



Harry Chapin Food Bank
OF SOUTHWEST FLORIDA

VOLUNTEER HANDBOOK



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About Us

Who We Are

Harry Chapin Food Bank is the largest hunger-relief network in Southwest Florida, serving Charlotte, Collier, Glades, Hendry and Lee counties.

We rescue, inspect, transport and distribute donated food and other grocery products to more than 170 partner agencies and programs that provide direct services to those in need. They include food pantries, in-school pantries, mobile pantries, senior programs and disaster relief agencies. The food bank provides food for about 1.6 million families each year.

Vision

That no one has to go hungry in our community.

Mission

To lead our community in the fight to end hunger.

Our Culture and Values

The Harry Chapin Food Bank's staff believes in these values:

ACT

Active

- Move quickly
- Get things done
- Hold yourself and others accountable for results

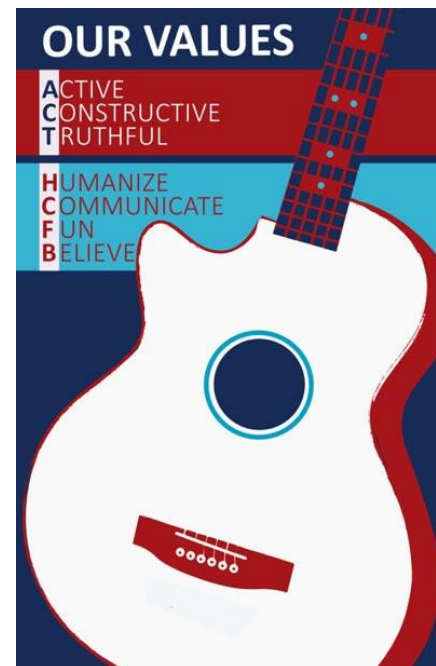
Constructive

- Provide solutions, not just problems
- Display optimism
- Be friendly and respectful

- Be fair

Truthful

- Provide facts to support opinions
- Don't exaggerate
- Speak up



HCFB Culture

HCFB: **H**umanize **C**ommunicate **F**un **B**elieve

Humanize: We put a human face on hunger to help the community understand who is hungry and why. By humanizing food insecurity, we help overcome stereotypes.

Communicate: We are all interconnected in the fight to end hunger. Food bank staff members are also ambassadors for the food bank and its mission. Our job is to inform, educate, raise funds and advocate.

Fun: We work hard to make a difference and have fun while doing it.

Believe: We believe that there is a hunger problem in our community and that it takes hard work, commitment and teamwork to solve it. We believe that we make a positive difference.



History

When Harry Chapin Food Bank of Southwest Florida opened its doors as the Lee County Food Cooperative in 1983, who could have imagined that more than three decades later the food bank would distribute 39.5 million pounds of food in a single year?

When it began, the cooperative distributed government-provided surpluses of cheese and other dairy products. Almost immediately, the cooperative began recovering other food from retailers and growers and continued to grow. In 1985, the cooperative changed its name to the Southwest Florida Food Bank to reflect its regional service area.

In 1994, our name changed to Harry Chapin Food Bank of Southwest Florida, a tribute to the late singer who passionately fought hunger. In 2009, the food bank moved to its current 55,000-square-foot-warehouse in Fort Myers.

We now lead the largest hunger-relief network in Southwest Florida by partnering with more than 170 agencies in Charlotte, Collier, Glades, Hendry and Lee counties to feed children, working-poor families, seniors and other individuals in need.

Who We Serve

Senior hunger is a hidden issue in Southwest Florida

Many seniors on fixed incomes have to make the difficult choice whether to purchase food or buy medicine. Seniors who do not get the nutrition they need are at a higher risk of developing health problems such as diabetes, heart disease and high blood pressure.

Feeding Children

One in five children experiences hunger in Southwest Florida. About two-thirds of schoolchildren are either eligible for or receive free-or-reduced meals at school. We have two programs that provide supplemental food to help keep children and their families fed.

Feeding Families

Many of the people we serve do not have access to grocery stores or our partner agencies due to location or lack of transportation. We distribute food directly to children and low-income families living, working and going to school in these underserved communities through our mobile pantry program, called Fulfill. Each day, our mobile pantry truck rolls into a community park, church or school parking lot, or other site. The truck doors open, and our driver and volunteers arrange an array of fresh produce, canned and dry goods, frozen protein/meat, bread and grains on tables for a line of waiting clients.

Disaster Relief

We play a vital role in responding to natural disasters, such as hurricanes and other emergency situations. We help other agencies by providing food to affected communities. After Hurricane Ian hit Southwest Florida in 2022, the Harry Chapin Food Bank distributed 9.6 million pounds of food to those who were impacted by the storm.

How We Serve

The Harry Chapin Food Bank works with more than 170 Southwest Florida food-relief agencies to serve children, working-poor families, seniors and other individuals at risk of going hungry. Our network of partner agencies includes food pantries, soup kitchens and in-school pantries.

We rescue food that would otherwise go to waste and provide it to our network of more than 170 partner agencies that operate pantries, in-school pantries and other feeding programs.

The food comes from growers, food manufacturers, retailers and community food drives, among other sources.

The Harry Chapin Food Bank distributed 39.5 million pounds of food—or 32 million meals—in fiscal year 2024.



