



# GUIDEBOOK

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# INTRODUCTION

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## Thank You and Welcome!

At the Food Bank for Larimer County, we recognize that volunteers play a vital and critical role in our vision of a hunger free community. We know that without your help, we could not fulfill our mission – you are incredibly important to this work. Our community is one of the most giving and our volunteers are among the best in the country. We don't just think that, we know it to be true. Out of 200 food banks in our network, we rank 6th in the nation for number of volunteers serving based on population!

Your acts of kindness, whether big or small, will leave a lasting impact on and in our community. Over the years I have had the privilege of getting to know many of our volunteers that come to this work with humility, empathy, and a passion to serve. I am incredibly grateful to each of you, and I know that our entire team appreciates your valuable support.

This Volunteer Guidebook is intended to guide you through our standards as an organization and share important information that will help you as you get involved with our amazing work! However, if we missed something or you want to learn more, please visit our website at <https://foodbanklarimer.org/> and explore each section to become familiar with our organization.

I simply cannot say it enough but thank you for continued support of our mission and we look forward to working with you!



Amy Pezzani, CEO

*“Everybody can be great because everybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve. You only need a heart full of grace, a soul generated by love.” — Martin Luther King Jr.*

## Who We Are

### About Us

At the Food Bank for Larimer County (FBLC), we believe no one should be hungry. Our dream is to deliver health, hope and humanity to stabilize the lives of our clients and build a vibrant community. We are a private non-profit organization and the only Feeding America clearinghouse for donated food in our county. Each year, we provide food to tens of thousands in need through community partnerships and hunger-relief programs.

## Vision

A hunger-free Larimer County.

## Mission

Provide food to all in need through community partnerships and hunger-relief programs.

## Values

Integrity, Accountability, Efficiency, Dignity

## Our History

After conducting a survey in 1983, VISTA volunteer, Sandy Bowden verified a need for an efficient, centralized food collection and distribution resource that would avoid duplication of effort. She looked around the state to learn how other communities were serving the food needs of low-income individuals and determined that Larimer County needed a Food Bank. In 1984, under Sandy's leadership, the Food Bank for Larimer County opened its doors on East Oak Street. During the first month of operation, Sandy and her volunteers were proud to provide 3,800 pounds of food to individuals and families in need. In those days, food came primarily from rotating food drives between different houses of worship. In the first 12 months, the Food Bank distributed 56,836 pounds of food. Today, the Food Bank distributes nearly 9 million pounds of food per year.

## Our Culture

At Food Bank for Larimer County (FBLC) we take pride in fostering a culture where...

### **We are one team...**

*... that is encouraging and supportive. We are committed to helping each other.*

### **We pursue excellence...**

*... through continuous improvement and effective, efficient execution.*

### **We are accountable...**

*... for decisions we make. We are responsive and collaborate to achieve the best result.*

### **We communicate honestly...**

*... creating an open, transparent, and trust-based environment.*

### **We inspire creativity and innovation...**

*... with passion and energy. We respect and appreciate the perspectives of others.*

### **We care...**

*... about each other and creating a hunger-free, dignified, community.*

### **We all lead...**

*... by example, every day.*

As volunteers you are a vital extension of our workforce, and we will ask that you join us in helping to foster this culture every time you serve alongside of us.

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# GENERAL INFORMATION

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## How To Contact Us

FBLC has three (3) locations. Should you need any help or have questions, please feel free to reach us in the following ways. If a contact is not listed below, please see your event details for your Volunteer Event Coordinator contact information.

**Fort Collins Food Share- 1301 Blue Spruce Dr. Fort Collins, CO 80524**

Volunteer & Donor Relations Assistant; 970-829-0161; [volunteerinfo@foodbanklarimer.org](mailto:volunteerinfo@foodbanklarimer.org)

**Loveland Food Share- 2600 N Lincoln Ave Loveland, CO 80538**

Volunteer & Donor Relations Assistant; 970-829-0162; [volunteerinfo@foodbanklarimer.org](mailto:volunteerinfo@foodbanklarimer.org)

**Main Administration- 5706 Wright Dr. Loveland, CO 80538**

Repack Area; 970-829-0157; [volunteerinfo@foodbanklarimer.org](mailto:volunteerinfo@foodbanklarimer.org)

