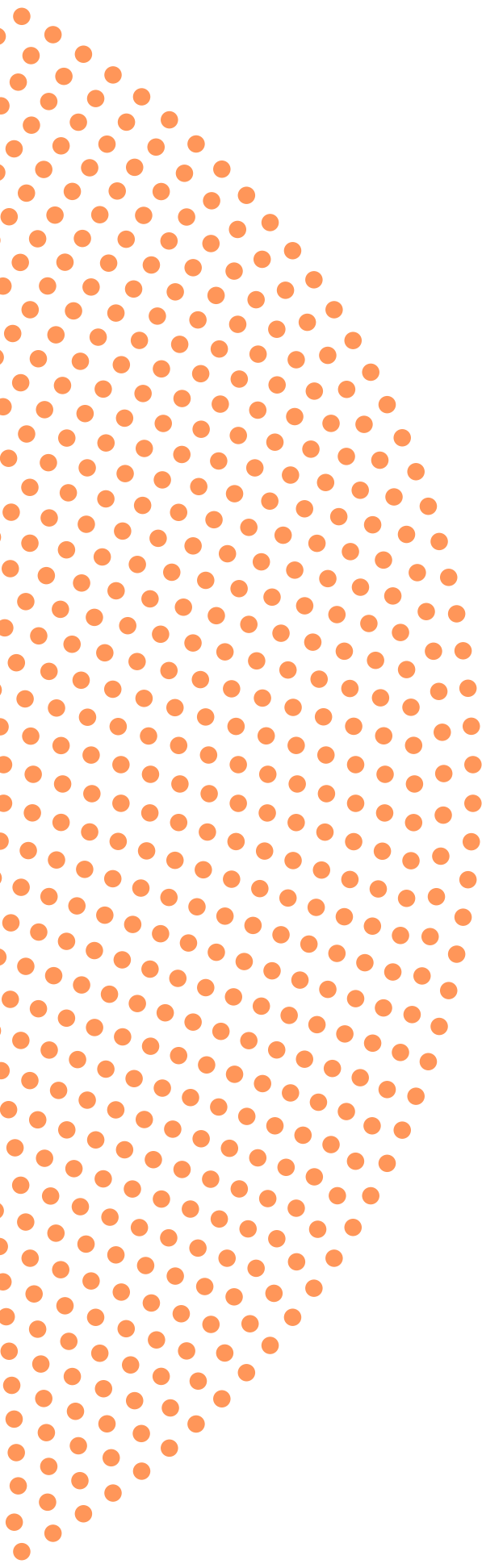




VOLUNTEER HANDBOOK

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Waivers

1605 Lafayette Ave
PO Box 2397
Waterloo, IA 50704

Phone | 319-235-0507

Fax | 319-235-1027

HOURS

FOOD BANK

Monday-Thursday: 7:30AM-4:30PM

Friday: 7:30AM-2:00PM

CEDAR VALLEY FOOD PANTRY

Monday-Thursday: 9:00AM-3:00PM

Friday: 9:00AM-12:00PM



NORTHEAST IOWA
FOOD BANK
volunteers

ABOUT NEIFB

At the Northeast Iowa Food Bank, we are guided by the belief that hunger is unacceptable, that everyone deserves access to nutritious food, that food sustains life and health, and that we are called to serve without judgment. In short, **We Champion People.**

Our story began in 1981, during the Farm Crisis, when local community members saw a growing need and took action. With permission to use a room in the closed Francis Grout School, the Cedar Valley Food Pantry was established, serving 1,200 households in its first eight months. In 1986, we joined the National Second Harvest network, now known as Feeding America.

What started as a small pantry has grown into a full-scale food bank, distributing millions of pounds of food each year to more than 140 partner agencies across 16 counties. Our eight programs - Agency Distribution, Backpack, Cedar Valley Food Pantry, Kids Café, Mobile Food Pantry, School Market, Senior Nutrition, and Summer Feeding - continue to evolve to meet the needs of our neighbors.

