

Fort Richmond Baptist Church
Food Bank



General Volunteer Guide

February 2016

10 Radcliffe Road
Winnipeg, MB R3T 3Y9
204-275-7775

OVERVIEW

The members of Fort Richmond Baptist Church, as well as fellow Winnipeg Harvest Food Bank volunteers & staff, would like to thank you for your willingness to volunteer and help make the FRBC Food Bank happen.

FRBC has been distributing groceries as part of Winnipeg Harvest's food bank program since 2006 and has continued to grow into the community service that it is today. Currently the FRBC Food Bank (within this document referred to as Food Bank) serves around 120 families every second Thursday. In order to run the Food Bank we rely on numerous volunteers in the morning and evening.

At various time throughout the year, other programming is offered by volunteers from FRBC during the Food Bank distribution time slot. The purpose of the supplementary programming is to offer support to Food Bank clients, volunteers and the general Fort Richmond area community. Some examples of this supplementary programming are: "Children of Hope" (children programming for students in grades 1-6) and an English Conversation group.

As Food Bank volunteers, we represent Fort Richmond Baptist Church. Therefore it is important that our words, actions and general attitude reflect the values of the church and the heart of our loving God and Lord Jesus Christ. We are honoured to have such a great group of volunteers to serve our community!

VOLUNTEERS' ROLE

1. Share God's love through respectful, helpful and friendly service.
2. Be patient with families and co-volunteers.
3. Ask questions if you are unsure of what to do or how to answer a client's question.
4. Follow the guidelines for how much food to give families to ensure that everyone is treated equally.
5. Smile! 😊

SCHEDULE

10:30 am – noon	Food delivered by Winnipeg Harvest	Volunteers unload and sort food
4:00 p.m.	Families begin to arrive at the church	
6:00 p.m.	General volunteers arrive, sign in, pick up nametag and are assigned jobs (enter through the side door if the front door is still locked)	
6:15 p.m.	Doors open	Volunteers greet, mingle & prepare
6:30 pm	Supplementary programming begins	
6:45 p.m.	Food distribution begins; numbers called	Volunteers hand out or carry food, etc.
8:00 p.m.	Doors close / Children of Hope ends	Volunteers finish serving families and begin cleaning up.
8:30 p.m.	Clean-up	Volunteers work together to get the church back in order.

HOW TO BECOME A VOLUNTEER

Both FRBC regular attendees and non-attendees may volunteer. There are times when we have our maximum number of volunteers, therefore not all interested individuals will have the opportunity to volunteer. Everyone is required to go through the following process:

1. Read through volunteer guide (this booklet).
2. Fill in registration form and sign that you have read through the guide.
3. If more volunteers are needed, you will have a brief orientation (either group session or individually by Volunteer Coordinator).

* If someone is just volunteering one time (i.e. visiting from out of town, coming to see what it is like), they will need to inform the Volunteer Coordinator and be partnered up with a regular volunteer.

WHEN YOU ARRIVE IN THE MORNING

1. Connect with whoever is in charge.
2. Help out as needed.

WHEN YOU ARRIVE IN THE EVENING

1. Connect with a Volunteer Coordinator.
2. Pick up and wear your nametag.
3. Be assigned a job.

WAYS FOR VOLUNTEERS TO GET INVOLVED

MORNING (10:30 - noon):

- Unload food and supplies from Winnipeg Harvest truck
- Sort and divide food into appropriate amounts
- Bring up supplies from basement

EVENING (6:00-9:00 p.m.):

- Greet people
- Hand out call numbers to people as they enter the church, and if needed hand out walk-in forms
- Stand behind the tables and explain food choices and amounts
- Assist people with carrying their groceries
- Bring up additional food from the kitchen (refill coolers, etc.)
- Setup and monitor snack table
- Be part of the prayer team
- Supervise and play with children in the allocated space in the sanctuary

CLEAN UP (8:15-9:15 p.m.):

- Break up cardboard boxes and place into recycling bin as able
- Take extra food downstairs
- Wipe down and put away tables
- Vacuum
- Wash snack dishes
- Gather and take out garbage
- Carry excess food that is being taken to another charity (when needed)

OTHER:

- Update the PowerPoint slide show that plays during the evening

FOOD DISTRIBUTION

- **Client information sheet:** when clients arrive at the beginning of the line they must give their Manitoba Health Card number. There is individual information for each household. When they call Harvest they specify if they are pregnant, ages of children, need for pet food, etc. If they do not tell Harvest their special needs then Harvest does not send the items.
- **Requested items** (must be requested when registering with Winnipeg Harvest):
 - Baby formula
 - Feminine products
 - Diapers
 - Pet food
 - Gluten free kit
- **Baby formula** is the only item that Winnipeg Harvest buys. They write on the containers “not for resale” because they do not want people taking the formula to sell.
- **3% milk** is donate by milk producers and is specifically for children 12 and under and for pregnant and breastfeeding mothers. This is strictly regulated therefore extra milk cannot be given out to everybody but needs to follow guidelines.
- Every household, no matter the size, receives one **kit bag**. Inside are 4 cans of food. These are put together at Harvest. Harvest is informed with how many FRBC has remaining.
- **Coloured tags** are used to identify the size of a household (Green = 1-2, Red = 3-5, Yellow = 6+).
- When food arrives to FRBC, we need to figure out how much food we have and how many families are registered. A certain amount is allocated per family. Sometimes every family receives the same amount, while other times larger families will receive more.
- When distributing food, please **do not give extra to people** unless you have been told by a Food Bank leader to do so. If there seems to be a lot left then speak with a leader.
- Someone can pick up food for another person if they have a note and the Manitoba Health Card.
- All the large bags (the kits come in), bread bins, milk crates, etc. need to be returned to Harvest.

OTHER INFORMATION

- Please e-mail or call a volunteer coordinator if you cannot volunteer.
- People wanting food need to call or email Winnipeg Harvest every second week in order to be put on the list. We do not serve walk-ins.
- If you want to invite others to volunteer, please register them with the Volunteer Coordinator to see if we need any more.
- If someone does not speak English, use gestures and clear, simple English. Mumbling and quick instruction makes it difficult for people to understand what they need to do.
- While volunteering, please remove headphones/earbuds, and put away any electronic devices.
- Never call out a client's name across the room. We need to respect people's privacy.
- Winnipeg Harvest offers free food handler course for volunteers. If you are interested contact them for more details.

CHILDREN OF HOPE

While Food Bank is running upstairs, downstairs Children of Hope is offered to children in Grade 1 – 6. It is a formal program that teaches biblical truths in age-appropriate ways. Volunteers helping with Children of Hope must go through the FRBC Children's Ministry standardized volunteer procedure.

Thank you for taking the time to read this guide. Please let us know if you have any questions or suggestions. We want this to be a positive experience for people attending the Food Bank, as well as for the volunteers. We pray that through your involvement you will be able to experience and share God's love.

Thank you for investing your time & energy into our community!

Sincerely,

FRBC Food Bank Leadership Team

Contact Information

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