

VOLUNTEER PROCEDURES

COVID-19 UPDATES

The Food Bank of Waterloo Region takes the safety of our volunteers, staff, and community members very seriously. Please see below for new procedures put in place for your safety.

NEW:

Starting Monday, November 23, The Food Bank will be implementing additional COVID protocols. All staff and volunteers will continue to wear face masks in the warehouse with the additional requirement of also wearing a face shield for activities where physical distancing is not possible, i.e. working on the perishable line, the perishable sorting team, and all activities in the engagement room and Fresh Approaches Food Centre. We are making this change based on recommendations from Public Health as our Region prepares to move to the next COVID level - Control (stringent measures) – Red. The Food Bank will provide volunteers and staff with a face shield, but we encourage volunteers to bring their own if possible. Staff and volunteers will be responsible for cleaning and disinfecting their own face shield. The Food Bank will provide cleaning instructions and supplies. Face shields should not be shared, and therefore The Food Bank will also provide a bag for all staff and volunteers to store their cleaned and disinfected face shield.

VOLUNTEERS IN THE BUILDING

We are looking forward to welcoming volunteers to the building! We will be following the protocols and organizational changes below to ensure our staff and volunteers are protected.

- Moving forward **we will not be able to store** communal items – this includes the water in the volunteer fridge, snack table and ice cream in the freezer
- Face Masks:
 - While many communities in Ontario gradually re-open, Waterloo Region continues to see record high case counts. Public Health authorities recommend face coverings when physical distancing isn't possible and the province of Ontario has mandated face covering by-laws.. Because we can't implement proper physical distancing processes in the warehouse starting Monday, June 1st all Operations Staff & Volunteers must wear masks at all times in the warehouse. We have ordered face masks but do encourage you to bring your own if you have one.
- Practice hand hygiene:
 - Wash your hands at the start of your shift and approximately every half hour after
 - Wash your hands or use hand sanitizer when changing tasks
- Disinfecting workspaces and equipment:
 - Disinfecting wipes will be available throughout the warehouse
 - Please use the wipes to disinfect your work area before and after your shift
 - Please use the wipes to disinfect pump trucks, tape guns, or any other equipment you use
- Keep your personal items in your vehicle or in a locker (bring a lock)
- Kitchen Facilities:
 - Our kitchen facilities are closed and we cannot provide snacks and beverages (water/coffee/tea)
 - If you bring a lunch for your shift you can store it in the refrigerator
 - We are also asking that we adopt the school garbage program: garbage-less lunches, or take home your garbage. The Food Bank dishes are only to be used in case of lunch emergencies, ideally kept safe and clean in the cupboards



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- The door by the Fresh Approaches Food Centre which connects the front office and the warehouse will be an emergency exit only – do not use it
- Office staff and volunteers are asked to not come into the warehouse and likewise the Warehouse staff & volunteers are asked to not come into the front office
- We will no longer save plastic bags and provide them to agencies – please throw out plastic bags in the garbage
- No reusable shopping bags will be distributed with the exception of purchased bags for your perishable hampers – any reusable bags that come in from donation bins we will store in a watermelon bin.
- The building will remain locked not accessible to all outside visitors, donors, agencies – please ask donors/agencies to remain in their vehicle and offload/load directly into their vehicle
- Self Monitor:
 - Do not come if you are experiencing any of the following symptoms; fever, cough, or shortness of breath
 - Visit <https://covid-19.ontario.ca/self-assessment/> and following instructions provided by the Government of Ontario

VOLUNTEERS IN VEHICLES AND AT EVENTS

- All event supplies, vehicles and the various touch points are sanitized daily as well as after each use
- There are disinfectant wipes and hand sanitizer available for use by staff and volunteers
 - All volunteers are encouraged to sanitize hands after handling any product or cash
 - Driving teams: Frequently wipe down the steering wheel, door handles and other touch points
- All volunteers and staff must wear a mask for the duration of their shift- on-site at events or in the vehicle and while doing pickups
 - Volunteers are encouraged to bring their own mask, however, The Food Bank will supply one when necessary
- When possible, keep a distance of at least 6 feet from other volunteers, staff, and members of the public
- There are gloves (both work gloves and nitrile gloves) available for use if any volunteers wish to wear them
- Contact at The Food Bank and with donors will be minimal
 - Staff will load and offload all vehicles. It is encouraged that volunteers only enter the facility to sign in/out and to hand-in necessary paperwork to staff
 - Donors will place donations in a donation can or food bin, then volunteers will retrieve the donation
- Self Monitor:
 - Do not come if you are experiencing fever, cough, or shortness of breath or any of the COVID-19 symptoms.
 - Visit <https://covid-19.ontario.ca/self-assessment/> and follow the instructions provided by the Government of Ontario



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