Where We Serve

The Harry Chapin Food Bank is part of Feeding America



Association

- Nationwide
- 200 food banks
- 60,000 agencies
- 46 million clients

Activities

- Food sourcing
- Fundraising
- Capacity building
- Program development
- Advocacy
- Education

OUR IMPACT IN SOUTHWEST FLORIDA

Pounds of Food Distributed throughout our five-county footprint



Pounds of Food Distributed by County



OUR IMPACT IN SOUTHWEST FLORIDA

Pounds of Food Distributed throughout our five-county footprint



Pounds of Food Distributed by County

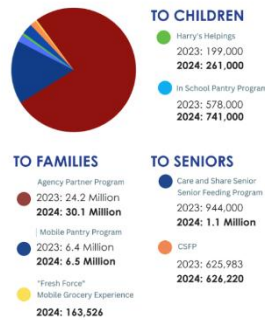


Measuring the Impact

COUNTY	2023	2024	INCREASE
Charlotte	\$1.1 Million	\$1.2 Million	2%
Collier	12 Million	12.4 Million	5%
Glades	670,000	700,000	5%
Hendry	2 Million	2.5 Million	25%
Lee	15.9 Million	18.4 Million	16%

Pounds of food distributed to families who are hungry

FOOD DISTRIBUTION PROGRAMS (Pounds Distributed)



BOARD OF DIRECTORS

Chairperson
David Fry

Vice Chairperson
Daniel Frate

Treasurer
Raymond Schmitt

Secretary
Linda Stuart

Jane Enos
Mark Piebrink
Precious Gunter
Veronica Larriva
Carolyn Tieger
Maura Matzko
Pat Nevins
Michele Hylton Terry

OUR VOLUNTEERS

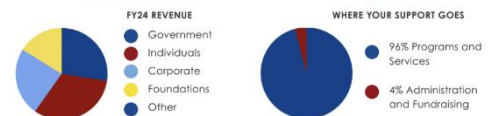
5,900 VOLUNTEERS PROVIDED

79,000 HOURS OF THEIR TIME

Giving **\$2.5 MILLION** OF IN-KIND SERVICE.

511 HEALTH and NUTRITION EDUCATION COURSES PROVIDED

FINANCIAL ACCOUNTABILITY



This institution is an equal opportunity provider.



96% OF ALL DONATIONS RAISED

Goes directly to programs serving people in need

Only 4% of donations go to Administrative & Funding.

Volunteers power the Harry Chapin Food Bank.

Volunteers make it possible for the food bank to feed 28,000 people a week in Southwest Florida.

How?

Volunteers sort and pack donations of food at our Fort Myers and Naples distribution centers, distribute food at mobile pantries and collect donations at food drives, to mention just a few ways they make the food bank's mission possible.

Volunteer Schedule – Fort Myers

Monday through Friday: 8:30 am to 11:30 am

Monday through Thursday: 8:30 a.m. to 11:30 a.m. and Noon – 3:00 pm

Volunteer Schedule – Naples

Tuesday through Friday: 8:30 am to 11:30 am

Tuesday through Thursday: 8:30 a.m. to 11:30 a.m. and Noon – 3:00 pm

Parking and Entrance – Fort Myers

The Fort Myers warehouse is located at 3760 Fowler Street – for volunteer parking we suggest you enter the rear lot on Central Ave. and park closest to the loading doors at that end of the warehouse.

Overflow parking is allowed at the Dollar General store on Fowler across the street.

Parking and Entrance – Naples

The Naples warehouse is located at 3940 Prospect Av – the volunteer entrance is on the left-hand side of the building near the rear marked “101”

Volunteers Needing Documentation of Volunteer Hours

The Volunteer Coordinator can accommodate the need for documentation of hours worked.

Court Appointed Community Service Volunteers

The Volunteer Coordinator can assist with any court required documentation of hours worked.

Volunteer Opportunities

Warehouse Activities

Food Sorting and Packing

Our main warehouse in Fort Myers as well as our warehouse in Naples are the central locations for all of our food sorting and packing. In general, the work performed at the warehouse involves taking bulk food – either pallets of products or bins of produce and breaking down those large quantities to individual or family sized portions that can then be distributed to the community.

Program Kit Building

Kit building is a regular part of the work performed by volunteers and a primary activity done in the warehouses. Kit building involves packaging non-perishable food to be distributed through programs, agencies or Fulfill Mobile Pantries.

Specialized Sorting and Packing

Produce/Meat/Bread sorting and packing are typically done in the Fort Myers warehouse and have special requirements and are typically performed in dedicated spaces to ensure proper food handling or other specific requirements.

Administrative Experiences

Volunteers who fulfill administrative activities are scheduled on an as needed basis. The type of activities can include manning the reception desk, answering phones, data entry, scanning, filing and/or other administrative needs.

Community Activities

Fulfill Mobile Pantries

A Fulfill Mobile Pantry is an amazing opportunity to get out into the communities we serve and distribute food directly to individuals and families.

A typical Fulfill Mobile Pantry takes place at a community school, park or similar space and the food bank brings truckloads of food and all required equipment to unload and distribute.

Volunteers arrive before the start of the Fulfill Mobil Pantry and setup the space for distribution, work directly with clients and assist the food bank staff. Volunteers also break down the area used and clean up after the event.

Special Events

Special events such as food drives, volunteer recognition events and sponsored community events are a great opportunity for volunteers that otherwise may not be able to work our regular shifts to get involved. These events will be listed on our schedule and volunteers are notified when needed.

