



Food | Housing | Health | Youth

Volunteer Management Handbook

VERSION 1.0

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INTRODUCTION

Welcome

Whether you are exploring the possibility of volunteering at GBF or have completed the application process, we welcome you to GBF Community Services. We would not exist without the support of volunteers – you are priceless. People like you, who give their time, energy, and talents to provide help and inspire hope, are essential to GBF’s ability to have an impact on our community’s wellbeing.

We are excited to have you join our dynamic team as we strive to provide excellent service to our community. The need is great, but the Power of One is greater! It starts with one volunteer, one staff member, one donation or one genuine act of kindness. When those “ones” are multiplied by the compassion of hundreds of others, the impact is boundless. Together, we make a difference in the lives of our neighbours in need of assistance. Thank you for your commitment to be the ONE!

As you review and complete the five steps in this Handbook, it will bring you closer to being fully engaged in a safe and rewarding way on your first day of volunteering at GBF.

Part A: Application

1. Learn about GBF’S vision, values, mission and programs; what we do, and who we are.
2. Learn about how you can volunteer, i.e., volunteer roles and approaches.
3. Complete the volunteer application process.

Part B: Orientation and Training

4. Complete the orientation about volunteer policies and procedures.
5. Complete the training for: Accessible Customer Service, Safety Awareness, Emergency Codes, and Workplace Hazardous Materials Information System (WHMIS).

Instructions on what you need to do to complete this process are provided in each section of the Handbook. Please note that all application forms must be submitted, and orientation/training requirements completed, before you will be able to start work.

Thank you for your support; we look forward to seeing you soon!



Irene Podolak, President



Stacy Elia, Chief Executive Officer

PART A: APPLICATION

1. LEARN ABOUT GBF'S VALUES, VISION, MISSION & PROGRAMS

GBF's Values

GBF continues to embrace the following values:

- A strong sense of social responsibility.
- A commitment to serving our clients with respect and compassion.
- A belief in the unique abilities, strengths, and gifts of each person.
- A belief in the capacity for people to grow, change, and care for themselves and for one another.
- A commitment to professionalism, ethical conduct, and integrity of service delivery.
- A recognition of the importance of volunteerism and citizen participation in the community.
- An appreciation of the role of research, education, and advocacy.

GBF's Vision

GBF's vision is: **To enable our clients and our community TO BE WELL.**

Promoting wellness has been, and will continue to be, an impact goal that GBF will always strive towards. However, our definition of wellness has evolved to encompass four wellness domains: physical, mental, social and environmental. The definitions for these four domains, plus the associated determinants of wellness, are shown in Exhibit 1.

Exhibit 1: Wellness Domains & Determinants Definitions



GBF acknowledges that we will not be able to realize our vision without strong partnerships. Through collaborative relationships, we strive to ensure that our clients will be able to access those services that GBF is not able to deliver. It is also our intention to form new relationships in Grimsby, and across the Region, to co-create innovative

services that will promote wellness for all members of our community. This goal is now one step closer to being achieved as the result of a generous donation. We have been given the use of a renovated church at the corner of Elm Street and Mountain Street rent free for three years (2020-2023) to design and pilot wellness promotion initiatives for both our clients and the broader community. The 19 Elm Street location is referred to as GBF’s Wellness HUB.

GBF’s Mission

GBF’s mission is to:

- meet our clients’ basic needs,
- promote wellness in our community, and
- provide a safe and rewarding environment for our volunteers, staff and Board.

The first component of our mission represents GBF’s fundamental purpose – to meet our client’s basic needs – which has not changed since our origins. Support for our clients is an attribute that is embedded in GBF’s DNA and will continue to be going forward.

The second component of our mission – to promote wellness in our community – is a new addition to the scope of our mandate. This is a recognition that everyone deserves to be well.

The third component of our mission is an acknowledgement that GBF would not exist without the loyalty and commitment of our volunteers, staff and Board. They are the people that enable us to make an impact; they need to have a safe and rewarding environment to work in.

GBF’S Programs

GBF is a “social enterprise”. The product donations we receive allow us to operate our Retail Store; in turn, the sales from our Store, along with other financial donations, allows GBF to deliver numerous programs across our community. Some of our programs are seasonal, while others run on an ongoing basis throughout the year (Exhibit 2).

Exhibit 2: GBF’s Programs

Season	Seasonal Programs	Year-Round Programs
Spring	Wellness Care Kit (February) Easter Hamper (April) Mental Health Awareness (May) Healthy Eating for Wellness Course	Client Assistance Support Client Housing Program Food Bank Program
Summer	Back to School Program (August) Healthy Eating for Wellness Course	Hunger Awareness Program Kids’ Snack & Zone Programs
Fall	Student Scholarships (September) Wellness Care Kit (September) Thanksgiving Hamper (October) Healthy Eating for Wellness Course	Monthly Meal Program Workplace Wellness Promotion
Winter	Christmas Hamper (December) Volunteer Recognition Winter Warmth Program Healthy Eating for Wellness Course	Volunteer Engagement Wellness Bingo Youth Engagement Initiative

Additional Information

Additional information about GBF’s history, services, and current hours of operation can be found on our website at <https://www.gbfgrimsbys.com>



Our Board Of Directors & Staff Team

As stated in our mission discussion, people are the key to GBF’s success. The following provides a list of the Board of Directors and our Team of staff.

Board of Directors

GBF has an exceptionally experienced Board of Directors committed to achieving our vision and mission.

