



PARTNERING TO END HUNGER



Good Shepherd

FOOD BANK OF MAINE



VOLUNTEER HANDBOOK

FeedingMaine.org

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Good Shepherd

FOOD BANK OF MAINE

Dear Volunteers,

In 1981, a retired school teacher from Lewiston, JoAnn E. Pike, saw her neighbors in need. It prompted her to begin collecting discarded food from her local grocery store and distributing it to people facing food insecurity. In the beginning, Good Shepherd Food Bank was an entirely volunteer-run organization. While much has changed since our founding, we still rely on thousands of volunteers, like you, to do our work. And we remain committed to JoAnn's vision that no one in Maine should experience food insecurity.

Statistics confirm that hunger is not going away. Our network of over 500 partner agencies, including food pantries, meal sites, shelters, healthcare facilities, senior centers, and school-based programs, connects the 182,000 Mainers experiencing hunger with the healthy foods they need to thrive. Together with this network, the Food Bank is finding new and effective ways to provide nourishing food and education through programs like Cooking Matters Maine, Community Redistribution Fund, and Mainers Feeding Mainers.

And we couldn't do this work without you. The tens of millions of pounds of food that moves through our distribution centers every year needs to be inspected, sorted and sometimes repackaged before it can be delivered to where it is needed. Volunteers allow us to do this work efficiently and effectively, freeing up resources that can be used for things like buying local produce from Maine farmers, teaching cooking and nutrition education classes, and advocating for policy changes to better support people in need.

The goals of our volunteer team include getting help with our day-to-day work and creating ambassadors for our mission. I hope that you have an enjoyable volunteer experience, you learn more about hunger in Maine, and you leave feeling inspired to get involved and become part of our team to end hunger in Maine.

Best regards,

Kristen Miale
President
Good Shepherd Food Bank of Maine





Introduction

This handbook provides essential information about Good Shepherd Food Bank of Maine's policies and expectations and is organized by topic to help you find the information you need quickly. We encourage you to talk to a staff member with questions about the contents of this handbook.

Good Shepherd Food Bank reserves the right to modify the policies in this handbook without prior notice. The policies described in this handbook replace all previous policies, handbooks, or policy guidance provided.

Thank you for giving your time and talents to help others. We trust that you will find volunteering with us is a positive and rewarding experience.

Our Mission

The mission of Good Shepherd Food Bank is to eliminate hunger in Maine by improving access to nutritious food for people in need, building strong community partnerships, and mobilizing the public in the fight to end hunger.



Core Values

Along with our mission, Good Shepherd Food Bank's shared values are essential to our continued success. These values give us a common language and foundation to grow on. Our Core Values drive how we accomplish our goals and conduct ourselves to execute and achieve our mission.



Partnership

We endeavor to provide the best possible experience to everyone we engage with, basing interactions on a foundation of equity, integrity, and humility.



