



VOLUNTEER HANDBOOK

Updated August 2018

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ABOUT LOVING SPOONFUL

Why we exist

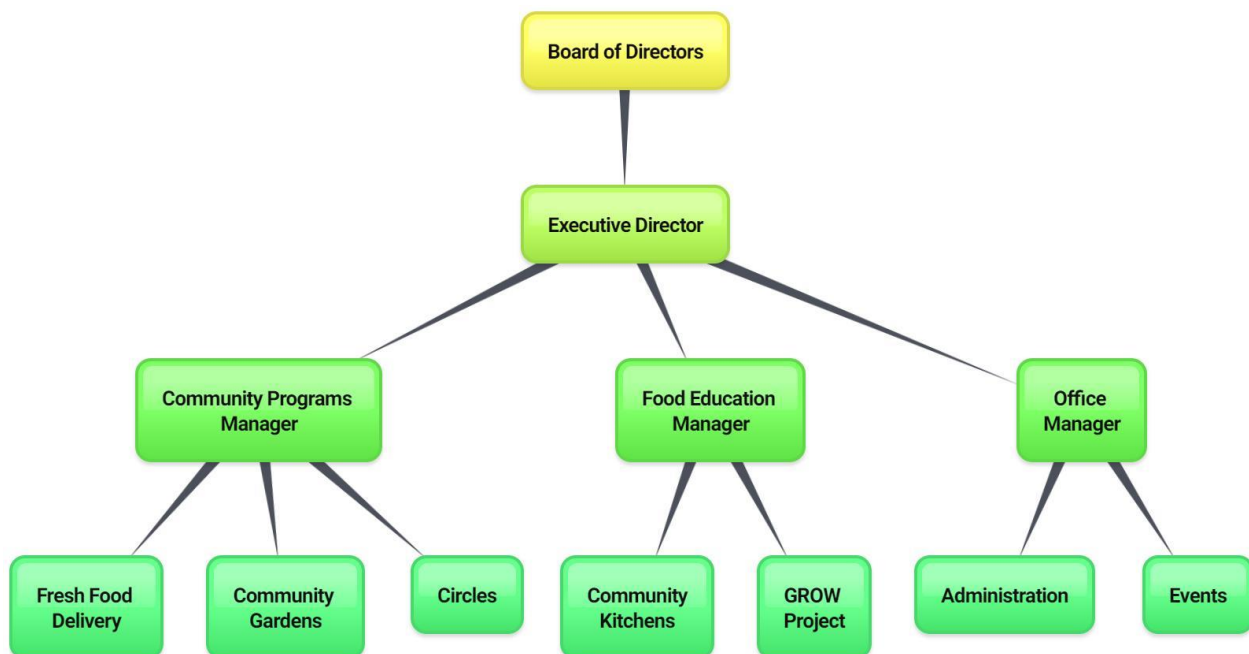
Approximately 20,000 people in Kingston live below the poverty line. Thousands more are unable to buy the healthy food that keeps minds and bodies working. Loving Spoonful is a charitable organization that works towards achieving a food-secure community by facilitating fresh food access, skills, and engagement in a collaborative, empowering, and environmentally-sustainable manner.

Our goals include:

- 1) Delivering innovative and impactful programming;
- 2) Enhancing access to healthy food for all; and
- 3) Engaging diverse sectors of the community.

Who we are

Loving Spoonful is based in Kingston, Ontario, and has 4 core staff, 6 program staff, 250 volunteers, and a local board of directors (see Figure 1 below). We deliver fresh food from farms, gardeners, and grocery stores to more than thirty local shelters and meal programs. We lead garden-based education programs and teach hundreds of people healthy food skills. We work with partners across Kingston on food security issues.



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Figure 1: Structure of the Organization

Contact Info

Loving Spoonful office

- Address: 559 Bagot St., 2nd floor, Kingston ON, K7K 3E1
- General office phone: 613-507-8848

For support, please contact the most appropriate staff person:

Title	Name	Contact
Volunteer & Outreach Coordinator	Mary Gauthier	Mary@lovingspoonful.org
Food Access Animator	Alex Harper	c. 343-333-0244, Alex@lovingspoonful.org
GROW Project Coordinator	Anne Munier	AnneM@lovingspoonful.org
Community Kitchen Coordinator	Thea Zuiker	c. 333-343-5699, Thea@lovingspoonful.org
Office Manager	Melanie Redman	c. 613-770-6105, Mel@lovingspoonful.org
Community Programs Manager	Madison Hainstock	c. 613-795-5426, Madison@lovingspoonful.org
Food Education Manager	Leslie Hanson	c. 204-981-3801, Leslie@lovingspoonful.org
Executive Director	Mara Shaw	c. 613-217-9404, Mara@lovingspoonful.org

VOLUNTEERING WITH LOVING SPOONFUL

First off – **thank you!** It is only because of volunteers like you that our work is possible.

We commit to timely and open communication with you, providing you with sufficient support, and demonstrating our gratitude and respect. We want our volunteers to find roles that are a good fit, are fulfilling, and are not an undue burden. We want you to have fun!

Loving Spoonful does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, and partners. We expect all volunteers and staff to share in this commitment.

Volunteer Policies: Your Rights and Code of Conduct

To ensure that your volunteer experience with Loving Spoonful is as positive as possible, we want to make sure that we are on the same page about your rights and the expected code of conduct.