Group Accommodations

Corporate Groups

Corporate groups have found volunteering with the Harry Chapin Food Bank to be a valuable tool for team building and to fulfill the company's desire to give back to the community. Companies of all types and sizes volunteer with us and when asked to do so we can provide a private experience for your corporate group.

School Groups

Many schools require community service for graduation and the volunteer hours served at the Harry Chapin Food Bank can be applied to these requirements. Students should be careful to sign in and out of shifts worked at the warehouse and ensure time is recorded at off-site events to ensure proper accounting of hours worked. **The minimum age for volunteering youth is 14 with an adult (High school only) – 16 year olds can come on their own.**

The Volunteer Coordinator can accommodate the need to document the hours worked either in writing or via electronic forms.

Volunteer Expectations

What Every VOLUNTEER can expect from THE HARRY CHAPIN FOOD BANK

Volunteers should expect that they will be working in a safe and managed environment with enough oversight and direction to complete the task at hand but not so much that they feel smothered.

Volunteers should expect to be welcomed to the food bank and treated with respect.

Volunteers should expect to be valued and appreciated.

What THE HARRY CHAPIN FOOD BANK can expect from the VOLUNTEER

Volunteers share the common goal of wanting to help and a willingness to contribute their time and talent to the worthy cause of feeding people. Volunteers are an essential and critical resource to the Harry Chapin Food Bank and we take the stewardship of our volunteers seriously and in return we ask that all volunteers work in a respectful manner.

Volunteers work in a dynamic environment and should be flexible in their role on any given assignment without compromising their abilities.

Volunteers should be respectful of others and willing to work in a team environment without the need for individual accommodations.

Volunteers should arrive on time and be available for the duration of all assignments as scheduled.

General Guidelines & Procedures

Check In

All volunteers are required to sign in and out of all shifts by using our electronic sign in system located in the break room. All volunteers are assigned a unique PIN that they enter to track hours worked. By tracking hours, the food bank can provide critical information to programs, donors and the public to support our goals and requirements. Volunteers are required to wear a nametag while volunteering at warehouses and/or distributions.

Dress Code

Warehouses and Distribution Volunteers: All volunteers must wear sneakers or other closed toed / closed heeled shoes. Flip flops, sandals and Crocs are not allowed due to safety concerns. Volunteers should dress appropriately for the weather – depending on the assignment you may be working in unconditioned spaces. Warehouses can be dusty and dirty so plan accordingly. Loose comfortable clothing is recommended for the hot weather climate. Shorts are allowed but should be fingertip length or longer, no sleeveless tops are allowed (tank tops, spaghetti straps, etc.) as you will be working directly with food. In general, dress should be modest and non-offensive as we are often in public settings and work with many civic and religious organizations.

Office Volunteers: Modest and professional attire. Closed toe/heel shoes are still recommended in case entering the warehouse is necessary.

Safety

Safety is a primary concern and we require volunteers to be properly trained before using certain equipment such as pallet jacks and cardboard bailers. General safety standards are followed to protect our staff and volunteers and when applicable to duties additional safety equipment such as gloves, masks and eye protection will be provided. Volunteers in our warehouse must pay particular attention to electric pallet jacks and forklifts operated by our staff.

Important Policies

Absent Policy

In the event that you will not be able to make your scheduled volunteer time please contact any member of the Volunteer Services Team via phone call or email. Please refer to the contact us page of the handbook.

Anti-Harassment Policy

It is Harry Chapin Food Bank of Southwest Florida's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, arrest record, genetic information, or any other characteristic protected by applicable federal, state or local laws. The purpose of this policy is not to regulate our staff members' personal morality, but to ensure that in the workplace, no one harasses another individual.

If a staff member feels that he or she has been subjected to conduct which violates this policy, he or she should immediately report the matter to Human Resources. If the staff member is unable for any reason to contact this person, or if the staff member has not received a satisfactory response within five (5) business days after reporting any incident of what the staff member perceives to be harassment, the staff member should contact any member of management. If the person toward whom the complaint is directed is one of the individuals indicated above, the staff member should contact any higher-level manager in his or her reporting hierarchy. Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Organization will not allow any form of retaliation against individuals who report unwelcome conduct to

management or who cooperate in the investigations of such reports in accordance with this policy. If an staff member feels he or she has been subjected to any such retaliation, he or she should report it in the same manner in which the staff member would report a claim of perceived harassment under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including discharge. All staff members must cooperate with all investigations.

Confidentiality Policy

See Agreement at the end of the Handbook

Civil Rights Policy

See Agreement at the end of the Handbook

Food Policy

Volunteers may not remove any donated food or other HCFB items from the premises. It is important that it is made clear that HCFB staff and/or volunteers do not benefit in any way from the food, household items, or any other items donated to our organization.

Volunteer Dismissal Policy

Volunteers are an invaluable resource to the food bank and our primary aim is to encourage and support their contribution to feeding our communities. However, it is also recognized that there may be times when a volunteer needs to be counselled and perhaps dismissed.

Failure to follow our policies and guidelines (especially concerning safety) may result in dismissal from assignments or the volunteer program.

Volunteers may voluntarily leave the organization at any time and may be asked to leave the organization at any time.

Volunteer Safety Rules

The following rules are enforced for all staff and volunteers in the warehouse. Failure to follow these rules may result in dismissal.