- Irene Podolak, President and Board Chairperson
- Bob Paul, Treasurer and Board Director
- Justin Cruse, Secretary and Board Director
- Frank Barretto, Board Director
- Linda Rowilson, Board Director
- Jamie Stevens, Board Director

Our Team

GBF’s Team is very dedicated and committed to delivering on GBF’s vision and mission.

Management

- Stacy Elia, Chief Executive Officer (CEO)
- Ashley Marr, Director of Programs
- Duane Arnold, Director of Operations
- Ala Benish, Food Program Manager
- Melanie Green, Retail Store Manager

Staff

- Misty Duggan, Finance/Administration Coordinator
- William Maclean, Receiver/Truck Driver
- John Phillips, Receiver/Truck Driver
- Roger Saldat, HUB Retail Coordinator
- Joanne VanDyke, Bookkeeper

Youth Assistants

- Gabby Arnold, Youth Assistant
- Gabe Ensor, Youth Assistant
- Maverick Fawcett, Youth Assistant
- Sam Korvemaker, Youth Assistant
- Madeline Smith, Youth Assistant
- William Von Kaitz, Youth Assistant

Compliance

I am familiar with GBF’s values, vision, mission and programs, and am aware of how I can get further information to be an informed volunteer when speaking about GBF in the community.

Name: _____ (print) Signature: _____

Date: _____



2. LEARN ABOUT HOW YOU CAN VOLUNTEER

Types of Volunteering Roles

GBF offers three types of volunteer roles. Volunteers can choose to focus on one role or be part of multiple roles based on their interest and fit with their experience, knowledge and skills. In all cases, volunteers like the camaraderie they experience at GBF, while knowing that what they do helps others.

Departmental Operations Support

Supporting day-to-day departmental operational functions at GBF has historically been the primary type of volunteering. The support roles relating to our operational departments include the following:

- **Food Bank:** supporting client instore grocery shopping, processing curbside pickup food orders, and food inventory management, plus external activities such as food drives, fundraising, marketing, etc.
- **Retail Store:** product sorting, (i.e., clothing, jewelry, books, furniture, toys, etc.), pricing, customer service, inventory management, etc. These activities, and other tasks, can be performed in the following retail areas: cashiers, specialty area, furniture desk, electronics area, toy department, housewares, seasonal area, front door coverage, and sales floor display/maintenance.
- **Online Shopping:** assisting with product selection, processing, pricing, posting online, and shipping.
- **Receiving Department:** receiving product donations at the 40 Elm St. site, assisting with pickup and delivery of goods.
- **Diversion Depot:** receiving goods at GBF's Depot at the Grimsby landfill site and performing product sorting and pricing.

Program & Project Support

More recently, GBF has been offering some volunteers an opportunity to support the implementation of specific programs or projects, depending on their leadership or background expertise. The support roles associated with our key programs could include (and not limited to) the following:

- **Retail Projects:** involving re-purposing of donated product to make something new and more valuable, i.e., bagging toiletries or small toys; creating auction baskets; refinishing old furniture; taking old ties to sew unique cushions; creating photographic greeting cards, creating artwork, etc.
- **Housing:** supporting the implementation of our housing program, i.e., fund raising, administration, evaluation, etc.
- **Healthy Eating for Wellness:** supporting the implementation of the healthy eating course, i.e., registration, planning, teaching, etc.
- **Mental Health:** organizing fund raising and awareness campaigns; delivering various mental health events/activities, i.e., mental health seminars, mindfulness sessions, etc.
- **Youth Engagement:** supporting youth activities and projects, e.g., youth volunteer recruitment, fundraising, youth retail corner sales, youth advisory roles, etc.
- **Hamper Events:** packing and delivering food and gift hampers at Christmas, Easter, and Thanksgiving, plus Care Kits throughout the year.
- **Social Connections:** organizing and supervising social events, e.g., virtual travel shows, speaker's corner, walking groups, book clubs, game nights, etc.

- **Budget Management:** organizing and administering counselling on how to manage your budget, i.e., common sense spending.
- **GBF Event Support Volunteer:** providing assistance for planning and coordinating of a variety of events including volunteer open houses, food drives, etc.
- **Photographer/Videographer:** capturing special moments through photos and videos at various events and campaigns for use on GBF’s website, advertising, social media communications, etc.
- **Social Media/Website Volunteer:** assisting with GBF communication through multimedia channels, e.g., development of ads to promote awareness, community engagement, Instagram/Facebook communications, etc.

In some circumstances, GBF will initiate a project which would benefit from having volunteer design, build and implementation support. These projects might be implemented on site or could be virtual. Examples may include: being on a committee to improve an existing program or to design a new program; conducting an internet search to identify wellness services being offered in Niagara; being part of a pilot project to provide feedback on how to promote innovative change and/or generate a new revenue stream, etc.

Administrative Support

Administrative volunteers can conduct a variety of activities and tasks under the supervision of a staff member. These could include (but not limited to) the following examples: computer research, mailings, data entry, organizing appointments, scheduling volunteers, etc.

Approaches to Volunteering

Volunteers can choose to provide their support in different ways as follows:

- **Independently:** on a weekly, monthly or ad hoc basis, depending on how much time they have to volunteer their time to support GBF operations or programs.
- **As a family:** some of GBF's volunteers donate their time as a family on a weekend to spend time together while at the same time making a contribution to serve their community.
- **As a corporate group:** corporate volunteering is an opportunity to build business and community sustainability. The benefits of corporate volunteering are many: a) it demonstrates social responsibility, improving an organization's external reputation and eminence, b) it contributes to the development of a socially responsible internal culture, and c) it promotes a sustainable future for the community.
- **As a service group:** groups of individuals belonging to services clubs, e.g., Lion’s Club, Rotary Club, etc. may choose to volunteer as a group at the same time to further contribute to their community.