From our distribution center in Waterloo, we reach 5,800 individuals every week through a network of pantries, soup kitchens, schools, churches, and nonprofit organizations. In 2023 alone, we provided more than 8.4 million meals throughout northeast Iowa.

We are proud members of Feeding America, the nation's largest hunger-relief organization, and the Iowa Food Bank Association, which unites the six Feeding America food banks in our state.

Thank you for helping us achieve our bold aspiration: **Every Meal. Every Day. Everyone.**

OUR VOLUNTEER TEAM



KYLE KONIGSMARK

VOLUNTEER OUTREACH COORDINATOR

kkonigsmark@neifb.org

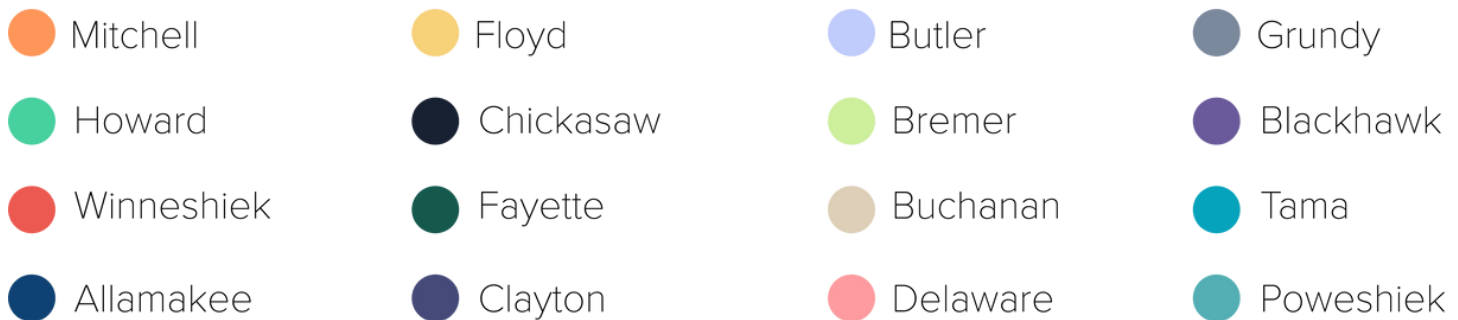
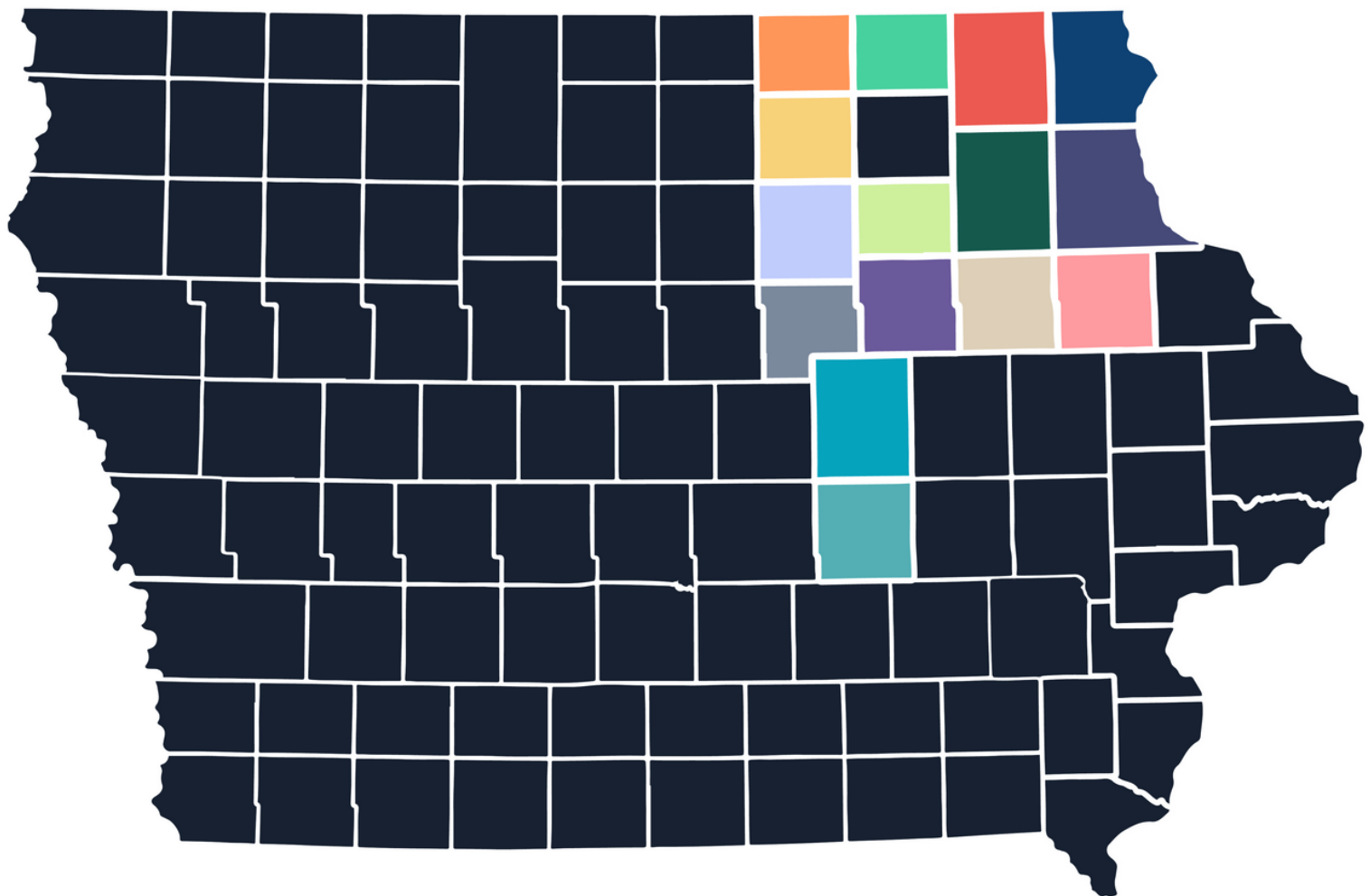


