



Volunteer Handbook & Enrollment Forms

Mission: The Food Depot fosters healthy communities by engaging a network of partners and developing solutions to create a hunger-free New Mexico.

Vision: Healthy, hunger-free communities in Northern New Mexico

The Food Depot
1222 A Siler Road
Santa Fe, NM 87507
505-471-1633
www.thefooddepot.org

Welcome to The Food Depot!

Thank you for your interest in volunteering at The Food Depot. By volunteering just a few hours, you can help increase food access people who are experiencing food insecurity in Northern New Mexico. Whether you provide administrative support or sort food in our volunteer areas, your help is needed and always appreciated.

Volunteer participation at The Food Depot is a strong and growing tradition. The Food Depot's programs and services to the community could not continue without the contribution and dedication of our volunteers.

Please read through the enclosed material, complete an enrollment form and sign the attached waiver. You can send the enrollment form back by one of the methods mentioned on the document, or you can bring it with you the first time you volunteer.

This Volunteer Handbook is designed to provide you an introduction to The Food Depot and the volunteer opportunities we provide. If you have questions or need additional information about volunteering, please call the Volunteer Department at 505-471-1633, extension 115.

Please know that your willingness to help makes a tremendous difference in the lives of many families who are experiencing food insecurity. We look forward to your continued support.

Sincerely,

A handwritten signature in black ink, appearing to read "Sherry F. Hooper". The signature is fluid and cursive, with a long horizontal stroke at the end.

Sherry F. Hooper
Executive Director

VOLUNTEER HANDBOOK

Our Agreement:

In 2020, The Food Depot provided 11,585,915 pounds of food to people experiencing food insecurity—a feat the food bank could not have accomplished without the incredible support of volunteers. This work continues with the support of you and hundreds of other volunteers. Please review the following expectations to help us provide a safe, meaningful and productive volunteer experience for all:

As a volunteer, you can expect:

- An experience that connects you to the mission creating healthy, hunger-free communities
- A clean functional work environment with clear directions given by staff
- Recognition and appreciation from staff
- Knowledge of how your service is improving the community
- A space to have your concerns heard and responded to appropriately

The Food Depot expects volunteers to:

- Respect staff, fellow volunteers, visitors to The Food Depot and The Food Depot facilities
- Comply with basic recordkeeping requests and scheduling parameters
- Comply with COVID-safety, food-safety and clean up requirements
- Work as a team to complete volunteer tasks efficiently and to the best of their ability
- Remain flexible with changing project needs
- Clearly communicate needs in a timely manner
- Continue volunteering for the duration of the scheduled session or until a project is complete

How does The Food Depot serve the community?

- Each month, The Food Depot, Northern New Mexico's food bank provides an average of 804,577 meals. In 2020, 55% of the food distributed was comprised of fruits and vegetables, and 22% was protein items.
- Hunger is closer than you think. The majority of Americans are one paycheck away from financial crisis that results in people making difficult choices. The prevalence of poverty in our communities means that many people are experiencing food insecurity first-hand. The Food Depot is committed to providing the resources that people need in a manner that is dignified, respectful, and considers the rich diversity of the people and communities it serves.
- The Food Depot's hunger-relief network is composed of over 115 nonprofit partner agencies including emergency food pantries, shelters, meal programs, senior living communities, and youth programs.
- The Food Depot service area includes nine counties – Colfax, Harding, Los Alamos, Mora, Rio Arriba, San Miguel, Santa Fe, Taos and Union – in Northern New Mexico. The food bank delivers to distribution centers in Taos, Espanola and Las Vegas to better serve partner agencies in rural and remote areas.