Volunteers represent Loving Spoonful in the Kingston community

While you are on shift for Loving Spoonful, you are a representative of the organization. Depending on your volunteer role, you may be interacting with food and financial donors, recipient agencies and partner organizations, program participants, community members and the general public.

As a volunteer with Loving Spoonful, we expect that you will adhere to the following when interacting with the individuals and groups identified above:

- Maintain a positive relationship
- Treat them with respect and work to ensure that others treat them with respect
- Demonstrate good judgement, integrity, professionalism and accountability
- Explain the mission, programming and other work of Loving Spoonful to public

Anti-harassment and Anti-discrimination

All volunteers who work with, and on behalf of, Loving Spoonful will:

- work to ensure that community members, program participants, and other volunteers are treated equally with respect;
- work to create a welcoming space for community members, program participants, and other volunteers;
- work to accommodate service animals, support persons and assistive devices used by people with disabilities;

- work to address discrimination based on race, class, gender, ability, religion, sexual orientation, or cultural background;
- work to ensure that incidents of ill-treatment or injustice that negatively impact a person or a group of people are reported to a staff person; and,
- uphold the Loving Spoonful Mission: “Loving Spoonful works to enhance access to healthy food in an empowering, inclusive, and environmentally sustainable manner.”

Confidentiality

It is important that all volunteers respect the privacy and confidentiality of each other and of participants. This means, for example, not disclosing information:

- read in documents or files;
- heard in conversation with participants, volunteers or staff; and,
- about an incident that involved participants, volunteers or staff.

Conflict of Interest

Sometimes, private interests may conflict with duties and responsibilities to Loving Spoonful. They may include:

- accepting personal gifts of significant value from individuals and organizations that have dealings with Loving Spoonful;
- personal use of Loving Spoonful resources including its premises, equipment or supplies;
- preferential treatment, or the appearance of preferential treatment to an individual, business or organization with which you, your family or friend have an interest;
- supervising a spouse, child, parent or sibling; or
- participating in any decisions that could result in personal benefit.

It is important to let your supervisor know about potential conflicts of interests so that they can be resolved or avoided.

Volunteer Rights

As a volunteer, Loving Spoonful staff members and supervisors are here to provide you with support. We strongly encourage you to contact staff if you feel that any of the following rights are not being met while you are in your role as a volunteer.

You have the right:

- To feel safe and to work in a safe and healthy environment when volunteering with Loving Spoonful. If you do not feel safe in your role or that expectations of your role were clear, your supervisor will strive to ensure that you are provided with resources, training, tools, and/or materials to address your safety concerns.

- To a clear Job Description outlining the expectations of your volunteer role. You have the right to participate in the organization, the right to refuse work, and the right not be judged for your choices.
- To be treated with respect. If you feel that you have not been treated with respect, please talk to your supervisor or address it with another staff member with whom you feel comfortable.
- To have your confidential and personal contact information protected by Loving Spoonful in accordance with the Personal Information Protection and Electronic Documents Act (2000).

Use of drugs and alcohol

Volunteers must not attend their volunteer shift while under the influence of drink or drugs. To do so will be cause for instant dismissal. Volunteers must not take drugs or drink during their shift at Loving Spoonful.

Call staff for support when needed

Volunteers must call a staff person if there is an incident involving community members or in case of an emergency. Do not deal with incidents on your own.

Attendance

In order to provide our services to the community, we need volunteers who are reliable in turning up for their shifts. Please arrive for your shift on time. Please call your supervisor let us know in advance if you are not able to attend so that we can try to fill your place.

All volunteers are required to read and agree to comply with the Code of Conduct. They can do so electronically [here](#), or by contacting Mary Gauthier, Volunteer & Outreach Coordinator at Mary@lovingspoonful.org.

VOLUNTEER POSITIONS

At Loving Spoonful, numerous volunteer opportunities are available at various times of the year. Their detailed job descriptions are in the following sections.

Fresh Food Access Programs

Fresh Food Delivery Drivers

Collect donated surplus food from local grocers, farmers, and other businesses and deliver it directly to social service agencies and fresh food stands in Kingston.

Grow a Row Market Booth Ambassadors

Run our booths at the Downtown Kingston Public Market and the Memorial Centre Farmers' Market over the summer by receiving fresh healthy produce donated by local farmers and gardeners for local shelters and meal programs, and by talking to people about who we are and what we do.

Gleaners

Help harvest surplus produce from farmers' fields for donation.

Food Education Programs

Community Kitchen Workshop Assistants

Help run cooking classes to teach people to cook healthy, affordable and delicious meals while building confidence and community.

GROW Project Workshop Assistants

Work in schools in Kingston, teaching kids in Grades 4 to 8 about food security, gardening, healthy eating, and community through in-class and in-garden workshops.

Other Support

Events Support

Help organize, set up, and represent us at various events throughout the year.

Administrative Support

Helping to keep everything organized and running smoothly from our head office, this role includes mostly phone and computer work.

FRESH FOOD DELIVERY DRIVER

Program Description

The Fresh Food Delivery Program collects surplus perishable food – vegetables, fruit, baked goods, meats, dairy products and healthy prepared foods – from restaurants, grocers, caterers and markets, and delivers them to over 40 social service agencies and fresh food stands throughout the city of Kingston. All of this beautiful food passes both Loving Spoonful's Healthy Food Guidelines and, as the Guidelines report, our own constant test: We only deliver it if it is fresh enough to feed our own families. Loving Spoonful has collected and delivered over \$1 million of fresh food since our founding in 2008.