RAECHEL MILLER

COMMUNITY ENGAGEMENT MANAGER

rmiller@neifb.org

WHO WE SERVE



NORTHEAST IOWA
FOOD BANK

OUR MISSION

We provide nutritious food and grocery products to nonprofit organizations and individuals in northeast Iowa, while offering hunger education programs to the area and those in need.

OUR VISION

We envision a community in which hunger is alleviated and all persons have adequate access to nutritious food. We will strive to accomplish our mission so that food security is ultimately achieved for all households.



A - ATTITUDE OF HELPFULNESS

TEAMWORK, WILLINGNESS, SUPPORTIVE

C - CONFIDENTLY HUMBLE

PROUD, STRONG, KIND, RESPECTFUL

C - CLEAR COMMUNICATION

DETAILED, THOROUGH, ACKNOWLEDGE, INTENTIONAL

E - EMPATHETIC TO OUR COMMUNITY

UNDERSTANDING, PEOPLE CENTERED, EDUCATED, WELCOMING

S - SOLUTION CENTERED

MISSION IN MIND, RESOURCEFUL, INNOVATIVE, EFFICIENT, COACHABLE

S - STRIVING FOR EXCELLENCE

CONSTANT IMPROVEMENT, BEST FOOT FORWARD, INTEGRITY

ACCESS embodies our core values; it defines our identity as an organization, guides our work, and directs our focus on those in need of food.

VOLUNTEER OPPORTUNITIES



All volunteer shifts are subject to change times or days. If you and your group are seeking something specific, please reach out to the NEIFB team.

CEDAR VALLEY FOOD PANTRY

Visiting the Cedar Valley Food Pantry (CVFP) helps households stretch their budgets, allowing them to use those savings on other essential needs that might otherwise be out of reach. Many in our community face difficult decisions when their income doesn't go as far as they need, asking tough questions like, "What is more important this month, food for my two kids, or paying the water bill?" These are the kinds of choices some families are forced to make every month. By coming to the Cedar Valley Food Pantry, we hope to ease that burden by helping cover a portion of their weekly food needs. The CVFP is open Monday through Friday and provides food and grocery items to those in need.

