

Berkeley Food Pantry Volunteer Handbook

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INTRODUCTION

Welcome and Who We Are

WELCOME to the Berkeley Food Pantry (BFP). The BFP is under the fiscal and administrative care of Berkeley Friends Church. Berkeley Friends Church is a Quaker meeting that has been providing spiritual guidance and social support to the community since 1895. The vision of the Berkeley Food Pantry is to provide good nutritious groceries, household items, and opportunities for learning and self-empowerment for over 800 Berkeley and Albany households. The BFP's mission is bringing good, nutritious groceries into Berkeley and Albany homes experiencing crisis.

The BFP has one paid director and two paid managers. The Church has a Berkeley Food Pantry Oversight Committee that works with the director regarding financial oversight. There are around 100 volunteers who run the day-to-day operations. The Berkeley Food Pantry Volunteer Advisory Group, made up of pantry staff and volunteers, meets at least once a year to discuss operations and recommendations for improvement and changes.

The BFP receives most of its support and funds from Berkeley and Albany community members. Many of our community members volunteer and/or donate food and supplies. BFP also receives grants from organizations such as the San Francisco Foundation and the Emergency Food and Shelter Program under the Federal Emergency Management Agency (FEMA). And it partners with a wide variety of organizations at local, regional and national levels (see Appendix A, Partners).

History

In the spring of 1969, Dorothy Noble, a member of Berkeley Friends Church, became aware of Berkeley families who were overwhelming the North Oakland Parish's Emergency Food Pantry. With help from social workers, fellow church members, and her friends, Dorothy Noble set up a food pantry in her home and began answering emergency calls for food. Ms. Noble was able to run the pantry in her home for several months and the pantry was able to respond to as many as 50 calls a month. In the fall, Dorothy approached Berkeley Friends Church and formally requested help from the church in running the pantry. On September 21, 1969, the church agreed that the pantry would be housed in the church building and a wider network of supporters would be sought to operate the pantry. The BFP was officially opened on Monday, October 6, 1969 in Berkeley Friends Church's ground floor. In 1985, the Food Bank Network of Alameda County (later to be renamed the Alameda County Community Food Bank) accepted the BFP as one of its first members.

Regulatory Organizations

The BFP must follow all health and safety regulations. The City of Berkeley Health Department and Alameda County Community Food Bank (ACCFB) make yearly inspections of our operations. The United States Department of Agricultural (USDA) makes an inspection of our operation once every 3 years.

VOLUNTEERS

Around 100 committed volunteers are core to the operations of the food pantry. Pantry volunteers begin showing up as early as 8 a.m. to transport donated food from partner grocery stores to the pantry and sort and pack food for distribution. Volunteers help prepare bags of groceries for delivery to Berkeley and Albany households. Volunteers help set up for in-person distribution at 2:00 p.m. and help clean up at the end of the day. Without volunteers, we would not be able to provide emergency groceries to more than 2,000 people a month.

Volunteer Orientation

Forms to Complete

All volunteers must complete the following forms and return them to either the manager or director before beginning his/her first volunteer shift:

1. Berkeley Food Pantry Volunteer Information form
2. BFP Safety Guidelines Covid-19
3. Volunteer Waiver
4. Frontline Staff/Volunteer Civil Rights Training Checklist for TEFAP
5. Berkeley Food Pantry's Volunteer Handbook Acknowledgment

Documents to Keep

Pantry volunteers are welcome to photocopies of any or all of the above signed forms. Furthermore, volunteers will keep the Volunteer Handbook and also be given for reference the following documents from the Alameda County Community Food Bank (ACCFB):

1. Understanding Food Dating
2. Storing Food Safely
3. Handwashing

Furthermore, volunteers who do grocery recovery will also receive a copy of the following:

1. Loading and Transporting Food Safely
2. Grocery Recovery Handbook

Time commitment

Most volunteer shifts are on Monday, Tuesday, Wednesday, and Friday and are 2 hours long. The shifts are staggered between 10:00 a.m to 4:30 p.m.

There are also volunteers who pick up food donations during the mornings on Mondays, Tuesdays, Wednesdays, and Fridays before the pantry opens.

Scheduled Absences and Sickness

The BFP depends entirely on volunteers for pantry operations. If you won't be available for your committed time slot on a given day, the manager may need to contact other volunteers to cover for you. So we ask that you let us know 48 hours in advance if you won't be there.

If you are sick or not feeling well, please let us know as soon as possible and do not come in until you recover from your illness. We value your health as well as the health of others. We require staff and volunteers to be vaccinated against Covid-19 (unless they have an approved exemption), so everyone is protected fully, especially against the new variants.