- Local and national product donors support The Food Depot’s efforts to end hunger. These donors include food manufacturers and distributors, grocery stores, restaurants, hotels, produce vendors, farms and other food service establishments.
- Food banks prevent food waste by salvaging slightly damaged goods, products produced in excess, and items nearing their sell date. The Food Depot actively works with local donors to rescue foods and repurpose them to address food insecurity.
- The Food Depot provides relief to victims of natural disasters through local disaster relief agencies. In 2000, the food bank joined local efforts to aid the victims of the Cerro Grande fires by providing 1,361,467 pounds of food. In 2020, The Food Depot served its communities by leading hunger-relief efforts related to the COVID-19 pandemic, increasing food distribution by 86% in a single year.
- The Food Depot is a partner distribution organization of Feeding America, a nationwide network of food banks serving all 50 states. The food bank is one of five food banks in the New Mexico Association of Food Banks.

Organization History and Current Operations

In the early 1990s, nonprofit agencies were soliciting food donations independently and the need for a food bank became apparent. The Food Brigade, Kitchen Angels and Food for Santa Fe joined forces to create a food bank; planning and start-up operations were underway in 1993 and 1994. By November 1995, The Food Depot was serving 35 agencies and had distributed approximately 130,000 lbs. of food.

In February 2001, The Food Depot and Kitchen Angels moved into their first joint permanent home, the Angel Depot. At this location, The Food Depot increased its services to partner agencies and people experiencing hunger in Northern New Mexico. During the first year in the Angel Depot, the food bank distributed 1.4 million pounds of food through 80 partner agencies in seven Northern New Mexico counties.

The Food Depot’s distribution continued to increase to meet the need and quickly outgrew the space within the Angel Depot. The Food Depot was working hard to take advantage of new food sources but was sometimes forced to decline donations from generous supporters—produce, protein and other badly needed items—due to lack of cold storage and warehouse space.

In September 2011, Bobbi Hall, then president of The Food Depot Board of Directors, made a gift of \$1 million to the campaign and challenged the community to match her gift. The building project “Building Hope” jumped into high gear. The food bank broke ground in April 2012 on land approved by the Santa Fe City Council, directly behind the Angel Depot. The food bank moved into the new facility in January 2013. The Food Depot continued expanding its services to better meet the needs of partner agencies and individuals experiencing hunger in Northern New Mexico. The food bank completed the second phase of construction in October 2017, bringing the warehouse space to 24,000 square feet.

In its current operations, The Food Depot now distributes an average of 965,493 pounds of food each month, providing more than 804,577 meals to individuals experiencing hunger in nine New Mexican counties. With the current warehouse space, over 40 staff members and a network of hundreds of volunteers, The Food Depot anticipates a successful and productive future as it strives to end hunger in Northern New Mexico.

Hunger Relief Strategies

The Food Depot distributes food to people experiencing food insecurity using two strategies:

Collaborative Strategy for Hunger Relief:

The Food Depot works with a network of nonprofit organizations and distribution partners to provide hunger relief services in a community. The Food Depot provides food, resources, and support while the nonprofit organization coordinates the distribution of food to community members.

The Collaborative Strategy includes partnerships with nonprofit hunger-relief program across The Food Depot's service area, strategic distribution partners, local government agencies, schools, senior living communities, and healthcare entities. This strategy also includes the Seniors y Mas and rural Mobile Food Pantry programs.

Leadership Strategy for Hunger Relief:

The Food Depot's staff and volunteers coordinate and implement the distribution of food to community members.

The Leadership Strategy includes The Food Depot's drive-through food pantry, Food 4 Kids, Food Mobile, and Hope for the Homebound programs.

Who We Serve

The Food Depot serves individuals (adults & children) in our nine-county geographic region in northern New Mexico who are food insecure and/or who are living in poverty, including these sub-groups who have historically been more likely to be food insecure:

- Children
- College students
- Working families living in poverty
- Seniors
- Individuals living in rural and frontier communities with greater barriers to food access and different levels of infrastructure
- Individuals living in tribal communities that face barriers and infrastructure challenges
- People experiencing homelessness
- Veterans
- Victims of disaster

The COVID-19 pandemic exacerbated an already significant problem in Northern New Mexico, and The Food Depot has been rapidly adapting to continually meet the need for emergency food assistance. Before the pandemic, 12.2% of people and 23% of children were food insecure within The Food Depot's nine-county service area. Since the pandemic, it is projected that 17.4% of individuals and 33.7% of children are food insecure.