The Fresh Food Delivery Program is one of several programs that directly support Loving Spoonful's goals of enhancing access to healthy food for all; engaging diverse sectors of the community; and delivering innovative and impactful programming.

Purpose of Position – Your impact

As the backbone of the Fresh Food Delivery program, Loving Spoonful's conscientious Fresh Food Delivery Drivers salvage fresh healthy food and make it possible for those who live in poverty or who are struggling in Kingston to have access to fresh food, every day.

Qualifications/Resources – What you'll need

- If you are delivering food by car, you will need a valid driver's license and regular or occasional access to a vehicle.
- If you are delivering food by bike, you will need access to a bicycle, a helmet, a large bike trailer, (or the willingness to attach one to your bicycle) and a backpack, panniers, and/or basket for transporting food.
- This position requires some light physical labour and occasional heavy lifting, but many donors and agencies are willing to assist with lifting.
- An ability to work independently. Although you will be working without supervision, you will be able to discuss any concerns with the Food Access Animator.
- Access to a computer to view and sign up for shifts, and to submit reports.

Key Duties and Responsibilities

Fresh Food Delivery drivers are responsible for picking up donated surplus food from restaurants, grocers, caterers, and farmers' markets and delivering it to local shelters and meal programs.

Food Donation Pick Up

1. Affix a Loving Spoonful car magnet on your car (will be provided, while supplies last)
2. Arrive at all pick-up destinations on time
3. Load donated food into your vehicle

4. Weigh all donated food (in lbs), and submit report on Food Rescue Robot online (Account and training provided.)
5. Sort through food at the point of pick up. Leave any food that you would not feed to your family to be discarded by the food donor.
6. If working with temperature-sensitive items, be sure to follow FoodRescue.ca Food Transport Guidelines ([Appendix A](#)) on how to transport them safely.

Food Donation Delivery

1. Offer each drop-off location to take what they like. (They will typically not need all of it.)
2. Move onto the next location. We design delivery routes to ensure that each agency receives adequate donations.
3. If you are delivering to Fresh Food Market Stands, leave as much as you like, since they aren't staffed.

Other responsibilities

- Sign up for shifts on the online Food Rescue Robot
- Cancel shifts on the online Food Rescue Robot at least 3 days in advance if going to be absent, or directly inform the Food Access Animator as soon as possible if last minute changes occur.

Time Commitment and Locations

- Regular routes are mapped out throughout the City of Kingston and in Amherstview.
- Regular routes are available weekly, or you may sign up to cover one-time routes on an occasional basis.
- Routes generally take 1.5 to 2 hours to complete.

Support – What we'll provide

You will receive:

- Training, in-person or by phone, before your first shift.
- An online account with Food Rescue Robot to view and sign up for shifts, and to provide feedback.
- A car magnet (if needed) and a scale.
- A cooler/ice packs/thermometer for rescuing meat/dairy, if required.
- Safe Lifting and Safe Driving tips ([Appendix B](#))

You are always welcome and encouraged to contact us to share your successes, discuss any concerns or provide feedback:

- Alex Harper, Food Access Animator: 343-333-0244 (call or text), Alex@lovingspoonful.org
- Mary Gauthier, Volunteer & Outreach Coordinator: Mary@lovingspoonful.org

Benefits – What you'll gain

- Interaction with the community
- Having a direct impact on reducing waste and feeding those in need
- All time off will be covered, please notify in advance
- Reference letter supplied for successful volunteer experience

Measures of Success

- Regular and consistent pick-up & delivery of food donations (when there are donations)
- Regular and consistent reporting of food collection data
- Good relations with food donors and recipient agencies

GROW A ROW MARKET BOOTH AMBASSADOR

Program Description

Grow A Row (GAR) encourages farmers, gardeners and local workplaces to grow an extra row of produce for delivery to 40 local agencies serving some of the over 20,000 people in the Kingston Area who live below the poverty line. In 2017, Loving Spoonful collected 30,000 lbs of fresh produce that was delivered to the community.

Grow A Row Program is one of several programs that directly support Loving Spoonful's goals of enhancing access to healthy food for all; engaging diverse sectors of the community; and delivering innovative and impactful programming.

Position Purpose – Your impact

As the critical point of connection between the food donors and the service agencies, Grow a Row Market Booth Representatives are in charge of running the Loving Spoonful Booth at the Memorial Centre Farmers' Market and the Downtown Kingston Public Market. These volunteers collect, weigh, and record donated produce.

Grow A Row Market Booth Representatives are also the face of Loving Spoonful in the public. As they engage with curious passers-by, they help to raise awareness about Loving Spoonful and what we do.

Qualifications/Resources – What you'll need

Volunteers who have the most impact and enjoy this position most:

- Are outgoing, or willing to talk to strangers;
- Able to do some light physical labour and occasional heavy lifting; and
- Are able to work as part of a team.

Key Duties and Responsibilities

Grow A Row Market Booth Ambassadors run the Loving Spoonful Booths at the Memorial Centre Farmers' Market and the Downtown Kingston Public Market.