Please contact the manager or director by phone at (510) 525-2280 or email the manager at manager@berkeleyfoodpantry.org or the director at director@berkeleyfoodpantry.org if you are sick or need to schedule an absence.

Personal belongings

Bring only what you need, and leave your valuables at home or secure them while you work. You may put personal belongings in the upstairs closet while volunteering, but we cannot guarantee that it will be completely secure.

Dress

Volunteers should wear clothing that they can work in and get dirty. We recommend that volunteers wear closed toe shoes and long pants.

Name tag

Every volunteer must wear the name tag provided by the BFP. It is important for visitors and other volunteers to know that you are a volunteer.

Health and Covid-19 Guidelines

- All staff and volunteers must be vaccinated against Covid-19 unless the volunteer has an approved exemption due to a medical condition, pregnancy, or a religious belief. Staff and volunteers with exemptions will need to test weekly and show staff a negative Covid-19 test to be able to volunteer.
- Before you begin your shift, you must wash your hands for 30 seconds with warm water.

- You must wear new disposable gloves provided by the pantry for each shift.
 - Change your gloves when you need to use the restroom, touch handles, or take a break to drink or eat.
 - Use hand sanitizer on your gloves when helping to distribute groceries to households who come for pick-up.
- Stay 6 feet from others when possible.
- Refrain from touching your eyes and face.
- All volunteers must wear a mask. We can provide an N-95 mask, or KF94 mask, cloth mask, or face shield upon request. We may require volunteers with vaccination exemptions to only wear an N-95 mask, or KF94 mask, please speak to staff for further direction. Please refer to the Centers for Disease, Control, and Prevention guidelines for instruction for proper use and disinfection of your mask (please visit: www.cdc.gov). If you must eat or drink, please remove and dispose of your gloves and wash your hands before you do so. Please go outside to eat or drink. We encourage all volunteers to eat at home before arriving for a shift.
- Use good respiratory hygiene. If you must sneeze or cough, go outside.

Key Volunteer Roles

Grocery Recovery

Grocery recovery volunteers are responsible for picking up food donations, bringing them to the pantry, weighing the food and recording the weights. A volunteer who signs up to drive the pantry van must have a valid's driver's license and a good driving record. Volunteers should be able to lift heavy boxes of up to 20 pounds.

Sorting and Stocking

Once the grocery recovery volunteers bring in the donations, sorting and stocking volunteers take over. They sort through the recovered food, getting rid of items that are damaged, spoiled or expired. They rotate stock in the refrigerators and freezers. They prepare bags of food to be delivered or handed out to visitors.

Home Delivery Scheduler

Around 48 hours in advance, a volunteer will contact the household receiving the home delivery and confirm delivery and/or reschedule. Home deliveries happen on Mondays, Wednesdays and Fridays between 1:00 p.m. to 3:00 p.m and Tuesdays between 12:00 p.m. and 2:00 p.m. Most households receive home deliveries once a month. Some households with children, the elderly, the disabled, or are without transportation are selected to receive home deliveries twice a month. Volunteers in this role must receive special training and will be required to use the BFP cell phone and the BFP laptop for home deliveries.

Delivery Driver

Delivery volunteers are responsible for picking up groceries for home delivery clients and delivering them to the clients' homes in Berkeley and Albany. A list of names, addresses, and contact numbers will be provided to drivers on arrival at the pantry. If drivers use their own vehicles, they should park close to Cedar and Sacramento Streets to load groceries into their vehicles. Volunteers are able to use the pantry van for deliveries after 12:00 p.m. If a volunteer uses the van, he/she must have a valid driver's license and a good driving record.

Visitor Check-in and Food Distribution

Before the Pantry opens for the day, these volunteers assist with setting up the check-in and distribution area. Once it is open, a designated volunteer talks with each visitor, taking their IDs and checking them in or adding them to the database, and having them complete paperwork when required. Volunteers help distribute the pre-bagged groceries to visitors. Upon request, volunteers will also help visitors bring the groceries to their vehicle, the bus stop or to their bike. When the Pantry closes at the end of the day, they assist with cleaning up and closing the pantry down.

PANTRY OPERATIONS

Schedules and Closures

Food Pantry Schedule

The BFP is open to the public on Mondays, Wednesdays and Fridays from 2-4 p.m. The BFP conducts its home deliveries on Mondays, Wednesdays, and Fridays from 1-3 p.m. and Tuesdays from 12-2 p.m.

Harvest Day Schedule

The BFP partners with the Berkeley Neighborhood Food Project to hold bimonthly Harvest Days on the 2nd Saturday of the month.