Nutritious Kitchen; 970-541-1764; [volunteerinfo@foodbanklarimer.org](mailto:volunteerinfo@foodbanklarimer.org)

Mobile Pantry/Pop Up Mobiles; 970-530-3117; [volunteerinfo@foodbanklarimer.org](mailto:volunteerinfo@foodbanklarimer.org)

Nourishing Network; 970-530-3117; [volunteerinfo@foodbanklarimer.org](mailto:volunteerinfo@foodbanklarimer.org)

HR & Volunteer Manager; 970-530-3113; [kschilke-pinckney@foodbanklarimer.org](mailto:kschilke-pinckney@foodbanklarimer.org)

HR & Volunteer Director; 970-530-3102; [taguilar@foodbanklarimer.org](mailto:taguilar@foodbanklarimer.org)

## Contacting You

Please keep your contact information up to date in your volunteer profile and **PLEASE DO NOT UNSUBSCRIBE** from emails from us. We promise not to spam you. There are times when we must communicate organizational-specific protocols, events, closures, or other safety communications, so it is critical that you remain subscribed to our emails, so you don't miss out on anything important.

## Age Requirements

Volunteers must be ten (10) years of age or older to serve in our organization. Volunteers who are between the ages of ten (10) to fifteen (15) must be accompanied by a parent or guardian at all times during their shift. Volunteers who are between the ages of sixteen (16) to seventeen (17) may volunteer independently with a signed waiver from their parent or guardian.

## Volunteer Application & Waiver of Liability

All volunteers are required to have a completed volunteer application that includes our waiver of liability prior to serving in a volunteer role in accordance with our insurance policy. Volunteers under the age of eighteen (18) or volunteers using the power of attorney must have a parent or guardian sign for the application, as well.

## Clients as Volunteers

We know the impact our organization has on the daily lives of our clients, and we know the value of showing our community members the inner-workings of food banking, so we do encourage good-standing clients to become volunteers. We do ask that clients who volunteer at Fresh Food Share adhere to the following standards while volunteering:

- No shopping while on the clock as a volunteer
- No cherry-picking or setting items aside for shopping, even if for after their shift is complete.

Equal access to food is critical in support of IRS 170(e)3 and we appreciate your understanding. Unfortunately, if a client does not adhere to these standards, you may be moved to inactive status.

## Background Check & MVR

Volunteers in a position of trust are required to complete and pass a criminal background check. A position of trust includes volunteering with isolated contact with youth or vulnerable persons. A position of trust also includes volunteering with access to confidential information, money, or valuable items. Volunteers under the age of eighteen (18) must have a parent or guardian sign a release for a background check. Volunteers under the age of fourteen (14) do not require a background check.

Volunteers who will be driving an FBLC vehicle are required to complete and pass a motor vehicle record (MVR) check, as well.

## Vulnerable Persons

Volunteers should not be in a position of being alone with anyone considered to be a “vulnerable person.” This includes children (18 and under), the elderly, or people with disabilities. Vulnerable persons must be part of a group that is three (3) or greater.

## Volunteer Records

FBLC will collect information about volunteers during the application process. Volunteer information collected by FBLC is confidential and will not be shared and/or sold. Volunteer records may be deleted after three (3) years.

## Volgistics- Account Access

A directory of all FBLC volunteer opportunities and/or events and your volunteer account are available at <https://www.volgistics.com/od/30791>.

## Volunteer Hours

Volunteer hours vary based on the opportunity; however, the majority of our volunteer events occur Monday through Saturday between the hours of 9:00am-4:00pm. There are some early morning and evening opportunities available, and it is best to visit our Volgistics site to see days, times, and opportunities that best fit with your schedule.

Your impact as a volunteer is shown in the work we do every day, thus your hours served are also shared with community donors and grantors to help us receive grant funding, show our impact on the

community, and raise awareness to help in the fight against hunger. So, please make sure that you clock in and out for EVERY shift. If you forget or the time wasn't recorded correctly, you can let a member of our volunteer program team know and we will fix it.

We also know that many of you got started with us to meet school requirements, complete employer-sponsored volunteer time, or are part of other service-oriented organizations and there may be a need to show proof of completed hours. If this applies to you, all you need to do is log into your volunteer profile and you can print a log with ease.