By volunteering, you will give the most expensive and priceless gift anyone could ever give – kindness and love. Your contribution to your community will be huge and very rewarding. Thank you for volunteering.

Compliance

I have reviewed the types of volunteer options that exist at GBF and have sufficient information to make a decision regarding my preferred approach to volunteering at GBF.

Name: _____ (print) Signature: _____

Date: _____



3. COMPLETE THE VOLUNTEER APPLICATION PROCESS

Completion Instructions

The Application Form is comprised of three sections:

- GBF Volunteer Application Form.
- Volunteer Emergency Contact Information Form.
- Photo & Release Form.

These forms are attached in Appendix 1. In addition, paper copies of the form are available at GBF for pick up; please approach a cashier to request the forms. GBF will also be making an electronic version of these forms available on our website in the near future in the volunteer section .

Preferentially, we would like you to complete the application electronically, if you have the means to do so. Electronically completed applications should be sent to:

- Retail Manager: retailmanager@gbfgrimsby.com
- Food Program Manager: foodbank@gbfgrimsby.com
- Director of Programs: intake@gbfgrimsby.com

Alternatively, you can print Appendix 1 and complete the forms manually. Manually completed applications are to be dropped off at:

- 40 Elm St. either in the Retail Store during hours of operation or deposited into the locked drop-off box attached to the wall near the front entrance of the Retail Store.

Compliance

I have completed the application process and submitted all forms as instructed.

Name: _____ (print) Signature: _____

Date: _____



PART B: ORIENTATION & TRAINING

4. COMPLETE THE POLICIES AND PROCEDURES ORIENTATION

Key policies and procedures pertaining to volunteers include the following (in alphabetic order):

Demographic Records

To ensure GBF has accurate contact/demographic information, shift preferences, and emergency contact details, volunteer records are stored in a confidential database. Volunteers are asked to notify their Department Manager (Retail or Food Bank) with any change of address, phone, and/or email, or emergency contact info.

Discrimination

GBF will not discriminate against any volunteer or volunteer applicant because of age, race, color, creed, religion, sex, sexual orientation, disability, or national origin.

Dress Code

Recognizing that some volunteer roles will require moving and unpacking of donated goods in the Food Bank or Retail Warehouse, volunteers are asked to wear clothing appropriate to the task, and to present a professional image to the public. Clothing with offensive/inappropriate designs and stamps are not allowed. Closed-toed shoes must be worn in the building at all times.

GBF Code of Conduct

In accordance with our mission, to effectively service the needs of our clients and the broader community, GBF is committed to maintaining a safe, rewarding, and respectful environment for volunteers and staff. Everyone is expected to follow safety procedures, act responsibly with integrity, and just as importantly – treat others with fairness and respect. Should there be a concern related to a volunteer's ability to effectively complete assigned tasks, or witnessing of potential wrongdoing, GBF's Department Managers (Retail or Food Bank) will be available to discuss options/solutions to address the situation. Where a volunteer is found to be in breach of the policies and procedures outlined in this document, their position can be terminated.

Harassment Policy

GBF prohibits any form of unlawful harassment based on race, color, religion, creed, sex, age, national origin, marital status, sexual orientation, disability, or veteran status, in accordance with applicable laws. With respect to sexual harassment, we strive to foster a work environment free of unlawful sex discrimination, sexual harassment, or retaliation. Sexual harassment includes unwelcome and/or unsolicited sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature. Any volunteer who believes he/she has been harassed should immediately notify his/her Department Manager or the CEO. All complaints and related information will be investigated and kept confidential to the fullest extent possible.

Incident Report

Where there is a violation of a policy/procedure or any incident that seriously impacts a volunteer, client or staff member, an incident report will be documented, and reviewed by GBF' Executive. If a volunteer witnesses or is involved in an incident, a Departmental Manager, Director, or the CEO must be contacted immediately:

- Retail Manager: 905-309-5664 X24; retailmanager@gbfgrimsby.com
- Food Program Manager: 905-309-5664 X21; foodbank@gbfgrimsby.com
- Director of Programs: 905-309-5664 X22; intake@gbfgrimsby.com
- Chief Executive Officer: 905-309-5664 X33; stacy@gbfgrimsby.com

Kitchen

The kitchen and all of its facilities are available for use by volunteers (excepting where provincial restrictions, as in the case of the pandemic, limit/prevent access). In consideration of others, please label items placed in the refrigerator and refrain from taking items belonging to others. The kitchen is randomly inspected by the Niagara Health Inspector and must be kept clean at all times. Please clean the facilities after each use; wash the dishes and put them away.

Media

If a media outlet contacts a volunteer regarding information or an interview about GBF, they should be referred to a Department Manager, or the CEO. If a media representative approaches a volunteer while on GBF property or at a GBF event, volunteers should refrain from answering any questions or sharing your opinions on a GBF matter.

Parking

To permit shoppers and guests easier access to parking spaces around the Retail Store, volunteers (to the extent possible) are asked to park in the Municipal Parking Lot next to 40 Elm St. or 19 Elm St. Volunteers and staff are not allowed to park in the Food Bank Parking area at the back of the building; this is reserved for Food Bank clients.

Public Holidays

GBF is officially closed on the following public holidays: New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day, and Boxing Day. In addition, we are also closed on Easter Monday and Christmas Eve.

Product Purchases

Volunteers and staff are invited to support GBF'S programs by shopping for retail store products during store hours before or after their shift. All purchases are to be processed by a cashier at the front of the store. If the item has yet to be priced, a neutral party, e.g., staff person, cashier, or a volunteer in the department the item is from, must be responsible for assigning the price.

