

# ***GREEN VALLEY-SAHUARITA COMMUNITY FOOD BANK***

## **OUR MISSION**

Through education, advocacy and the acquisition, storage and distribution of food, we will anticipate and meet the food needs of the hungry in our community.

## **OUR VISION**

A Healthy, Hunger-Free Community

# Green Valley-Sahuarita Community Food Bank

## Staff Responsibilities

Executive Director

**Mary Jane Goodrick**

***MJGoodrick@communityfoodbank.org***

Overall Branch Operations

Advisory Board Management

Staff Supervision and Development

Community Events/Development

Donor Relations

Volunteer Development

### Warehouse Supervisor

**Roy Aguilar**

***RAguilar@communityfoodbank.org***

- Manages all warehouse operations
- Trains and supervises warehouse volunteers, food safety clerks, schedules clerks
- Coordinates transfer of food between warehouse and distribution room
- Responsible for incoming food records
- Records food going to other agencies
- Facility Maintenance
- Supervises part time Driver and Warehouse Assistant
- Assist Executive Director as needed

### Client Services/Volunteer Coordinator

**Lilia Dawson**

***LDawson@communityfoodbank.org***

- Client intake
- Client records
- Food Plus records
- Volunteer records – all departments
- Volunteer recruitment and scheduling – all departments
- Trains and supervises front desk, greeters, and distribution room volunteers
- Assist Executive Director as needed

### Warehouse Assistant

**Michael Reeves**

***MReeves@communityfoodbank.org***

- Assist Warehouse Supervisor in all areas of warehouse Operations
- Subs for Driver as needed
- Assist in maintaining cleanliness of warehouse area
- Stock distribution room as needed
- Assist Executive Director as needed

### Executive Assistant

**Vicki Turner**

***VTurner@communityfoodbank.org***

- Records donated food, merchandise transfers, and rescued food
- Records monetary donations
- Maintains records on food drives and food drop off locations
- Prepares monthly reports
- Maintains office equipment and supplies
- Cross trains at front desk
- Assist Executive Director as needed

### Driver/Warehouse Assistant

**Bud Foster**

***BFoster@communityfoodbank.org***

- Drives rescued food daily routes
- Load and unload vehicles
- Schedules, trains and supervises vehicle volunteers
- Vehicle maintenance and records
- Assist Warehouse Supervisor with WH duties as needed
- Assist Executive Director as needed

# HISTORY

In October of 1978, the Rev. Ted Sheppard suggested to the Men's Club of the Green Valley Community Church that they might be interested in supporting the Community Food Bank in Tucson as a mission project. Arrangements were made with the Rev. Brammeyer, who was the Metropolitan Ministries Director at the time.

In those days, the Community Food Bank in Tucson consisted of a store front, with two rooms in the rear. Shortly thereafter, Punch Woods became the Executive Director and the whole operation was moved to a nearby warehouse.

In the early days, the Green Valley Community Church sent both food and money to Tucson. When the local Portable Practical Educational Preparation (PPEP) office opened at the old Continental School, the food was delivered to that location for distribution and all cash receipts were sent to Tucson. This arrangement continued until 1982, when an Ad Hoc Committee for food relief for the needy in Green Valley and surrounding areas was founded. That committee consisted of the following members:

George Baldwin, Continental Community Center  
Suzanne Caldarello  
Harvey Meyers, Valley Presbyterian Church  
Edythe Taylor, Green Valley Assistance Services  
Rev. Harry Vere, Episcopal Church and Ecumenical Council  
George W. Schultz, Green Valley Community Church  
Perc Williams, President, G.V. Community Fund

During 1983, it was decided to ally the group with the Community Food Bank in Tucson, using the title Community Food Bank - Green Valley Branch. During this time, the Green Valley Branch operated out of the Project PPEP facility at the old Continental School. It soon became apparent that the space was not sufficient to meet the needs of the community.

In December of 1983, a fund drive was launched to raise \$15,000 to build a "modest addition" to the existing PPEP facility. The expanded distribution center would be known as Community Food Bank - Green Valley Branch, and plans were made to serve an area which included Green Valley, Santo Tomas, Sahuarita, Continental, Amado, and Lakewood, at the expanded facility. Community Food Bank of Tucson was approached to assist in the expansion.

After a successful building drive, ground-breaking ceremonies were held on June 16, 1984. The project was completed and the facility opened in October of 1984. Paul Sundheimer served as the first Director of the Green Valley Branch, followed by Carolyn Schmidt who became Director in 1992. Carolyn Schmidt was instrumental in planning, coordinating, fundraising, and establishing the new Green Valley Community Food Bank facility. The Green Valley Branch of the Community Food Bank continued to operate out of the PPEP facility until January 1998.