Volunteer Positions

Most volunteers help sort, repackage and prepare donated and purchased food for distribution. These activities take place at either The Food Depot's main warehouse location (1222 A Siler Rd.) or at the temporary secondary warehouse space at the Santa Fe Place Mall. The Food Depot also depends on volunteers to make possible its direct service programs; volunteers staff drive through food distributions, serve meals with the Food 4 Kids program, and repackage diapers and pet food for the Diaper Depot and Food 4 Pets programs. Other activities include administrative duties at the front desk, volunteering at special events such as the Souper Bowl, and helping special projects as they arise. The Food Depot's volunteer opportunities are continually evolving alongside its programs and services to the community.

Volunteer Policies

The purpose of these volunteer policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer efforts. The policy is intended for internal management guidance only and does not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Food Depot reserves the right to change any aspect of the policy at any time and to expect adherence to the changed policy.

Equal Volunteering Opportunity

Volunteer-related decisions are based on ability, skills, and company needs. No employment decision or practice is based upon race, color, religion, sex, age, sexual orientation, gender identity, national origin or ancestry, disability, medical condition, severe/morbid obesity, marital status, political affiliation, genetics, HIV status, veteran status, or any other characteristic protected by Federal and/or State law.

Absenteeism and Substitution

Volunteers are expected to perform their duties on a regularly scheduled basis. We know there will be times that you will be ill, on vacation or unable to volunteer for another reason. When a volunteer expects to be absent from a scheduled day, the volunteer should inform the Volunteer Coordinator as far in advance as possible.

Dress Code

Please dress casually with safety in mind. Please wear the following:

- Closed-toed shoes
- Sleeved shirts (no tank-tops, sleeveless or strapless tops)
- Restrained hair; hats or hairnets when repackaging food
- Disposable gloves when repackaging fresh or unpackaged food
- A face mask in accordance with COVID safety protocols

Please do not wear dangly jewelry or excessive jewelry, as it may fall into food or catch on something. Please do not wear clothing with offensive language or signage. Long pants are encouraged.

If you receive a volunteer t-shirt from The Food Depot, please remember you are representing The Food Depot every time you wear it.

Record Keeping

Staff will record your volunteer hours every time you volunteer. Accurate recording of volunteer hours is very important for The Food Depot's operations. In addition, please notify the Volunteer Coordinator with change of address, phone or e-mail as necessary.

Personal and Food Safety

- All volunteers working with food will complete a Food Safety Training.
- Please stay in the volunteer rooms; do not enter the warehouse. Do not attempt to climb on or operate forklifts, racks, automated pallet jacks, or any other equipment.
- There are no lockers to store your valuables. Please leave valuables locked in your car.
- Do not consume food and drink in the repackaging, sorting or warehouse areas.
- Smoking is not permitted anywhere inside the building or within 25 feet of the building.
- The possession, use or sale of a controlled substance and/or alcohol is not permitted in or around our building, except for medications prescribed by a physician.
- If you are sick, please stay home and get well before volunteering. Please carefully follow the COVID-19 Risk Management Measures above. We value your help, but we value your health more!

Clean Up Policies

Please allow 15 minutes at the end of each volunteer session to clean the workspace for the next volunteer group. Helping with clean-up provides a smooth transition between volunteer groups, allows staff to focus on other tasks, and ultimately enables The Food Depot to allocate more resources to distributing meals. If something spills or breaks, please clean it up right away for food safety and personal safety reasons.

Policy against Harassment

The Food Depot intends to provide a work environment that is pleasant, professional and free from intimidation, hostility and any type of offensive behavior. Harassment includes, but is not limited to: derogatory statements, name calling, slander, signs, jokes, written materials, photographs, e-mails, cartoons, pranks, intimidation, physical contact, anything of a sexual nature, assault, violence and threats of violence. Covered under harassment is workplace bullying. Any actions that are intended to degrade, humiliate, undermine, isolate or intimidate will not be tolerated.

