



Volunteer Handbook

Our mission is to feed the hungry in Baton Rouge and the surrounding parishes by providing food and educational outreach through community partners. With community support, we have served the hungry in our 11-parish service area for over 40 years.

We Appreciate You! Together We're *Fighting Hunger*

The Greater Baton Rouge Food Bank (GBRFB) realizes that volunteers play a vital role in our mission to feed the hungry. It is our pleasure to have you as a volunteer, and we hope you find your experience rewarding and enjoyable. We are happy you are here!

The Volunteer Handbook is intended to provide you with necessary information about our organization and to familiarize you with GBRFB's Volunteer Program. Please review it carefully and take note of the opportunities, guidelines, procedures, and policies.

On behalf of our staff, board of directors, and those we serve, thank you for continued support of our mission and we look forward to working with you.



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Useful Links

Below are links to all the resources reference throughout the volunteer handbook. You can click on the link or scan the QR code to access.

Volunteer Information

Main page for all volunteer resources



Volunteer Portal

Create your profile and sign up for shifts



Volunteer Waiver

Complete before 1st Shift



Volunteer Calendar

See shift dates, times, and availability



GBFRB Web Site

Learn about the work we do



Volunteer FAQs

Frequently asked questions



Volunteer Program

GBRFB generally has volunteer opportunities Monday – Saturday. Shift days, times, and availability will vary. Please visit the [Volunteer Calendar](#) for the most up to date information. Any schedule changes, including cancellations due to inclement weather or other warehouse closings, will be communicated via email by the Volunteer Program Coordinator.

Regular Hours of Operation

Monday – Thursday: 8am – 4:30pm

Friday: 8am-12pm

Saturday: 8am-12pm (warehouse only)

Sunday: Closed

Volunteer Opportunity Descriptions:

On-Site Opportunities:

Location is 10600 S. Choctaw Dr. Baton Rouge, LA 70815

- **Sort and Repack:** work in the volunteer center to separate donated food into basic categories and/or pack food into boxes for distribution. Volunteers will be directed by the Volunteer Operations Coordinator.
- **Bulk Packaging:** volunteers use the bulk packaging machine to re-package dry bulk products like beans and rice. Volunteers will be directed by the Senior Packaging Technician.
- **Admin Support:** assist in the office with tasks like letter folding, data entry, answering phones, filing, etc. Volunteers will be directed by a designated staff member.

Off-Site Opportunities:

Location varies

- **Food Distributions:** assist with distributing food boxes to neighbors out in the community. These can take place at a GBRFB partner agency or at other approved locations if sponsored by a company.



General Guidelines & Procedures

Scheduling

All volunteers must register for volunteer opportunities online via the opportunity calendar. All volunteers must have signed the electronic waiver form prior to volunteering. Children under 18 must have a waiver signed electronically by a parent or guardian.

- Create a volunteer profile: <https://volunteer.brfoodbank.org/volunteer-sign-up>
- Sign electronic waiver: <https://brfoodbank.org/volunteer-waiver-2/>
- Review the calendar for volunteer opportunities: [Calendar \(brfoodbank.org\)](https://brfoodbank.org/calendar)
- Sign up for a shift that works for your interests and schedule.
- For group opportunities, send a request to: volunteers@brfoodbank.org

Please note:

Weekend volunteer slots are limited and fill up quickly! Contact the volunteer team at (225) 359-9940 with any questions or concerns.

Parking and Entrance

GBRFB is located at 10600 S. Choctaw Dr. Baton Rouge, LA 70815. Please make note of and confirm location for off-site volunteer opportunities. Monday - Friday, enter the building through our front entrance on the W. Dual side of the building. On Saturdays only, enter through the red volunteer door in the back near the loading dock as the offices are closed on weekends. Double parking is permitted due to limited parking spots. Please provide your contact information to the receptionist if you do park behind someone so we may to contact you to move your vehicle if needed.

Check-In

Upon arrival, volunteers are required to check in at the designated computers/tablets, or via the sign in sheet provided when the office area is closed. Once checked in, create a first-name name tag and then proceed to the volunteer breakroom. Review the safety video playing in the break room while other volunteers sign in for the shift. Once the majority of the group has arrived, a GBRFB representative will gather the group to begin the shift.

Dress Code. Health & Food Safety

Dress Code

Volunteers should dress casually and wear comfortable, closed-toe, closed-heel shoes (no sandals, flip-flops or crocs). Volunteer work can sometimes get messy, so aprons are available for use in the breakroom area. Please note that the warehouse is not climate controlled, so dress in consideration of weather conditions. Volunteering at GBRFB is a family-friendly experience so please do not wear attire containing inappropriate or divisive language or depictions. Loose jewelry or long earrings pose a safety concern and should not be worn while volunteering. If you would like to wear work gloves, please bring them with you. **Dress code violations may result in not being permitted to volunteer for the day.**

Personal Belongings

We ask that you leave personal belongings at home or locked in your vehicle. A limited number of lockers are available to store personal items in the volunteer breakroom. Lockers must be emptied at the end of your shift and the key returned. GBRFB is not responsible for lost or stolen items while you are on our premises. We will hold items turned in as lost and found, please check with the Volunteer Program Coordinator about missing items.