Recognition

All volunteers are celebrated for their service during an annual event. Throughout the year, thank you letters are given for individual volunteers in recognition of their special contribution. Staff are always looking for creative ways to thank and recognize volunteers, especially those that go above and beyond the call of duty. Suggestions are always welcome!

Reimbursement

Volunteer expenses that are pre-approved by the Department Manager and/or CEO, will be reimbursed. Whenever possible, donated products will be utilized to avoid unnecessary expenses. Reimbursement for authorized expenditures must follow GBF's guidelines; receipts are required and must be given to the Finance/Administration Coordinator.

Smoke, Alcohol and Drug Free Environment

GBF strictly adheres to the Smoke-Free Ontario Act, 2017 (SFOA, 2017), which prohibits the smoking of tobacco, the use of electronic cigarettes (e-cigarettes) to vape any substance, and the smoking of cannabis (medical and recreational) in enclosed workplaces and enclosed public places.

In compliance with the Controlled Drugs and Substances Act (Canada's drug-control legislation), GBF prohibits the possession or use of illegal drugs in the workplace or while engaged in GBF activities, (i.e., cocaine, heroin, amphetamines, LSD, etc.), as well as the use of alcohol by staff and volunteers.

Volunteer Work Assignments & Absenteeism

To ensure there are sufficient volunteers to deliver effective services in the Retail and Receiving Departments, volunteers are asked to commit to a regularly scheduled 3 to 4 hour shift (morning or afternoon) on particular days of the week (of their choosing). However, the number of hours worked can vary depending on: the area, the type of work performed, and the volunteer's availability.

Food Bank hours of operation for client services are typically from 10:00 am to 02:00 pm. Volunteers may also choose a schedule outside of these hours to perform other tasks such as inventory management, stocking shelves, preparing food orders, etc.

Volunteers may also choose to work on a special program or project. The hours of work for these events will vary and be prearranged based on the availability of everyone involved.

If a volunteer is unable to complete a shift, and unable to switch with another volunteer, they should provide sufficient notice to their Manager so that alternate arrangements can be made. If they expect to be late for a shift, they should contact their Manager if possible.

Compliance

I have reviewed all of the above policies and received further information for those I may not have understood.

Name: _____ (print) Signature: _____

Date: _____

5. COMPLETE THE VOLUNTEER REQUIRED TRAINING

GBF believes volunteers are a vital human resource and therefore we commit to ensuring an appropriate, safe environment is in place to support your engagement. We recognize that volunteers have rights and responsibilities; you are entitled to:

- a. work in a safe & healthy workplace, to know what constitutes an unsafe workplace, plus be permitted to refuse work if put into an unsafe situation, and
- b. have a safe and supportive environment in which to work and contribute, i.e., being able to ask for and receive support from your Manager when needed.

This training section has been designed to address your rights as a volunteer. Although it contains a lot of information, it is important that you review this carefully to ensure that you know what your responsibilities are as a volunteer to promote a safe workplace for everyone.

Manual Material Handling Safety Standard

This Safety Standard provides staff and volunteers with safe practices to be followed when performing manual material handling tasks in the workplace. By following this standard, staff and volunteers avoid musculoskeletal disorders (MSD) such as back injuries, muscle strains, or sprains.

Material Handling

- Be familiar with the material handling equipment available to you (i.e., dolly, cart, hand truck...) and use them whenever possible.
- Organize your work so that your body is not strained in any way – avoid excessive reaching or twisting and keep your arms and shoulders relaxed.
- Maintain a comfortable position while using tools (i.e., keep wrists straight).
- Reduce repetitive tasks as much as possible through task variation and appropriate work breaks.
- When performing tasks that involve repetition, stretch and continuously move throughout your shift to reduce muscle tension.
- When performing tasks that require prolonged standing, vary your standing posture by shifting your body weight from one leg to the other to relieve muscle stress.

Before Lifting

- Ensure your pathway of travel is clear of objects, tripping hazards and people.
- Know where the load will be placed before lifting.
- Use good judgment – assess the load before lifting. Here are some key points to consider:
 - Is the item too large or of an awkward shape that is difficult to lift on your own? i.e., long, or awkwardly shaped.
 - Is there a weight indicated or does it have team-lift symbols? If these are not indicated, lift a corner to determine if you have the ability to carry this item.
 - If you are not able to lift the item, use appropriate material handling equipment available to you.

When Lifting, Remember To:

- Crouch as close to the load as possible and position your feet about a shoulder width apart.
- Bend your knees, keeping your back as straight as possible.
- To protect your spine, tighten your abdominal muscles as you prepare for the lift.

- Grab the object firmly using the palms of your hands and all your fingers.
- Use your legs to lift the load as opposed to your back, looking forward (not down) during a lift.
- Don't block your vision; ensure you are able to see clearly over the load you are carrying.
- Carry the object close to your body, with your elbows slightly bent and your upper arms straight.
- Avoid bending your back or twisting your body when handling a load. Turn your feet instead.
- When putting an object on a surface higher than the floor (i.e., rack), place the edge of the load on the surface and slide it into place.

When Storing or Retrieving Product:

- When piling or stacking materials, make sure the level, or item below, is securely in place.
- Place heavy items on the bottom and lighter objects on top.
- If you discover an unstable load, i.e., on a pallet, cart or in racking, react immediately; get help to stabilize the load, or call your Manager.
- Use a ladder or stepstool to store or retrieve items above eye level. Do not use any makeshift ladders.
- Do not use a chair for standing, climbing or reaching.