The Food Depot is committed to maintaining a work environment free of unlawful harassment. The Food Depot policy prohibits harassment based on, but not limited to: race, color, religion, sex, age, sexual orientation, gender, gender identity, national origin or ancestry, physical or mental disability, serious medical condition, marital status, genetic information, veteran status or any other characteristic protected by Federal and/or State law. Please alert the Volunteer Department staff regarding any uncomfortable or difficult situation. The Food Depot will take prompt and appropriate action in response to any complaint.

Engaging with Members of the Public

The Food Depot prioritizes treating all individuals who use The Food Depot's services with respect, dignity and nonjudgement. All volunteers are expected to uphold these values while serving at The Food

Depot, especially while directly engaging and interacting with those who use The Food Depot's services. Please alert the Volunteer Department staff regarding any uncomfortable or difficult situation. Client experience is a priority in all The Food Depot's services.

Review and Evaluation of Volunteer Service

Volunteers are encouraged to review and evaluate each activity that they are involved in with The Food Depot. The staff and board of The Food Depot believe in constructive evaluation of projects and welcome new ideas from volunteers.

Each volunteer activity involves The Food Depot staff in some capacity. The staff evaluates the project or activity and use of volunteers on a continuing basis. The Food Depot strives to utilize volunteers efficiently and in a way that creates the most positive outcome for both the volunteer and The Food Depot.

Volunteers are encouraged to bring to the attention of the Volunteer Coordinator any issues concerning volunteer matters. Volunteers have an opportunity to present their concerns and complaints through an open communication procedure. If you have a problem or complaint, feel free to submit a complaint, preferably in writing, to the Volunteer Coordinator or Project Coordinator. If your concerns cannot be settled at this level, you have the option of filing a complaint in writing to the Executive Director. The Food Depot takes complaints very seriously. Action will be taken within five working days after the submission.

COVID SAFETY POLICIES

Since the onset of the COVID pandemic in 2020, The Food Depot has been rapidly adapting to continually serve northern New Mexico as a disaster relief organization. The health and safety of our community are a top priority—and that includes providing access to food while protecting the wellbeing of all people involved. To help keep northern New Mexico healthy and safe, please carefully review and adhere to the following information and instructions.

Fully Vaccinated: 2 weeks have passed after the second dose of a 2-dose series, such as Pfizer or Moderna vaccines, or 2 weeks have passed after a single dose vaccine, such as Johnson & Johnson vaccine. Fully vaccinated individuals may still contract COVID-19.
Continue taking precautions and monitoring symptoms.

Making the Decision to Volunteer

Carefully review the following to determine whether you are able to or should volunteer.

SYMPTOMS: All individuals who are sick and/or showing flu-like symptoms, you may not volunteer for food and personal safety reasons. Please stay home and get well.

- If you have common symptoms of COVID-19 (fever, dry cough, shortness of breath, and muscle pain or fatigue), you may not volunteer until you have gone 3 days without a fever AND respiratory symptoms have improved AND it has been 10 days since your first symptoms appeared, based on the CDC's "When You Can Be Around Others" guide: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/end-home-isolation.html>
- If you have other symptoms of sickness (such as sore throat, headache, productive cough, GI symptoms, etc.), please monitor your symptoms and do not volunteer for five days. This is for COVID-safety, food safety, and general health reasons.
- If you have been in regular direct contact or share a household with someone who has a confirmed or suspected case of COVID-19, you need to take a 14-day break from volunteering if you are NOT vaccinated. If you are vaccinated, you may continue volunteering in accordance with the CDC's "When You Can Be Around Others" guide: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/end-home-isolation.html>

TRAVEL/EXPOSURE: If you have traveled or been in regular direct contact or share a household with anybody who has traveled out-of-state in the past 14 days:

- You may continue volunteering if you have been fully vaccinated*
- You need to take a 10-day break if you have NOT been fully vaccinated
- International travel requires special consideration. Review the destination of your trip with staff before resuming volunteering after international travel.