The land for a new larger facility was donated by local developer Dorn and Associates. A capital campaign began locally in 1996 to raise \$250,000 for the new facility. A contribution of \$150,000 from Roger and Mary Baxter was received with the request that the building house, as Joint Occupants, the Green Valley Community Food Bank and Green Valley Assistance Services. Other donations included \$58,000 raised during the 1997 Annual Letter Carrier Drive. The residents, businesses, organizations, houses of worship, and service clubs in the Green Valley community contributed the remainder needed to build the new facility which ended up costing \$380,000.

The 4,000 square foot building opened at the end of January 1998, followed by an open house on Saturday, March 14, 1998. Nearly 300 people attended the open house.

In June of 1998, Carolyn Schmidt resigned her position of Director of the Green Valley Community Food Bank and the position was filled by Karen Morales. In December 2005, Karen was replaced by Lisa Kemper. In October 2007, Lisa Kemper was replaced by our current Executive Director, Mary Jane Goodrick.

In May 2010, citing a large increase in the number of clients from the Sahuarita area, the Green Valley Community Food Bank officially changed its name to the Green Valley-Sahuarita Community Food Bank. After careful consideration, the Advisory Board decided that a name change to the Green Valley-Sahuarita Community Food Bank would better define our service area and enhance our resources from both communities that we serve.

The Green Valley-Sahuarita Community Food Bank is now serving a record number of households in greater Green Valley and Sahuarita with over 200 volunteers, a 15 member Advisory Board, and 6 staff members. We continue to receive generous support from the entire community and from our parent organization, Community Food Bank, Inc., in Tucson. We are members of the national organization, Feeding America.

# FOOD BOXES

## The Emergency Food Assistance Program (TEFAP)

TEFAP Food Boxes are boxes of food distributed to individuals and families.



There are three types of boxes and they **may** contain:

### **Single** (1-3 Individuals)

- 1 box of cereal
- 1 can of vegetable
- 1 can of tomato product
- 1 can/package of soup
- 1 can/bag of dry beans
- 1 bag of rice/pasta
- 1 box of macaroni 'n cheese
- 1 can of meat
- 1 can of fruit

### **Double** (4-6 Individuals)

2 of each item

### **Triple** (7+ Individuals)

3 of each item

Bonus products will be added when available, appropriate nutritional substitutions may be made.

This project was funded by the Arizona Department of Economic Security, Hunger Relief Program.

For more on this USDA Program visit [www.azdes.gov/tefap/overview](http://www.azdes.gov/tefap/overview)

# CLIENT ELIGIBILITY GUIDELINES

The Emergency Food Assistance Program (TEFAP) is a Federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with emergency food and nutrition assistance at no cost. Under TEFAP, the U.S. Department of Agriculture makes commodity foods available to State Distributing Agencies.

Homeless people, low-income senior citizens, families and individuals, can benefit from the program through organizations like soup kitchens that provide prepared meals, or food banks/pantries that distribute food to individuals for household use.

**Participation in the program requires that you meet income guidelines which are 185% of the Federal Poverty Guidelines by self-declaration. Clients must show a picture identification and one other form of identification with their local address.**

Household Del Hogar	Annual Anual	Monthly Mensual	Twice Monthly 2 veces al mes	Bi-Weekly Cada 2 semanas	Weekly Semanal
<b>1</b>	<b>\$21,950</b>	<b>\$1,800</b>	<b>\$900</b>	<b>\$831</b>	<b>\$416</b>
<b>2</b>	<b>\$29,101</b>	<b>\$2,426</b>	<b>\$1,213</b>	<b>\$1,120</b>	<b>\$560</b>
<b>3</b>	<b>\$36,612</b>	<b>\$3,051</b>	<b>\$1,526</b>	<b>\$1,409</b>	<b>\$705</b>
<b>4</b>	<b>\$44,123</b>	<b>\$3,677</b>	<b>\$1,839</b>	<b>\$1,698</b>	<b>\$849</b>
<b>5</b>	<b>\$51,634</b>	<b>\$4,303</b>	<b>\$2,152</b>	<b>\$1,986</b>	<b>\$993</b>
<b>6</b>	<b>\$59,145</b>	<b>\$4,929</b>	<b>\$2,465</b>	<b>\$2,275</b>	<b>\$1,138</b>
<b>7</b>	<b>\$66,656</b>	<b>\$5,555</b>	<b>\$2,778</b>	<b>\$2,564</b>	<b>\$1,282</b>
<b>8</b>	<b>\$74,167</b>	<b>\$6,181</b>	<b>\$3,091</b>	<b>\$2,853</b>	<b>\$1,427</b>