## Attendance and Commitment

FBLC relies on you as an extension of our workforce and we simply could not help our community without you, so please know how much we count on you to fulfill your volunteer shift. If you don't show, it impacts our ability to serve the community.

We do ask that once you have signed up for a shift that you make every effort to arrive ten (10) to fifteen (15) minutes prior to each shift and let us know as soon as you can if you will be late for or unable to make your shift. Remember, you are vital.

In the unlikely event that you no show no call for three (3) or more shifts we will move you to inactive status and may or may not be allowed to continue volunteering with our organization.

Lastly, if we have not heard from you and/or you have not volunteered with us within three (3) months, we will assume you are no longer interested in volunteering and will move your profile to an inactive status. We may also do this if you are unable to volunteer for long periods of time, but please let us know ahead of time, so we don't worry about you. We care!

## Volunteer Opportunities

### Main Warehouse Assistant at Wright Drive

Our Warehouse Assistants are the folks that make it possible for our Fresh Food Shares to easily distribute food directly to our clients. Most of the day-to-day in this role will be sorting food, repackaging food, and assembling food boxes to support our government sponsored programs. This role ensures that our Fresh Food Shares, Mobile Pantries, Pop-Up Pantries, Senior Programs, Agency Partners, and our Kitchen can easily distribute food to thousands of people across Larimer County. There is a sense of comradery in this role, and you will have the opportunity to join a group of fun-loving, energetic, and charitable folks doing good work!

### Nourishing Network Agency Assistant

What's an Agency Liaison you say? It's a person who helps The Food Bank's Nourishing Network provide food to more than 100 nonprofit organization programs to distribute to their clients in need. Nourishing Network member agencies include food pantries, kitchens, shelters, and snack programs that serve low-income populations. Each year, we provide more than \$1.57 million in value to our agency partners. If you want to help us do this by sorting, stocking, cleaning, invoicing, and assisting these agencies in shopping we'd be happy to have you!

### Administrative Assistant

No need to ask, they're a smooth operator... smooth operator! Ok, ok, we'll quit with the song and get to business. This role assists in the smooth operations of everything administrative. At any given time,



this could be answering phones, completing mailings, entering data, organizing inventory, filing, updating documents, or anything else that our wonderful team needs help with. Shifts are flexible and it is helpful to know a bit about computers, but not required - we are happy to teach.

### Community Kitchen Assistant

In our Community Kitchen we get to have fun, rock out to music, and work side-by-side with a small group to prepare nutritious, made-from-scratch meals and snacks that feeds children and seniors! At any given time, you could be prepping food, packing meals or snacks, and helping with kitchen cleaning. You don't need any kitchen experience and we will show you every step of the way.

### Food Share Assistant

Are you a people person? Do you prefer your "boots on the ground" when you serve? If so, this is the role for you! Volunteering in our Fresh Food Share is the closest you can get to seeing the direct impact of our work. You will be serving side-by-side with our team to sort food, stock food distribution areas, and maintain the building cleanliness to ensure food safety. The best part of this role though is the atmosphere and the direct influence you have in the day of our clients as they visit our location!

### Mobile Pantry / Pop-Up-Pantry Assistant

Talk about taking the role of the Fresh Food Share Assistant to the next level; this opportunity does everything we do at our Fresh Food Share location, but OUT IN THE COMMUNITY! If you want to really see the impact we have on hunger, this is the role for you!

### Outreach Assistant

Hunger isn't the only challenge many of our clients face. As an Outreach Assistant you will have the opportunity to meet with clients 1-on-1 to help connect them to SNAP benefits and other community resources to help them get back on their feet faster.

### Cooking Matters Class Assistant

This role assists with FBLC nutrition education, Cooking Matters classes, and target parents and caregivers of 0 – 5-year-old children. Kids sure say the darndest things! Tasks may include operating PowerPoint slides, taking attendance, translating for Spanish classes, giving a cooking demo, leading a cooking lesson, and/or teaching a part of the nutrition/food skills lesson!

### Special Events

Our organization knows how to have a good time and we often host special events like Empty Bowls, Tour de Turkey, The Taste, Bountiful Boards, Diaper Drives, Food Drives, and so many others. These events vary but be on the lookout as they are sure to delight.