Holidays

The BFP is closed for the following observed national and city holidays:

- New Year's Day (or the day before or after if the holiday lands on a Saturday or Sunday)
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Indigenous People's Day
- Thanksgiving (the Friday after Thanksgiving)
- Christmas (or the day before or after if the holiday lands on a Saturday or Sunday)

Emergency Closures

At times, emergencies such as severe weather, fires, power failures, earthquakes, or health emergencies can disrupt BFP's operations. In such instances, the director and manager will decide on the closure or modification of operations. Please speak to the manager for instructions.

Special Deliveries and Work Days

The BFP receives regular deliveries from the Alameda County Community Food Bank (ACCFB) including BFP's monthly USDA allotment. Please speak to the manager if you can help unpack and sort items from the deliveries.

The BFP also partners with religious organizations, civic organizations, groups, and individuals to hold special workdays to clean and spruce up the pantry space, entrance, and parking lot area.

Food Pick-Up Policies and Procedures

Volunteers pick up donated groceries from our Grocery Rescue partners. For further details on grocery rescue pick-up, please refer to Feeding America's Grocery Rescue Program Training manual that will be provided to you by the manager or director.

Volunteers who pick up the food must:

- Wear their BFP ID and be courteous and polite to store or business employees.
- Weigh and record the recovered food on the "Grocery Rescue Weights" form.
- Place completed forms in the "Grocery Rescue" file. At the end of the week, a volunteer or the manager will input the information into the Feeding America portal. This information is important so donors can track the amount of food being rescued from the waste stream.
- Clean the steering wheel, handles, and high touch surfaces of the Pantry van after each van use.

Food Handling and Storage Guidelines

Common sense

Because many of our clients are in fragile health, any food with mold, mildew or spoilage must be thrown out. If food looks and smells bad, please do not give it out. If you would not eat it, please don't expect other people to eat it.

Labels and expiration dates

Volunteers must review Understanding Food Dating from the Alameda County Community Food Bank.

All items given out inside the pantry must not be expired, damaged, or opened as required by the Alameda County Community Food Bank and Berkeley Health Department. And they must be labeled. If you see food that does not meet these requirements, please speak to the manager for further instructions.

Baby food

Never distribute expired baby food or baby food close to expiration. Please see the manager or director for proper disposal.

Off the floor

All food must always be off the floor during set-up and in storage. The standard is 6" off the floor and away from a wall to provide proper ventilation.

Freezers and Refrigerators

Freezers must be kept at 0 degrees or cooler. Daily (days of operation) temperature logs are to be posted and kept on the side of each freezer. The manager usually records the temperature on the temperature log, but the manager may delegate that responsibility to a regular volunteer or volunteers.

Refrigerators must be kept at 40 degrees or cooler. Daily (days of operation) temperature logs are to be posted and kept on the side of each refrigerator. The manager usually records the temperature on the temperature log, but the manager may delegate that responsibility to a regular volunteer or volunteers.

Overflow freezer storage is available through Soroni (they provide it as an in-kind donation). The current freezer capacity is about 22 cases. When you discover you have more frozen items than you can store on site and think you may need off-site storage, please notify the manager before noon.

Proteins (such as meat or eggs)

Never store a protein on top of other foods such as produce. The protein may leak on the produce and contaminate it with dangerous bacteria. Eggs can only be out of refrigeration for 2 hours before risk of contamination of bacteria.

Rotation of stock

Rotation of stock is imperative and should be done on a regular basis to ensure that you are distributing the highest quality of food. A good rule of thumb is to give it out when you receive the donation. Don't hoard food for a rainy day because storage is limited.

Repackaging

Packaged foods must not be divided into smaller portions unless it is approved by the manager. Large packages of meat cannot be broken down and repackaged into smaller portions. Donations of large packages of food are best

to pass along to soup kitchens and other food programs that have certified kitchens to safely handle unpackaged food.

Large boxes of packaged food such as a bulk box of granola bars may not be opened and distributed individually unless all of the nutritional information, ingredients and best by dates are present on each individual serving (each bar).

Volunteers should let the manager know if they plan to bag donated farm produce, garden produce, or bread.

Gloves

All produce and unwrapped food must be handled only with gloved hands (boxes of gloves are available) to reduce the risk of sharing harmful viruses and bacteria with our clients. Many of our visitors have fragile immune systems and must therefore be considered in handling food.

Food Distribution

The BFP provides a dependable and reliable source of emergency food for residents of Berkeley and Albany.

Distribution Procedures

A ticket dispenser with tickets that have appointment times marked is placed outside in the morning. Visitors are asked to leave the premises and return at the appointment time.

When the Pantry opens at 2 pm, the volunteer working at the check-in desk invites those with the earliest appointments to line up (with required physical distance) and approach the desk.

