



Title: Donor Bay Volunteer

Supervisor: Annie Crepeau – Volunteer Coordinator (annie@stepslp.org)

Location: STEP, 6812 W. Lake St., St. Louis Park, MN 55426

Time Commitment: 1 shift (3-4 hours) per week

Donor Bay Volunteer Hours:

- Monday shifts: 8 am – 12 pm or 12-4 pm
- Tuesday shifts: 12-4 pm or 4-7 pm
- Wednesday shifts: 8 am – 12 pm or 12-4 pm
- Thursday shifts: 8 am – 12 pm or 12-4 pm
- Friday shift: 8 am – 12 pm

Purpose:

- Ensure food of high quality and safe condition is available to STEP clients.
- Assist STEP clients in getting nutritious and appropriate food from the Food Shelf.

Volunteer Activities/Duties:

- Assist donors with their food and clothing donations to STEP.
- Sort through incoming food donations.
- Move food items to storage on appropriate pallets or shelves.
- Stock the shopping area with food and non-food items from the warehouse.
- Maintain the cleanliness of STEP's Warehouse—take out garbage, break down boxes, fold up paper/plastic bags, sweep warehouse floor.
- Assist volunteers in the shopping area as needed.
- Interact with STEP clients in a confidential and welcoming manner.

Qualifications:

- Commitment to STEP's mission.
- Ability to work as part of a team.
- Ability to deal with an ever-changing environment and adapt to current needs each day.
- Ability to do some moderate to heavy lifting (up to 30 pounds).
- Basic math skills (weights and measures and basic addition).

Benefits:

- You will have the opportunity to maintain a higher quality of life for individuals and families in St. Louis Park.
- You will have the opportunity to directly help those who use STEP services.
- You will receive the appropriate training and support from STEP staff.
- You will have the opportunity to work with others with similar passions and interests.



This Shift Checklist can be used as a guide for how to use your time during your shift. Some items will need to be done every shift while others will be done less frequently.

- ✓ Arrive promptly for your STEP shift.
- ✓ Do a brief walk-through of the Food Shopping Area and Warehouse area to assess the pressing tasks for the day.
- ✓ Stock the shelves in the Food Shopping Area so that all food and non-food items available are displayed.
 - Identify stocking needs for the Food Shopping Area.
 - Make sure that food items are in their appropriate place on the shelves and placed in low cardboard boxes.
 - Make sure that individual food items are packed in zip-lock bags before they are moved to the Food Shopping Area.
- ✓ Assist donors with their food, clothing, or monetary donations.
 - Weigh incoming food donations and record pounds on Incoming Donation sheet.
 - Place incoming clothing donations in donation bins.
 - Complete a donor receipt when asked.
 - Place all monetary donations and mail into the safe in the lobby.
- ✓ Sort any incoming donations using the STEP Food Policy Guidelines attached.
- ✓ Move incoming food items to storage pallets or shelves and organize so that food items closest to date will be distributed first.
- ✓ Organize the refrigerators and freezers in a way that maximizes space and displays all food items available.
- ✓ Organize and clean STEP's Warehouse as needed.
 - Break down boxes and put in recycling dumpster.
 - Change garbage bags and dispose of garbage into dumpster.
 - Make sure that the Warehouse floor is swept at least once a week.
- ✓ Record pounds of food thrown away on the Outgoing Donation sheet.
- ✓ Inform the Operations Manager regarding any food needs or surpluses.
- ✓ Record your volunteer hours on the Volunteer Sign-in Sheet.



STEP Food Policy Guidelines

STEP wants it to be a priority that we are giving out **SAFE, NUTRITIOUS, and HIGH QUALITY** food to our clients. STEP has created some standards to help make sure that we are doing this to the best of our ability. Since volunteers are a crucial part of the functioning of our food shelf, we ask you to follow these guidelines listed below. Ask the Operations Manager if you have any questions.

Food Items that are Okay to Distribute to Clients	Food Items that STEP WILL NEVER Distribute to Clients
<i>These food items can be sorted and shelved to give out to clients.</i>	<i>These food items should be put on the “damaged, dented, outdated” shelves in the back of the warehouse..</i>
<ul style="list-style-type: none"> ◦ Boxes that are opened if the food is enclosed in a plastic bag ◦ Cans with minimal denting ◦ Boxed food items that are within 6 months of their “Best By” date ◦ Canned food items that are within 6 months of their “Best By” date 	<ul style="list-style-type: none"> ◦ Home-made Food Products ◦ Food Items that have no food labels or nutrition information on them ◦ Boxes without inner bag that are opened ◦ Boxes with inner bag opened or torn ◦ Jars with bulging safety seal or loose cap ◦ Bulging, rusted, leaking cans ◦ Alcoholic beverages or mixers (ex. Bloody Mary mix) ◦ Extremely dented cans (see attached examples) ◦ Food items more than 6 months for boxes and cans past their “Best By” date ◦ Baby food that is past date

Other Food Safety Information:

- Many food items in the food shelf have a “Best By” date on their box or can. A “Best By” date is a quality date and not a safety date. While eating a food item after the “Best by” date might not have the taste and appearance quality that it would have on that date, it will not make anyone sick. (see attached USDA sheet for more info)
- Check the date and condition of the food item. If the date is past our guidelines and/or the condition of the food has been compromised, please place on the “Damaged, Dented, Outdated” Shelf in the back of the warehouse.
- Never place non-food items on shelves with food items.
- Information regarding recalled items can be found in the Food Shelf Folder located in the Food Shopping Area. Staff will also alert volunteers if anything is urgent.
- Volunteers are encouraged to wash their hands before and after handling food.
- Fridges must be at or below 41* F and Freezers must be at or below 0* F. Please notify a staff person if appliances are above these specifications.