Assemble and/or pack-up tabling materials, table & canopy

- Arrive 5-10 minutes before your shift starts
- Gather the materials in the inventory list ([Appendix C](#)) and set up the booth.
- Inventory list and location-specific instructions will be provided at Orientation.

Tell people about Loving Spoonful's mission and programming

- Greet curious passers-by, answering their questions, offering info about Loving Spoonful, and inviting them to check out our materials, and sign up for our newsletter or to volunteer
- Encourage people to participate in activities offered at the table, take promotional materials & sign-up for our E-Newsletter

Collect fresh produce and Submit reports

- Greet and thank donors
- The following will need to be reported directly into the electronic track sheet (a tablet is provided)
 - Donor name
 - Donor type (market vendor, community garden, GROW garden, individual, other)
 - Name of produce (each type)
 - Weight of each type of produce, in pounds (lbs)

End of Shift

- Calculate the total weight of donated produce
- Give the produce and total weight to the driver, and help load produce into the Driver's vehicle
- Return materials to storage
- Every other Saturday (DKPM only): use the Allen key in the tent repair kit to tighten every nut in the tent to ensure the joints don't loosen and bust apart

Other responsibilities

- Sign up for shifts on the online Volunteer Robot
- Cancel shifts on the online Volunteer Robot at least 3 days in advance if going to be absent, or directly inform the Food Access Animator as soon as possible if last minute changes occur.
- Take pictures of donated produce, and if able, circulate on social media, or send to supervisor
- Contact Alex (alex@lovingspoonful.org) if anyone signs up for the newsletter (send a photo of the sheet), makes a donation (arrange for pickup of funds), if anything is missing or damaged, or if you need help of any kind.

Time Commitments and Locations

- Booth Ambassadors shifts are 2 to 2.5 hours long, and are scheduled from June to October at two locations.
- Volunteers sign up for a particular booth team, and can volunteer weekly, or once or twice per month.
- Booth teams are:
 - Tuesday (3:00PM – 5:00PM) at Downtown Kingston Public Market
 - Thursday (3:00PM – 5:00PM) at Downtown Kingston Public Market
 - Saturday (1:00PM – 3:00PM) at Downtown Kingston Public Market
 - Saturday (3:00PM – 5:00PM) at Downtown Kingston Public Market
 - Sunday (9:00AM – 12:00PM) at Memorial Centre Farmers Market
 - Sunday (12:00AM – 2:30PM) at Memorial Centre Farmers Market
- Commitment is encouraged throughout the season; vacations are accommodated.

- Volunteers sign up for shifts through their own account (provided) on Loving Spoonful's online Volunteer Robot.

Support – What we'll provide

- A group training is provided as an introduction to the responsibilities and details of the role. At this orientation you also get a chance to connect with the other volunteers for the season.
- In order to answer questions about Loving Spoonful clearly and with ease, training will be provided where you use your knowledge to develop a "pitch" about Loving Spoonful.
- This training occurs in April, May, and June
- Volunteers who come on board mid-season are trained on-site at during their first.

You are always welcome and encouraged to contact us to share your successes, discuss any concerns or provide feedback:

- Alex Harper, Food Access Animator: 343-333-0244 (call or text), Alex@lovingspoonful.org
- Mary Gauthier, Volunteer & Outreach Coordinator: Mary@lovingspoonful.org

Benefits – What you'll gain

- Interaction with the community, farmers, and market-goers
- Time outside in the sunshine
- Seeing beautiful produce be salvaged and appreciated
- Reference letter supplied for successful volunteer experience

Measures of Success

- Volunteers can clearly explain Loving Spoonful mission and programming
- New people sign up for our E-Newsletter
- Donation Tracker Forms are accurately and clearly filled with the weight, donor info, and item for each donation
- All Donation Tracker Forms are submitted

GLEANER

Program Description

Working with local farmers, youth, and community volunteers, the Gleaning Project harvests surplus crops and delivers the produce to 40+ shelters, meal programs, and Fresh Food Market Stands.

Gleaning is one of several programs that directly support Loving Spoonful's goals of enhancing access to healthy food for all; engaging diverse sectors of the community; and delivering innovative and impactful programming.

Position Purpose – Your impact

Gleaning volunteers have the key role of collecting surplus crops from farmers' fields after they have been commercially harvested or on fields where it is not economically profitable to harvest. Gleaners reduce food waste and directly help redistribute food to Kingston communities who need it.

Qualifications/Resources – What you'll need

- This position requires some light physical labour and occasional heavy lifting.
- No training or previous experience required.

Key Duties and Responsibilities

1. Drive or carpool to a local farm or garden. (Assistance with carpooling is available.)
2. Harvest produce, as instructed.
3. Weigh produce at the end of the shift.
4. Deliver produce to Loving Spoonful's Little Cat Cold Storage.
5. Record delivery details on the track sheet there.

Other responsibilities

- Sign up for shifts on the online Volunteer Robot
- Cancel shifts on the online Volunteer Robot at least 3 days in advance if going to be absent, or directly inform the Loving Spoonful staff as soon as possible if last minute changes occur.

Time Commitments and Locations

- Gleaning occurs in the harvest season, August to November.
- Volunteer shifts are 2 to 3 hours.
- A one-time commitment is all that is required.
- Gleaning opportunities are posted on the Volunteer Robot.