At the check-in desk, the volunteer asks each visitor for an ID and signs them in. Visitors are then directed to the bag pick-up area, where they will pick up a pre-bagged selection of shelf-stable food, fresh dairy, eggs, fresh produce, fresh bread, frozen meat or frozen fish or vegan substitute. The volunteers who are distributing the bags can help clients with special requests (e.g. vegetarian or vegan diet, religious or health restricted diet, a need for pet food, baby food or diapers, or a lack of cooking facilities).

Income eligibility

After a volunteer records a client's visit on the computer file, the volunteer should have the client complete the Certification of Emergency Food Assistance Program's (TEFAP) to confirm their income eligibility. They should sign, put their address and zip code, provide number of people in their household, and confirm if they are receiving USDA food this month in this county (If they have received USDA food from another food pantry in Alameda County during the same month,

they should respond “yes.”) They must complete this form every time they receive USDA food.

If the visitor makes above the listed income eligibility, **they can receive non-USDA food during their visit.** Please speak to the manager if you are not sure of the difference between USDA food and non-USDA food in the pantry.

Lack of ID

Not everyone has an ID. Many people who are homeless or are distrustful of the government may not have a current ID. Go ahead and serve them, and note in the computer that the visitor does not have a current ID.

New visitors

Pantry visitors need to live, attend school, or work in Berkeley or Albany to obtain emergency groceries. We ask first time visitors for proof of residence, enrollment in school, or employment, which might be mail, a lease, a recent utility bill, a referral, a student ID, a work ID or a similar document. However, please be aware that we do have homeless visitors who may not be able to prove they live or work in Berkeley. If someone does not have documentation, please gently ask if they can bring some form of documentation in the future.

Non-residents of Berkeley/Albany

If someone does not live, work, or attend school in Berkeley, please direct them to visit the pantry in their city in the future, but allow them to take food so they can leave with something. See “More Help and Resources” below for additional resources you can provide them.

Picking up for another household

If a visitor needs to pick up for a neighbor, friend, co-worker, or someone not in their household, they should be given an Alternative Pick-up Request Form for the Emergency Food Assistance Program (TEFAP) for the recipient’s signature.

Multiple Visits in the Month

BFP visitors or those enrolled in our home delivery program will receive the full range of groceries including eggs, dairy, and meat once a month. If a client needs more due to an emergency, they can come in or send someone and they will receive fresh bread and produce or some shelf stable food depending on availability.

Home Deliveries

BFP visitors who wish to sign-up for home deliveries can complete an application at the BFP or complete the on-line application on the BFP website. If a visitor asks for an application, please visit the office and ask for a hard copy. BFP visitors can also complete the on-line application at www.berkeleyfoodpantry.org.

More Help and Resources

Some visitors may need more than BFP provides to them. We wish we could give an unlimited amount of food, but we need to be able to supply everyone who shows up that day with something. To help them locate more food, you can give them:

- ACCFB Food Helpline card. The card shows a number (1-800-870-3663) and website (foodnow.net). They can use it to find out where the nearest pantry is to their home.
- Berkeley Information Network's "Emergency Meals and Groceries around Berkeley" pamphlet. The handout lists a complete list of emergency food service providers in Berkeley (including those that will serve people from outside of Berkeley).

If a pantry visitor needs more assistance, please inform the director or manager and they will connect the visitor with the Alameda County Community Food Bank or another social service.

Working with Visitors: Best Practices

Customer Service

The BFP serves a diverse clientele from all walks of life, some of whom may be in crisis. Please be open that you may have unconscious bias, and try to maintain an attitude of non-judgmental positivity and respect in your interactions with all visitors.

BFP strives to provide high quality service to all visitors. Volunteers should:

- Treat everyone equally with respect and politeness
- Evaluate whether there are barriers (e.g. language, disability) preventing individuals from receiving benefits and try to eliminate them
- Be a good listener
- Offer assistance
- Provide service in a timely manner
- Apologize for any inconvenience

Visitors Inside the Pantry

For safety, insurance, and other business considerations, only authorized visitors are allowed in the pantry. When making arrangements for visitors, employees and volunteers should request that visitors enter through the main entrance. Visitors must never be unattended. If a volunteer notices a person without a BFP name tag or has not been authorized entry by the manager or director, the volunteer should immediately inform the visitor that she or he must wait outside.

Everyone who enters the building must observe Covid-19 safety protocol including wearing a face mask.

Using the Restroom

We cannot offer restrooms to visitors. Only volunteers and BFP delivery drivers (who come to pick up bags for home deliveries) are allowed to use the restrooms.