- No person is permitted in the warehouse while under the influence of drugs or alcohol.
- Headphone or earbud use is not permitted.
- Cell phone use is not permitted.
- Horseplay is not permitted.
- No open-toes or open-heeled shoes (**no Crocs**) are permitted in the warehouse.
- Free of communicable disease with no active fever.
- Clean skin, teeth, hair and hands
- Hands properly washed immediately prior to starting work or resuming work after other activities.
- Hair must be neat and controlled.

- No open sores, boils or uncovered cuts.
- Any band aids on hands must be covered by a finger cot or glove.
- Clothing must be neat, clean and without loose sleeves or dangling accessories.
- No jewelry and cosmetic items should be worn when volunteering and coming into contact with food. **This includes, visible or exposed piercings and body jewelry, Watches, Earrings, Necklaces, Bracelets, Rings with settings, False fingernails, False eyelashes, Fingernail polish.**
- Refrain from wearing perfumes and aftershaves.
- No eating, drinking, chewing gum or using tobacco products in the warehouse.
- Personal items and food must be stored in the designated volunteer area.
- Follow all posted signs/instructions.
- Use proper clothing and safety gear or personal protective equipment provided for various jobs (gloves, safety goggles, vest, etc.).
- Use correct lifting techniques: bend with your knees when lifting.
- Only trained HCFB staff are permitted to operate forklifts and powered pallet jacks.
- Riding on carts, pallet jacks (manual or powered), or forklifts is not permitted.
- All spills must be cleaned up immediately.
- Dock areas and warehouse are to be maintained free of debris and spills.
- Report damage or malfunctioning equipment to HCFB staff immediately.
- Report all accidents and injuries immediately to HCFB staff.
- Should you see an unsafe act or have any questions, immediately contact HCFB staff.
- Certain portions of the warehouse are restricted to authorized personnel only. Please remain in assigned areas only.
- **Food safety is a top priority. When in doubt, throw it out. Food quality and safety is always more important than quantity.**

Volunteer Training and Additional Information

When working at the food bank please be aware of and follow all posted signs, posters and procedures. Here are some examples.

Physical Requirements

Volunteers Frequently:

- Stand for long periods of time (up to 4 hours).
- Use their hands to handle, control, or feel objects.
- Lift objects up to 42 pounds.
- Repeat the same movements.
- Bend, stretch, twist, reach with their body.

Volunteer Must be Able to:

- See details of objects that are less than a few feet away.
- Be aware of their surroundings.
- Understand the speech of another person.
- Use one or two hands to grasp, move, or place objects in boxes or bags.
- Use stomach and lower back muscles to support the body for long periods without getting tired.
- Use muscles to lift, push, pull, or carry heavy objects.
- Be physically active for long periods without getting tired or out of breath. NOTE: Fulfill Mobile Pantries may be more physically active than warehouse duties
- Coordinate movement of several parts of the body, such as arms and legs, while the body is moving.
- Tolerate extreme weather (heat, humidity)
- Able to wear a mask correctly for the entire shift when required.
- Able to wear gloves for the entire shift when required.

If you are not able to perform these duties, please inform the Volunteer Host.


Alternative work arrangements may be available depending on the particular assignment.

Volunteers must be in good health and not exhibiting any symptoms of cough, cold or flu.

Failure to meet these requirements may result in exclusion from volunteer assignments.

Personal Hygiene

Personal Hygiene




Certain bacteria can remain active on our hands for up to three hours. During this time bacteria can spread to everything we touch. This is particularly dangerous in catering environments where germs can multiply on food.

WHEN TO WASH YOUR HANDS

Certain bacteria can remain active on our hands for up to three hours. During this time bacteria can be spread to everything we touch. This is particularly dangerous in catering environments where germs can multiply on food.

It is essential that you wash your hands regularly throughout the day and especially at the following times:

1. Before handling or preparing food.
2. Between handling raw foods (eggs, meat, fish, poultry) and touching any other food or kitchen utensils.
3. After handling raw foods such as meat fish and poultry.
4. After touching rubbish / waste bins.
5. After coughing or sneezing.
6. After touching your nose, ears, teeth or hair.
7. Always make sure you wash your hands after using the toilet. The number of germs on the fingertips doubles after a visit to the toilet!




Now wash your hands please

PERSONAL HYGIENE


Always wear the appropriate head-gear when working with food and never brush or comb your hair. A single hair follicle can harbour tens of thousands of germs.

Make sure your clothing is cleaned thoroughly. If your clothing should become dirty, change it if possible.


Aprons should always be worn when protective clothing is not available.




Gloves can provide an extra barrier against germs when preparing food.



Remove all jewellery before preparing food. The areas under watches and rings are breeding grounds for germs!




Cover all cuts, burns and sores with a waterproof dressing. These should be blue and where appropriate metal detectable. If such dressings are not readily available, speak to your Health and Safety Manager.




Never work with food if you are ill. This is particularly the case if you are suffering from gastrointestinal problems such as diarrhoea.


Avoid touching your ears, nose, hair and teeth when working with food. We all get itches but if you should touch these areas, be sure to wash your hands afterwards.




Keep nails short and well scrubbed. Do not wear nail varnish or false nails as these can easily contaminate food.




Never cough, spit, sneeze or smoke near food. If you do cough or sneeze into your hands, be sure to wash them thoroughly afterwards.



No smoking





Do not smoke in areas where food is prepared and stored.