Agility

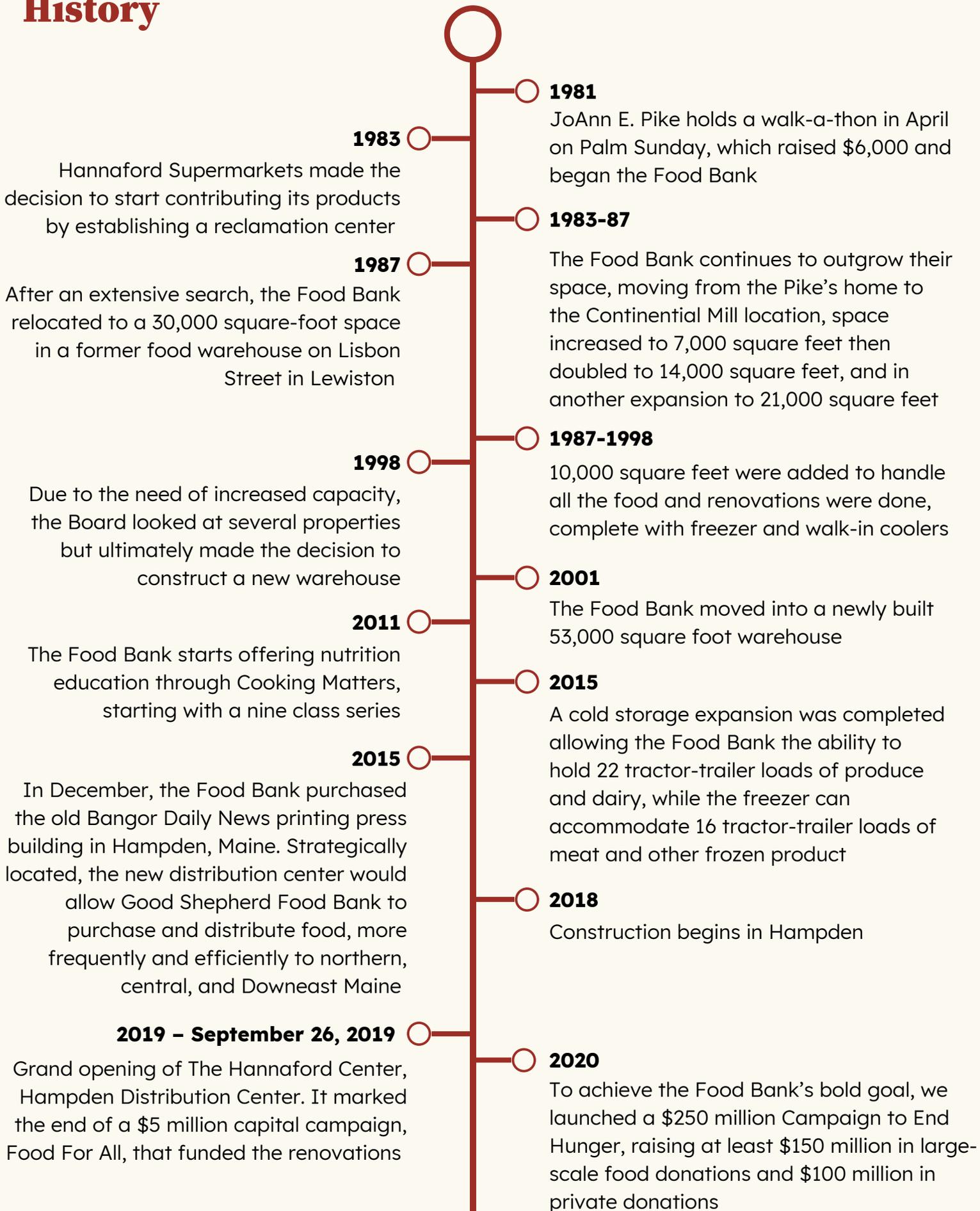
We promote an organizational culture that encourages new ideas, improvements, flexibility, and innovations, and turns challenges into opportunities.



Inclusion

We respect the breadth of life experiences across the communities we partner with, holding people struggling with hunger at the center of our decisions and actions.

History



Food Insecurity - Hunger in Maine

Feeding America defines food insecurity as “a lack of consistent access to enough food for every person in a household to live an active, healthy life. This can be a temporary situation for a household or can last a long time. Food insecurity is one way we can measure how many people cannot afford food” (feedingamerica.org).



Food insecurity leads to many other complications:

- Families are forced to decide if they will spend money on food or other necessities such as rent or medications.
- Not having access to nutritious foods leads to health conditions, resulting in an increase in medical bills.
- Children’s abilities to learn and grow are affected.

Maine has the highest rate of food insecurity in New England and has one of the highest rates in the nation. The problem behind food insecurity is not the lack of food but access to nutritious food. Volunteers like you enable us to continue increasing access to nutritious foods throughout the state.

For current statistics on food insecurity in your area, visit www.FeedingMaine.org/hunger-in-maine.



Volunteer Value

Good Shepherd Food Bank benefits from the generous support of community volunteers who serve on our board, help our staff deliver programs, and assist with special events and fundraisers. Volunteer involvement extends our capacity to meet the increasing demands for our services. Volunteers are equipped to carry out their work effectively within the community and recognized for their valuable contributions.



Benefits of Volunteering

- ✓ A meaningful way to contribute your time and unique talents to strengthen our community.
- ✓ An opportunity to meet others from your community with a shared interest. It is also an important and interesting way to meet people who you might not normally connect with, such as people from different age groups, ethnicities, or social groups.
- ✓ Counteracts the effects of stress, anxiety, and depression by providing you with a new sense of purpose. Human beings are hard-wired to give to others, and researchers have found that being helpful to others can make you feel happy.
- ✓ An opportunity to practice important common skills used in the workplace, such as communication, teamwork, problem-solving, planning, and organization. It shows potential employers that you can take initiative and that you care to improve the world for other people.
- ✓ A relaxing escape from your day-to-day routine and renew motivation and creativity into your personal life. It can also give you a sense of pride and identity, helping to boost your self-confidence further by taking you out of your natural comfort zone and environment.