HIGH RISK POPULATIONS: If you are at high risk of contracting the virus and are unvaccinated, or are vaccinated and have a condition or are taking medication that weakens your immune system, we encourage you to wait to volunteer until the risk of COVID has further decreased.

AGE REQUIREMENTS: Due to the risks and risk management measures being taken at this time, minors under the age of 16 may not volunteer without a supervising adult and minors under the age of 14 may not volunteer at this time. Exceptions for student groups may be made under specific COVID-19 safety parameters.

CONTINUAL ASSESSMENT: Please assess whether it is safe for you to volunteer on a continual basis. Although The Food Depot is employing significant measures to increase sanitization and social distancing in all volunteer and staff activities, being around others (while volunteering) carries inherent risk in terms of contracting COVID-19.

Whether you decide to not volunteer or are able and willing to join the team, thank you so much for helping us keep our community healthy and safe!

Safety Measures

Measures The Food Depot is taking to protect staff, volunteers and this hunger relief work include (and are not limited to):

- Volunteer communications facilitate informed consent (based on the CDC's and NM DOH's recommendations) and encourage volunteers to stop volunteering at any time, for any reason.
- All volunteers, community service workers and visitors are screened using an adapted NM DOH Facility Screening Questionnaire before each shift. These are listed on page 5.
- Staff cleans and sanitizes volunteer spaces before and after each volunteer shift, and sanitizes high-touch surfaces throughout the day.
- To facilitate social distancing, a maximum occupancy has been established for each volunteer space and the volunteer equipment has been rearranged accordingly.
- Volunteers are required to wash hands regularly (or use hand sanitizer if sinks are not available) and wear face masks. Gloves are provided and required for most volunteer activities.
- Staff may make the decision to ask volunteers to opt-out from their shift for any safety concern that may arise (too little space, excessive coughing, etc.)
- The HVAC air filters in all zones of The Food Depot's warehouse (1222 A Siler Rd.) have been upgraded to a 0.03-micron rating.
- The Food Depot is NM Safe Certified; all members of the Leadership Team have completed the NM COVID Safe Training Program (<https://nmsafecertified.org/>).
- Staff are screened daily, are routinely trained in COVID safe practices, and have committed to comply with current Public Health Orders and the Santa Fe Promise (<https://www.santafenm.gov/promise>).

- An “Organizational COVID-19 Sustainability Plan” has been developed to ensure the continuity of hunger relief services in the event that an employee or volunteer tests positive for COVID-19.
- The majority of staff have been fully vaccinated.

Staying Informed

Your knowledge and behavior affect both your health and community health.

- The Food Depot expects volunteers to stay informed about COVID-19 and take steps to help prevent the spread of the virus, both while volunteering and in their personal life. Volunteers’ daily precautions will help safeguard The Food Depot’s ability to continue feeding those in need.
- Great resources to check regularly include:
 - The World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
 - The Centers for Disease Control and Prevention: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
 - State of New Mexico Department of Health (NM DOH): <https://cv.nmhealth.org/>

Enrollment and Scheduling:

All volunteers need to enroll and schedule shifts. Walk-in volunteers cannot be accepted at this time.

- 1) To enroll, download this document (.pdf). Open document and fill in forms, save the document, and email to volunteer@thefooddepot.org. If you would prefer, you may bring a paper copy of the completed Enrollment Form and Waiver with on first scheduled shift.
- 2) The Food Depot’s Volunteer Program Team will begin keeping you updated on current volunteer needs via email. Please check your email regularly. Due to the uncertainty of this time period, details and project needs may change frequently. To sign up for shifts, simply respond to the email with your desired shift(s). A staff member will then confirm with you which shifts are available.

The Food Depot’s Health Screening Process

Before entrance, all visitors and volunteers will be screened with the following questions. Please do not hesitate to ask questions if you have specific circumstances not represented in the following scenarios.