VOLUNTEER RESPONSIBILITIES:

Pantry volunteers help stock shelves, bring food from the warehouse, answer clients' questions, and assist clients with carrying groceries. This opportunity also allows volunteers to interact directly with the people we serve.

AVAILABLE SHIFTS:

MONDAY-THURSDAY

ALL DAY (9:00AM - 3:00PM)

MORNING (9:00AM - 11:30AM)

MID-MORNING (11:30AM - 1:30PM)

AFTERNOON (1:00PM - 3:30PM)

FRIDAY

9:00AM - 12:00PM



- Able to stand for long periods of time
- Ability to lift 20+ lbs.
- Personable and capable of interacting with a diverse client base
- 16 years or older or accompanied by an adult

*CVFP volunteers will not be eligible to shop in the Pantry during volunteer hours.

KID'S CAFÉ & SUMMER FEEDING

Kids Café programs provide free meals and snacks to low-income children through various community locations where children already congregate, such as Boys and Girls Clubs, churches, or public schools.

VOLUNTEER RESPONSIBILITIES:

Volunteers will assist the NEIFB culinary staff in preparing nutritious snacks and meals for our Summer Feeding and Kids Café programs, boxing meals, or assisting with cleaning.

- Able to stand for long periods of time
- Ability to lift up to 25 lbs.
- 16 years or older or accompanied by an adult

AVAILABLE SHIFTS:

MONDAY-THURSDAY

9:00AM - 11:00AM

1:00PM - 3:00PM

FRIDAY

9:00AM - 11:00PM

SEASONAL: BOX PACKING FOR SUMMER FEEDING GROUPS



KID'S CAFÉ & SUMMER FEEDING RIDE-ALONG

Ride along with our staff to deliver free meals and snacks to the sites we partner with in the Cedar Valley.

AVAILABLE SHIFTS:

MONDAY-THURSDAY

2:30PM - 4:30PM

SUMMERS: TUESDAY & THURSDAY

10:00AM - 1:00PM

VOLUNTEER RESPONSIBILITIES: Volunteers will assist the NEIFB staff in delivery of meals. They will ride with staff in a company vehicle. Limit one volunteer per vehicle.

- Able to stand for long periods of time
- Ability to lift up to 30 lbs.
- Must be 18+



SKILLS-BASED VOLUNTEERING

Do you have a unique skill or trade that could benefit our organization? From data collection to stuffing envelopes, the Northeast Iowa Food Bank has volunteer opportunities for everyone. We believe in putting your talents to good use and want to find the right fit for you. Reach out, share your skills, and let's work together to make a difference.

TRUCKS | DRIVERS & RIDERS

The Northeast Iowa Food Bank provides nutritious food to individuals and nonprofit organizations across 16 counties in northeast Iowa. With the help of volunteer drivers, we transport food to and from our distribution center in Waterloo. Each day, drivers run routes that include food rescue, picking up donated food and produce from local stores, elderly nutrition, delivering boxes and bags to senior centers, and the Backpack Program, delivering bags to schools for children facing food insecurity. Local and out-of-town routes are available, and volunteers are welcome to bring a friend to ride along.

- Ability to lift 25+ lbs.
- Capable of getting in and out of a box truck
- Personable and capable of interacting with a diverse client base
- Must be 18+
- To drive Class D or CDL license and clean driving record (if driving vehicle, any volunteer can ride along!)



FARMERS' MARKET RESCUE (SEASONAL)

Farmers Market produce rescue is simple and rewarding. Volunteers kindly ask produce vendors if they have extra items to donate to the Food Bank. The donated produce is weighed, and a donation receipt is provided to the vendor. The produce is then brought back to the Food Bank and placed in our large cooler. It is distributed to clients the next day the Cedar Valley Food Pantry is open.

Training for this process will be provided before volunteering.

