



# Volunteer Guidelines & Safety



# Introduction

- Volunteers are an exceptional asset to any organization especially emergency food programs. Without the dedication and hard work given by volunteers some programs would not be able to continue serving.
- Thank you for your interest in making a difference to work towards ending hunger in Idaho. We appreciate you and your services. We are committed to respecting your skills as well as keeping your volunteer experience safe and productive. We ask for your cooperation in the following guidelines.



# Objective

**These materials have been provided by The Idaho Foodbank for you as a volunteer to reference for general safety guidelines.**







# Topics

- Volunteer Confidentiality Guidelines
- Age Guidelines
- Proper Attire
- Proper Lifting Techniques
- IFB Warehouse Safety
- Maintaining a Safe Pantry
- Maintaining a Safe Feeding Site
- Maintaining a Safe Environment
- Questions





# Volunteer Confidentiality Agreement

As a volunteer, **confidentiality of recipients should be held with the highest regard.**

All recipients who receive assistance from an emergency food program should be treated with dignity and respect. They should feel comfortable that their personal information such as name, address, and phone number will be confidential, therefore it is required that all volunteers sign a “Volunteer Confidentiality Agreement” provided by the emergency food program coordinator.

## Volunteer Confidentiality Agreement

I understand that as a volunteer, I may have access to confidential information about the participants that utilize \_\_\_\_\_ (Partner Agency).

I understand that any information that I learn about a participant is confidential and that information about a participant cannot be disclosed to anyone. I understand the law provides for the possible civil and criminal penalties for disclosure of confidential participant information.

This includes information I receive whether obtained either verbally or written by:

- \_\_\_\_\_ (Partner Agency)
- Direct contact with participants and families
- The Idaho Foodbank

Any of this information is to be held in strict confidence in order to protect the rights of all participants and families.

I recognize that the disclosure of such information by me may cause irreparable harm to the family and \_\_\_\_\_ (Partner Agency) and that accordingly, the family may seek any legal remedies against me which may be available.

I agree that I will not:

- ☐ Reveal to anyone the name or identity of a participant.
- ☐ Repeat to anyone any statements or communications made by or about the participant.
- ☐ Reveal to anyone any information that I learn about the participant as a result of discussions with others providing support to the participant.
- ☐ Write or publish any articles, papers, stories or other written materials which will contain the names of any participant or information from which the names or identities of any participant can be discerned. If a paper is written about my volunteer work here, I agree that I will submit it to \_\_\_\_\_ (Partner Agency) for approval.

I hereby agree by signing below that I have read this document, fully understand its meaning and promise to adhere to the confidentiality agreement described above.

Date: \_\_\_\_\_

Printed Name of Volunteer: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

\_\_\_\_\_  
Signature



# Age

- To ensure all volunteers are following safety guidelines at all times, any volunteer under the age of 16 should be accompanied by an adult.
- Volunteers under the age of 16 should have a parent/guardian present and a release form signed and on file.





# Proper Attire

## Please Wear:

- Closed toed shoes
- Dress in layers depending on the season
- Comfortable long fitting pants
- All skin must be covered between pants and shirt. Please no short shorts, or revealing tops
- No low cut or muscle shirts
- Gloves, scarf, coat, and hat during cold weather
- Long hair should be neatly tied back







# Proper Attire (Cont.)

## Please Do Not Wear or Use:

- Sandals or sling back shoes
- Clogs
- Open toed shoes
- Chewing gum
- Dangling earrings, necklaces, or any other jewelry
- Perfume
- Medication that might impair mental or physical judgment
- No alcohol can be used prior or during volunteer activities







# Proper Lifting Techniques



1. **Plan Ahead**- Knowing what you are lifting and where you are going will prevent you from making awkward movements.
2. **Lift Close to Your Body**- Make sure you have a firm hold on the object you are lifting, and keep it balanced close to your body.
3. **Feet Shoulder Width Apart**- A solid base of support while lifting is important. Feet shoulder width apart creates balance. Take short steps.
4. **Bend Your Knees and Keep Your Back Straight**- Practice the lifting motion before you lift the object, and think about your motion before you lift. Focus on keeping your spine straight--raise and lower to the ground by bending your knees.
5. **Tighten Your Stomach Muscles**- Tightening your stomach muscles helps to keep your spine straight and takes excessive force off your back while lifting.