### Court-Referred Community Service

FBLC provides options for those required to complete court-referred or lawyer-appointed community service. Due to the high-risk nature of our clientele, we cannot allow court-referred volunteers who have been, or expect to be, charged with the following charges:

- No felony charges accepted
- None of the following misdemeanor charges are accepted:

- Assault
- Sexual Assault
- Contribution to the delinquency of a minor
- Identity theft
- Domestic violence
- Child abuse and/or endangerment
- Theft

If you are interested in completing court-referred community service through FBLC, you must submit the Court-Referred Volunteer Application to determine eligibility and be approved by a member of the Volunteer Program Team **BEFORE** you volunteer.

## Parking

For Fort Collins Food Share (1301 Blue Spruce Dr.) please park on the Northwest side of the building or on the street of Blue Spruce Dr. After parking, please look for the Volunteer Entrance sign on the Northeast side of the building. You will enter the building and ring the doorbell for service.

For Loveland Food Share (2600 N Lincoln Ave) please drive through the gate and park on the East side of the parking lot. After parking, please look for the Volunteer Entrance sign on the East side of the building South of the truck docks labeled "East Entrance." You will enter the building and ring the doorbell for service.

For Main Administration (5706 Wright Dr.) please park in the East lot labeled Volunteer Parking lot. It will be the first right off Earhart Rd after the dirt lot. If you pass the truck docks, you have gone too far. There is a long walkway to the Volunteer Entrance to the right. You will enter the building and ring the doorbell for service.

## Volunteer Identification

All volunteers and interns are required to wear their identification badge and/or provided name tag at all times during their volunteer duties for security purposes. All volunteers must return their identification badges to their department's Volunteer Event Coordinator or a member of the FBLC volunteer program team if you ever stop volunteering with us, but we know that once you start serving with us that you'll never want to leave!

## Volunteer Attire

FBLC is a community organization, and we want to make sure that every person who represents us does so in a neat, well-groomed, and appropriate manner. We want you to show up as your authentic self, but please refrain from wearing clothing that could be considered offensive. We want to avoid as many awkward moments as possible. You are also required to wear closed toe shoes, no exceptions.

Upon arrival to your shift, you will be provided a volunteer vest and any other personal protective equipment (PPE) that may be needed during your shift. These items must be worn in addition to your identification badge and/or name tag at all times during your shift.

Please also keep in mind that much of our work is done in a warehouse or outdoor environment, so it is critical to your comfort and safety to dress for varied environments. Casual attire (jeans and t-shirt) is

recommended and because we work in varied environments it is also recommended that you bring a coat, gloves, and warm hat in the event you work in the cooler or freezer or outdoors at any point during your shift. Please come prepared to help in any role even if you signed up for a specific opportunity; we may need you there so we can effectively serve the community!

## Training

Prior to your first worked shift, all volunteers are required to complete the FBLC orientation video and safety orientation video, which was provided to you at the time of application. When you arrive for your volunteer shift, you will be given a brief tour, personal protective equipment (gloves, hair net, etc.), and be provided with detailed training for the role you will be helping with. Some volunteer roles require more advanced training; if this is the case you will be provided more instruction on this training from your dedicated Volunteer Event Coordinator.

## Customer Service Standards

FBLC is an organization based on servitude and expects a high standard of customer service from our staff and volunteers.

## Representing FBLC

FBLC has an amazing presence and reputation in our community, which is made possible by the people who are affiliated with us. In fact, the moment a person sees our logo, it is almost certain that you will receive thanks and admiration for the work you do. We don't care if you are staff or a volunteer- you are the face of our mission, so please be sure to always represent our organization in a positive way. You never know the impact you may have.

## Difficult Persons

Volunteers that find themselves in an interaction or situation with a difficult person or where they feel uncomfortable should notify a FBLC staff or Manager.