HOW TO WASH YOUR HANDS

It is surprising how many do not know how to wash their hands properly. Rinsing the fingertips under a cold tap is simply not adequate. In order to ensure that your hands are thoroughly cleansed when washing them, follow these simple guidelines:

1. Use warm water.
2. Remove any rings and jewellery.
3. Wet the hands thoroughly.
4. Apply soap.
5. Rub the palms together vigorously for at least 15 seconds.
6. Rub the fingers, thumbs and wrists.
7. Pay particular attention when washing the areas between the thumb and fingers.
8. Rinse until all traces of soap have been washed away.
9. Dry thoroughly with a clean paper towel or electric hand dryer. These methods are preferable to using a towel as it can be a breeding ground for germs.

It is essential that you dry your hands thoroughly after washing. Remember that germs spread 1000 times more easily from damp hands.

Proper Hand Washing



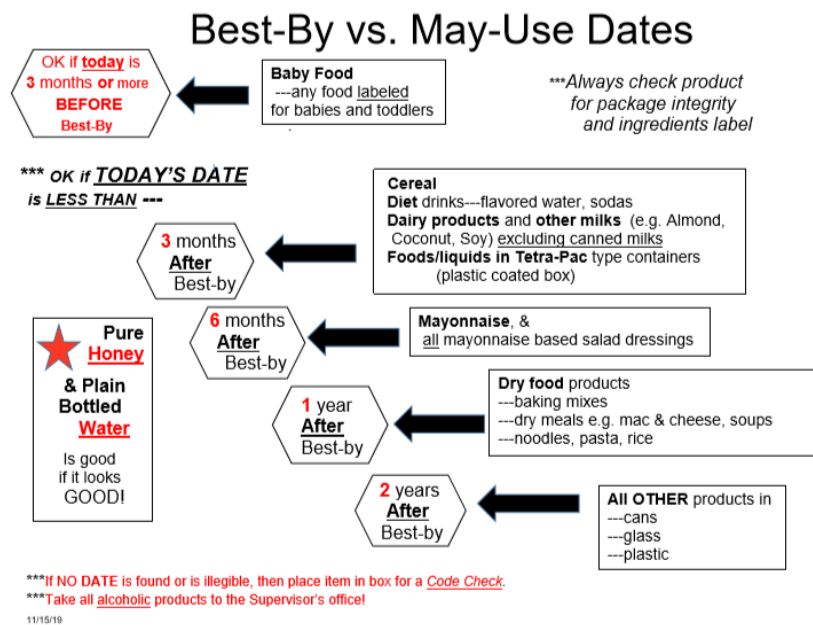
Proper Lifting Technique



Food Safety

Best By Codes

When sorting food at the warehouse we use the following guide to determine if food is still viable for use:



HACCP—Hazard Analysis Critical Control Point

When sorting or handling food for distribution, volunteers ensure that all containers are in good condition, there is no broken glass or other hazards.

Food Allergen Safety

Volunteers should be aware when handling various types of food it is important to be aware of these categories of food allergens:

FOOD ALLERGIES

It's a Matter of Life or Death

MILLIONS OF PEOPLE HAVE FOOD ALLERGIES.
EVEN TRACE AMOUNTS OF ALLERGENS CAN BE LETHAL.

THE EIGHT MAJOR FOOD ALLERGENS

PEANUTS



TREE NUTS



MILK



SOY



EGGS



SHELLFISH



WHEAT



FISH



SYMPTOMS OF ALLERGIC REACTION

- Hives (swollen itchy red welts on the skin)
- Itching, tingling, or metallic taste in mouth and/or throat
- Diarrhea
- Cramps or stomach ache
- Swelling of face, lips, tongue, throat and/or body
- Trouble swallowing or breathing
- Vomiting
- Loss of consciousness

* ALWAYS ALLOW PATRONS TO MAKE THEIR OWN INFORMED DECISION *

If a customer informs you of a food allergy, contact the manager and chef for preparation procedures, ingredients, and potential cross-contact.

AVOID CROSS CONTAMINATION

- Never try to remove allergen and send the food back
- Never use cooking oil, utensils, or equipments that were used to prepare other foods
- Always check all ingredients and labels on packaged foods
- Always wash hands, change gloves, and work with a clean surface
- Avoid splashes and spills
- Avoid contact of allergen-containing foods with allergen-free food

CALL 911 AND NOTIFY MANAGEMENT IF THE CUSTOMER HAS AN ALLERGIC REACTION.



AO 070113

Buckeye Eco Cleaning and Sanitizing System

Please follow this 1,2, 3 procedure when cleaning food product surfaces:



Warehouse Equipment

The warehouse is a busy place with a lot of activity and equipment. HCFB staff will be moving food with various forklifts and material handling devices. Volunteers are not allowed to operate any powered pallet jacks or forklifts.

Film Cutter

Volunteers must understand the proper use of boxcutters prior to use. While a simple tool, a film cutter can cause serious injury if not used properly. Special care should be taken when extending or retracting the blade. Be aware of your surroundings when using any cutting tool and ensure that you are not cutting into the food packaging.

Pallet Jack

Manual pallet jacks may be used by volunteers once they have completed training. Please see the volunteer host for more information. Upon completion of training, you will receive a sticker that will be affixed to your volunteer name badge. Volunteers not displaying this sticker are prohibited from using pallet jacks.

