WAREHOUSE VOLUNTEER POLICIES

- All shoes must be closed-toed with no open backs.
- All shirts must have sleeves over the shoulder (no muscle shirts, no sleeveless shirts)
- Shorts and skirts must be mid-length or mid-thigh.
- No overly loose pants are allowed.
- Shirts with inappropriate graphics are not allowed.
- Cell phone use is limited to the front lobby.
- No headphone use is allowed in the warehouse.
- Purses and bags MUST be left and secured in your vehicle or at home.
- Horseplaying in our facility is not allowed including on or near pallet jackets and forklifts.
- Volunteers may not ride or operate forklift equipment.
- Always use courteous and respectful language.
- No personal food or drink is allowed in the warehouse.
- Consuming food from the food bank’s inventory is not permitted.
- If you are more than 10 minutes late for your scheduled time with us, we will need to reschedule your appointment to volunteer another date and time.
- 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 and out in the community, 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 with you to determine those exceptions.

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 assigned to 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 4 teens.
- 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 4 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.
- Public health orders and coronavirus are impacting the numbers of volunteers allowed at one time. Due to these constraints, we are temporarily able to accommodate up to 10 children (with the appropriate adults) per volunteer shift.

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. Please review the section above in response to public health orders and coronavirus.

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**

**How do I perform court mandated service hours at the food bank?** Complete the online form on this [webpage](#) and provide the requested information. The online request form does not confirm your requested service opportunity with us. We will review the information you provide and within a couple business days we will let you know if you may complete your service hours at the food bank.

Be sure to upload any court document along with your online application or email the documents to [brian.brown@rrfb.org](mailto:brian.brown@rrfb.org) or [silvia.jewell@rrfb.org](mailto:silvia.jewell@rrfb.org). Our staff will review your request and get back to you in 48 hours of your online request.

**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 or charges involving crimes again children, sexual offenses or violent 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.

**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.

**How many hours can I sign up for?** We require each shift is a minimum of two hours, however, longer shifts are available. Shifts: Mon-Fri start at 8 at 10 and 1 pm. Saturday Shifts: 8 am and 10 am.

**How soon can I get in to help?** Once our staff has reviewed your online application and court documents, we will send a digital agreement for you to review and sign digitally. After that has been completed, the food bank will schedule your first volunteer service shift. We do require notification of a minimum of 24 hours in advance each time you would like to help. If the request is made on a Friday afternoon or during the weekend, our staff will get back to you sometime Monday or the next business day.

**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 provide accurate hours served.

**What type of tasks will I perform?** Court mandated service opportunities include custodial work, grounds keeping, general cleaning and other tasks assigned.

**Where is the work performed?** All court mandated service opportunities are performed at our Albuquerque location at 5840 Office Blvd NE and inside our warehouse.

**What is appropriate clothing to wear in the warehouse?** It is a busy warehouse so be sure to dress appropriately for the weather, with comfortable shoes and appropriate clothing. Closed toed shoes are REQUIRED with no openings in the back. Please do NOT wear overly loose pants or clothing with inappropriate graphics. Sleeveless shirts are not allowed, and any shorts or skirts must be mid-length to the knee.

**Are there short breaks?** Any court mandated volunteer working four hours is allotted one 10-minute break (including smoke breaks).

**What if I need to make a phone call?** Cell phones may only be used in our main lobby. Please do not use your cell phone to make calls inside the warehouse. Please plan on making calls during a scheduled break.

**What if I want to wear my headphones while working at the food bank?** Headphones or ear buds may not be worn when working the warehouse due to safety concerns and working around large equipment such as pallet jacks and forklifts. Hearing aids are excluded from this rule.

**What if I bring my personal belonging?** Please do not bring any personal belongs inside our facility. All purses, bags and other valuables must be locked safely in your vehicle or left at home.

**What if I do not sign in or out?** Court mandated volunteers will not receive credit for service hours if they do not sign in or out each time they are scheduled to help.

**Can you sign my court paperwork documenting my hours?** Please bring any paperwork requiring staff signatures with you. **Any attempt to falsify time or a time log will result in immediate dismissal.** All hours are maintained in a permanent database.

**What if I have to re-schedule?** Court mandated volunteers **must** call or email 24 hours in advance of the assigned shift to cancel or re-schedule. You may otherwise be marked as a no show.
What if I am late? If you are more than 10 minutes late for your shift, you will be marked as a “no show” and you will need to reschedule your service appointment.

What if I miss multiple scheduled appointments? If you miss TWO scheduled appointments without a notice of cancellation, you will not be able to complete your service hours at the food bank.

What if I am a minor and need to complete court mandated service hours? As a minor, you must be accompanied by a parent or caseworker each shift. You must also ensure they understand the guidelines for Court Mandated Volunteers at the food bank.

WE RESERVE THE RIGHT TO

- Cancel any group or individual that does not follow the safety policies 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.