- Ability to lift 25+ lbs.
- Capable of getting in and out of a box truck
- Clean driving record (if operating vehicle)
- Personable and capable of interacting with a diverse client base

VOLUNTEER GROUPS

Volunteering as a group is a meaningful way for community members to serve others while spending time together. We welcome groups from community organizations, businesses, churches, schools, or any group interested in giving back.

NEIFB offers a variety of volunteer shifts, including afternoons, evenings, and Saturdays, to accommodate different schedules. You can sign up your group through VolunteerHub. Please note: if your group exceeds the available spots or includes more than 12–15 people (depending on the event), the system will not allow you to register. In that case, please contact our Volunteer Outreach Coordinator to schedule your group. We ask that groups be scheduled at least one week in advance so we can plan accordingly.

Volunteers of all ages are welcome. Those under 16 must be accompanied by a chaperone. For youth groups:

- Ages 8–15 require one adult for every 3 children.
- Ages 16–17 require one adult for every 6 youth.
- Children under 8 must be accompanied by a parent or guardian.
- All youth must have completed permission forms before volunteering.

SCHEDULING:

MONDAY - THURSDAY

2:00PM - 4:00PM

5:30PM - 7:30PM

SATURDAY

9:00AM - 12:00PM

12:00PM - 2:00PM

OTHER TIMES AVAILABLE UPON REQUEST



VOLUNTEER RESPONSIBILITIES:

- Bulk repacking (dry & frozen)
- Elderly boxes
- Sorting/Salvage - donations/food drives
- Bagging produce

VOLUNTEERING 101

HOW TO GET STARTED: To begin your journey as a volunteer, you will need to navigate to our online signup through our website. To access our signup, you will need to go to the Northeastern Iowa Food Bank's website neifb.org. From there you will go to "Get Involved" and there will be a link titled "Volunteer Signup" to take you to our Volunteer Signup page. Then create an account on the Northeast Iowa Food Bank's volunteer scheduling website, VolunteerHub. From there, you can see and register for any of the volunteer opportunities that interest you.

SCHEDULING: Once you have successfully created a VolunteerHub account, you may begin signing up for volunteer opportunities. After signing into your account, you can view all the upcoming volunteer opportunities and begin filling openings that fit your schedule and interests. We recommend trying out different volunteer experiences to find your niche within our organization. If you don't have access to a computer, please write down your name, hours, and volunteer location and a Volunteer Coordinator will schedule you.

VOLUNTEER GROUP/SCHEDULING GUIDELINES: VolunteerHub allows volunteers to sign up groups in the afternoons, evenings, and Saturdays. The site will not allow you to register your group if there is not room in the group or the number of participants you are trying to sign up is more than 12-15 people, depending on the event. In this case, reach out to the Volunteer Outreach Coordinator to schedule your group. Groups should be scheduled at least a week in advance to allow us to plan for staffing. For youth groups ages 8-15 we require one adult chaperone per 3 children, and one adult present for every 6 youth, ages 16 and 17. Youth under 16 are not permitted to volunteer without an adult.

SIGNING IN/OUT: When you arrive for your shift, you will need to sign in before going to your designated area. There is a clock-in station located in the Food Bank office. You will type in your last name to sign-in and select your assignment for that day. You must sign-in on the tablet every time you volunteer unless the tablet is out of order. If the tablet is out of order you may sign-in on the clipboard forms, however, please let someone in the office know that it is not working so we can fix it. If you happen to forget to clock in or out, please let the Volunteer Coordinator know and they will adjust the schedule accordingly.

CANCELLATIONS: If you are unable to make your shift, please let us know by 3:00pm the day before your shift. We understand that there are always emergencies that may be subject to this rule. If you are feeling sick, please stay home! We have contact with a lot of clients and food, and so we don't want to spread germs. Continuous no-shows or cancellations may require the volunteer department to reevaluate your work with our organization. Groups must cancel at least 48 hours in advance.