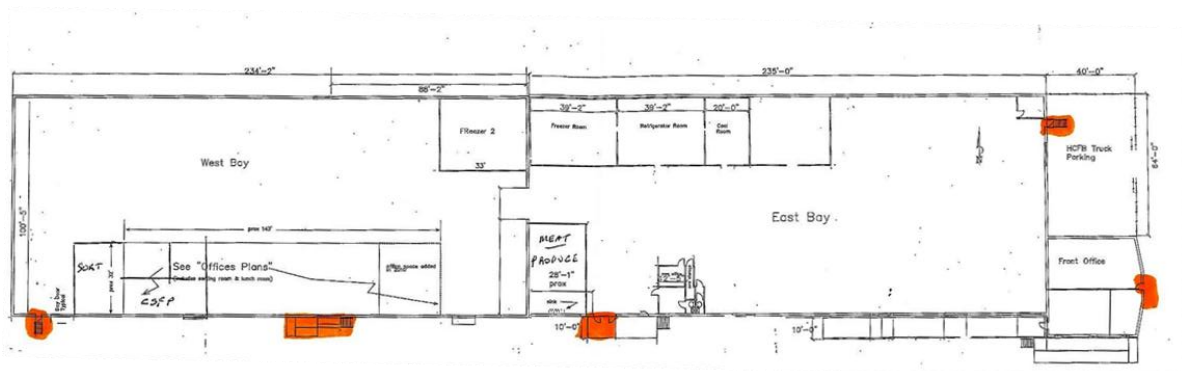
Cardboard Compactor

The cardboard compactor may be used by volunteers once they have completed training. Please see the volunteer host for more information. Upon completion of training, you will receive a sticker that will be affixed to your volunteer name badge. Volunteers not displaying this sticker are prohibited from using the cardboard compactor.

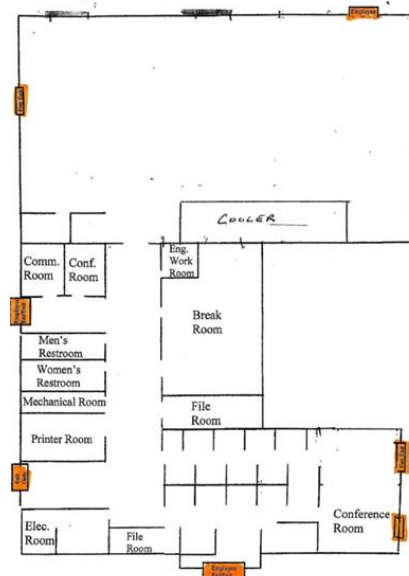
Emergency Procedures

HCFB will conduct regular fire drills so we ask all volunteers to be acquainted with the nearest emergency exit when on our premises. HCFB staff will alert users in the warehouse to an emergency through the use of air horns. Further instructions will follow any alert.





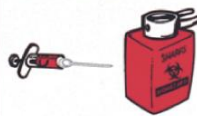


Fort Myers warehouse emergency exits:



Naples Warehouse emergency exits:



Blood Borne Pathogens


<h1 style="text-align: center; margin: 0;">BLOODBORNE PATHOGENS</h1> <p style="text-align: center; margin: 0;">UNIVERSAL PRECAUTIONS FOR THOSE OCCUPATIONALLY EXPOSED TO BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIALS</p> <p style="text-align: right; font-size: small;">OSHA 29 CFR 1910.1030</p>			
<p>BE AWARE Treat All Blood and Body Fluid as if They Were Infected With:</p> <ol style="list-style-type: none"> 1) HIV (Human Immunodeficiency Virus) Which Frequently Leads to AIDS. 2) HBV (HEPATITIS B Virus). 3) Other Bloodborne Pathogens (Microorganisms Found in Human Blood Which Can Cause Disease). 	<p>READ Your Organization's Exposure Control Plan.</p>  <p>KNOW Procedures, Practices, Vaccination Requirements, and Appropriate Reporting for Incidents of Exposure.</p>	<p>KNOW Color Codings:</p> <ol style="list-style-type: none"> 1) Labels and Signs are Fluorescent Orange-Red with the Lettering or Symbol in a Contrasting Color 2) Red Bags or Containers Don't Have to Be Labeled Since Their Red Color Indicates They May Contain Biohazards. <p>READ All Signs and Labels Carefully.</p> 	<p>USE Appropriate Personal Protective Equipment.</p> 
<p>GOAL: REDUCE TO ZERO YOUR RISK OF INFECTION</p>			
<p>ALWAYS Wash Hands.</p>  <p>FOLLOW Safe Hygiene and Work Practices.</p>	<p>NEVER Recap, Bend, or Break Needles.</p>  <p>ALWAYS Dispose of Needles in Appropriate Containers.</p>	<p>DISPOSE of Personal Protective Equipment and Contaminated Laundry Properly in Designated Areas.</p> 	<p>CLEAN Worksite and Decontaminate Equipment. Follow All Safe Handling Requirements.</p>  <p>REMEMBER Consider All Body Fluids as Potentially Infectious.</p>

Hazardous Materials

Volunteers may come into contact with cleaning supplies and other materials that are considered hazardous. HCFB requires the use of supplied containers that are clearly marked and specify any concerns. Other than water, no handwritten labels are allowed. Volunteers must **ONLY** use properly labelled cleaning products in the manner which they were intended.