Before Pushing or Pulling Objects:

- Do not push or pull an object that is awkward or difficult to move. Don't initiate movement using a jerking motion.
- When there is an option to pull or push an object, pushing is generally easier on your back than pulling; use your arms and legs to provide the leverage to push.
- Ensure a clear path of travel before pushing or pulling an object and use handholds when provided.
- Do not push or pull an object for long distance; use mechanical assistance wherever possible.
- Do not use damaged equipment; report any deficiencies to a Manager.

Compliance

I have reviewed this safety standard and I understand that it is GBF's expectation that I adhere to this standard in the workplace at all times.

Name: _____ (print) Signature: _____

Date: _____



Accessible Customer Service

This section is intended to provide policies and procedures for delivering accessible customer service. In the context of GBF Community Services, this means helping staff and volunteers have a better understanding of how to interact with people with disabilities. This training is provincially mandated for all staff and volunteers who interact (or may interact) with the public. It is important that you carefully read and gain an understanding of the contents of this section. If you have any questions, please contact your Department Manager. The key elements of the training include the following:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the Customer Service Standard, Ontario Regulation 429/07.
- How to interact and communicate with people with various types of disabilities, and/or use an assistive device, require assistance, or have a service animal or support person.

What is the Accessibility for Ontarians with Disabilities Act (AODA)?

The AODA is provincial law, which was passed in 2005 with a long-term goal of a barrier-free Ontario by 2025. Within general laws, there are specific Standards or Regulations. The **Customer Service Standard** is the first Regulation to be enacted (Reg. 429/07) within the AODA and requires private organizations that interact with the public to comply.

What are the Requirements of the Customer Service Standard?

The Customer Service Standard applies to all people or organizations that provide goods or services to the public and have one or more employees in Ontario. Therefore, GBF Community Services is required to have policies and procedures on providing goods or services to people with disabilities. Our policies address the requirements of the AODA and Customer Service Standard, ensuring that persons with disabilities are provided equal opportunities and standards of services. These policies and procedures are consistent with the Principles in the Standard.

GBF has adopted the following **Customer Services Standard Principles**:

1. **Dignity:** Service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people. People with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience.
2. **Independence:** Allows a person with a disability to do things on his or her own without unnecessary help or interference from others.
3. **Integration:** Service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable the person to access goods or services.
4. **Equal opportunity:** People with disabilities have an opportunity equal to that given to others to access goods or services.

How has GBF Community Services addressed the Customer Service Standard?

GBF has created and implemented the following required **Community Services Accessibility Policies and Supporting Procedures**, which address each component of the Standard.

Policy Statement & Procedures – Serving People With Disabilities

The GBF Community Services is committed to improving accessibility for persons with disabilities to afford equal opportunities and provision of integrated programs and services where possible, in a manner that respects dignity and independence.

- Don't make assumptions about what type of disability or disabilities a person may have. Some disabilities are not visible. Be patient. People with some kinds of disabilities may take a little longer to understand

and respond. Ask before you offer to help — don't just jump in. People with disabilities know if they need help and how you can provide it. If you're not sure what to do, ask, "Can I help?" or "How can I help?" If you can't understand what someone is saying, politely ask again.

- Find a good way to communicate. A good start is to listen carefully. Look at the person, but don't stare. Speak directly to a person with a disability, not to his or her interpreter or someone who is with them. Use plain language and speak in short sentences.
- Don't touch or address service animals — they are working and have to pay attention at all times. Ask permission before touching a wheelchair or a piece of equipment.
- For **hearing disabilities**, attract the person's attention before speaking by waving your hand and say "hello" from outside his or her personal space. Look directly at the person. Speak clearly and keep your hands away from your face. Use pen and paper to communicate if necessary. Don't shout.
- For **vision impairment**, be aware that vision loss reduces a person's ability to see clearly. Few people with vision loss are totally blind. Many have limited vision such as tunnel vision, where a person has a loss of peripheral or side vision, or a lack of central vision, which means they cannot see straight ahead. Some people can see the outline of objects while others can see the direction of light. Types of assistance your customer might use could include: Braille, large print, magnification devices, white cane, guide dog, support person such as a sighted guide.

Policy Statement & Procedures – Assistive Devices

The GBF Community Services will accommodate the use of assistive devices by individuals when accessing services, unless otherwise prohibited due to health and safety or privacy issues.

- An assistive device is a tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting. Many people will have their own personal assistive devices, such as wheelchairs, scooters or walkers. Don't touch or handle an assistive device without permission. If you have permission to move a person in a wheelchair, remember to:
- Wait for and follow the person's instructions; confirm that the person is ready to move; describe what you are going to do before you do it.
- Try to avoid uneven ground and objects.
- Don't leave the person in an awkward, dangerous or undignified position such as facing a wall or in the path of opening doors.
- Don't move items or equipment, such as canes and walkers, out of reach.
- Respect personal space. Don't lean over a person or on an assistive device.
- Let people know about accessible features in the immediate environment (e.g., automatic doors, accessible washrooms, etc.).

Technologies such as ASL interpreters, captioning, braille, assisted listening etc., may be available. GBF is willing to consider providing assistance for these technologies after considering an individual's needs, cost and timing. Contact stacy@gbfgrimsby.com to discuss this further.

Policy Statement & Procedures – Service Animals

GBF Community Services will accommodate the accompaniment of service animals in areas that are open to the public, unless prohibited by law.

- Think of a service animal as an animal with a job to do for a person with a disability. Examples include guide dogs and animals trained to alert individuals to an oncoming seizure and lead them to safety. Remember that a service animal is not a pet. It is a working animal.