CODE OF CONDUCT

GENERAL CONDUCT

There will be zero tolerance for inappropriate behavior while at the Food Bank. This includes, but is not limited to: profanity/name calling, vandalism, and physical contact with other volunteers/staff. Reporting to the Food Bank under the influence of alcohol or illegal substances will be reason for immediate dismissal. Any disruptive or rowdy behaviors demonstrated by volunteers, which results in the damage of product, will be grounds for immediate dismissal of the individual. This will be dealt with on a case by case basis, and will be handled by the staff member overseeing the volunteer group or individual.

GRIEVANCE POLICY & PROCEDURE

The Northeast Iowa Food Bank recognizes that volunteers have the right to raise grievances about any matter related to their volunteering (this could be in relation to another volunteer, a member of the paid staff, or the manner in which they are being treated by the food bank).

If a volunteer has a complaint against a member of staff, another volunteer, or the organization in general, they should first discuss this with their manager. This volunteer may be accompanied by a colleague at this meeting. If the manager is the person who the complaint is against, then the matter should be referred to another senior person from the Executive Team. If the matter is not resolved at the initial meeting, the complaint should be made in writing to the Executive Committee. This will require a special meeting of the committee to be held within fourteen days and treated in a confidential manner.

VOLUNTEER HOUR DOCUMENTATION:

If you need documentation of the hours you are completing with NEIFB, please let the Volunteer Coordinator know when you begin. If there are documents that a staff member needs to track hours on, please present those upfront, and remember to get them signed at completion of the volunteer shift. We are willing to print off completed hours, however please let the volunteer coordinator know at the beginning of your final shift to ensure they have time to complete this. We are willing to work with you to complete hours, but we would appreciate plenty of notice to ensure you get the most out of your experience.

MEANS FOR DISMISSAL:

The dismissal of a volunteer is a serious consideration. Before a volunteer may be dismissed, every attempt will be taken with the parties involved to resolve the action. Dismissal of a volunteer may take place if the volunteer is unreliable, demonstrates inappropriate behavior, or fails to adhere to policies of the NEIFB Volunteer Handbook.

BREAKS

In the case that volunteers are here for an all-day shift, they are allowed to take breaks throughout the day. Volunteers are allowed a morning, lunch, and afternoon break. Lunch break is from 12:00-12:30pm and will not be counted toward volunteer hours unless previous arrangements have been made.



EXPECTATIONS

CELL PHONES

Cell phone usage is not permitted by community service workers or volunteers in any part of the Food Bank. Silence phones when you arrive at the Food Bank and only use them during break time. The office phone is for staff and emergency use only.

OTHER

Interpretation and enforcement of these rules is at the discretion of the Northeast Iowa Food Bank. All decisions are final. Failure to comply with these rules may result in dismissal from the Community Services or Volunteer Program. If you have a medical issue or disability that may interfere with your service at the Food Bank, please inform us immediately.

TOBACCO USAGE

Smoking/vaping/tobacco use is not allowed anywhere on Food Bank property. Due to food safety regulations, tobacco of any kind must be stored in the break room or in your vehicle.

PARKING/PERSONAL BELONGINGS

Individuals must park in the front lot and enter/exit through the front doors. Secure storage is not available at the Food Bank. Leave valuables at home or secure them in your vehicle. Space is available for coats and jackets in the break room and pantry.

DRESS CODE

Appropriate clothing must be worn when reporting to the Food Bank. You are representatives of the Food Bank while you are here. **INDIVIDUALS MUST WEAR CLOSED-TOE SHOES.** Sandals/flip flops, and clothing with offensive language are not permitted. Workers dressed inappropriately will be asked to leave until they meet these guidelines. Food Bank staff will make final decisions on this matter.

Due to AIB serve safe rules, volunteers may be asked to remove their hats, watches, bracelets, rings or other jewelry depending on the project. Refusal to comply will result in the volunteer being unable to participate in the project until these items are removed.

USE OF FOOD/FOOD ASSISTANCE

All food within the Food Bank is for the use of nonprofit agencies and the clients of the Cedar Valley Food Pantry only. Using food while volunteering from any area of the Food Bank will be grounds for dismissal and could be grounds for prosecution as theft. Volunteers and community service workers may not receive food assistance from the Cedar Valley Food Pantry while they serve in any area of the Food Bank as a volunteer. They may, however, receive assistance from the pantry after their volunteer shift.

