



Volunteer Orientation

Berkeley Food Network

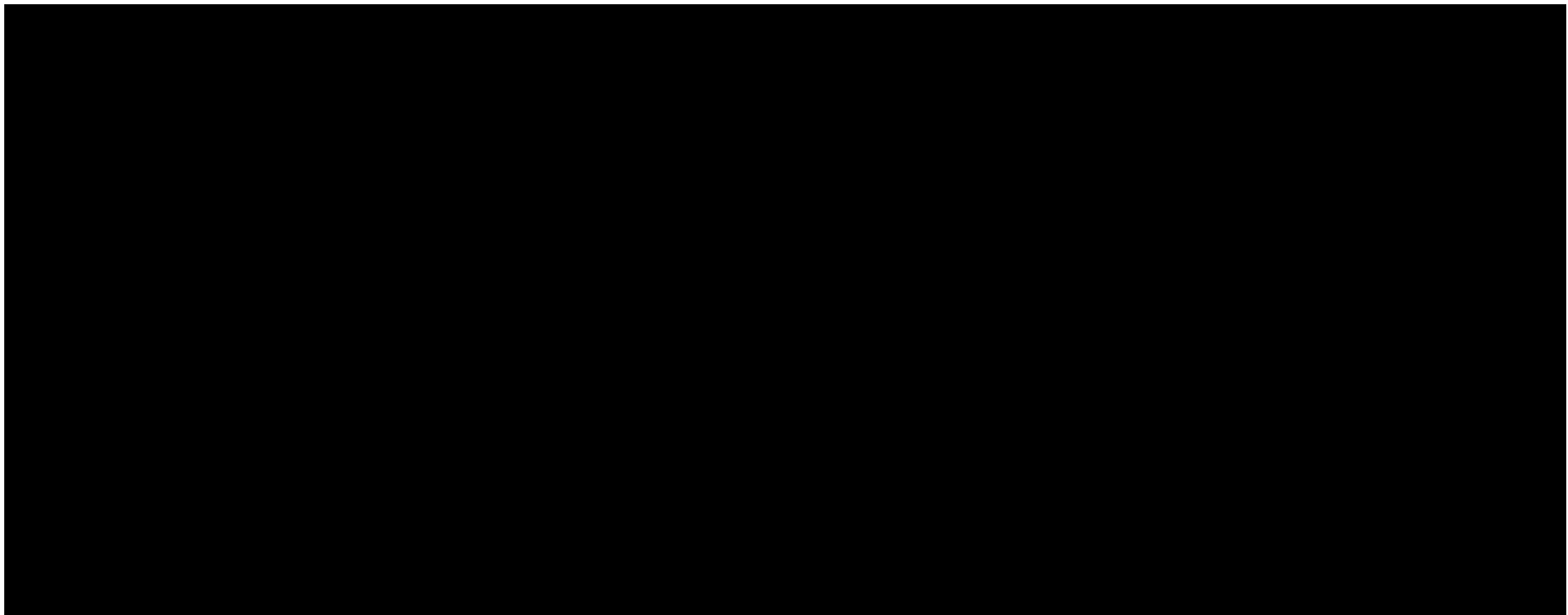




Schedule:

- Welcome Video
- Our Culture
- Opportunities for Engagement
- Policies & Procedures
 - Safety
 - COVID Policy
 - Code of Conduct
 - Cancellation Policy
- Daily Workflow for Volunteers
- Waiver + Handbook
- Walking Tour (*when Orientation is in-person*)

Welcome Video



Our Culture

Respect

We expect volunteers to respect their fellow volunteers, staff and clients of our services. In return, we promise the same respect as an organization!

Safety

All persons in our BFN warehouse must keep safety front of mind! This includes being mindful of potential workplace hazards, only using appropriate equipment when trained, and always asking for help if something seems too heavy! Safety will be covered in more depth later in this presentation.

Communication

We value open communication at Berkeley Food Network. If there is ever a problem, please communicate it with staff members so we can help.