- Avoid touching or addressing service animals; they are working and have to pay attention at all times. Avoid making assumptions about the animal. Not all service animals wear special collars or harnesses. If you're not sure if the animal is a pet or a service animal, simply ask.
- The person using the animal is responsible for their care/supervision. You are not expected to provide care or food for the animal. However, you could provide water for the animal if requested.

Policy Statement & Procedures – Support Persons

The GBF Community Services will accommodate the need for a support person to support and assist an individual with a disability when accessing services.

- A support person is an individual who accompanies a person with a disability to provide services or assistance with communication, mobility, personal care, medical needs or access to goods or services. The support person can be a paid personal support worker, volunteer, a friend or a family member. He or she does not necessarily need to have special training or qualifications.
- People with disabilities must be allowed to utilize their support persons while accessing GBF's goods or services in areas that are open to the public or third parties. Remember to speak directly to the person with a disability, not to their support person.

Feedback

The Standard requires that GBF establish and implement a process for receiving and responding to feedback about the way we provide goods or services to people with disabilities. We ask that volunteers and staff direct the person to provide feedback by reaching out to the CEO at the following email: stacy@gbfgrimsby.com; she will pass the feedback along to the appropriate individuals. Encourage the person giving feedback to use this email address, as it ensures accuracy. As a volunteer, you may receive feedback, however, please encourage the person to speak directly to the CEO. Fewer people in the communication chain will encourage accuracy. Take written notes and pass the information along as soon as possible (within 48 hours). Ensure you have the contact information of the person providing the feedback so that we can follow up properly.

Additional Information

1. Accessibility for Ontarians with Disabilities Act, visit www.e-laws.gov.on.ca. Click Search or Browse. Search for "Accessibility for Ontarians with Disabilities Act".
2. Accessibility Standards for Customer Service, visit www.e-laws.gov.on.ca. Search for "429/07".
3. Guide to the Accessibility Standards for Customer Service - Ontario Regulation 429/07
http://209.167.40.96/guide/guide_eng.htm#toc_l1_c1
4. Government of Ontario, Ministry of Community and Social Services Accessibility for Ontarians with Disabilities 2005: 2010 Annual Report:
http://www.mcsc.gov.on.ca/en/mcsc/publications/accessibility/aodareport2010/toc_aoda2010.aspx

Compliance

I have completed the Accessible Customer Service Training by reading through this section and understand the associated policies and procedures and will do my best to implement them along with the Customer Service Standard Principles, i.e., dignity, independence, integration and equal opportunity.

Name: _____ (print) Signature: _____

Date: _____



Safety Awareness

A regulation in the Ontario’s Occupational Health and Safety Act (OHSA) requires every worker/volunteer and supervisor receive health and safety awareness training. This training explains your rights and responsibilities on the job and tells you what Ontario’s Occupational Health and Safety Act (OHSA) expects from your employer, your supervisor and you. These are things you need to know and understand so that you can be safe at work today and every day. It also serves as a general introduction to workplace health and safety. This training is mandatory and needs to be completed online through the Ministry website. You must take this training before you can start volunteering.

To access the Health and Safety Training module on your computer, GOOGLE: **Worker/Volunteer Health and Safety Awareness in 4 Steps.**

This online learning module takes approx. 25-30 minutes to complete. The module is unable to keep track of your progress, so it must be completed in one sitting.

You will receive a "Proof of Completion" certificate once you complete the training. You must **save and/or print the certificate before exiting the module.** Print a copy of the certificate and deliver it to GBF, or email it to retail@gbfgrimsby.com – we will print a copy for our records; please ensure to keep a copy for your records as well.

If you do not have access to a computer, you will be required to complete the training using a booklet/quiz form before being able to work.

Compliance

I have completed the Health and Safety Training module and submitted my Proof of Completion certificate to GBF.

Name: _____ (print) Signature: _____

Date: _____



Emergency Codes

In the case of an emergency, a CODE will be called over the intercom system to alert everyone in the building of the situation. Please note that all staff present in the building are required to attend to the emergency until 'Code All Clear' is announced, indicating the situation has been resolved. Most importantly, stay safe and try to remain calm in an emergency.

WHITE	CODE WHITE – If you encounter a customer or volunteer with a MEDICAL EMERGENCY , page “CODE WHITE” twice to the specific area where the individual is in the building. i.e., “Code white to the receiving area, code white to the receiving area”.
GREEN	CODE GREEN – In the event of a ROBBERY , always give the robber what they ask for. After the individual leaves, page “CODE GREEN” to the specific area to alert staff. Do not attempt to follow or pursue the individual. Take note of any details and report to a staff member.
99	CODE 99 – Will be paged when the FOOD BANK IS IN NEED OF ASSISTANCE and immediate attention.
YELLOW	CODE YELLOW – If you are informed of a LOST CHILD , page “CODE YELLOW” to the front entrance. Staff will monitor all exits and get a description of the child.

Compliance

I acknowledge this safety standard has been reviewed with me, and I understand that it is the GBF's expectation that I adhere to this standard.

Name: _____ (print) Signature: _____

Date: _____

WHMIS

WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM

WHMIS Refresher

WHMIS refresher training takes place annually. It is for staff and volunteers who have already received full training when they were first hired and simply need a refresher on the basics of WHMIS.

The training was developed to refresh you about WHMIS and the hazardous materials you may encounter in the workplace. Please read this material and answer the questionnaire. Once completed, please return the quiz to a Staff member.

What is WHMIS?