Support – What we'll provide

- Any equipment, if needed, is provided.
- A Loving Spoonful staff will always be present to provide guidance and support.

You are always welcome and encouraged to contact us to share your successes, discuss any concerns, or provide feedback:

- Bree Rappaport, Gleaning Coordinator: Gleaning@lovingspoonful.org
- Mary Gauthier, Volunteer & Outreach Coordinator: Mary@lovingspoonful.org

Benefits – What you'll gain

- Physical time outdoors, on farms or in gardens
- Seeing beautiful produce be salvaged
- Reference letter supplied for successful volunteer experience

COMMUNITY KITCHEN WORKSHOP ASSISTANT

Program Description

Loving Spoonful's Community Kitchens are designed to get people together around good food. We cook with people of all ages, backgrounds, and abilities – children, youth, adults, families, newcomers, Indigenous community members, people with physical and intellectual differences, expert home cooks, and beginners. We get together to make healthy, affordable, and simple recipes in kitchens throughout Kingston. Hands-on learning and discussions of food topics helps build knowledge, skills, and confidence, encouraging participants to make healthy and informed food choices in the kitchen and beyond. In addition to food literacy development, our community kitchens are places where people socialize, building community connections and friendships around food. They also provide good food access as surplus food, healthy recipes, spices, and cookware are sent home to assist with cooking after programs are complete.

See [Appendix D](#) to get an idea of the different programs offered through Community Kitchens.

Community Kitchens directly supports Loving Spoonful's goals of enhancing access to healthy food for all, engaging diverse sectors of the community, and delivering innovative and impactful programming.

Position Purpose – Your impact

Creating a space where participants can build food literacy, skills, confidence, and community around good food, Community Kitchen Workshop Assistants are critical in helping to ensure that the cooking classes run smoothly and are positive experiences for all participants.

Qualifications/Resources – What you'll need

- A non-judgmental and respectful approach is always required when working with cooking participants, ensuring participants feel welcome, included, and dignified
- Some cooking skills/knowledge
- An outgoing attitude and an ability to engage with others
- Be comfortable standing for long periods of time (1.5 – 3 hours depending on the program)
- An ability to work as part of a team
- A Criminal Record Check is required, as program participants can bring their children to the classes. (Cost is reimbursed.)

Key Duties and Responsibilities

On-site Duties

- Assist in leading a small group of participants through the workshop recipes, allowing participants to take the lead on making the meal and demonstrating specific skills/tips as required.
- Engage with participants in a fun and encouraging way while ensuring kitchen safety.
- Help with set up, clean up, dishes, and workshop activities required.

Other responsibilities

- Sign up for shifts on the online Volunteer Robot
- Cancel shifts on the online Volunteer Robot at least 3 days in advance if going to be absent, or directly inform the Kitchen Instructor as soon as possible if last minute changes occur.

Time Commitments and Locations

- Community Kitchen classes are offered as a series or one-time workshops. Programs specify: theme/Focus, location, number of classes (from 1 to 9), frequency of classes (single/one-off, weekly or monthly), length of classes (from 2 to 4 hours), time of classes, and number of volunteer positions needed. See [Appendix D](#) for examples of programs.
- Volunteer opportunities vary throughout the year according to what programs are running.
- Shifts can be during the day, evening, or weekends
- It is preferred that a volunteer commit to a whole program as the continuity of their presence is enriching to participants. One-off/single-class programs are also offered.
- All scheduled Community Kitchens Classes are posted on Loving Spoonful's online Volunteer Robot, and each Workshop Assistant will be provided an online account to sign up to volunteer for any class that indicates a volunteer shift opening.

Support – What we'll provide

- A training meeting will be set up as at the start of each cooking program to review details about the cooking participants and volunteer position, as well as the recipes and activities that will be used during the workshops. This meeting will either take place before the program begins or directly before the first shift at the kitchen.
- The Community Kitchen Instructor will provide on-going support. Supervision will take place to make sure recipes are being followed (within reason) and people are having fun.
- Informal post-class debriefings with the Community Kitchen Instructor allows Workshop Assistants to discuss what is going well with the program, areas for improvement, as well as voice any suggestions, comments or concerns.
- An account with our online Volunteer Robot will be provided to view and sign up for shifts.

You are always welcome and encouraged to contact us to share your successes, discuss any concerns, or provide feedback:

- Thea Zuiker, Community Kitchen Coordinator: 333-343-5699, Thea@lovingspoonful.org
- Mary Gauthier, Volunteer & Outreach Coordinator: Mary@lovingspoonful.org

Benefits – What you'll gain

- Social interaction with the community
- Learning new healthy recipes
- Teaching and cooking in the kitchen

- Cost of CPIC will be reimbursed with submission of a receipt
- Reference letter supplied for successful volunteer experience

Measures of Success

Workshop Facilitators will observe the positive effects of their presence week-to-week as participants' skills improve, confidence builds, and friendships begin.

GROW PROJECT WORKSHOP ASSISTANT

Program Description

Loving Spoonful's school-garden based GROW Project teaches over 600 students at 17 Kingston and area schools about good food, community, and collaboration. In each school, students in grades 4 to 8 participate in seven curriculum-connected classroom workshops that complement their garden time, teaching students about food systems, social justice and food security, food and culture, and healthy gardens and cooking. Visits from local farmers and nature-based field trips further assist students to make connections between their food, their health, their community, and the Earth.