- 1) Are you in compliance with our travel policies, which require a 10-day break from volunteering for unvaccinated individual after traveling out of state?
- 2) In the past 14 days, have you (or anyone you live with or have had direct contact with) experienced any sickness or flu-like symptoms?
- 3) Have you (or anyone that you live with) had direct contact with somebody who has a confirmed or suspected case of COVID-19?



The Food Depot Volunteer Enrollment Form

Contact Information

First Name: _____ Last Name: _____

Address: _____

City: _____ State: _____ Zip: _____ Date of Birth ____/____/____

Phone: _____ Home Work Cell

E-Mail Address: _____

Are you volunteering as part of a group? If so, which one? _____

Registering volunteers at food distributions is one volunteer need. Are you comfortable conversing in Spanish and willing to occasionally help with this specific need? YES NO

Emergency Information

Contact person: _____

Contact phone: _____ Alternate phone: _____

Do you have any medical conditions, allergies or physical limitations we should know about? _____

*By checking this button, I authorize the text typed as my e-signature or e-initial. **

Sickness Disclosure Agreement:

If I begin showing common symptoms for (fever, dry cough, shortness of breath, and muscle pain or fatigue) or am screened for or diagnosed with COVID-19 within 14 days after volunteering at The Food Depot, I agree to disclose this information with staff. I understand that if I test positive to a COVID-19 screening, The Food Depot staff will anonymously inform volunteers I shared workspace with in the previous 14 days. I understand my identity will not be disclosed.

Please initial to confirm that you have read and agree to follow these instructions: _____.*

I certify that the information contained in this application is true and complete to the best of my knowledge. I understand that my actions affect the health of others. I understand and will abide by the instructions in this volunteer packet, including the Sickness Disclosure Agreement.

Name: _____

Date: ____/____/____

Signature: _____*

Volunteer Release and Waiver of Liability

- Volunteerism:** I understand I am a volunteer at The Food Depot. I understand (i) I am not an employee of The Food Depot, (ii) I will not be paid for my participation and (iii) I am not covered by or eligible for any insurance, health care, worker's compensation or other benefits. I may choose at any time not to participate in an activity, or to stop my participation entirely, with The Food Depot.
- Policies and Safety Rules:** For my safety and that of my others, I will comply with The Food Depot's volunteer policies and safety rules and its other directions for all volunteer activities.
- Assumption of Risk:** I understand the activities/work may be hazardous, including but not limited to, lifting, bending, repetitive tasks and other activities. I hereby expressly and specifically assume the risk of injury or harm and release The Food Depot from all liability.
- Release and Waiver:** I release and forever discharge and hold harmless The Food Depot and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise from the services I provide to The Food Depot. I understand and acknowledge that this release discharges The Food Depot from any liability or claim that I may have against The Food Depot with respect to bodily injury, personal injury, illness, death, or property damage that may result from the services I provide to The Food Depot or occurring while I am providing volunteer services. I forever discharge The Food Depot from any claim whatsoever which arises on account of any first-aid, treatment or other service rendered in connection with an emergency during my tenure as a volunteer with The Food Depot. I understand The Food Depot does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance in the event of injury or illness.
- Confidentiality:** I may have access to sensitive or confidential information, including, but not limited to, identity, address, contact information, credit card numbers and financial information of The Food Depot clients, volunteers, donors and staff. At all times during and after my participation, I agree to hold in confidence and not disclose or use any such confidential information except as required in my volunteer activities.
- Receipt of Volunteer Handbook:** I have been given access to a copy of The Food Depot's Volunteer Handbook and acknowledge it is my responsibility to read and abide by the included policies and procedures. Any violation of policy may lead to disciplinary action up to and including immediate dismissal depending on the severity of the offense and past offenses.

I have read, understand and agree to the above policies, procedures and waivers of The Food Depot:

____/____/____
Date

Volunteer Signature*

Legal Guardian's signature (if under 18 years old)*

Volunteer Name (Print)

Legal Guardian's Name (Print)

Updated June 2021