Volunteer Rights

As a volunteer, you have the right to:

1. Accurate and complete information about Good Shepherd Food Bank.
2. Have your personal information kept confidential.
3. A suitable assignment based upon your interests, skills, and availability.
4. Orientation and training to help you perform assigned tasks.
5. The support you need to perform assigned tasks, including the necessary equipment, supplies, workspace, and supervision.
6. The comfort of choice and confidence to say “no” to a request.
7. An inclusive, clean, and safe work environment.
8. The chance to grow and develop as a volunteer through participation in special training events, meetings, and other food bank-sponsored activities.
9. Receive recognition for your contribution.
10. The opportunity to give feedback about your volunteer experience.

Code of Conduct

1. Speak and behave in an appropriate manner.
2. Be respectful of cultural differences.
3. Be reliable and responsible.
4. Communicate any issues or concerns which are likely to affect your volunteer duties.
5. Follow the directions as given by staff members.
6. Accept guidance from the Volunteer Coordinator and/or supervisor.
7. Be willing to learn and participate in orientation, training programs, and meetings.
8. Understand the role of the paid staff, maintain a smooth working relationship with them and stay within the bounds of the volunteer role.
9. Comply with the policies and procedures of the organization, including following our Core Values.

Volunteer Programs

Good Shepherd Food Bank has several different volunteer programs for you to get involved.

Auburn Distribution Center

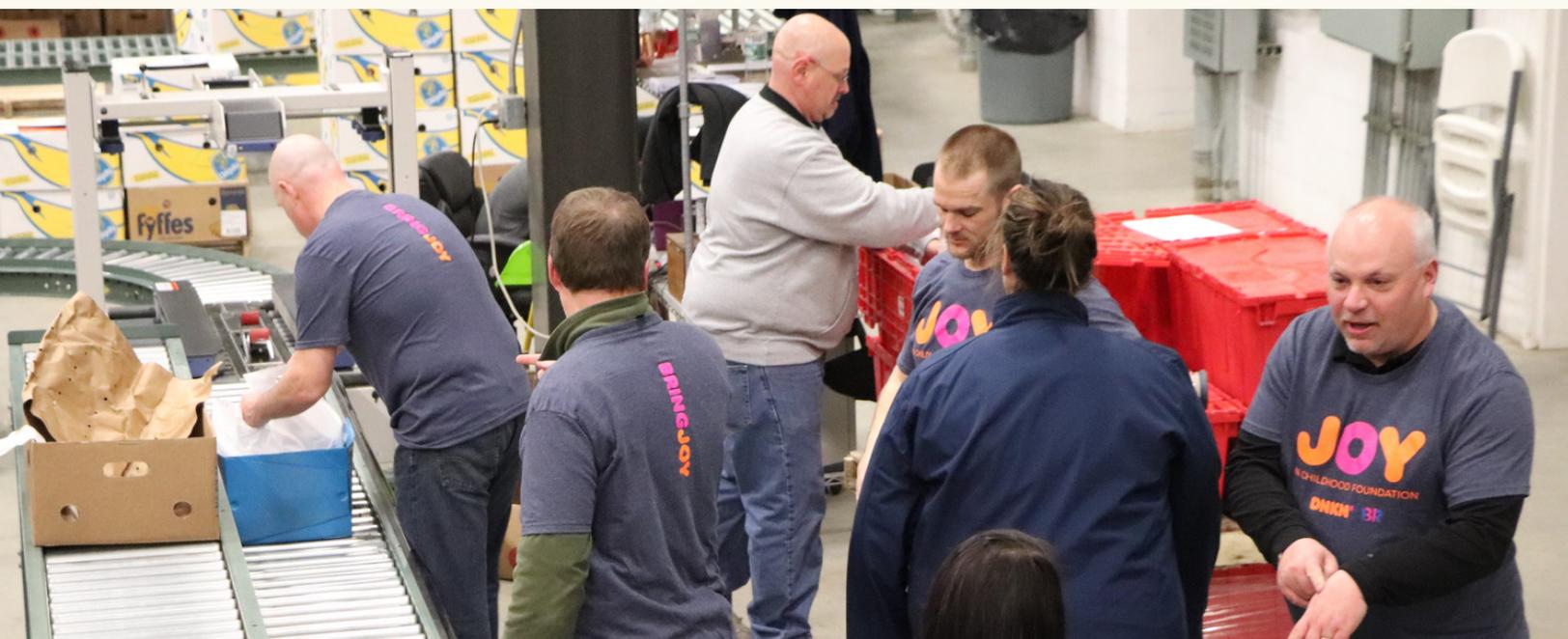
Volunteers at the Auburn Distribution Center mainly assist our team with inspecting and sorting salvage food items from our retail partners. They are also essential in helping us sort and pack produce, bread or refrigerated/frozen items.