## Each additional household member

ADD	+\$7,511	+\$626	+\$313	+\$289	+\$145
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More information on this USDA program at [The Emergency Food Assistance Program](#)

# VOLUNTEER INFORMATION

## Facility Hours of Operation:

Client Hours	Donations
Mon, Wed, Thu, Fri 9 am – 12:30 pm Volunteers stay until 1:00 pm	Mon, Wed, Thu, Fri 7:30 am – 2 pm
Tuesday 12:30 – 4:30 pm Volunteers stay until 5:00 pm	Tuesday 7:30 am – 4:30 pm

### Contact Information:

250 E. Continental Road  
Green Valley, AZ 85614  
625-5252  
625-5692 - fax  
gvfb@communityfoodbank.org

## General Responsibilities

Arrive early and Park behind the building

Plan to stay for your entire shift as client volume fluctuates considerably

**Always** wear your volunteer t-shirt or apron

**Always** wear your name badge

**NO OPEN TOE OR HEEL SHOES**

Notify us a week in advance if you are unable to work your shift by completing the  
*Volunteer Leave of Absence Form*

For emergencies or illness, call 625-5252 and leave a message for volunteer coordinator at ext. 202

Have Fun!





**GREEN VALLEY-SAHUARITA COMMUNITY FOOD BANK**

**Green Valley-Sahuarita Community Food Bank**

**VOLUNTEER LEAVE OF ABSENCE FORM**

Name (PRINT): \_\_\_\_\_

Today's Date: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_

Cell Phone Number: \_\_\_\_\_

Email Address (PRINT): \_\_\_\_\_

**AREA WHERE YOU VOLUNTEER (CIRCLE):**

**Greeter** **Distribution** **Front Desk** **Warehouse** **Sorter** **Other**

Volunteer Day: M T W TH F

Shift Hours: \_\_\_\_\_

**SHORT TERM ABSENCE - LESS THAN SIX WEEKS**

**Please find your own substitute(s)**

Date: \_\_\_\_\_ Sub: \_\_\_\_\_

Date: \_\_\_\_\_ Sub: \_\_\_\_\_

Date: \_\_\_\_\_ Sub: \_\_\_\_\_

Date: \_\_\_\_\_ Sub: \_\_\_\_\_

Date: \_\_\_\_\_ Sub: \_\_\_\_\_

**EXTENDED LEAVE (Circle One) - SIX WEEKS OR MORE - No Sub**

**Winter Residents / Away for Summer / Medical Leave**

**Last Day at Food Bank**

: \_\_\_\_\_

**Anticipated Month and Date Available:** \_\_\_\_\_

**GREEN VALLEY-SAHUARITA COMMUNITY FOOD BANK  
VOLUNTEER BILL OF RIGHTS**

1. To feel valued, safe, and appreciated, and to be treated with respect and kindness by every member of the organization
2. To be oriented, trained, and supervised, and to expect that your time will be used effectively and efficiently in meaningful work
3. To not be taken for granted or treated like free help, including offering and receiving feedback on your volunteer experience
4. To have access to the Grievance Procedure
5. To ask questions of any staff member about your work
6. To be told the impact and importance of your work in the community

**VOLUNTEERS' RESPONSIBILITIES**

1. To follow Food Bank rules, policies, procedures, and instructions
2. To honor the organization's investment in you (time, training, etc.)
3. To meet time commitments i.e., arrive on time and be ready to work
4. To follow through on your obligations to the best of your ability, and not to promise what you can't deliver
5. To treat all others with respect – staff, volunteers, clients, visitors; be courteous to others and sensitive to those we serve

\_\_\_\_\_  
Name (Print)

\_\_\_\_\_  
Signature

Date\_\_\_\_\_

Approved by Advisory Board

November 16, 2011 Revised September 18, 2014

# Volunteer Greeters

## Position Description

### Shifts

- Mon, Wed, Thu, Fri: 8:30 –11 am, 10:45 am–12:45 pm
- Tuesday: 12:00 pm – 4:45 pm
- Schedules and/or duties may change on holidays and inventory days. Please see a staff member and refer to the list of holidays and inventory closures