All chemicals used at HCFB are accompanied by a Safety Data Sheet posted in approved areas. Here is a sample:

Hydrogen Peroxide (3%)



DANGER

Causes skin irritation.
Causes serious eye damage.

PREVENTION
Wash exposed skin thoroughly after handling.
Wear protective gloves and eye protection.

RESPONSE
If on skin: Wash with plenty of soap and water. If skin irritation occurs: get medical advise/attention.
If in eyes: Rinse cautiously with water for

several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. Immediately call a poison center or doctor.
Take off contaminated clothing and wash before reuse.

STORAGE
Store in a cool, well-ventilated place. Keep container tightly closed.

DISPOSAL
Dispose of contents/container in accordance with local, regional and national regulations.

Who was Harry Chapin?



- Cinematographer, playwright, poet, anti-hunger advocate, and songwriter
- Lobbied Washington and helped establish the World Hunger Commission
- Founder of World Hunger Year, an international organization that brings grassroots organizations together to fight hunger.
- Established the hunger hotline in New York City and the Long Island Cares Food Bank
- Died in 1981 in a car accident.
- Awarded the Special Congressional Gold Medal posthumously, in 1987.

History of the Harry Chapin Food Bank

1983	Food bank created as Lee County Food Cooperative
1993	HCFB begins food distribution in Collier County
1994	Moves to Alicia Street, changes name to Harry Chapin Food Bank with permission of the Chapin family
2008	Food bank moves to current location. HCFB distributes 4 million pounds
2009/10	HCFB distributes 10 million pounds
2010/11	HCFB starts mobile pantry program, begins distributing produce
2012	HCFB opens facility in Naples
2015	HCFB launches CSFP program for seniors (1 st in Florida)
2017	Launch of Care & Share: Senior Feeding Campaign; Hurricane Irma hit; moved to new Naples location
2018	HCFB 35 th Anniversary – HCFB distributes 200 million pounds
2019	10 th consecutive year as 4 Star Charity Navigator rating – Launch of Harry's Helpings

Contact Us

Volunteering@hcfb.org

Fort Myers Distribution Center

3760 Fowler St.

Fort Myers, FL 33901

Collier County Center

3940 Prospect Ave. #101

Naples, FL 34104

Phone: [\(239\) 334-7007](tel:(239)334-7007)

Hours of Operation

Volunteer Schedule – Fort Myers

Monday through Friday: 8:30 am to 11:30 am

Monday through Thursday: 8:30 a.m. to 11:30 a.m. and Noon – 3:00 pm

Volunteer Schedule – Naples

Tuesday through Friday: 8:30 am to 11:30 am

Tuesday through Thursday: 8:30 a.m. to 11:30 a.m. and Noon – 3:00 pm

Food Donation Hours

Monday – Friday

9 a.m. to 2:00 p.m.

Thank You!

Harry Chapin Food Bank of Southwest Florida Confidentiality Policy

Harry Chapin Food Bank of Southwest Florida (HCFB) also referred to as the organization, is committed to the collection and use of personal information in the pursuit of legitimate organizational goals. Confidential information about stakeholders, as well as confidential information about the organization, shall be scrupulously protected so that the relationship of trust between the stakeholders and HCFB is upheld. Stakeholders include agencies, clients, donors, employees, prospects and volunteers.

Stakeholder records and other organizational data are highly confidential. Records are all written documents or other documentary materials in any medium. Non-public information, or information compiled by the organization, is the property of the organization, and shall not be given to persons other than those who need that information in the performance of their duties for the organization.

This document applies to volunteers assisting the Harry Chapin Food Bank of Southwest Florida.

Confidentiality and Ethics

The confidentiality and ethics guidelines at Harry Chapin Food Bank of Southwest Florida are informed by the Code of Ethics from the Association of Professional Researchers for Advancement (APRA), the Donors Bill of Rights from the Association of Fundraising Professionals (AFP), Florida Statute, Chapters 394.459 (9) and the Code of Federal Regulations, Part 2, Title 42, as well as by policy and procedure that is appropriate to the culture of Harry Chapin Food Bank of Southwest Florida.

- The collection of prospect information at HCFB respects all applicable laws and organizational policies.
- In the course of prospect research, HCFB volunteers will only seek information about prospects from publicly available sources.
- Any information that HCFB volunteers receive in the course of conversations with prospects, volunteers, and staff, (i.e. non-public sources), will be shared and stored with utmost sensitivity, discretion and respect for privacy, bearing in mind that the prospect has the right to see their own record.
- Volunteers will make every effort to acquire, confirm, and report only accurate and true information about stakeholders.
- Volunteers will not knowingly generate false or misleading information about stakeholders.
- Volunteers will seek, store, and share information about stakeholders that is relevant only to the efforts at HCFB.
- Whenever possible, volunteers will cite the source of any information gathered about HCFB stakeholders.