WHMIS - Workplace Hazardous Materials Information System is Canada's national hazard communication system and is required by federal law. The purpose of WHMIS is to ensure that staff and volunteers receive information about hazardous products which are used in the workplace in order to prevent injury or illness.

All staff and volunteers have the **right to know** what hazards they may encounter in the workplace and what needs to be done to control them.

WHMIS vs. Consumer Products

WHMIS products are products we use in the workplace and are usually found in such areas as:

- Cleaners room/area
- Office areas with photocopiers

Consumer products are products we sell. These consumer products will have their own labels, which may include warning symbols and safe handling instructions.

Volunteer / Staff Responsibilities

Volunteers / Staff are required to:

- Participate in WHMIS training and annual refresher
- Work using safe work practices
- Report hazards and/or hazardous circumstances to Staff or Board member.

Remember: WHMIS was developed for your benefit. It is an ongoing program that involves everyone's participation and commitment towards developing a safe workplace.

All about Hazardous Products

A hazardous product is one which is used in the workplace and can pose both health and physical hazards to those using the product or others who may be exposed to the product.

Health and physical hazards can result from one of the following routes of entry into our bodies:

- Eye Contact
- Inhalation
- Ingestion
- Absorption



All hazardous / controlled materials have warning labels. If in doubt, ask a Staff or H/S committee member about any hazardous material you are using.



WHMIS Information

There are three ways in which information on hazardous materials is provided:

1. Labels on the containers of hazardous materials
2. Safety Data Sheets (SDS)
3. Worker training

Labels

WHMIS labels, which have a hatched border, are required to be installed by supplier for any product which is intended to be used in a workplace.

New requirements for supplier labels include signal words, and standardized hazard statements and precautionary statements.

The purpose of WHMIS labels are to:

- Alert workers to the main hazards of controlled products
- Provide instructions for safe handling of controlled products
- Direct Workers to the SDS for more information

Any WHMIS product that is transferred to another container for use in the workplace must have a workplace WHMIS Label attached.

Safety Data Sheet - SDS

The SDS is a document that provides detailed information on hazards ingredients, properties and potential hazards of a product. It explains how to use the product safely and what to do in the event of an emergency.

We do not keep SDS for consumer products we sell. The SDS we do have available are for WHMIS controlled products we use in the workplace.

The GBF has SDS binders for easy access.

Our building SDS binders are located: by the Health & Safety Board and upstairs in the Executive Directors office.

What to do if there is a spill

1. Ensure the safety of yourself and others
2. If possible, shut off the source
3. Notify a staff or board member immediately and a health and safety committee member
4. Cordon off the area and contain the spill, preventing entry into drains, sewers or soil.
5. Find and identify the extent of the substance and source
6. If in doubt as to how to proceed, advise a staff member and call your local fire department
7. Commence cleanup activities.
8. Arrange for proper disposal of the contaminant and affected material
9. Assist your supervisor/manager in conducting a written incident investigation.

Hazard Symbols

Following are the WHMIS hazard symbols with details:

Types of Hazards

	Gases under pressure
	Flammables (gases, aerosols, liquids, solids), Pyrophoric (liquids, solids, gases), Self-reactive substances and mixtures, Self-heating substances and mixtures, Substances and mixtures which, in contact with water, emit flammable gases, Organic peroxides
	Oxidizing (liquids, solids, gases)
	Acute toxicity (fatal or toxic)
	Carcinogenicity, Germ cell mutagenicity, Respiratory sensitization, Reproductive toxicity, Specific target organ toxicity - single exposure, Specific target organ toxicity - repeated exposure, Aspiration hazard
	Acute toxicity (harmful), Skin irritation, Eye irritation, Skin sensitization, Specific target organ toxicity - single exposure (respiratory irritation or drowsiness or dizziness)
	Corrosive to metals, Skin corrosion, Serious eye damage
	Self-reactive substances and mixtures, Organic peroxides
	Biohazardous infectious materials
WHMIS 2015 does not incorporate the GHS Explosives and Environmental Hazard Classes.	
	Explosives
	Hazardous to the aquatic environment
	Hazardous to the ozone layer

WHMIS QUESTIONNAIRE

WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM QUESTIONNAIRE

Name: _____ Dept: _____

Signature: _____ Date: _____

Please circle or fill in the correct answers

1) What does WHMIS stand for?

- a) Workplace Hazardous Management Inspection System
- b) Workplace Hazardous Materials Information System
- c) Workplace Hazards Minimization Improvement Strategy

2) What are the different ways in which information on hazardous materials is provided?

- a) Labels on the containers of hazardous materials
- b) Safety Data Sheets (SDS)
- c) Worker training
- d) All of the above

3) What is a safety data sheet?

- a) A product that must be used safely
- b) A label that details that hazards of the product
- c) A document that provides information on the hazardous ingredients and tells you how to safely handle the product

4) WHMIS labels can be identified by a

5) Health and physical hazards can enter your body by 4 common routes. Name 3 of them:

- a) Absorption - through your skin
- b) _____
- c) _____
- d) _____

6) Select the letter that matches the following symbols



















- a) Flammables (gases, aerosols, liquids, solids), Pyrophoric (liquids, solids, gases), Self-reactive substances and mixtures, Self-heating substances and mixtures, Substances and mixtures which, in contact with water, emit flammable gases, Organic peroxides
- b) Carcinogenicity, Germ cell mutagenicity, Respiratory sensitization, Reproductive toxicity
- c) Corrosive to metals, Skin corrosion, Serious eye damage
- d) Gases under pressure
- e) Acute toxicity (fatal or toxic)
- f) Self-reactive substances and mixtures, Organic peroxides
- g) Oxidizing (liquids, solids, gases)
- h) Biohazardous infectious materials
- i) Acute toxicity (harmful), Skin irritation, Eye irritation, Skin sensitization, Specific target organ toxicity - single exposure (respiratory irritation or drowsiness or dizziness)

7) Where is the SDS binder kept for the WHMIS products we use in the building?