## Recognition

We know you are not in this for the glory, but without you our mission would not be possible. You are integral in our mission and so from time to time we are going to show you a bit of appreciation for your commitment to our organization in the following ways:

- Snacks and water during your shift
- Plenty of verbal acknowledgements
- Engagement activities such as donut day, holiday celebrations, and just days of good old fun
- Service Hours Recognition for the calendar year
  - **25 hours** = FBLC volunteer decal & notepad w/pen
  - **50 hours** = FBLC water bottle and custom badge in case with lanyard
  - **100 hours** = FBLC volunteer t-shirt, utility knife, and utility work gloves
  - **250 hours** = FBLC volunteer apron & FBLC volunteer hat
  - **500 hours** = FBLC volunteer beanie, Refrigiwear insulated gloves, & spotlight on our social media pages

- **750 hours** = FBLC volunteer cold temp jacket & spotlight on our social media pages
- **1000 hours** = Lunch w/ CEO or FBLC staff member of choice, custom gift with signed FBLC custom card, and spotlight on our social media pages.
- Anniversary Recognition
  - Milestone vest pins will be given at 1 year, 3 years, 5 years, 10 years, 15 years, and 20 years. If you serve longer than that, we will just have to get creative!
- Skill Recognition
  - Vest pins will be distributed for roles accomplished after you have completed 50+ service hours.
- Annual Volunteer Appreciation Week
  - National Volunteer Appreciation Week occurs annually in the third week of April. The volunteer team will plan special messages, treats, and activities during this week to spotlight the amazing impact you have on our community.
- Annual Volunteer Appreciation Banquet Event
  - FBLC will host an annual volunteer appreciation banquet event in the month of April. The top 100 volunteers based on service hours for the preceding calendar year (Jan-Dec) and other impact partners will be invited and be celebrated for their amazing service.

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## SAFETY

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### Overview

FBLC recognizes that our staff and volunteers drive the business, and we want to keep you safe. As the most critical resource, staff and volunteers will be safeguarded through training, provision of appropriate work surroundings, and procedures that foster protection of health and safety. All work conducted by FBLC's staff and volunteers will take into account the intent of this policy and ensure strict compliance to all applicable federal, state, local, and organizational policies, and procedures. **No duty, no matter what its perceived result, will be deemed more important than staff and volunteer health and safety.**

### Basics of Safety

The following safety rules are in place to protect you. Please make sure you follow them. We don't want to have to move you to an inactive volunteer status because of a decision to not keep yourself and others safe.

- **Body mechanics matter.** Take special care to how you lift, stand, sit, and move during your volunteer duties to prevent injury. Asking for help is really ok.
- **Remove slips, trips, & falls hazards.** Look on the ground for changes in flooring height, spilled liquids, and tripping hazards. While skating may be fun at the rink, it is not so fun in a

warehouse. You or someone else will fall, we will get a picture, and then it'll end up on a what not to do poster. So, let's just take the time to clean it up and avoid this part of your legacy.

- **Open-toed shoes are not permitted.**
- **Headphone use is not permitted in the warehouse or Nutritious Kitchen.**
- **Cell phone use is not permitted in the warehouse or Nutritious Kitchen.** Ever seen a distracted driver with a cell phone prioritized over driving- it's not good. Now imagine this scenario with a forklift- even worse.
- **Horseplay is not permitted.** No, we are not talking about playing with horses. We mean those prankster types or those of us that still have youthful energy that is better exerted not in a warehouse that is chock full of opportunities for danger.
- **Maintain proper personal hygiene.** All staff and volunteers working with food must meet the following expectations:
  - Free of communicable disease with no active fever
  - Clean skin, teeth, hair, and hands
  - Hands properly washed immediately prior to starting work or resuming work after other activities
  - Hair must be neat, controlled, and covered with a hat or hairnet depending on work area
  - No open sores, boils, or uncovered cuts
  - Any band aids on hands must be covered by a finger cot or glove
- **Clothing must be neat, clean and without loose sleeves or dangling accessories.** We don't want to have to try to pull you out of the bailer or any other equipment that you could find yourself in a heap of trouble in.
- **No eating or drinking in the warehouse, however water in a spill-proof container is allowed.** Hydration is key!
- **Personal items and food must be stored in designated areas.**
- **No glass or ceramics are permitted in the warehouse.** Glass/ceramics + food = a bad day for everyone!
- **Follow all posted signs/instructions.**
- **Use proper clothing and safety gear or personal protective equipment provided for various jobs (gloves, walkie, vest, etc.).** If we give you something, it is likely important. Ball caps are often needed in many of our roles, so please bring one with you but be sure it is clean as required by Food Safety standards. In most cases, we will ask that you wear a hairnet though.
- **Only trained staff and volunteers are permitted to operate forklifts and powered pallet jacks.**
- **Riding on carts, pallet jacks (manual or powered), or forklifts is not permitted.**
- **Report damaged or malfunctioning equipment to staff immediately.**
- **Food safety is a top priority.** When in doubt, throw it out. Food quality and safety is always more important than quantity. Repeat this over and over until it is engrained. It should be your new mantra.