- Volunteers will not seek personal benefit or permit others to benefit personally by any information that is gathered for HCFB purposes.
- Volunteers will not exhibit or divulge the contents of any record or report or any other confidential information to any person unless critical to the cultivation and solicitation of a stakeholder.
- Access to the information within the database is only available to those volunteers who have been properly trained and given security privileges by a HCFB staff member.
- Volunteers are responsible for documents that are printed and faxed and should note that printer and fax machine counters are not secure areas. Confidential information should be picked up or disposed of in a timely manner.
- Care should be taken to assure the confidentiality and security of files, reports, and other documents. Such documents should not be left in public places, and in some cases (as directed by a HCFB staff member) should be kept in a locked file cabinet.
- Volunteers will not physically remove any official record from the premises where it is kept except in performance of authorized work duties, and with prior approval from their HCFB staff supervisor.
- All printed documentation containing stakeholder information should be shredded when discarded.
- If applicable to your role, when providing information for Challenge and Organizational Grants, the minimum amount of information requested by the challenge donor shall be submitted.
- Volunteers do not provide stakeholder names and addresses in the form of guest lists, mailing lists, etc., to outside entities, including other institutions, event sponsors, or donors.
- Volunteers should use discretion when sending any donor information via e-mail to HCFB staff and high-level volunteers.

I have read the Confidentiality Policy and I understand my role and responsibilities relating to maintaining information, records and confidentiality and I agree to follow this policy.

Volunteer Name: _____

Signature: _____ Date: _____

Civil Rights and Food Policy

Every human being has the right to have enough nutritious food to meet his/her needs.

- No person should be denied food or receive unequal treatment because of their:
 - Race , Color, Sex, Age, Disability or National origin
- Non-discrimination is the law!

Protecting Consumers

- When an organization receives USDA food or funding...They **ARE NOT** allowed to discriminate against a consumer or prospective consumer.
- USDA food, funds, and programs **ARE NOT** to support worship, religious instruction, or proselytizing. To do so violates your membership agreement.

Filing Discrimination Complaints

- How to handle consumers wishing to file a discrimination complaint:
 - Listen politely to the consumer
 - Be aware of the bases for which discrimination complaints may be filed with the TEFAP/CSFP: Race, color, national origin, age, sex, disability
 - Inform consumers that they should file complaints within **180 DAYS** of the discriminatory incident
- **NEVER** discourage individuals or groups from filing or voicing complaints.
- Inform your supervisor (Mobile Pantry Driver, Volunteer Manager)
- Request paperwork (if needed)

Resolving Conflicts

- Remain **calm**
- Open lines of **communication**
- Use the L.A.R.A. method:
 - Listen carefully to the other person
 - Affirm his/her feelings and concerns
 - Respond with appropriate action
 - Add information, provide options, and follow-up
- Safety first!
 - Seek **help** if conflict is escalating or if there are threats of violence.

I have read the Civil Rights Policy and I understand my role and responsibilities relating to maintaining information, records and confidentiality and I agree to follow this policy.

Volunteer Name: _____

Signature: _____ Date_____

Good Manufacturing Practices (GMP) Program

The facilities, methods, practices and controls used in the receiving, distribution and manufacturing of our products will be received, processed, held and shipped in compliance with Title 21, Code of Federal Regulations, Part 129.

To this end, the Harry Chapin Food Bank of Southwest Florida has developed the following Good Manufacturing Practices (GMPs) to support this requirement.

Please always keep in mind that we are all required to do our part to provide clients with a safe and wholesome product. The following should be considered the minimum acceptable standards for our facility. Use good judgement whenever you are in this position of trust and remember to put the safety and quality of the food foremost during all of your activities.

These requirements apply to all persons entering or working in the facility, including temporary personnel, volunteers and contractors. These rules are applicable at all times, including downtime, weekends and holidays.

Please familiarize yourself with these requirements. Help us maintain the highest quality and food safety standards.

GMP Requirements

- I. Appearance
 - a. No sandals, open-toed or open-heeled shoes will be worn in the warehouse.
 - b. All clothing will be clean and in good repair.
 - c. Company issued name badges will be worn at all times.
- II. Personal Habits
 - a. Persons with communicable diseases are not allowed to work in areas where product may become contaminated.
 - b. Persons may not walk, sit or climb on finished product packaging.
 - c. Hands must be washed after using the restroom, before entering the warehouse after touching any unsanitary surface.
- III. Use of Food, Beverage and Tobacco
 - a. Food, beverages, chewing gum, candies, etc. shall not be consumed or stored in any areas of the warehouse other than the break room.
 - b. Smoking is only permitted in the designated areas located outside the facilities away from any building openings.
- IV. General Requirements
 - a. Consumption of product is not permitted except in the designated break room.
 - b. Doors and window opening to the outside will be closed and screened at all times.

Thank you for your cooperation and compliance. Together we can ensure our clients receive safe and wholesome food.

Volunteer Name: _____

Signature: _____ Date _____

Volunteer Training Check List

Name _____ Volunteer Number _____

Address _____

Phone _____ Cell _____

Email _____ T-Shirt Size _____

Agreements & Training	Volunteer (initial)	Supervisor	Date
Handbook Reviewed			
Food Safety			
HACCP—Hazard Analysis Critical Control Point			
Personal Health & Hygiene			
Blood Borne Pathogens			
Hazardous Materials, SDS			
Emergency Procedures			
Confidentiality Agreement			
Civil Rights Review			
Good Manufacturing Practices			
Cardboard compactor/baler (Optional)			
Pallet Jack (Optional)			
Fulfill Mobile Pantry OPS Guide (Optional)			

I have read and signed the agreements and have been trained in the areas initialed.

By signing this form, I understand, and agree to follow, these Safety Standards while working as a **Harry Chapin Food Bank Volunteer** at any location or event.

Volunteer Signature _____ Date _____

Supervisor Signature _____ Date _____

T-Shirt	
Name tag	
Volgistics	