Due to food safety regulations, food/drink (including water) is only allowed in the designated break room. Chewing gum is not permitted in the facility.



HYGIENE

PROPER HANDWASHING

- Hands can transfer pathogens to food. Handwashing is a critical step for avoiding food contamination.
- Wash your hands before starting any task at the food bank. Wash your hands only in a designated handwashing sink.
- “How to wash hands” are placed above all handwashing sinks.

USING GLOVES CORRECTLY

- Only use single-use gloves when handling food.
- Make sure the gloves fit your hands. They should not be too tight or too loose.
- NEVER blow into them. NEVER roll them to make them easier to put on.
- Wash your hands before putting on gloves when starting a new task.

WHEN TO CHANGE GLOVES

- As soon as they become dirty or torn.
- Before beginning a different task.
- Before or after handling any food with a known food allergen.
- After handling raw meat, seafood, or poultry, and before handling ready-to-eat food.
- After an interruption, such as taking a phone call.

WHAT TO DO WHEN YOU ARE SICK

- Please do not come volunteer if you have these symptoms:
- Vomiting
- Diarrhea
- Jaundice (yellowing of skin and eyes)
- Sore throat with a fever

HAND ANTISEPTICS

- NEVER use Antiseptics instead of handwashing.
- Use an antiseptic after washing hands.
- Wait for the antiseptic to dry before touching food or equipment or putting on gloves.
- Follow manufacturer’s directions.

PROPER USE OF HAIR/BEARD COVERINGS

- Always wear a clean hat or other hair covering when repackaging food, working in a clean room, and working in areas used to clean utensils and equipment.
- Men with beards and mustaches must also wear a beard restraint.



NORTHEAST IOWA
FOOD BANK
volunteers

RELEASE & WAIVER OF LIABILITY

This Release and Waiver of Liability (the “Release”) is executed by the person who is volunteering (the “Volunteer”) in favor of the Northeast Iowa Food Bank (NEIFB), NEIFB’s directors, employees, and volunteers. The Volunteer desires to work as a Volunteer for NEIFB and engage in activities related to being a volunteer (the “Activities”). The Volunteer understands that the Activities may include use of carts, packing materials, equipment and machinery, as well as working indoors or outdoors. The Volunteer hereby freely, voluntarily, and without duress executes this Release for the Volunteer’s self, personal representatives, heirs, and next of kin under the following terms:

Release and Waiver: Volunteer does hereby release, forever discharge, covenant not to sue, and hold harmless NEIFB and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from Volunteer’s Activities on behalf of NEIFB.

Medical Treatment: Volunteer does hereby release and forever discharge NEIFB, its Director, and employees, from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the Volunteer’s Activities with NEIFB. By signing this agreement, you, the undersigned hereby agree to and authorize the following:

- NEIFB may seek medical treatment or service, including without limitation first aid, hospitalization and emergency ambulance service, for the Volunteer in connection with the Volunteer’s participation in the Activity. The Volunteer or their Guardian shall remain financially responsible for any costs incurred as a result of said treatment and services and hereby agree to make full payment for such to the attending medical personnel and/or health care facility rendering such treatment and services. NEIFB shall make every effort to contact the Volunteer and the emergency contact provided in this Agreement in the event such care is sought.
- NEIFB may share information contained in this Agreement as well as other documents and information related to the Volunteer otherwise in its possession with other NEIFB staff, Activity sponsors and volunteers, and health providers in seeking such medical treatment or service for the Volunteer.

Assumption of the Risk: The Volunteer understands that the Activities may include work that may be hazardous to the Volunteer, including, but not limited to, packing, loading and unloading, and transportation to and from work sites. The Volunteer shall only perform such Activities as the Volunteer has been properly trained to perform. The Volunteer understands that he or she always has the right to refuse to perform any Activity that the Volunteer feels he or she is unqualified to perform or that the Volunteer deems to be unsafe. The NEIFB does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance in the event of injury or illness.