Opportunities for Engagement:

Typical Shifts:

- BFN Warehouse
 - ACCFB Processing
- Pantry
 - On Site
 - Off-Site Mobile Pantry
- Food Recovery
- Driving/Delivery
- Hub Kitchen

Specialized Role(s):

- Pantry Lead



Policies and Procedures

1. Safety
2. Code of Conduct
 - a. Anti-Harassment, Equity & Inclusion
 - b. Reporting
3. COVID Protocols
4. Cancellation

Safety

- Please adhere to any safety guidelines outlined in our [Safety Training](#)
- Practice safe lifting habits
 - Lift with 2 people when objects are heavy or strangely shaped
 - Lift with your knees, not your back
- Don't touch any heavy machinery without prior training
- Always be mindful of your surroundings when working around the warehouse and pantry



Policies on Anti-Harassment, Equity & Inclusion

Please review Anti-Harassment Policy in Handbook

- **We take anti harassment, equity, and inclusion very seriously.** If something happens to you on shift that is harassment, please report it and we will address the problem promptly.
- Please always introduce yourself with name & pronouns so we can respect how you'd like to be addressed



Acknowledge Implicit & Unconscious Bias

Common Myths & Misconceptions about people seeking access to food:

- they'll take too much/more than they need
- they have other outlets to get food
- they're 'playing the system'

Things to Remember:

- there is stigma & shame surrounding food assistance programs – we do NOT want to perpetuate or cause this for our clients

BFN's Abundance Mindset:

- We trust our clients and give them the benefit of the doubt
- We want people walking away with food & a positive experience
- We believe if people are seeking access to food, they need it AND we have the ability & mission to provide it

Reporting

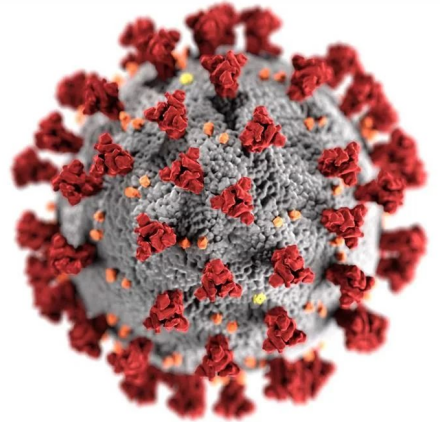
If an incident happens during your shift (health hazard, altercations, behavioral challenges, etc.), **please contact a staff member immediately**. We take safety and respect seriously and work to diligently document and address any and all potential and real problems on site.

COVID Protocols

- Currently we require masks in the warehouse - we require double masking or wearing an N95 when possible
- Sanitize and wash hands frequently throughout your shift
- If you are unwell, please cancel your shift or let the Volunteer Coordinator know you are unable to make it
- At BFN we require our volunteers to be vaccinated, **please plan to prove vaccination status**

[Covid Policy](#)

These protocols are changing frequently with updates to public health guidance and orders. Any changes in policy will be emailed out by the Volunteer Coordinator.



Cancellation Policy

Cancellations have a large impact on our operations. When possible, please give us **at least 48 hour notice** before cancelling a shift so we have time to fill your slot. We understand that emergencies happen! In those cases please just send an email alerting us that you will not be in attendance.

If absences become chronic & consistent, we will work with you to figure out a resolution to the problem!

Daily Workflow for Volunteers

Before Shift

- Arrive to your shift on time (& 15 minutes early if it's your first time!)
- Stop by the check-in table - make a name tag & check the board for your task
- Wash your hands & feel free to put your belongings in a locker in the Community Room.
- Wait by the table to be directed by the Volunteer Coordinator or other Warehouse staff

During Shift

- Have a safe, good time. Ask questions if you're unsure what to do or if a conflict arises.

After Shift

- Clean up the space you were working in
- Put away any items that you used during the shift
- Say goodbye!

THANK YOU!

We are so excited to have you join our team!

Please fill out a [WAIVER](#) & send to volunteer@berkeleyfoodnetwork.org or bring it to your next shift

*if you're unable to print, please sign a waiver at the check-in table before your shift

Questions? Contact volunteer@berkeleyfoodnetwork.org