WAREHOUSE VOLUNTEER POLICIES

- All shoes must be closed-toed with no open backs
- All shirts must have sleeves over the shoulder (no muscle shirts)
- Shorts and skirts must be mid-length or mid-thigh
- No overly loose pants are allowed
- Cell phone use is limited to the front lobby
- No headphone use is allowed in the warehouse
- Purses and bags should be left and secured in your vehicle
- Horseplaying in our facility is not allowed
- Volunteers may not ride or operate forklift equipment
- No personal food or drink is allowed in the warehouse
- Should you become injured or hurt while in our facility, please understand your private insurance is responsible for covering any injury related to the incident.

FREQUENTLY ASKED QUESTIONS

What are your age requirements to volunteer in our warehouse? We welcome volunteers ages eight and older. Each volunteer under the age of 16 must be accompanied by an adult 18 years or older when volunteering. Teens 16 and up may volunteer on their own as a single volunteer, however, they may not supervise other children/teens under 18 while volunteering.

- 8–10 years old must have 1 adult per 3 children
- 11–15 years old must have 1 adult per 6 teens
- 16–17 years old who register as individuals may volunteer without an adult (unless the activity is a school/organization sponsored activity). They may not supervise children under 18 while volunteering.

Do I need an appointment to volunteer? Yes. We require all volunteers to be registered for any volunteer opportunity. Please utilize our online volunteer tools for scheduling your volunteering time. For group and court/community service volunteers, complete the online form and we will contact you to schedule your volunteer activity. We may have a few follow-up questions before firming up your volunteer date/time. For volunteers performing work away from our facilities, we will train you how to schedule your online appointment(s), and the signing in and out process.

What Should I Wear? Warehouse volunteers must wear close-toed shoes and clothes appropriate to work in a warehouse. Often jeans, a comfortable shirt with sleeves, and comfortable closed-toe shoes are appropriate for warehouse work. In cooler weather, dress in layers. Non-warehouse volunteers may wear similar clothing, unless representing the organization in situations that require more professional clothing. We will work you to determine those instances.

Do volunteers need to sign-in and out? Yes. When entering the building there are three separate sign-in and out kiosks. Our reception staff can also sign you in and out. Non-warehouse volunteers performing work out in the community and away from our facilities will be trained how to register and sign in and out of your volunteer shift.

After I sign in, what happens next? For those volunteering in our warehouse, a staff member will provide a short basic safety training and overview of the food bank. From there, you will enter the warehouse where we will escort you to your assigned volunteer task and train you on the volunteer task. For those performing non-warehouse work, it depends on your volunteer activity. Be sure to ask the staff member you are working with for clarification.
Do we provide proof of volunteer service? Yes, upon request. You can bring in a form for us to fill in and sign, or we can provide one to you. Our form typically includes the date(s) of service and total hours of volunteer service performed. You can also request one by phone. Contact us at 505.349.8841 or 505.349.8837 to request your volunteer hours.

How do I cancel or reschedule a volunteer reservation? If you need to cancel or reschedule a volunteer reservation, please contact 505.349.8841 or 505.349.8837 at least 24 hours in advance of the scheduled appointment. Please include your full name, a phone number, the date and time of your original volunteer opportunity, and a date and time you are interested in rescheduling a volunteer appointment (if known). This applies to individual volunteers, court mandated volunteers, and contacts coordinating group volunteer opportunities.

FAMILIES AND GROUPS WITH CHILDREN/TEENS VOLUNTEERING IN THE WAREHOUSE

When bringing a group of children/teens to volunteer, is there a requirement for chaperones? Yes. Each group is required to provide adult supervisors which should include both school staff and parents. If you are chaperoning a group of children/youth volunteers please follow the ratios below. If teens volunteer as group, please follow ratios below.

- Children 8 years and older may volunteer
- 8-10 years old must have 1 adult per 3 children
- 11–18 years old must have 1 adult per 6 teens
- **Policy update as of 2020 for groups of schools/organizations:** Roadrunner Food Bank can host 20 children per shift ages 8-10 with 1 adult per 3 children escorting them. Our warehouse staff can host up to 40 children/teens ages 11-18 with 1 adult per 6 children/teens escorting them. We reserve the right to turn your group away if the requested number of adults to children requested is not followed.
- Teens volunteering separately from a school group activity may volunteer without an adult if they are 16 years of age or older. Teens ages 16-17 years of age may not supervise children/teens under 18 during the volunteer activity.

When bringing a group of children/teens to volunteer (including school groups), is there a maximum per volunteer shift? Yes, Roadrunner Food Bank can accommodate up to 20-40 children/teens per volunteer shift (see section in red above for details). Adults supervising children ages 8-10 should limit the volunteer time to two hours per visit.

If I would like my teenager to supervise my younger children or other children during a volunteer activity, is that allowed? No, we do not allow anyone under 18 to supervise additional children when volunteering. Please provide an adult chaperone with the ratios listed above.

DISABLED VOLUNTEERS

Are people with disabilities able to volunteer? Yes, we need to understand the disability prior to volunteering to provide an appropriate volunteer task. Please contact us in advance of the scheduled volunteer date/time at 505.349.8837 to go over possibilities with you.

Is a chaperone required to assist the disabled person while volunteering? Yes, disabled volunteers working in our warehouse must have at least one adult assisting them with the volunteer task for every two disabled volunteers. Our staff can work with up to four disabled persons per volunteer shift in our warehouse. We will work with disabled volunteers performing non-warehouse work to determine if another adult is needed/required to perform the volunteer assignment.

I am in a wheelchair, can I volunteer? Yes, we may have a volunteer task that persons in a wheelchair can assist with. Please ask another adult to come with you to assist during the volunteer activity if working in our warehouse. Our facilities are ADA compliant with ramps and elevators to accommodate wheelchairs.
COURT MANDATED VOLUNTEERS

If I am ordered by a court to perform community service hours, can I help at the food bank? In many cases, yes. Individuals who receive a court order to perform community service are accepted on a case by case basis. Individuals convicted of serious offenses will not be allowed to volunteer due to potential safety risks.

What paperwork must I bring/show if my request to volunteer is approved? Please bring identification with you, and also provide any paperwork from the court or probation officer stating the charges.

How are my hours tracked? We use an online system where you will be asked to sign in and sign out of each volunteer shift to account for any community service hours performed.

What documentation will I receive showing the total community service hours I provided? Our staff can sign forms or documents to provide to the courts which track your total service hours. If requested, our staff can provide a Roadrunner Food Bank form specifying the date(s) of services and number of hours volunteered. Since all hours are tracked in an online system, signing in and out is critical to providing accurate hours served.

WE RESERVE THE RIGHT TO

- Cancel any group or individual that does not follow the safety rules and procedures
- Turn away groups or individuals who do not meet the dress code
- Cancel/suspend volunteers at any time
- If groups bringing children/teens to volunteer do not adhere to the ratios listed above, we reserve the right to turn your group away. Providing the right number of adults to supervise children/teens is important for their safety.