### Duties

- Open blinds, door and Open/Closed sign
- Have each client print their name on the clipboard in the order that they arrive
- Ask clients if this is their first time requesting food assistance in southern Arizona. If it is, ask for photo ID and give to the Volunteer Coordinator to verify.
- Check to make sure that front desk and Distribution Room volunteers are ready
- Stand at entrance to distribution room
- Direct the clients to a Front Desk volunteer as a chair becomes available
- Cross the clients name off the list
- Children must remain in the waiting area, unless they can sit in the cart
- Please do not leave your post without asking someone to cover for you as clients and donors walk in constantly
- Coffee breaks must be taken in the break room
- **No food or drink, except water, in the distribution room or the client waiting area**
- Wipe down the children's area toys and furniture with Wet Task wipes at end of shift
- If a client needs to use the restroom you must stay by the warehouse door until they return to the distribution room

***Receipts for Donations***

- Staff will complete receipts
- All donated food must be weighed then sorted in warehouse prior to being distributed
- Donors with small amounts of food will come to you
- Weigh the donation and then place food in the shopping cart next to the scale
- **Use whole pounds only when recording donations**
- If they do not want a receipt, record the poundage on the Anonymous Poundage Sheet
- **Do not record pounds on the Anonymous Poundage Sheet if the donor is requesting a receipt as this will create double recording of the donation**
- If they want a receipt, please write the poundage on a slip of paper, give it to the donor and send them to the Executive Director's office or the Volunteer Coordinator where a receipt will be written for them
- Send donors with monetary donations to the Executive Director's office or the Volunteer Coordinator
- Food donors with large quantities should be directed to the roll up door in the warehouse

## Front Desk Volunteers Position Description

### Shifts

- Mon, Wed, Thu, Fri: 8:30 am – 1:00 pm
- Tuesday: 12:00 – 5:00 pm
- Schedules and/or duties may change on holidays and inventory days. Please see a staff member and refer to the list of holidays and inventory closures

### Front Desk Duties

- Prepare desk to receive clients
- Login to computer database
- Prepare client sign-in sheet
- Always ask for picture identification and second identification
- Always ask them if there has been any change in their address or number of people in their family
- Always show them the income guidelines and ask them if they qualify
- Print the client's name, their date of birth, number of people in their household and their client ID number.
- Check the bottom of the client's record to see if their address has been checked as being in Sahuarita town limits. Mark the client sign-in sheet with an "S" if they are in town limits. If they are a new client or there is note as to status, follow written procedures for checking the address.
- To record client visit, follow written procedures
- Give client a green card (1<sup>st</sup> visit) or a pink card (2<sup>nd</sup> visit)
- If it is the client's first visit to a Southern Arizona food bank, explain the distribution room process
- Tie out numbers and "S" at the end of the day by matching the total count on client sign in sheets with total count on computer list
- Complete other projects as assigned
- Log off the food box software and log off of windows at the end of the day
- **Do not shut down the computer completely – just log off**
- Coffee breaks must be taken in the break room
- **No food or drinks, except water, at the front desk**

### ***Answering Phones***

- Staff will answer the phone if possible
- If the phone is not answered by staff by the third ring, please answer the phone by saying “Green Valley-Sahuarita Community Food Bank and then your name”
- Take any necessary messages asking for name of caller, phone number and reason for call
- **Please date and initial all messages**

### ***Receipts for Donations***

- Staff will complete receipts
- All donated food must be weighed then sorted in warehouse prior to being distributed
- If Greeter or Distribution Room Shift Leader are unavailable, donors with small amounts of food will be sent to you to weigh the food
- Weigh the donation and then place food in the shopping cart next to the scale
- **Use whole pounds only when recording donations**
- If they want a receipt, please write the poundage on a slip of paper, give it to the donor and send them to the Executive Director’s office or the Volunteer Coordinator where a receipt will be written for them
- If they do not want a receipt, record the poundage on the Anonymous Poundage Sheet

# Distribution Room Volunteers

## Position Description

### Shifts

- Mon, Wed, Thu, Fri: 8:30 – 11 am, 10:45 am – 1 pm
- Tuesday: 12:00 – 2:45 pm, 2:15 – 5 pm
- Schedules and/or duties may change on holidays and inventory days. Please see a staff member and refer to the list of holidays and inventory closures

### Shift duties

#### ***Opening Shift:***

- Help ready the distribution room for the 9 am (12:30 on Tuesdays) opening
- Listen to Warehouse Supervisor's instructions regarding limits of certain items
- Open produce bags
- You may be asked to sort the produce into containers
- Check that the produce, breads, dairy products and sweets are fresh
- Check the refrigerators for spoiled items
- Take any spoiled items to the warehouse where it will be weighed and discarded