Hydration and Food Safety

Please wash hands before and after each shift, and after breaks. Staying hydrated is important, especially in hot weather. Water is provided for volunteers in our volunteer breakroom fridge. Please do not store any opened or personal beverages in the fridge. Also, remember to keep all drinks and food in the breakroom. We have trash cans available in the break room as well as recycling bins for empty water bottles.

Smoke & Tobacco Policy

GBRFB is committed to providing a safe and healthy environment for our staff and visitors. Smoking, vaping and tobacco use is prohibited inside our warehouse and office building. Please limit smoking to the three designated smoking areas: outside the receiving door, at the end of the ramp near the red door, and at the corner of the building near the glass doors. Please dispose of all tobacco related trash in provided trash cans outside of the building.

Documenting Volunteer Hours

Volunteers requiring documentation of hours served are responsible for maintaining a record of their volunteer hours. Please note hours will not be counted for volunteers that have not checked in at our kiosks or signed the volunteer sheet at the beginning of your shift. GBRFB can provide a generic confirmation sheet upon request. Please provide any paperwork requiring a signature to the Volunteer Program Coordinator prior to the start of your shift.

To receive credit for the entirety of your shift, volunteers must arrive at the stated start-time and stay until the shift is dismissed. If you do need to leave early for any reason, you must sign out from your shift on the kiosk when leaving.

Court-Appointed Community Service Volunteers

All court-ordered and pre-trial diversion volunteers must be approved to volunteer at the Food Bank. GBRFB accepts adult volunteers (18 or older) performing court-ordered or lawyer recommended community service on a case-by-case basis. Potential volunteers must contact our Volunteer Program Coordinator before signing up for shifts. Required documentation includes paperwork stating the charge and a form of identification.

GBRFB will not accept volunteers who have been charged with violent crimes, crimes of a sexual nature, or cruelty to juveniles/animals. Registered sex offenders are not allowed to volunteer GBRFB. GBRFB leadership reserves the right to decline or limit the service of any volunteer.

Attendance Policy

Volunteers are expected to sign up for shifts in advance, arrive on time and check in promptly. Capacity for shifts is limited and we often have waitlists. If you can no longer attend a scheduled shift, please remove yourself from the shift under your volunteer account or notify the Volunteer Program Coordinator. Failure to attend a shift will result in documentation of a no-show. Three no-shows may result in being removed from future shifts until contact has been made with the Volunteer Program Coordinator.

Volunteer Recognition & Leaders

As an expression of our appreciation for volunteer service, we have created a recognition program. Please see table below outlining volunteer service milestones and what items can be awarded upon meeting these hours served.

Hour Served	Gifted Item
25	Lanyard
100	T-shirt
250	Cap
500	Thermal Lunch Bag
1,000	Recognition on plaque in volunteer breakroom
2,500	Cutting Board
5,000	Special Gift – determined by volunteer team

Volunteer Leaders (“Red Shirts”)

Volunteer leaders are an invaluable resource to GBRFB. When volunteering, you may be guided by our volunteer leaders. These are volunteers who volunteer regularly and have been nominated by staff to serve as volunteer leaders. While not paid employees of GBRFB, these dedicated volunteers are available to answer questions and help ensure shifts run smoothly. If there are any safety concerns or questions, please defer to GBRFB Staff. Questions or concerns can be directed to our Volunteer Program Coordinator or Volunteer Operations Coordinator. There are separate guidelines and agreements signed by all volunteer leaders.



Accommodations & Groups

Large Group Accommodations

GBRFB welcomes volunteer groups. Volunteering together is an excellent team building exercise. Corporate groups are invited to book our board room for staff meetings or trainings. Shift capacity is limited, so we recommend contacting the Volunteer Program Coordinator to discuss scheduling options.

Special Accommodations

We require volunteers to be able to lift 40 pounds, stand for extended periods of time, and independently follow directions without assistance. If you require special accommodations for yourself or your group, please contact the Volunteer Program Coordinator.

Age Requirements

Children 10-13 years old may volunteer in the warehouse if accompanied by an adult. Volunteers 14 and older may volunteer without an adult present if parent or guardian has completed their waiver. On Family Nights, children 4 and older can volunteer in the warehouse accompanied by an adult. All court-ordered/pre-trial diversion volunteers must be 18 or older.

Chaperones

Groups requiring special accommodations or youth groups volunteering are required to have at least 1 adult chaperone for each 5 volunteers. These groups must communicate with the Volunteer Program Coordinator prior to scheduling a shift.