Disorderly behavior

If a visitor is playing loud music or smoking on the property, suspected of being under the influence, is disorderly or threatening, or trying to re-sell food, please notify the manager or director immediately.

Parking

Visitors should not double park in the parking lot. If the parking lot is full, they should legally park on the street. They should not block driveways. If anyone is blocking a neighbor's driveway, please let the manager know. The manager will gently let them know that we cannot help them unless the BFP is a good neighbor.

Conflict Resolution

Some visitors are visiting BFP at a time of stress. If you encounter conflict with or between visitors, remain calm, non-defensive and respectful. If you are unable to resolve the conflict, ask the manager or director for assistance. The director or manager will take action such as calling for mental health assistance or recording a complaint.

Pantry Opening and Closing Checklists

These checklists are intended to make you aware of all the tasks that need to happen in order to open the pantry. The manager will talk with you about what duties you would like to take on during your time volunteering at the BFP.

Pantry Opening Checklist

- Make sure the compost bin, trash bin, and recycle bin are in their spots in the BFP courtyard. If the bins are missing, please alert the BFC custodian.
- Record refrigerator and freezer temperatures (if directed by the manager to do so).
- Set up the weigh station.
- Weigh and record grocery rescue weights.
- Sort grocery rescue (discard any poor or inedible food in either the compost bin or the trash).
- Assemble food bags for both delivery and in-person distribution.
- Set up the outside food distribution area.
 - Set up the ticket dispenser.
 - Put out the Berkeley Food Pantry sign.
 - Place the Berkeley Food Pantry parking yard signs.
 - Take the desk and chair outside.
 - Set up the portable umbrella.

- Roll out the extension cord.
- Place the stanchions and chains.
- Put the bag service table in place.
- Set out and turn on the computer 5 minutes prior to opening. (Only designated volunteers approved by the director and manager may operate the computer.)

Pantry Closing Checklist

- Shut down the computer, disinfect the keyboard and secure it in the office.
- Secure signed documents (certifications, alternative pick-up forms, and referrals or letters) in the office upstairs. Please speak to the director if you are unsure where to place them in the upstairs office.
- Take down the outside pantry area. Bring in all service items (tables, desk, chairs, stanchions, chains, umbrellas, signs, etc.).
- Close awning. (Please consult with staff if you have questions about closing this.)
- Pick up litter and sweep the entry area if necessary.
- Store perishable food properly.
- Place all leftover produce into the refrigerator (exceptions: potatoes, onions, apples and citrus.)
- Put leftover bread into the freezer or compost (please speak to the manager because leftovers are usually taken by someone at the end of the day).
- Break down cardboard and place it into the cardboard container.
- Place garbage, recycling, and compost in the proper bins.
- Sweep and/or vacuum floors.
- All workspaces should be cleaned with bleach and water solution and wiped down with paper towels.
- Close all windows.
- Check to make sure refrigerators and freezers are properly closed and at the proper temperature.
- Secure signed documents (certifications, alternative pick-up forms, and referrals or letters) in the office upstairs. (Please speak to the director if you are unsure where to place them.)
- Check to make sure no open containers are left out on surfaces (we will develop an ant problem if food or drink is left out.)
- Turn all the lights out.
- Check to make sure the doors are properly locked.
- Make sure the van is locked and parked in its designated parking spot.

Building Security

Each and every volunteer should follow the building security rules and regulations listed here if they are the last person to leave the pantry:

- Volunteers must lock all entrances and close windows when the food pantry is closed. Volunteers should check all doors and windows to make

- sure all entrances are locked and secure before the person leaves the building. If the volunteer leaves before BFC/BFP employees leave the building, the volunteer should inform the employee(s) that he/she is leaving the premises. Please let the employee(s) know if you have locked doors and closed windows.
- If a volunteer wishes to obtain a key to the building, they must ask the manager. The volunteer's name will be recorded as a key holder and the volunteer must return the key to the manager or director before he/she ends their volunteer work.
 - Volunteers are not allowed on BFC/BFP property outside of the regular workday hours of 9-5 p.m. or BFP events without prior authorization from the BFP manager, director, and/or Berkeley Food Pantry Oversight Committee.

BFC/BFP assumes no risk for any loss or damage to personal property and recommends that all volunteers only bring what they need and to secure their valuables when at the pantry. BFC has a lost and found in the office and should check with the BFC Secretary to find out if anyone has turned in his or her lost item.

Medical Emergency

Staff and volunteers should report all work-related injuries and accidents immediately to the pantry manager, and then follow these steps:

1. Call 911
2. Contact the injured volunteer or staff member's emergency contact person
3. File an incident report with the pantry manager or director

STANDARDS OF CONDUCT

Affirmative Action/Diversity

BFP is committed to affirmative actions that will build on the strengths of our current workforce and continually enhance the diversity of our organization. We encourage people of different racial backgrounds, ages, abilities, and people of different sexual orientations and gender identities to apply for volunteer and paid positions.

