



**Ottawa Food Bank**  
**La Banque d'Alimentation d'Ottawa**

## **Volunteer Handbook**

- Thank you for volunteering at the Ottawa Food Bank. Your willingness to help enables the Ottawa Food Bank to continue its service to our community.
- The purpose of this booklet is to provide volunteers at the Ottawa Food Bank with the essential information required to work as an effective member of our team.
- This booklet covers:
  - Volunteering at the Ottawa Food Bank
  - Code of Conduct, Volunteers' rights and responsibilities
  - Preparing for work
  - Working safely
  - Contacting the Ottawa Food Bank

## Volunteering at the Ottawa Food Bank

Volunteers play an important part in maintaining our solid long-standing reputation in the community. In addition to doing your best on the job, you can help to maintain this reputation by knowing your rights and responsibilities as a volunteer and by following the Ottawa Food Bank's code of conduct.

Your Rights	Your Responsibilities
<ul style="list-style-type: none"><li>• Access to information about the Ottawa Food Bank</li><li>• A position description and on-the-job training</li><li>• Sound guidance and direction</li><li>• An environment free from harassment</li><li>• A 15-minute break every 2 hours and a 30-minute break every 4 hours</li></ul>	<ul style="list-style-type: none"><li>• Carry out duties promptly and reliably</li><li>• Provide advance notice of absence from scheduled shifts</li><li>• Follow direction of supervisor</li><li>• Maintain confidentiality</li></ul>

### Code of Conduct

There is zero tolerance for:

- Using or being under the influence of alcohol or controlled substances
- Smoking inside the Ottawa Food Bank building
- Stealing property, including food or funds
- Performing illegal, violent, or unsafe acts
- Participating in any acts of discrimination or harassment
- Abusing or mistreating staff, clients, or other volunteers

Never hesitate to raise any concerns directly with our Volunteer Coordinator

## Contacting the Ottawa Food Bank

Main Reception 613-745-7001

Volunteer Coordinator Jo-Anne Turple  
ext. 120  
volunteer@ottawafoodbank.ca

## Getting to the Ottawa Food Bank

<b>Address</b>	1317 Michael Street, Ottawa, ON K1B 3M9
<b>Bus Routes</b>	Please consult OC Transpo travel planner for your personalized travel plan at: <a href="http://www.octranspo.com">www.octranspo.com</a>
<b>Parking</b>	<ul style="list-style-type: none"><li>• Free but limited parking is available in the Ottawa Food Bank parking lot</li><li>• Parking is also available on the street for up to three hours.</li></ul>
<b>Entering the building</b>	<ul style="list-style-type: none"><li>• Please use the <b>main entrance</b> of the Ottawa Food Bank and travel into and through the volunteer room on the ground (1<sup>st</sup>) floor.</li></ul>

## **Volunteers and Safety**

The safety of our volunteers is always our priority.

To ensure your safety, you **must**:

1. Ensure that you received and read a copy of the Ontario Health and Safety “**Manual Materials Handling**” pamphlet
2. Abide by the Ottawa Food Bank policy that restricts volunteers from using equipment without valid certification
3. Follow safety directions from Ottawa Food Bank staff
4. Only Ottawa Food Bank staff is permitted to use equipment
5. Please note that **volunteers must wear closed toe shoes** in the warehouse. **Flip flops and sandals are not permitted**
6. **Please refrain from eating and drinking in the warehouse.** The volunteer room is available for your use for breaks
7. Immediately notify an Ottawa Food Bank staff if you see or experience any safety issues.

## Learning

The Ottawa Food Bank encourages you to learn as much as you can about your volunteer job and the tasks you may be doing in support of our mission.

There are many ways in which you can expand your knowledge about your work at the Ottawa Food Bank:

- Pay close attention to the orientation tour and briefing provided when you first join the Ottawa Food Bank
- Read all the literature provided to you by the Ottawa Food Bank
- Read volunteering opportunity and confirmation e-mails closely
- Pay close attention to pre-work briefings at events and when working at events, the warehouse and our farming project
- Pay close attention to food sorting presentations at the warehouse, and refer to the food sorting safety checks posted on the wall
- Ask questions!

## Getting Ready to Volunteer

Please follow the steps below in preparation for your volunteer shift:

1. Take time to read the Ottawa Food Bank volunteer job description for the position for which you are volunteering. These job descriptions are available at every volunteer information session or upon request from our Volunteer Coordinator.
2. Contact the Volunteer Coordinator in order to schedule a shift in the volunteer position of your choice. Please note the volunteer schedule and availability varies throughout the year. **Shifts must be booked in advance.**
3. Follow the instructions provided to you when you book your volunteer shift with the Ottawa Food Bank.
4. **Please advise the Ottawa Food Bank, in a timely manner, if you are unable to meet your scheduled volunteer commitment.**
5. Always seek clarification or support from Ottawa Food Bank staff when needed.

## Starting Your Volunteer Shift

The following steps will help prepare you for your volunteer shift:

1. Report to work:

<b>At the warehouse ...</b>	<b>At a farm or an Event site ...</b>
Sign-in in the Volunteers Room	Locate and report to your farm or event representative

2. Ensure you receive your instructions and know the safety rules for the day's task

At the warehouse	If you are unsure of your duties for that day, locate and check in with Ottawa Food Bank warehouse staff
On the trucks	Wait in volunteer room until you are assigned to a driver. Follow the directions of that driver
At an event	Locate and report to Ottawa Food Bank event staff at pre-arranged location for further instructions
At the farm	Locate and report to Community Harvest staff and follow instructions



**Ottawa Food Bank**  
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**Our Mission:**

We work in partnership to create a healthier city by empowering people, increasing access to healthy food, and advocating for systemic changes that reduce food insecurity.

**Our Vision:**

Healthy, accessible, sustainable food for all.

Revised 2018