Insurance: The Volunteer understands that, except as otherwise agreed to in writing by the NEIFB, NEIFB does not carry or maintain health, medical, or disability insurance coverage for any Volunteer. *Each volunteer is expected and encouraged to obtain his or her own medical or health insurance coverage.*

Photographic Release: Volunteer does hereby grant and convey unto NEIFB all right, title, and interest in any and all photographic images and video or audio recordings made by the NEIFB during the Volunteer's Activities with NEIFB, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

Conduct: Volunteers are seen as an extension of the agency by the public, therefore refrain from using inappropriate language, tobacco products, alcohol or drugs while volunteering. Failure to comply with training or acting in an inappropriate manner may result in the volunteer being liable for damages to NEIFB equipment or property.

Other: Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Iowa, and that this Release shall be governed by and interpreted in accordance with the laws of the State of Iowa. Volunteer agrees that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable.

NEIFB is an equal opportunity agency welcoming all persons regardless of age, color, disability, gender, national origin, race, religion, sexual orientation, veteran status, or any classification protected by federal, state, or local law. This document shall be kept on site at the NEIFB location of the volunteer event and kept in a secure file for 2 years from the date on the document after which it can be destroyed. This document shall be retained by NEIFB staff involved in managing the activities described herein and may be referred to and shared as described herein.

Printed Name

Signature

Date

YOUTH VOLUNTEER PARTICIPATION

THE PARENT OR LEGAL GUARDIAN AGREES TO THE FOLLOWING CONDITIONS: GENERAL TERMS AND CONDITIONS:

- You are familiar with the Activity and have been provided an opportunity to ask questions about the Activity.
- You shall direct the Child: (1) to follow all instructions provided by NEIFB or other sponsors of the Activity at all times while participating in the Activity and (2) not to conduct in inappropriate behavior, including without limitation, kicking, biting, hitting, scratching, using abusive language, engaging in sexual behavior, or name-calling. Participants failing to obey directions provided by the NEIFB and other sponsors of the Activity or otherwise engaging in inappropriate behavior may, at the sole discretion of NEIFB, be dismissed from the Activity.
- You shall direct the Child to maintain contact with the Activity group and/or leader at all times.
- You shall ensure the Child is dressed and equipped appropriately for the weather and conditions of the Activity.
- The Child shall not possess, consume or be intoxicated by any of the following while participating in the Activity: tobacco products; alcohol; combustible materials including matches, lighters and lighter fluid; subversive or pornographic materials; ammunition, explosives, firearms and other weapons gambling devices; drugs and or drug paraphernalia; and prescription drugs not specifically prescribed for the youth participating in the Activity.
- The Child shall not operate a vehicle or equipment with a motor during the Activity (unless the vehicle or equipment is used due to mobility impairment).
- NEIFB shall be permitted to contact the parent/legal guardian and emergency contact(s) provided on this form and release the Child to those persons so identified in this form.

ACKNOWLEDGMENTS: By signing this youth participation agreement, you, acknowledge the following:

- That the Activity may include activities that may be hazardous to the Child.
- That you have the right to prevent or disallow the Child from performing any activity(ies) related to the activity that you feel the Child is unqualified to perform or that you deem to be unsafe.
- That participation in the Activity poses some known and inherent dangers to the Child, as may be described as part of the Activity above, including without limitation: bodily injury, personal injury, illness, death, or property damage.
- That NEIFB does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health, or disability insurance, in the event of injury or illness of the Child.
- That NEIFB has the right to limit or bar the Child from participating in any part or all parts of the Activity for any reason.
- That, except as otherwise agreed to in writing by NEIFB, NEIFB does not carry or maintain health, medical, or disability insurance coverage for any volunteer or participant, including the Child.
- That the ratio of minors involved in the Activity to supervising adults may be as high as ten minors to one adult, depending on the activity.

Printed Name

Signature

Date

Child's Printed Name

Emergency Contact Name/Phone



NORTHEAST IOWA
FOOD BANK

(319) 235-0507

Northeast Iowa Food Bank
1605 Lafayette Street
Waterloo, IA 50703

neifb.org