## Incident Reporting

See something, experience something, say something! Staff and volunteers are encouraged to report any unsafe work practices or safety hazards encountered in the work environment. All

accidents/incidents (no matter how slight) are to be immediately reported to the Manager on duty. We want to make sure that our environment and you are taken care of.

## Emergency Response

Staff will provide instruction in the event of an emergency. If an evacuation is necessary, move as quickly and orderly as possible and proceed to a designated meeting area. Staff will also teach you the location of first aid kits and AED in case of a medical emergency. Call 911 if necessary.

## Communicable Disease Policy

FBLC's decisions involving persons who have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternative for responding to an employee or volunteer with a communicable disease. Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS), including the SARS-CoV-2 (coronavirus) and tuberculosis. FBLC may choose to broaden this definition within its best interest and in accordance with information received through the Centers for Disease Control and Prevention (CDC).

FBLC will comply with all applicable statutes and regulations that protect the privacy of persons who have a communicable disease. Every effort will be made to ensure procedurally sufficient safeguards to maintain the personal confidence about persons who have communicable diseases.

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# ORGANIZATIONAL POLICIES

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## Non-Discrimination, Americans with Disabilities Act (ADA), & Grievance Policies

Please refer to the policy documents found on the homepage of your [VicNet profile](#).

## Volunteer Conduct

Volunteers are an invaluable resource to FBLC, and we aim to encourage and support your contribution to feeding our community by providing an environment that makes everyone feel welcome and comfortable. In the event you ever don't feel that way, please let a staff member know right away.

We also ask that you keep conversations and your actions kind and appropriate. Every person has a different viewpoint and boundaries, so please be mindful. The following are examples of conduct (not all-inclusive) that do not align with our organizational standards, and we ask that you help us to ensure a welcoming and comfortable environment by avoiding them:

- Ignoring staff instructions or decisions

- Unkind or inappropriate communication with clients, visitors, donors, other volunteers, and staff
- Harassment (sexual, physical, or verbal)
- Discriminatory actions or comments
- Sharing confidential information about clients, volunteers, or staff

We get to serve with the best of the best volunteers and see the wonderful individuals you are!

## Alcohol, Drugs, & Smoking

FBLC is a community organization. Please do not show up under the influence of impairing substances (e.g., alcohol, marijuana, impairing prescription drugs, or other illegal substances). Smoking is prohibited on all Food Bank for Larimer County (FBLC) property.

## Donated Food Use Policy

All donated product (food, beverage, and otherwise) is to be used solely for the intended purpose of serving food recipients through appropriate FBLC channels (mobile distribution, partner agency distribution, and Nutritious Kitchen programming). Staff and volunteers are prohibited from using any and all donated product for personal consumption in accordance with IRS Code 170(e)(3). Please refer to the policy document found on the homepage of your [VicNet profile](#).

## Inclement Weather Policy

Determination for closure will be decided by the CEO or designee no later than 5:30 AM and communication attempts by way of email, website notices, and social media notices will be initiated by our Volunteer Coordinator as soon as notice is received. Closures will be decided primarily when both Thompson and Poudre School Districts designate closures Monday through Friday. Saturday and Sunday closures will be decided by the Operations Director. Should inclement weather occur during the workday, FBLC Leadership will make the determination regarding what time the business will close. It is the policy of FBLC to remain open during most periods of inclement weather or state of emergency; however, where extraordinary circumstances warrant, we reserve the right to close any facility on days other than regularly scheduled holidays.

## Media Contact

Volunteers are not authorized to speak to the media about their volunteer duties or during their volunteer activities unless a member of FBLC Leadership or the Communications Manager consents. Media contacts will likely be pre-arranged, and you will be formally notified.

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**Thank you for your willingness to help  
and we can't wait to meet you!**

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