Harassment

BFP does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, abusive language, physical assaults or contact, or violence.

Anyone experiencing or observing harassment should immediately contact the manager or director. They may also contact any member of the Food Pantry Oversight Committee (FPOC). Please go to the office to ask for the contact information for the clerk of the FPOC.

Sexual Harassment

BFP does not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.

Anyone experiencing or observing sexual harassment should immediately contact the manager or director. If they do not feel comfortable contacting the manager or director, they may contact any member of the Food Pantry Oversight Committee. Please go to the office to ask for the contact information for the clerk of the FPOC.

Violence in the Workplace

BFP has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect BFP or which occur on BFP or client property, will not be tolerated.

Anyone experiencing or observing violence in the workplace should immediately contact the BFP manager or director.

Confidential Information and Nondisclosure

The BFP handles sensitive information pertaining to our clients. This information is confidential and must be treated with care. Please do not disclose personal information or sensitive documents to anyone. If a law enforcement officer arrives at the pantry and requests clients' personal information such as home addresses, please ask them to leave their card and the director will speak or contact them as soon as possible. No information can be disclosed without a signed subpoena or court order from a judge.

Smoking

No smoking of any kind is permitted inside the BFP or on Berkeley Friends Church (BFC) property. If you must smoke it must be off the BFC property.

Alcohol and Substance Abuse

It is the policy of BFP that the BFP be free of illicit drugs and alcoholic beverages, and free of their use. If a volunteer arrives intoxicated or high, the manager will send them home.

Use of Pantry Equipment

BFP will provide volunteers with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of BFP —unless it is approved for a job that specifically requires use of BFP equipment outside the physical facility.

Any BFP property issued to volunteers, such as computer equipment, building keys, or the pantry van, must be returned to BFP upon request or if the individual ends his/her volunteer status with the BFP. Volunteers will be responsible for any lost or damaged items.

Berkeley Food Pantry Van

The BFP van is the property of Berkeley Friends Church and should only be used for BFP business and when moving the van to add parking in the Berkeley Friends Church parking lot. The BFP van should not be used for employees and volunteers' personal business, errands, and/or other business ventures unless it is approved beforehand by the director or the Berkeley Food Pantry Oversight Committee.

All employees and volunteers who use the van must submit a copy of his or her valid driver's license to BFC/BFP and must have a clean driving record. When a volunteer or employee drives the van, he/she should record the mileage and check the gas and tire pressure. If the gas or tire pressure is low, please let the manager know. If you are in an accident or notice damage to the van, please notify the manager or director as soon as possible.

Volunteer Suspension and Request to Leave

A volunteer who commits any serious violation of the above standards of conduct can be asked to temporarily or permanently leave by the manager or director.

ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Berkeley Food Pantry Volunteer Handbook, and I do commit to read and follow these policies.

Volunteer's Printed Name

Volunteer's Signature

Date

APPENDIX A: PARTNERS

Alameda County Community Food Bank (ACCFB)

In the early days, organizations like the BFP had to shop for food at a regular grocery store and pay full price with money raised. In 1985, BFP director Jill Hatier and Helen Yulrich, a professional nutritionist and BFP volunteer, along with other faith organizations and service providers, helped establish the Food Bank Network of Alameda County. On October 25, 1985, the BFP became a member. The Food Bank Network of Alameda County changed its name to the Alameda County Community Food Bank (ACCFB) on September 26, 1989. Today, the BFP is able to shop at the ACCFB for free and heavily reduced priced foods. The BFP also receives our monthly USDA delivery through the ACCFB. Our food pantry can participate in the Feeding America's Grocery Recovery Program through the ACCFB. The ACCFB also conducts outreach regarding SNAP and WIC and food demonstrations regarding nutrition and health.

Feeding America Network

Feeding America is the largest hunger-relief network in the United States. It partners with individuals, charities, business, and the government to work to end food-insecurity in the United States. Meal Connect (Feeding America's Grocery Recovery Program administered through the ACCFB) matches grocery stores, restaurants, and hotels with nearby food banks, food pantries or meal programs for meal donations. This partnership helps divert good food away from the waste stream and get it to those who need it.