Hazard Classes

Physical Hazard Classes

Combustible Dusts
Corrosive to Metals
Flammable Aerosols
Flammable Gases
Flammable Liquids
Flammable Solids
Gases Under Pressure
Organic Peroxides
Oxidizing Gases
Oxidizing Liquids
Oxidizing Solids
Pyrophoric Gases
Pyrophoric Liquids
Pyrophoric Solids
Self-Heating Substances and Mixtures
Self-Reactive Substances and Mixtures
Simple Asphyxiants
Substances and Mixtures Which, in Contact with Water, Emit Flammable Gases
Physical Hazards Not Otherwise Classified

Health Hazard Classes

Acute Toxicity
Aspiration Hazard
Biohazardous Infectious Materials
Carcinogenicity
Germ Cell Mutagenicity
Reproductive Toxicity
Respiratory or Skin Sensitization
Serious Eye Damage/Eye Irritation
Skin Corrosion/Irritation
Specific Target Organ Toxicity - Repeated Exposure
Specific Target Organ Toxicity - Single Exposure
Health Hazards Not Otherwise Classified

WHMIS 2015 does not incorporate the GHS Explosives and Environmental Hazard Classes.

Explosives

Hazardous to the aquatic environment
Hazardous to the ozone layer

Compliance

I have completed the WHMIS training and am confident that I know how to safely deal with hazardous materials in our workplace.

Name: _____ (print) Signature: _____

Date: _____

APPENDIX 1: GBF VOLUNTEER APPLICATION

GBF Volunteer Application Form

Date Applied: _____

Date Trained: _____

Follow Up: _____

Applicant Demographic Information

Given Names:			Surname:		
Birth Date:			Gender:		
Address:	Street:		Province:	Postal Code:	
Phone(s):	Home:	Cell:		Email:	

Additional Information

How did you hear about volunteer opportunities at GBF?	
Describe your previous volunteer experience (if any).	
Would you be willing to volunteer during special events?	
What are the skills and talents you would like to share? Describe.	

Volunteer Preferences

Departmental Operations Support (see page 8 for further information)

Please identify all the departments that you would preferentially like to work in by **entering the number "1"**. Please identify other departments you would be willing to work in on occasion by **entering the number "2"**.

Food Bank		Food Bank Warehouse		Retail – Customer Service	
Cashier		Retail – Product Processing		Online Shopping (at 19 Elm St. site)	
Electrical		Receiving		GBF Diversion Depot (at Landfill site)	

Program & Project Support (see page 8 for further information)

Please identify the programs/projects that you would primarily like to work on by **entering number “1”**. Please identify other programs/project you would be willing to participate in on occasion by **entering number “2”**.

Housing		Healthy Eating for Wellness		Mental Health	
Youth Engagement		Hamper Events		Social Connections	
Budget Management		Other: _____		Other: _____	

Day of the Week & Time Preferences

Please identify which days of the week you would prefer to volunteer on by entering **“YES”** and the **# of hours** you are prepared to volunteer on your selected days.

Day	Hours	Day	Hours	Day	Hours
Monday:		Tuesday:		Wednesday:	
Thursday:		Friday:		Saturday:	

Confidential Policy

GBF respects the privacy of our Directors, staff, clients, donors, partners and volunteers. Personal and financial information is considered confidential and should not be disclosed or discussed with anyone without permission or authorization from the Chief Executive Officer. Care must also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared. Such information must be kept confidential throughout the term of a person’s involvement at GBF (whether as a staff member or as a volunteer), as well as after the employment or volunteer status ends. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy. The person(s) who made the unauthorized disclosure can be subject to appropriate discipline, including removal/dismissal.

Compliance

I have completed all of the requested information above to the best of my knowledge. Also, I have read the above Confidentiality Statement and agree to comply with this policy at all times.

Volunteer Name: _____ (print) Signature: _____

Witness Name: _____ (print) Signature: _____

Date: _____



Volunteer Emergency Contact Information Form

This form is mandatory.

Volunteer’s Name

Volunteer Given Name(s):		Volunteer Surname:	
Date of Birth:			

Contact Information in an Emergency

Name of person to contact:			
Phone #1		Phone #2	

Health Issues

Please describe any health issues that GBF should be aware of during a medical emergency. For example: allergies, diabetes, pacemaker, epilepsy, etc.

Volunteer Name: _____ (print) Signature: _____

Witness Name: _____ (print) Signature: _____

Date: _____



Photo and Release Form

This form is optional.

I _____ (print) hereby grant GBF Community Services the irrevocable and unrestricted right to use, publish and/or reproduce and disseminate photographs or other images of me or my children (named below) , or those photos in which I/my child may be included, in any print, electronic, digital or other media.

Child name: _____ Child Name: _____ Child Name: _____

I further acknowledge that my participation is voluntary and that I will not receive financial compensation of any type associated with the taking or publication of these images. I irrevocably assign such images' rights and uses to GBF Community Services into perpetuity.

I hereby release GBF Community Services and its legal representatives and assigns from all claims and liabilities relating to these images.

Volunteer Name: _____ Signature: _____

Parent/Guardian Name: (If less than 18 years old) _____

Signature: _____

Witness Name: _____ Signature: _____

Date: _____