Important Policies

Volunteer Personal Responsibility & Safety

- Volunteers are responsible for their own transportation and must leave the facility by the scheduled end time of your shift
 - GBRFB is not responsible for providing supervision of volunteers outside of office hours
- No person is permitted to volunteer under the influence of drugs or alcohol
- Horseplay is not permitted
- No one is allowed in the warehouse in open-toed shoes
- No eating, drinking, or tobacco use is permitted in the warehouse
- No personal items (shirts, jackets, purses) are allowed on warehouse floor
- Use proper lifting techniques, bend with your knees when lifting
- Only trained GBRFB personnel are permitted to operate forklifts or powered pallet jacks
- Riding or standing on carts, pallet jacks, or forklifts is not permitted
- Dock areas & warehouse floors are to remain free of debris and spills
- Do not stand on pallets
- Be aware of surroundings and potential tripping hazards in the warehouse
- Report damaged or malfunctioning equipment to GBRFB staff
- Report all accidents or injuries to GBRFB staff
- Report any unsafe or concerning behavior to GBRFB staff
- Dispose of any food items that appear damaged, spoiled or unsafe

Food Policy

All donated product (food, beverage, and otherwise) is to be used solely for the intended purpose of serving food recipients through appropriate GBRFB channels. GBRFB is a non-profit, 501c3 organization that receives donated products in accordance with IRS Code 170 (e) (3).

The Food Bank is committed to keeping high standards regarding the use of donated product. Volunteers and Staff are prohibited from using any donated product for personal use or consumption. This includes product that cannot be distributed or is discarded. Any violation of this policy will result in immediate termination or removal from volunteer duties..

Important Policies Con't

Conduct Not Permitted at GBRFB

- Consistent late arrival or no-show for scheduled shifts
- Inability to comply with any guidelines or policies outlined in this handbook
- Failure to comply with staff direction
- Lack of respect for neighbors, staff, or other volunteers
- Use of vulgar, disrespectful, or divisive language
- Distributing confidential information about GBRFB, neighbors, or volunteers
- Use of GBRFB name or trademarks without permission or in violation of branding guidelines

GBRFB Enforcement of Outlined Policies

- First Infraction: Staff member will verbally address the situation with involved parties.
- Second Infraction: involved parties will meet with Volunteer Program Coordinator and Chief Development Officer. The volunteer will be asked to sign a probationary letter that will explain the infraction and any action steps.
- Third Infraction: The volunteer will be asked to immediately relinquish their position as a volunteer with GBRFB

Non-Discrimination & Anti-Harassment Policy

GBRFB strictly prohibits discrimination of any kind based on race, color, sex, language, religion, political or other opinions, national or social origin, property, birth or another status such as disability, age, marital or family status, sexual orientation, gender identity, health status, place of residence, economic and social situation. Volunteers must maintain professional interaction with others while on the GBRFB premises. Unwelcome remarks, offensive jokes or physical contact will not be tolerated.



Volunteer Dismissal Policy

Volunteers are an invaluable resource to GBRFB and our primary aim is to encourage participation and for everyone to have a safe, rewarding, and enjoyable experience. It is also recognized that to maintain a positive environment for everyone, there may be times when a volunteer may be counseled or possibly dismissed from volunteer service.

Unruly volunteers or visitors will be escorted out of the building by GBRFB staff. Alert staff right away of any unruly or disruptive behavior. The following is an illustrative list of inappropriate conduct that may result in immediate dismissal and revocation of volunteer status. Even if a staff member does not personally see these actions take place, they will still result in immediate dismissal if reasonable belief exists that the infraction occurred. This is not an exhaustive list, and other offenses may be deemed serious enough to warrant dismissal.

Conduct Resulting in Immediate Dismissal

- Falsifying volunteer records, reports or expense
- Sexual Harassment
- Physical or verbal assault or unwanted touching
- Negligent or willful damage of property
- Theft or violation of GBRFB Policy addressed herein
- Unlawful discrimination or Violation of Non-Discrimination & Anti-Harassment Policy
- Illegal or unethical behavior
- Negligent or willful endangerment of others
- Working while under the influence of alcohol or drugs
- Insubordination

Contact Information

Front Office - General Inquiries

info@brfoodbank.org

(225) 359-9940

General Volunteer Inquiries

volunteers@brfoodbank.org

(225) 359-9940

Volunteer Program Coordinator

Wade Trapp

wade@brfoodbank.org

(225) 359-9940 Ext. 503

Volunteer Operations Coordinator

Mark Walker

mark@brfoodbank.org

(225) 359-9940

Director of Development Operations

Tracy Ritchie

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(225) 359-9940 Ext. 526

Director of Facilities

Ruben Mullins

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(225) 359-9940 Ext. 512

Chief Development Officer & General Counsel

Brian W. Hightower

brian@brfoodbank.org

(225) 359-9940 Ext. 509

Vice President of Operations

Monty Doggett

monty@brfoodbank.org

(225) 359-9940 Ext. 541