



FOOD BANK WATERLOO PROCEDURES MANUAL



Approving Authority: Vice-President: Programming & Services Waterloo

Administrative Responsibility: Director, Policy Research & Advocacy

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Related Students' Union Policies, Procedures, and Documents: Volunteer Standards and Performance Policy

TABLE OF CONTENTS

Introduction.....3

Purpose.....3

**Volunteer
Expectations.....3**

**Parcel
Operations.....4**

**Committee Space
Guidelines.....5**

**Related Policies, Procedures, and
Documents.....5**

1. INTRODUCTION

Food Bank is a volunteer service run by the Students' Union that exists to provide parcels, emergency hot meals and food wellness education on Wilfrid Laurier University's Waterloo campus. The committee operates as an essential service focused on the food insecurity of undergraduate students.

2. PURPOSE

The purpose of this procedure's manual is to help Food Bank volunteers understand their roles and the operations of the service.

3. VOLUNTEER EXPECTATIONS

3.1. If a volunteer expects to miss a scheduled shift, they are responsible for finding another volunteer to fill their vacancy.

3.1.1. Any shift coverage change must be communicated to the Operations Executive.

3.2.1. Any missed shift will be reported to the coordinator, who will determine any required action, guided by the Volunteer Standards and Performance Policy;

3.2.1.1. Emergency or unforeseen circumstances will be properly considered when applicable.

3.2. General Volunteers

3.2.1. General volunteers are expected to shift at least twice a month.

3.2.1.1. This expectation is subject to change, depending on General volunteer numbers

3.2.2. General volunteers are expected to fill out and submit via email their monthly availabilities as specified by the Operations Executive.

3.2.2.1. Shift availability expectations will be set by the Coordinator and Operations Executive.

3.2.2.2. Volunteers who fail to provide shift availability options will be assigned shifts as needed, and it is that individual's responsibility to sort out schedule conflicts.

3.3.4. General volunteers are not permitted to be scheduled for more than 3 shifts in a 5-day period.

3.3.4.1. Any shifting schedule in excess of these limitations must be approved by the Operations Executive in consultation with the coordinator.

3.4.5. Operations Executive

3.4.1. It is the responsibility of the Operations Executive to distribute a completed monthly schedule before the first Saturday of each month.

3.4.2. The Operations Executive is responsible for ensuring volunteers are scheduled according to their indicated availability

3.4.3. The Operations executive is responsible for ensuring the Committee Space is booked for parcel packing prior to the shifts occurring

4. PARCEL OPERATIONS

- 4.1. Volunteers should only use the computer located in the services space when parcel packing.
- 4.2. Volunteers should ensure they are the only students present in the space while packing parcels.
- 4.3. All parcel requests must be opened using the fbparcels@wlu.ca email and tracked using the tracker provided by the Vice-President: Programming and Services Waterloo.
 - 4.3.1. Information within parcel requests, including student information should not be recorded anywhere else or communicate to any other volunteers or students.
 - 4.3.2. All unpacked parcels are in the 'request' folder, of the email volunteers should start with the oldest request in that folder to be packed first.
 - 4.3.2.1. If there are more than 22 parcels in the request folder, volunteers on shift should notify the operations executives to schedule more shifting.
 - 4.3.3. Once the parcel is packed, the email containing the request should be moved to the 'Packed' folder of the email.
- 4.4. **Parcel Packing**
 - 4.4.1. After opening a parcel request, volunteers should note the email and student number of the request into the tracking sheet as well as date of packing the parcel.
 - 4.4.2. The student ID should also be written down on a sticky note and attached to the paper bag used to pack the parcel.
 - 4.4.3. Prior to packing volunteers should take note any dietary restrictions and if the student has indicated dependants.
 - 4.4.4. When packing the requested items into the parcel should be mindful of dietary restrictions and expiry dates of the products.
 - 4.4.4.1. quantities of all products that should be packed into a parcel are located on a white board in the Food Bank Room.
 - 4.4.5. After the parcel has been packed, volunteers should refer to the parcel tracker and select a locker in the tracker according to the location the student requested.
 - 4.4.6. Once the parcel is placed in the correct locker, volunteer should send an email to the student using the template provided.
 - 4.4.6.1 Ensure that the volunteer is updating the locker number, locker code and pick up date appropriately.
 - 4.4.6.2 Students are given 3 business days to pick up their parcels.
- 4.5. If a student has request more than 5 parcels in one term, volunteers should fill the parcel request as previously stated and contact the Vice-President: Programming and Services Waterloo for follow-up.
- 4.6. If stock is low on a certain item at the end of the shift, the volunteers on shift could contact the Operations Executive.
- 4.7. **Missed Parcels**
 - 4.7.1. If a parcel is not picked up within 3 business days, volunteers should remove it from the locker and unpack it.
 - 4.7.2. Volunteers should email the student who missed their parcel using the template provided.
 - 4.7.3. Once the email is sent the volunteer should remove the date on the student's original parcel request as it does not count towards the students total for the term.

5. COMMITTEE SPACE GUIDELINES

- 10.1. The primary use of the Committee Space is the operation of Students' Union operations, committees, and services.

- 10.1.1. Volunteers are not permitted to use this space for personal activities, including but not limited to studying, socializing, or engaging in sexual activity.
- 10.2. Volunteers are permitted to access the Services Space during their scheduled parcel packing shift, unless otherwise authorized by the coordinator and Vice-President: Programming & Services Waterloo.
- 10.3. The Committee Space may also be utilized for relevant scheduled Food Bank training sessions.
- 10.4. The following items are not permitted in the Committee Space:
 - 10.4.1. Any intoxicating substances, including but are not limited to alcohol, opiates, hallucinogens, or cannabinoids (e.g. cannabis);
 - 10.4.2. Weapons;
 - 10.4.3. Any material that may express or contain non-inclusive or discriminatory imagery or text.
- 10.5. Language used in the Committee Space must be inclusive, non-discriminatory, and avoid the use of slurs, swears or profanity.
- 10.6. Volunteers must recognize the Committee Space is a multi-use room and be respectful of other users by maintaining a reasonable volume level.

8. RELATED POLICIES, PROCEDURES, AND DOCUMENTS

- **Wilfrid Laurier University Students' Union**
 - *Volunteer Standards and Performance*
- **Wilfrid Laurier University**
 - 5.16 [Enterprise Risk Management Policy](#)
 - 6.1 [Prevention of Harassment and Discrimination](#)
 - 7.1 [Environment/Occupational Health and Safety](#)
 - 7.18 [Workplace Violence Prevention Policy](#)
 - 12.3 [Non-Academic Student Code of Conduct](#)
 - 12.4 [The Prevention of Sexual Violence Policy and Procedures](#)