#### ***All Shifts:***

- Food that is ready to be shelved will come from warehouse
- Sometimes the warehouse staff will ask for your help in stocking shelves
- Carefully stock shelves putting foods on the shelves as marked, neatly facing forward
- Watch quantity signs carefully as quantities may change throughout your shift, especially on bread and produce
- Coffee breaks must be taken in the break room
- One distribution room volunteer needs to remain in the distribution center at all times – NO EXCEPTIONS
- **No food or drinks, except water, in the distribution room**
- All donated food must be weighed then sorted in warehouse prior to being distributed

***Working with Clients:***

- Always introduce yourself by first name to clients
- Clients will come to you with a green card (1<sup>st</sup> visit) or a pink card (2<sup>nd</sup> visit) that indicates how many individuals are in their household
- Attach the green or pink card to your apron or shirt with a clip so it is visible
- Client information is confidential. PLEASE DO NOT ASK CLIENTS ABOUT THEIR PERSONAL LIFE IF THEY DO NOT OFFER THE INFORMATION
- Shopping cart should be as close as possible to shelf and tables, client must push the cart, volunteer should be at the outside or end of cart.
- Take clients around and allow them to choose the number of items off the shelves based on the number in their family as the limits indicate
- 1<sup>st</sup> visit – take them to all shelves, starting with the 1<sup>st</sup> green flagged shelf.
- 2<sup>nd</sup> visit – Do not take clients to shelves with green flagged signs. Start them at the bread shelves where the small American Flag is located
- After they have selected their food from the green and/or pink flagged shelves, allow them to select the bonus items from the shelves and get the items in the merchandiser (packaged salad, misc items) then proceed clockwise around the produce table.
- The **volunteer** should select the eggs and milk from the refrigerator and put them in the client's cart, working from the top shelf down.
- Eggs in the distribution room refrigerators are purchased by the food bank for our clients. They are good for up to 3 weeks past the date. PLEASE DO NOT OPEN the egg cartons or let the clients open them.
- At the end of the produce table they select any sweets on the shelves or in the freezer.
- Frozen items should be chosen with the doors of the freezer/merchandiser closed. The **volunteer** should then get the chosen item from the freezer.
- Always remain with your client until they are finished shopping
- Keep clients moving through the selection process as **quickly as possible**. Avoid a bottleneck by pacing the client.
- Take the cards back to the front desk when the client has exited



**Closing Shift:** Once the last of the clients have left at the end of the day

- Straighten shelves with food labels facing out
- Sweep the floor
- Dust shelves
- Wipe down the tables use only approved products
- Make sure all carts are inside
- Third Wednesdays of the month (except July, August and December) help to set up the distribution room for the Food Bank Board meeting

### Volunteer Shift Leaders

- Arrive early to receive daily instructions from Volunteer Coordinator and Warehouse Supervisor
- Ensure that all shift volunteers are aware of the daily instructions
- Train new distribution room volunteers and remind them to review the job description in the volunteer manual
- **Do not shop with the clients unless there is a shortage of shoppers**
- Monitor other volunteers to ensure that they are following established procedures
- Keep an eye on food and report any short falls to warehouse before it runs out
- Keep the room clean and neat by sweeping, dusting, re-arranging food and bags, wipe inside of refrigerators and shelves as needed
- Clean produce table as needed throughout the shift using only approved products
- Avoid slips and possible falls by picking up any produce that falls on the floor and wiping up spills, etc.
- Listen for the buzzer that indicates that a client has returned the shopping cart to the side door
- If Greeter is not available, donors with small amounts of food will be sent to you to weigh the food
- Weigh the donation and then place food in the shopping cart next to the scale
- **Use whole pounds only when recording donations**
- If they want a receipt, please write the poundage on a slip of paper, give it to the donor and send them to the Executive Director's office or the Volunteer Coordinator where a receipt will be written for them

## Distribution Room Volunteers – Page 4

- If they do not want a receipt, record the poundage on the Anonymous Poundage Sheet using whole pounds only
- **Do not record pounds on the Anonymous Poundage Sheet if the donor is requesting a receipt as this will create double recording of the donation**
- Send donors with monetary donations to the Executive Director's office or the Volunteer Coordinator.
- Food donors with large quantities should be directed to the roll up door in the warehouse
- Report any problems or concerns to staff

## Warehouse Volunteers Position Descriptions

### Shifts

- Mon, Wed, Thu, Fri: 7:30 – 10 am, 10 am – 1 pm
- Tuesday: 7:30 – 10 am, 10 am – 1 pm, 1 – 5 pm
- Schedules and/or duties may change on holidays and inventory days. Please see a staff member and refer to the list of holidays and inventory closures