The GROW Project is one of several programs that directly support Loving Spoonful's goals of enhancing access to healthy food for all; engaging diverse sectors of the community; and delivering innovative and impactful programming.

Position Purpose – Your impact

GROW Project Workshop Assistants help out in hands-on workshops where students design, plant, care for and harvest vegetables in their school gardens while learning values of stewardship and responsibility.

Key Duties and Responsibilities

Workshop Assistants help in the classroom and/or garden with students from grades 4 to 8. Their role could include:

- Helping students to prepare food – salsa, burritos, smoothies, or home-grown salad (fall & spring)
- Helping students discuss barriers & solutions to healthy eating (fall)
- Assisting students as they design and plant their garden (spring)
- Assisting students as they transplant tomato seedlings and explore vermi-composting (spring)
- In each workshop: Helping with set up, clean-up and interacting with students

Specific volunteer position details will be available for each workshop opportunity so volunteers can choose the positions that are right for them.

Other responsibilities

- Sign up for shifts on the online Volunteer Robot
- Cancel shifts on the online Volunteer Robot at least 3 days in advance if going to be absent, or directly inform the Loving Spoonful staff as soon as possible if last minute changes occur.

Time Commitments and Locations

Over the school year, the GROW Project delivers 7 workshops to each of 17 different schools in the City of Kingston. GROW Workshop Assistants are needed for 5 of these workshops (85 workshops in total) which take place in: late Sept/early Oct; November; April; May; and June.

All scheduled GROW Workshops are posted on Loving Spoonful's online Volunteer Robot, and each GROW Workshop Assistant will be provided an online account to sign up to volunteer for any workshop. Workshop shifts can occur any week day, Monday to Friday, during school hours, and are approximately 2 to 3 hours long.

Qualifications/Resources – What you'll need

- A Criminal Record Check with 'no criminal record' is required. Cost is reimbursed; just provide your receipt.
- Being comfortable interacting with students.
- Ability to lead small groups (e.g. chopping vegetables, sowing seeds, looking at vermi-composting worms); a staff person from Loving Spoonful will always be present
- Knowledge of basic gardening techniques such as "planting", "weeding", "thinning" and "harvesting" would be helpful for spring workshops, but is not required.
- Knowledge of basic food preparation techniques (chopping, mixing, using different ingredients) would be helpful but is not required.
- Light physical labour is required for some of the workshops.

Support – What we'll provide

- Hands-on, on-site training by GROW Project Staff
- An account with Loving Spoonful's Volunteer Robot to view and sign up for shifts

You are always free to contact us to share your successes, discuss any concerns, or provide feedback:

- Anne Munier, GROW Project Coordinator: AnneM@lovingspoonful.org
- Mary Gauthier, Volunteer & Outreach Coordinator: Mary@lovingspoonful.org

Benefits – What you'll gain

- Great experience teaching and working with youth
- The chance to work in – and learn more about – vegetable gardens
- Cost of CPIC covered
- Reference letter supplied for successful volunteer experience

Measures of Success

GROW Project Workshop Assistants see the positive impact they make when students:

- Are excited about healthy food and keen to try new things;
- Show an increased awareness of food systems, food security and the importance of food in culture;
- Build a connection to the environment and working together to support the local community; and
- Develop life skills such as gardening, healthy food preparation, and critical thinking.

EVENTS SUPPORT

Position Purpose – Your impact

Volunteers providing Event Support are instrumental in helping to plan, execute and staff our community-building and fundraising events. By supporting programming capacity, these events directly contribute to Loving Spoonful's goals of enhancing access to healthy food for all; engaging diverse sectors of the community; and delivering innovative and impactful programming.

Qualifications/Resources – What you'll need

- Ability to work without direct supervision, but in coordination with the Office Manager.
- No previous experience required.

Key Duties and Responsibilities

Tasks of Events Support volunteers may vary according to need. Some examples of what they do include, but are not limited to:

- Putting up posters around Kingston, in advance of events
- Decorating at event site, setting up tables/chairs, etc.
- Disassembling event site, removing tables/chairs, etc.
- Attending events, assisting as required with distribution of materials, food, etc.
- Representing Loving Spoonful
- Ensure good relations are maintained with event holders and attendees
- This position may require light physical labour and occasional heavy lifting.

Other responsibilities

- Sign up for shifts on the online Volunteer Robot
- Cancel shifts on the online Volunteer Robot at least 3 days in advance if going to be absent, or directly inform the Kitchen Instructor as soon as possible if last minute changes occur.

Time Commitments and Locations

All volunteers will be notified of upcoming events and volunteer role opportunities in advance.

Regularly scheduled events take place primarily during summer months.

- Seedy Saturday (March)
- Food Revolution Day (May)
- Skeleton Park Arts Festival (June)
- The UnWasted Dinner (July)
- Night Market (August)
- Community Garden Trolley Tour (June/July/August/September)

Support – What we'll provide

- Training, if needed, will take place as needed.
- A Loving Spoonful staff will be on-site to provide guidance and support.
- An online account with Volunteer Robot to sign up for shifts

You are always welcome and encouraged to contact us to share your successes, discuss any concerns, or provide feedback:

- Melanie Redman, Office Manager: 613-770-6105, Mel@lovingspoonful.org
- Mary Gauthier, Volunteer & Outreach Coordinator: Mary@lovingspoonful.org

Benefits – What you'll gain

- An opportunity be part of the 'backstage crew' at fun community events
- A chance to build up a worthy cause
- A reference letter supplied for successful volunteer experience, upon request

Measures of Success

- Tasks are completed as assigned
- Events Support volunteers are having fun!