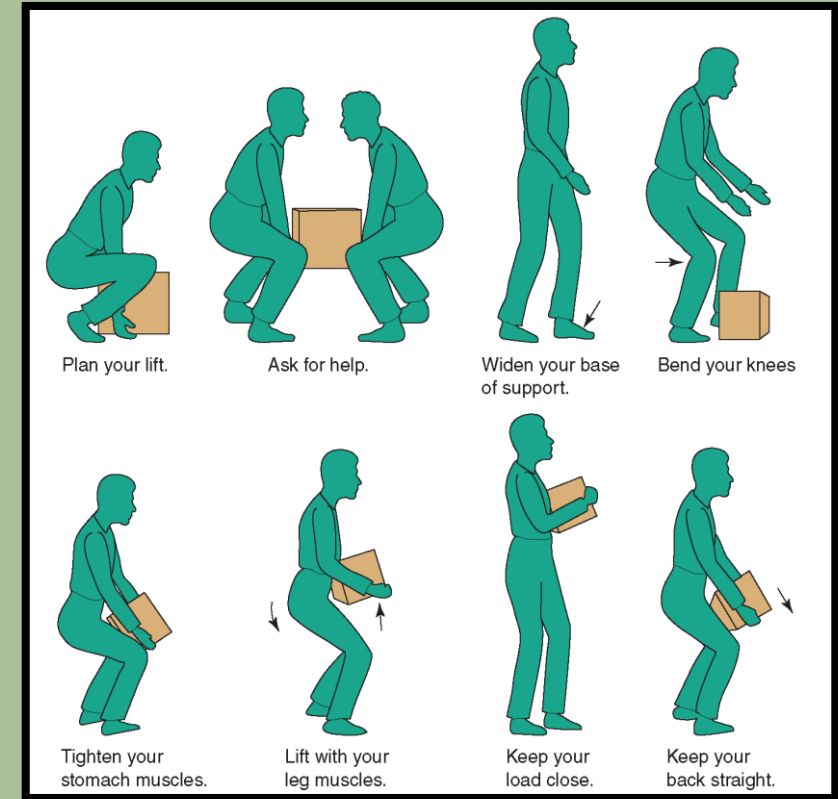


# Proper Lifting Techniques (Cont.)

6. **Lift With Your Legs**- Lower to the ground bending at your knees when lifting objects keeping your spine straight.

7. **Get Help**- If you are straining to lift an object or it has an awkward shape ask for help!

8. **Back Support**- Wear a back brace or belt for support when lifting heavy objects, or for repetitive lifting.





# Maintaining a Safe Pantry/ Feeding Site

- Sweep and mop regularly. When you notice a spill clean it immediately.
- Keep all storage areas clear of debris and clutter.
- Do not place product on shelves that are unstable.
- Do not overstock shelves, pallets, or cold storage areas.
- Food and shelving must be at least 6 inches off the ground.



# Maintaining a Safe Pantry/ Feeding Site (Cont.)

- Check and maintain equipment regularly.
- Store cleaning and hazardous materials far from food or food prep areas.
- When working with hazardous chemicals, wear protective gear such as goggles, gloves, and apron.
- Maintain at least one Food Safety Certification or ServSafe® Certification
- Maintain a certification of inspection by your local district health department (if applicable).

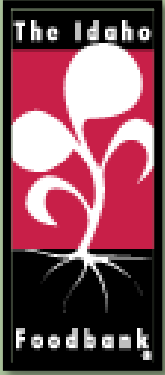




# Maintaining a Safe Environment

- As a volunteer it is important to know how the agency your volunteering for addresses safety issues such as:
  - Evacuation plans in case of fire, earthquake, flood, or other extreme disasters
  - Fire safety
    - ✓ Where fire extinguishers are located
    - ✓ Where the emergency evacuation site is located
    - ✓ Procedures for addressing fires
  - Electrical safety
  - First aid kits
  - Gas safety
    - ✓ Is there a plan in place for gas fires
    - ✓ Is there a fire extinguisher for gas fires





# IFB Warehouse Safety



- Closed-toed shoes are required for picking up food orders in the warehouse.
- Only qualified IFB staff may use power equipment.
- Climbing on equipment, machinery, racks, and pallet stacks is prohibited.
- Children must be supervised at all times while in the warehouse.
- Eating, drinking, and smoking in the warehouse is prohibited.
- Pay attention to caution tapes and other such area restrictions and do not go past these barriers; be cautious of forklift operations as well.



# IFB Warehouse Safety (Cont.)

- Each Agency must be accompanied by an employee or trained volunteer of IFB to pick out extra product from the cooler. You cannot leave distribution area without accompaniment or permission.
- Good housekeeping is essential to prevent accidents. Alert staff immediately to any spills or damaged products.
- Report all unsafe conditions or practices to staff immediately.
- If you witness an accident or injury, report it immediately to IFB staff.



# Thank You!

Without you, we could not provide hunger relief in Idaho. Thank you for taking the time to read through this presentation to ensure that you provide a safe work environment for your fellow volunteers and distribute safe food to those in need.







# Additional Resources

If you are interested in food safety certification please visit:

<http://www.idahofoodsafetyexam.com/> for a FREE certification through The Idaho Department of Health & Welfare.

## Questions

If you have any questions about food safety that your emergency food program coordinator is unable to answer please call a member of the Agency Relations department at (208) 571-2681.