### Warehouse Duties

- Check refrigerators in the distribution room for produce
- Produce should be sorted for freshness and better items placed on the tables
- Remove old produce, breads, dairy products, and sweets from distribution room and take them to warehouse for disposal
- Bring out the produce and bread from the walk-in cooler to the distribution room
- Produce and bread from walk-in cooler should be set out prior to rescued food from grocery stores for proper inventory turnover
- Check refrigerators for out of date milk, cheese, yogurt, and eggs. Check to see if it can go to wildlife rescue or if it should be discarded
- Milk, cheese, and yogurt may not be used past the use by dates but may be sent to agencies that have soup kitchens as they will be able to use them within 3 days
- Anything donated coming out of the freezer, cooler and warehouse must be weighed prior going out to the distribution room. Items or product from USDA/TEFAP must be logged in the TEFAP binder with an initial and date that it was taken out of the warehouse. If there are any questions please ask a staff person.
- When stocking the distribution room with milk, eggs and dairy items always use what is going to expire first. Then use the dairy items that were either purchased or donated with the longer date to insure proper rotation.
- Purchased milk and eggs do not have to be weighed to go into the distribution room. Donated milk, eggs and anything that was not purchased by Green Valley-Sahuarita Food Bank must be weighed going out to the distribution room.

- Stock eggs in the distribution room refrigerators as needed. The eggs are purchased by the food bank for our clients and they are good for up to 3 weeks past the date
- Weigh the food that comes in from the grocery stores (rescued food) and ensure that receiving clerk or staff record it
- Stock the distribution room with produce, breads, dairy products, and sweets from the morning rescued food run
- All bread and sweets from Safeway and Walmart must have bar code marked out. Sara Lee and Frito-Lay products have requested the bar code be marked out as well.
- Weigh all outgoing food that is earmarked for other agencies and ensure that receiving clerk or staff record it
- Check rescued bread and sweets for the next day
- Always keep a backup for our distribution room if available
- Extra sliced bread is to be stored in warehouse freezers
- Restock freezer ASAP with excess sliced bread from rescued food runs
- Keep the warehouse as clean as possible
- Keep walkways clear of boxes and carts at all times
- No boxes containing food on the floor
- Avoid slip hazards by picking up any produce that falls on the floor
- Food donations will often come to the warehouse at the roll up door
- Listen for the buzzer that indicates that a food donor is at the roll up door
- If a donor wants a receipt, please write the poundage on a slip of paper and ask either Warehouse staff or other staff to write a receipt
- If they do not want a receipt, record the poundage on the Anonymous Poundage Sheet
- **Send donors with monetary donations to the Executive Directors office or other staff member**
- Food must be consumed in the break room
- Coffee and water are allowed in the warehouse
- **PLEASE DO NOT SIT ON UTILITY CARTS OR SORTING TABLES**

# Warehouse Receiving Desk Clerk

## Position Description

### Shifts

- Mon, Wed, Thu, Fri: 7:30 – 10 am, 10 am – 1 pm
- Tuesday: 7:30 – 10 am, 10 am – 1 pm, 1 – 5 pm
- Schedules and/or duties may change on holidays and inventory days. Please see a staff member and refer to the list of holidays and inventory closures

### Warehouse Receiving Desk Clerk Duties

- Answer telephone / Answer Buzzer Door
  - Please answer phones by first saying “ Green Valley-Sahuarita Community Food Bank and then your name”
  - Take any necessary messages asking for name of caller, phone number and reason for call
  - Please record time, date and initial all messages
- Record weights from commercial entities brought in by our truck on Rescued Food Daily Run Log.
- Weigh items brought in by Faith-Based Organizations, other organizations businesses and individuals.
- Check the list on the bulletin board for donors that **do not** need addresses.
- Food donations will often come to the warehouse at the roll up door
- Listen for the buzzer that indicates that a food donor is at the roll up door
- If a donor wants a receipt, please write the poundage on a slip of paper and ask Warehouse staff or other staff to write a receipt. All receipts must be signed by a Staff member
- If they do not want a receipt, record the poundage on the Anonymous Poundage Sheet
- **Send donors with monetary donations to the Executive Director’s office or the Volunteer Coordinator**
- **A receipt is required for all organizations and businesses** whether they want a copy or not. Individuals may elect not to have a receipt, in which case you record their donation on the Anonymous Poundage Sheet.