ADMINISTRATIVE SUPPORT

Position Purpose – Your impact

The skills and expertise of volunteers providing Administrative Support assist in creating a strong administrative foundation at Loving Spoonful, which is key to providing consistent quality programming. In this way, their contributions directly support Loving Spoonful's goals of enhancing access to healthy food for all; engaging diverse sectors of the community; and delivering innovative and impactful programming.

Qualifications/Resources – What you'll need

- Familiarity with Microsoft Excel, Microsoft Word, and computers is preferred.
- Skills with graphic design are also valued.
- A flexible schedule is an asset.

Key Duties and Responsibilities

Tasks of Administrative Support volunteers vary according to need. Some examples of what they do include, but not limited to:

- Data entry & database management
- Graphic design
- Building resources
- Organizing hard copy and electronic files
- Digitizing historic archives
- Website development

Time Commitments and Locations

- Shifts take place at the office of Loving Spoonful
- Ideally volunteers would be able to dedicate 2 office hours per week; however, as much time that can be given to tasks will be accommodated.

Support – What we'll provide

- Training will take place as needed.
- A supervisor will be available to you at all times while in the office.
- Flexibility in accommodating your schedule
- An online account with Volunteer Robot to track your shifts

You are always welcome and encouraged to contact us to share your successes, discuss any concerns, or provide feedback:

- Melanie Redman, Office Manager: 613-770-6105, Mel@lovingspoonful.org
- Mary Gauthier, Volunteer & Outreach Coordinator: Mary@lovingspoonful.org

Benefits – What you'll gain

- An opportunity to gain administrative experience in a professional office environment
- An opportunity to contribute your skills and expertise to support a worthy cause
- A reference letter supplied for successful volunteer experience, upon request

Measures of Success

- Tasks are completed as assigned
- Administrative resources that volunteers create and/or maintain result in increased efficiency and/or provide useful tools in the office and/or for programs.

APPENDICES

This section contains some additional information that has been referenced throughout this Handbook.

APPENDIX A: FoodRescue.ca Food Transport Guide

FOODRESCUE.CA

FOOD TRANSPORT guide

FOOD REQUIRING COLD TRANSPORT



meat & fish



eggs & soy



dairy



prepared



frozen

Certain temperature-sensitive foods must be transported in a strong cooler container with frozen cold packs in order to ensure food stays in the cold chain.

FOOD RESCUE CODE OF CONDUCT

food donors can refuse to provide food if Rescuers are not properly equipped.

rescuers can refuse to accept a donation if Food Donors have not met health and safety standards.

TRANSPORT OF TEMPERATURE-SENSITIVE FOOD

- 1 Clean and sanitize your cooler container, cold packs, and thermometer. Prepare for your rescue by placing cold packs into the cooler container. The thermometer can stay at your facility in a clean, dry location.
- 2 At a Food Donor's location, transfer the temperature sensitive items from their refrigerator or freezer directly into your cooler container. Set the cold packs on top of the food to ensure that the air inside stays cold. Place any room-temperature food in a separate food safe container for transport. (Do not transport in the same container with temperature-sensitive foods, as this will cause the temperature to rise inside the cooler.)
- 3 Upon return to your facility, immediately place food items into a fridge or freezer.
- 4 Select one chilled product that you've rescued and take its temperature. If a donation has both frozen and chilled food, take the temperature of each type, as quickly as possible. (See our **Food Temperature Guide** for more information.)
- 5 Record temperatures on our **Food Transport Temperature Log**. Discard any products that have risen above 4°C for refrigerated food or above -18°C for frozen product. Compost whenever possible. If you have completed multiple pickups, you must take the temperature of one item from each pickup location.
- 6 Record fridge and freezer temperatures at the start and end of each day.
- 7 Clean and sanitize your equipment. Place cold packs into a freezer, so they are ready for the next rescue. Store cooler container and thermometer in clean, dry locations.

TRANSPORT EQUIPMENT



To rescue temperature-sensitive food items, you'll need a hard shell cooler or insulated cooler bag equipped with cold packs that are sized appropriately for keeping the interior temperature stable. For room-temperature food, please use separate food-safe transport container, that can be regularly cleaned and sanitized.



A probe thermometer is needed to record food temperatures. (See our **Food Temperature Guide** for details.) Temperature checks are required to ensure food safety. Food Donors may request to see logs to confirm cold chain management.



EQUIPMENT SOURCING

A reusable insulated food delivery bag or hard-shell cooler container are best for keeping products cold and are easy to maintain. Purchasing a long-lasting container is more environmentally friendly and will optimize your organization's finances.

Hard shell cold packs without a label last longer and are easier to clean and sanitize. For details about thermometers, please see our **Food Temperature Guide**.

Styrofoam containers are intended for one-time use and cannot be cleaned properly for continual food transport.

EQUIPMENT MAINTENANCE

Your cooler container, cold packs, and thermometer must be cleaned then sanitized before and after each use.

Cleaning means removing visible dirt. Use hot soapy water and a sponge. Ensure that your cleaning sponge is washed often and is replaced when it begins to degrade.

