm, the following Thursday am and Saturday am.

Food Delivery

_____ Deliver (usually 3 - 6 families) packed bags of food to families unable to get to Shelburne Food Shelf on Thursday morning of the shopping week.

School Distribution

_____ Help distribute food at Shelburne Community School for vacation weeks (10 weeks in the summer and 4 vacation weeks during the school year)

Shopping

_____ Costco and Hannaford shopping (prior to Tuesday distributions)

Stocking

_____ Food Bank Delivery/Stocking Shelves

_____ Other (please describe): _____

Person to Notify in Case of Emergency

Name:

Street Address:

City/Town:

State:

Zip Code

Cell Phone:

Home Phone:

Work Phone:

Email:

Relationship to you:

SHELBURNE FOOD SHELF (SFS) VOLUNTEER AGREEMENTS

UNDERSTANDING BETWEEN SFS and VOLUNTEER

I understand that while working at the SFS as a volunteer I will not be paid or compensated for my services.

I have entered into the SFS of my own free will. I will assume responsibility and will hold harmless the SFS for any injury I might sustain while on these premises

I know of no important fact about me that would prevent me from being a good, effective, and competent volunteer.

With the knowledge, I _____ do hereby expressly agree that all my activities shall be at my sole risk and that neither the Shelburne Food Shelf or its Board or Volunteers shall be held liable for any claims, demands, injuries, damages, action, or cause of action whatsoever to person or property arising out of or connected with my volunteer activities.

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Please read the above statement carefully and sign below. Your signature is your agreement to our confidentiality policy.

Volunteer signature

Date

AGREEMENT OF RELEASE AND WAIVER OF LIABILITY
of
SHELBURNE FOOD SHELF INC

I, _____, hereby agree to the following:

1. That I am participating Shelburne Food Shelf Inc delivery of food program (“Program”) or Food Shopping for Shelburne Food Shelf
2. I agree to assume full responsibility for any risks, injuries or damages, known or unknown, which I might incur as a result of participating in the program.
3. I knowingly, voluntarily and expressly waive any claim I may have against Shelburne Food Shelf Inc. for injury or damages that I may sustain as a result of participating in the program.
4. I, my heirs or legal representatives forever release, waive, discharge and covenant not to sue Shelburne Food Shelf Inc.

I have read the above release and waiver of liability and fully understand its contents. I voluntarily agree to the terms and conditions stated above.

DATE

SIGNATURE OF PARTICIPANT

PHOTO/RECORDING RELEASE

I, _____, am a volunteer for the Shelburne Food Shelf. I understand that photographs may be taken and other filming may occur while I am volunteering. I further understand the pictures taken and video shot (“images”) may be distributed to news organizations worldwide and may be broadcast in television news programs around the world. I hereby give permission for news media and/or representatives of the Shelburne Food Shelf to use the images, including use of the images in print and electronic media without payment of compensation, for educational, advertising or promotional purposes.

I acknowledge and agree that all copyrights and other intellectual property rights in and to the images are the property of the photographer(s) and/or Shelburne Food Shelf and may be edited before use.

Agreement and Signature

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in a reversal of this volunteer opportunity. Thank you for completing this application form and for your interest in volunteering with us.

Print Name: _____

Signature: _____

Date: _____