## Warehouse Receiving Desk Clerk – Page 2

- **WHITE COPY** of receipt goes to donor. If they do not want a copy of receipt keep it with the yellow copy. There is no need to staple or paperclip together.
- **YELLOW COPY** goes in the bin marked completed receipts/merchandise transfers.
- **PINK COPY of receipt always stays in the book.**
- When a donor comes in with **both a monetary and food donation**, please write the poundage on a slip of paper and give it to the donor. Send the donor to the Executive Director's office or the Volunteer Coordinator where receipts will be written for them. **Staff must sign or initial all receipts.**
- Record weight of discarded food by category on Rescued Food Daily Run Log. If food goes to animal rescue write the # of pounds in the AR column under the proper category.
- Record weight by **product type** (see product type on Rescued Food Daily Run Log) on Merchandise transfer form for food going out to other agencies, i.e. Arivaca, OLV, Amado, etc. Each merchandise transfer form must be totaled.
- If a donation comes in when it is really busy and it is from one of our regular donors, i.e. Circle K, Quail Creek, etc. you may write the name of the donor and total pounds on bottom of the Rescued Food Daily Run Log. Complete a receipt when it is not busy and cross out the notation on the Rescued Food Daily Log so that the Warehouse Staff will know that a receipt has been written.
- Keep the warehouse as clean as possible using only approved products
- Food must be consumed in the break room
- Only water is allowed in the warehouse

## Food Safety Clerks Position Description

### Shifts

- Mon, Wed, Thu, Fri: 7:30 – 10 am, 10 am – 1 pm
- Tuesday: 7:30 – 10 am, 10 am – 1 pm, 1 – 5 pm
- Schedules and/or duties may change on holidays and inventory days. Please see a staff member and refer to the list of holidays and inventory closures

### Food Safety Clerk Duties

- All donated food must be weighed and sorted prior to being distributed to the clients
- Sort all items according to sorting established guidelines
- Sort according to product and expiration date by putting food into marked boxes
- Box and shelve regular food donations in the warehouse, unless the product is needed in the distribution room or if it is short dated
- We cannot distribute any medications
- All prescription drugs can be taken to the police dept for disposal, bring to Executive Director's office
- Over the counter medicine can be saved for St. Andrews such as aspirin or vitamins
- Food must be consumed in the break room
- Only water is allowed in the warehouse
- Clean sorting area daily
- Keep walkways clear
- No food boxes on the floor. All boxes containing food must be on a cart or on top of a milk crate.

## Sorting Instructions for Food Safety Clerks

When you first pick up an item, check to make sure it is unopened and is in date.

**Opened items must be discarded.**

**EXCEPT:**

Sometimes an opened item may have the internal package unopened; these items can still be used if within date. Examples of this are saltine crackers, cereal, graham crackers, etc. where an interior package is used. These items can be saved and put into the LINK box, they must be in original package with ingredients listed.

If the item is a baking mix or other mix that might have multiple mix packages still unopened, but may have packages missing, then these can be left in the original package with the ingredients listed and can be given to an agency.

2. Make sure there are ingredients listed on the item.

If there are no ingredients listed we cannot use the item and it must be discarded or sent to wildlife rescue. This also includes cans and/or bottles with no label and home canned items.

**NO EXCEPTIONS**

3. Look for any damage to the items.

Bulged ends, dents on the end seams, dents on the main body of a can that are folded over on itself and rust are the most noticeable damage. These items must be discarded.

**See can chart for acceptable dents and rusted cans.**

4. Check the expiration date.

Not all items will have an expiration date. Some items will just have a code of some kind.

Some items will have both a process date and an expiration date. **Make sure that what you are looking at is an expiration date!!!**

We can distribute products canned, bottled in glass or plastic for 1 year past the date. We can distribute dried food/mixes for 6 months past the date.

All expired items must **BE DISCARDED. NO EXCEPTIONS**

**NOTE:** The dates referred to here are the SELL BY, BEST BY, BEST IF USED BY, etc. dates.

If the item has an EXPIRATION DATE then we must discard the item if it is past one year or six months. **BABY FOOD and ENSURE TYPE products must be discarded if past date.**

**NO EXCEPTIONS**

5. Check all bags for money and/or checks before discarding or recycling them.

We do find these items in the bags especially after big food drives like LETTER CARRIER'S

**Should you have any questions please ask for help**



## Vehicle Crew Position Description

### Shifts

- 7:30 – 10:30 am (ending time is approximate)
- Schedules and/or duties may change on holidays and inventory days. Please see a staff member and refer to the list of holidays and inventory closures

### Vehicle Crew Duties

- Pick up rescued food from assigned grocery stores
- Follow pick up procedures designated by each store
- Check rescued food temperatures and record
- Make additional stops as requested by Warehouse Supervisor, Warehouse Assistant or Branch Executive Director
- Help unload upon return to food bank warehouse
- Occasional trips to Tucson Community Food Bank
- **When backing up, a crew member should be out of the truck/van to guide the driver. This is especially important in close quarters and low clearances.**