Sanitizing means reducing the number of bacteria on a surface to a safe level. Use a food-grade approved sanitizer. Spray onto all food-contact surfaces and let air dry for 2 minutes. All cleaning supplies must be stored away from food.

Ontario has three approved chemical sanitizers – chlorine, iodine, quaternary ammonium. Follow the manufacturer's instructions for use.

These guidelines are based on Canadian food safety requirements and Ontario's Health Protection and Promotion Act, Regulation 562.
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FoodRescue.ca was built by **Second Harvest**, Canada's largest food rescue charity.

From: <https://www.foodrescue.ca/docs/default-source/default-document-library/safe-food-transport-guide.pdf>

APPENDIX B: Tips for Fresh Food Delivery Drivers

SAFE LIFTING TIPS

Some of the volunteer roles require lifting heavy objects. Improper lifting techniques can potentially lead to various back injuries. Here are a few simple tips about how to lift heavy objects safely:

- Always begin with your feet should be shoulder-width apart, with one foot slightly ahead of the other.
- Squat down, bending at the hips and knees only. Do not attempt to lift by bending forward.
- Look straight ahead, and keep your back straight, your chest out, and your shoulders back. This helps keep your upper back straight while having a slight arch in your lower back.
- Slowly lift by straightening your hips and knees (not your back). Keep your back straight.
- Hold the load as close to your body as possible, at the level of your belly button. Never lift a heavy object above shoulder level.
- Be careful not to twist your body as you lift or hold a heavy object. Use your feet to change direction, taking small steps.
- Lead with your hips as you change direction. Keep your shoulders in line with your hips as you move.
- Set down your load carefully, squatting with the knees and hips only.

SAFE DRIVING

When picking up or dropping off donations, always remember these tips:

- Some of our pickups and drop offs take place in locations where parking can be difficult. If stopping in a no parking zone, indicate that you will only be there temporarily, make sure to leave your four way lights on. Make sure you return to your vehicle as quickly as possible
- Make sure to keep your Loving Spoonful magnets displayed at all times.
- In the winter, the cold weather can make the magnets stiff, causing them to fall off. It may be best to leave them on your dashboard instead.
- Always obey all traffic rules.
- Never put speed or efficiency above your own safety, even if you are running late.

APPENDIX C: Grow A Row Market Booth INVENTORY LIST

For the Downtown Kingston Market Booth, the below materials are down the stairs across the street, in a room that serves as a change room during the skating season. You will see a big sliding door on your left. Ask staff for location of the key and the combination for the lockbox.

For the Memorial Centre Farmers' Market, materials will be in the storage room inside the Memorial Centre.

These items will all be in storage ready to go when you arrive:

- Banner (Grow A Row @DKPM, Loving Spoonful @MCFM)
- Tent & repair kit (DKPM only)
- Cinder blocks to weigh down tent legs (DKPM only)
- Table (DKPM only)
- Chairs (2 MCFM, 3 DKPM)
- Veggie table cloth
- Annual report
- Loving Spoonful rack card
- Grow A Row rack card
- Recipes or other materials
- Tote bags or other giveaways
- Knit veggie weights
- Newsletter signup
- Messaging cheat sheet
- Donation box
- Events board (with posters taped to it)
- Chalk board (for writing fun facts & audience questions)
- Tablet for tracking Grow a Row donations
- Veggie ID chart
- Pen, tape, string
- Scale
- Calculator
- Coolers (2@MCFM, 3@DKPM)
- Coolerpacks
- Bins

APPENDIX D: Community Kitchens Programs

This is a list of Community Kitchens programs that have been offered, and may still be offered, through Loving Spoonful. These descriptions are for illustrative purposes only and do not indicate that they are currently being offered. For current volunteer opportunities in Community Kitchens, please refer to the Community Kitchens programs in the [Volunteer Robot](#).

Cooking Connections (9-class weekly series) – A healthy cooking and stigma awareness course for mental health in partnership with Addictions & Mental Health Services, HIV/AIDS Regional Services and Queen’s University.

Get Fresh! (5-class weekly series) – An educational and super-fun 5-week food literacy and skills program for Grades 4 to 8.

Quick & Easy Cooking (7-class weekly series) – Learn to cook simple, delicious and affordable meals in a pinch with this 7-week course for adults.

Cooking with Dr. Rupa (3-class monthly series) – Learn tips and tricks for healthy and mindful eating while cooking with local physician Dr. Rupa Patel.

Make & Take (4 class-monthly series) – Participants cook together and take home healthy and delicious dishes to eat throughout the week, freeze for later, or share with family and friends. Participants bring recipes to share in this monthly group.

Medicine Wheel Cooking: Feeding our Spirits with Earth Foods (4-class weekly series) – Indigenous community members will gain knowledge and teachings on preparing foods from the land; discuss food access and security within the Katarokwi region and share in ceremony, song, language and laughter during this 4-week program. In partnership with Indigenous Language Nest, Indigenous Diabetes Health Circle and Ontario Native Women’s Association Thunderwomen.

Return of the Turkey (single class program) – Hot turkey sandwiches... and other delicious ideas of Thanksgiving leftovers. This is one 2-hour class to get creative with yesterday’s feast.

Holiday Bake & Take (single class program) – Bring your favourite festive baked good recipes to make and swap with other members of the community.