United States Department of Agriculture (USDA)

The USDA is responsible for developing and implementing federal laws pertaining to farms, forestry, rural economic development, and food. Furthermore, the department is responsible for helping farmers and ranchers, promoting agricultural trade and production, overseeing food safety, protecting natural resources, helping rural communities, and work to end hunger in the United States and Internationally. The USDA provides nutritional assistance through Food and Nutrition Services (FNS), child nutrition through programs such as Supplemental Nutritional Assistance Program (SNAP), and emergency food assistance. The Emergency Food Assistance Program (TEFAP) assists to supplement the diets of low-income Americans and the elderly by providing them with emergency food at no cost. The USDA gives 100% American grown USDA foods and funds- to states for TEFAP. The USDA purchases the food and distributes it to states and agencies. The state will receive a total amount of food based on the number of people who live below the poverty line in the state. The state distributes the USDA food to local agencies such as food banks and the food banks will distribute to soup kitchens and food pantries. Currently, the BFP receives USDA food through the Alameda County Community Food Bank. We receive a monthly delivery every month. The USDA will also conduct

unannounced inspections of the BFP to make sure we are in compliance with USDA rules and health codes.

Berkeley Neighborhood Food Project (BNFP)

In January 2009, The Food Project movement began in Ashland, Oregon by Ashland residents who wanted to lower the barrier for neighbors to donate to their local food bank, the Ashland Emergency Food Bank. They created a simple, door-to-door food collection system. Their 3 goals were: 1. Provide a regular supply of food to their food insecure neighbors; 2. create new and strengthen neighborhood connections; 3. serve as a model for other communities. In June of 2012, John Javna and Phil Catalfo met with Bill Shive, manager of the BFP, to bring the Neighborhood Food Project movement to Berkeley. The Berkeley Neighborhood Food Project was formed. Groups of neighborhoods, congregations, and workplaces purchase food from the BFP's preferred shopping list and their assigned Coordinator picks up the food to be delivered on the "Harvest Day" at the BFP. The donations are weighed and recorded, sorted, and stored for distribution during a regular BFP day. The "Harvest Day" is held on the second Saturday, bimonthly.

Daily Bread and the Milk for Kids Program

The Daily Bread, organized by Berkeley volunteers, distributes nutritious food donated by local vendors, to reduce waste and feed food-insecure community members. The Daily Bread and the Berkeley Bowl have partnered together to create the Milk for Kids Program which provides fresh milk to youth centers, family shelters, food pantries, and day programs in Berkeley, Oakland, and Richmond. The BFP is a recipient of the Milk for Kids Program. The program operates by Berkeley Bowl selling "milk coupons" to customers who wish to purchase milk, at a high discount, for our food-insecure community members.

Urban Adamah

Urban Adamah is an educational farm and Jewish community center in Berkeley, California. On Wednesday mornings, they hold a free farm stand open to the public. All leftover produce is given to the BFP for distribution.

The United Way

The United Way's mission is to improve lives by mobilizing the caring power of communities around the world to advance the common good. Since the 1980's, the United Way has helped the BFP navigate governmental red tape and obtain funds to purchase food for pantry visitors.

San Francisco Foundation's Faith Program and Creating Communities of Opportunity (OCCUR)

In 1993, the San Francisco Foundation began the Foundation Alliance with Interfaith to Heal Society (FAITHS) to enhance the work of faith-based organizations to organize and advocate for equitable policies and improve community services in their neighborhoods. The interfaith network now has more than 600 congregations and other faith-based organizations that address critical community issues in the Bay Area. The BFP benefits from the San Francisco Foundation FAITHS Community Partners Grants which provides grants for community service to low-income residents and communities of color. The BFP also benefits from the capacity-building training and technical assistance offered by FAITHS in partnership with OCCUR. OCCUR was founded in 1954 and is committed to creating capacity building opportunities to support the well-being, economic development and civic inclusion of marginalized communities.

First Congregational Church of Berkeley (FCCB)

On December 1, 1874, First Congregational Church of Berkeley (FCCB) opened its doors. FCCB belongs to the greater body of the United Church of Christ. Since the 1970's, FCCB has been a strong supporter of the BFP. FCCB members of the congregation volunteer, collect donations for the pantry, participate in the BNFP and Berkeley Crop Hunger Walk, and the congregation makes regular monetary donations to the BFP.

Saint Mary Magdalene Parish

Saint Mary Magdalene Parish, a Catholic parish, under the umbrella of the Oakland Diocese, has been active in the Berkeley community since 1923. Since the 1990's Saint Mary Magdalene has been a strong supporter of the BFP. Parish members volunteer, collect donations for the pantry, participate in the BNFP and Berkeley Crop Hunger Walk. Furthermore, the congregation makes regular monetary donations to the BFP.