**REMEMBER – You are a representative of the Green Valley-Sahuarita Community Food Bank to our donors. Please act accordingly.**

## Facility Cleanliness Crew Position Description

### Shifts

- 12:30 – 2:00 pm M, W, Th, F (ending time is approximate)
- 12:30 – 5:00 pm on Tuesdays
- Schedules and/or duties may change on holidays and inventory days. Please see a staff member and refer to the list of holidays and inventory closures

### Cleanliness Crew Duties

- Empty all trash cans in the warehouse, distribution room, client waiting area, break room and insert clean trash bags
- Empty trash as needed from front desk area, warehouse office, and Executive Director's office
- **USE ONLY WAXIE CLEANING PRODUCTS**
- Clear and wipe down warehouse produce sorting table if Warehouse volunteers have not already done so
- Clean warehouse trays and baskets
- Put all boxes away and stacked
- Leave area in front of electrical boxes in warehouse clear
- Utility carts and grocery carts should be stored
- **Sweep and mop warehouse, break room, bathroom, distribution room, client waiting area and Executive Director's office.**
- Mop sink area cleaned and cleared of unnecessary items
- Clean any residual food in mop sink drain
- Mops rinsed out and placed on rim of sink to dry
- Mop bucket rinsed out and emptied
- Secure warehouse if last to leave by turning off the light in the walk in freezer and cooler and locking the metal janitorial closet

# GLEANNING PROGRAM

## Position Description

The Green Valley-Sahuarita Community Food Bank accepts produce or citrus grown by members of our community. Community residents may harvest the produce or citrus on our behalf or we do have limited volunteers who are willing to help in the harvesting.

### ***Gleaning Volunteer*** - Responsibilities:

- Volunteers will be scheduled on an as needed basis by Gleaning Coordinator
- Volunteers will be scheduled to work on gleaning team approximately once a week (January through April 15)
- Tools for gleaning will be provided by the Food Bank
- Volunteers may use their own vehicle or Gleaning Coordinator will schedule use of Food Bank vehicle with Warehouse Supervisor
- Must be physically able to drive, climb ladders, reach, work outside, and lift boxes of produce or fruit
- Must submit a copy of valid driver's license (from any state), fill out, sign and date insurance form and driving waiver form

***Gleaning Coordinator*** – coordinates and schedules a crew to pick produce or citrus from private residence. Responsibilities:

- Food Bank (FB) and GC will maintain a roster of volunteers who will pick fruit. The roster is to include telephone #, e-mail address and days of the week when generally available.
- FB receives and fills out request for picking fruit. Request to include name, address, telephone #, HOA, receipt wanted, type of fruit to be picked and how many trees. **FB makes a copy for the GC and retains the original for tracking purposes.**
- GC takes request and schedules two/four pickers for the day of the week fruit is to be picked. Number of pickers scheduled is variable based on the number of locations and/or the number of trees to be picked. This requires calling the volunteers to determine availability for a given day.
- GC to keep a log of when each picker has worked to be able to 'spread the work'.
- GC calls the requesters to set up the day the pickers will be at the location.
- GC will schedule (3) locations for each picking day. This can vary if locations have numerous trees **or there are fewer requests.**

## Gleaning Program – Page 2

- GC to keep a log of what locations are being picked on a given day and the pickers assigned to work that day.
- GC to send an e-mail to each day's workers with the information on the locations to be picked and who they will be working with.
- Completed request forms with schedule information will be placed on the clipboard marked 'Gleaning Schedule' in the warehouse. The next scheduled picking day will be put on the clipboard marked 'Gleaning Crew' for the next day's work.
- **'Thank you' notes** are to be given to the homeowner or left at the picking home location. **These are attached to the scheduled request forms.**
- Pickers arrive at the FB and one is designated as the van driver. That person must have a copy of their current driver's license on file with the FB.
- Fruit picked at each location must be segregated in the van for weighing purposes at the FB upon return. Weights by location are needed for filling out receipts for FB records.
- Number of pounds of fruit picked will be recorded on each request form by the tally clerk in the warehouse.
- Completed request forms will be returned to the office for data retrieval.
- Any request forms from locations not picked for any reason are to be returned to the GC for rescheduling.
- Coordinator, Publicity Chairperson, and Branch Manager will find new ways to promote program to the community.
- Must be physically able to drive, climb ladders, reach, work outside, and lift boxes of produce or fruit
- Must submit a copy of valid driver's license (from any state), fill out, sign and date insurance form and driving waiver form