Berkeley Friends Church

Berkeley Friends Church is a Quaker congregation (belongs to the Religious Society of Friends) and aligns with Friends United Meeting. Berkeley Friends Church has been providing spiritual guidance and social support to the community since 1895. The BFP has been under the fiscal and administrative care of Berkeley Friends Church since its origin in 1969. Additionally, BFC members volunteer, collect donations for the pantry, participate in BNFP and Berkeley Crop Hunger Walk and the congregation makes regular monetary donations to the BFP.

Berkeley Friends Meeting (Quaker)

Berkeley Monthly Meeting is a Quaker Congregation (belongs to the Religious Society of Friends) and aligns with Friends General Conference. Berkeley Monthly Meeting began in 1914, and has been a strong supporter of the BFP since the 1970's. Berkeley Monthly Meeting members volunteer, collect donations for the pantry, participate in BNFP and Berkeley Crop Hunger Walk, and the congregation makes regular monetary donations to the BFP.

Strawberry Creek Monthly Meeting (Quaker)

Strawberry Creek Monthly Meeting is a Quaker congregation (belongs to the Religious Society of Friends) and aligns with Friends General Conference. The congregation began in the 1970's and became one of the early supporters of the BFP. Strawberry Creek Monthly Meeting members volunteer, collect donations for the pantry, participate in Berkeley Crop Hunger Walk, and the congregation makes regular monetary donations to the BFP.

Unitarian Universalist Church of Berkeley (UUCB)

The First Unitarian Church of Berkeley was founded on July 12, 1891 (in 1997, the name was changed to Unitarian Universalist Church of Berkeley -UUCB) and its mission is to create a living community, inspire spiritual growth and encourage lives of integrity, joy and service. UUCB has been involved with the BFP since the early 2000's and UUCB members have volunteered and donated food to the pantry. BFP has benefited from the UUCB Good Neighbor (Sharing our Collection Plate) grant for the last several years.

All Souls Parish

All Souls Episcopal Parish of Berkeley is a part of the Episcopal Diocese of California which was established in 1850. All Souls Parish is a longtime supporter and a regular contributor of money and donated food to the BFP.

Church Women United- Berkeley/Albany Unit

Church Women United- the Berkeley/Albany Unit has strongly supported the BFP from the very beginning in 1969. Founded in 1941, Church Women United is a national ecumenical Christian women's movement representing Protestant, Roman Catholic, Orthodox, and other Christian women. The Berkeley/Albany Unit has regular participation from women and men from Phillips Temple CME Church, St. Paul AME, McGee Avenue Baptist Church, Berkeley Methodist United, and Berkeley Friends Church. Church Women United makes regular food donations to the BFP.

Berkeley Crop Hunger Walk

Beginning in 1969, Crop Hunger Walks are community driven walk events held throughout North America to raise funds for Church World Service, a faith-based

organization transforming communities around the world through projects to respond to hunger, poverty, displacement, and disaster. One quarter of the funds raised are returned to the community to support local organizations that fight hunger and poverty. Berkeley Crop Hunger Walk, organized by several local congregations (First Congregational Church of Berkeley, Saint Mary Magdalene Parish, Chinese Community Church, Epworth United Methodist Church, Berkeley United Methodist Church, St. John's Presbyterian, Shepherd of the Hills Lutheran Church, Church by the Side of the Road, Berkeley Friends Church, Strawberry Creek Monthly Meeting, and Berkeley Friends Meeting) has successfully ranked in the top one hundred walks in the United States for at least 10 years. The BFP along with Youth Spirit Artworks, and Dorothy Day House of Berkeley are the local recipients of the funds raised.

The Berkeley Project

The Berkeley Projects's mission is to permanently change the relationship between students and residents of Berkeley through hands-on community service. The Berkeley Project helps the BFP have an annual fall cleaning of the pantry.

Safeway's Feed the Need

Safeway holds two food drives a year for local food banks and pantries. During the Thanksgiving and Christmas holidays and the summer months, Safeway invites customers to purchase "hunger bags" that are full of pantry staples for food insecure families. The BFP directly benefits from "hunger bag" donations from Safeway's Andronico's Community Markets at 1550 Shattuck Ave in Berkeley and Safeway's Andronico's Community Markets at 1850 Solano Ave in Berkeley.

Grocery Recovery Participants

The following local businesses partner with the BFP and the Alameda County Community Food Bank in the Grocery Recovery Program:

- Berkeley Natural Grocery
- Thistle
- Target in Berkeley and Albany
- Whole Foods in Berkeley
- Sprouts in Albany
- Trader Joe's in Berkeley
- Franklin Bros. Market

Saroni Food Service

Saroni Food Service provides donated freezer space for BFP's frozen meats and fish. Saroni Food Service is located at 1391 26th Street, Oakland, California.