Most of the produce that our volunteers sort and pack comes to us from our Mainers Feeding Mainers program. Through this program, the Food Bank works with over 80 farmers throughout the state to provide our partner agencies with local, nutritious produce.

Hampden Distribution Center

Volunteer opportunities at the Hampden Distribution Center consists primarily of packing food boxes for two programs, the Commodity Supplemental Food Program (CSFP) and the Community Health & Hunger Program (CHHP).

The Commodity Supplemental Food Program (CSFP) works to improve the health of low-income people at least 60 years of age by supplementing their diets with nutritious USDA commodity foods. The Community Health & Hunger Program (CHHP) provides healthcare partners with pre-packed emergency food bags for direct and immediate distribution to those who identify as food insecure. We may also ask our volunteers to help with occasional/seasonal produce inspection.



Cooking Matters Maine

Each of Cooking Matters' specialized nutrition curricula teaches hands-on meal preparation, meal planning, food budgeting skills and basic nutrition. Programming is available across the state and is free to participants and host agencies. Participants receive incentives for joining a class as well as recipes, a participant booklet and/or handouts.

We have a wide variety of opportunities for people interested in volunteering with Cooking Matters Maine. Volunteers are expected to attend all sessions scheduled in a series which could include anywhere from one to six sessions.

- Culinary instructors serve as an educator and role model, teaching key skills and inspiring participants to cook healthier, inexpensive meals at home.
- Nutrition educators will serve as a teacher and role model, teaching and reinforcing key messages about healthy eating and inspiring participants to adopt healthy eating habits.
- Course coordinators are responsible for organizing the Cooking Matters class and all parties involved.
- Class shoppers do the grocery shopping prior to each class and ensure that each class is stocked with healthy, inexpensive foods.
- Class assistants will provide classroom support as needed.

Other Opportunities

As needed, we utilize volunteers to distribute meals, participate in special events (telethon, luncheons, etc.), or assist with administrative projects. We also accept the donation of professional services.





The Process

Applications

Visit www.GSFB.GalaxyDigital.com to fill out your volunteer profile.

Individuals All individuals are required to complete a volunteer application in our volunteer management system. Make sure to select your skills as we may match you to a need within our organization. Specific programs may also require supplemental forms.

Court-Referred Individuals who receive a court order to perform community service are welcome to volunteer, provided the charge was not a violent crime, sex offense, or involved a minor. To begin the approval process, contact the Volunteer Engagement Team.

Groups We welcome a variety of groups, including businesses, school groups, and community organizations. Contact the Volunteer Engagement Team to get started.

Descriptions outlining the specific responsibilities of your role are available on our website and our volunteer management system. It is your responsibility to read about your position, gain an understanding of the requirements, and seek any necessary clarification from the Volunteer Engagement Team.

*Background checks (including criminal history and sex-offender checks) are done on an as-needed basis. The Food Bank covers the cost of all background and criminal records checks for volunteers.

Orientation

All volunteers will participate in an orientation.

- For distribution center opportunities, our short, informative orientation will cover various topics relevant to your position during your first visit. A member of our volunteer team will call you before your orientation to answer any questions and share an overview of what to expect. On orientation day, a member of our staff will greet you, provide a brief tour of our facilities and check-in process, and start on-the-job training so you can get right to work! A member of our volunteer team will check in with you after orientation to learn about your experience and answer any questions you have.
- Cooking Matters Maine volunteers will watch a video provided by the Cooking Matters team.
- All other volunteers will receive a tailored orientation from their supervisor.

Please make sure to review our safety and COVID-19 guidelines on our website before coming in for your shift.

Where do I go?



Joann E. Pike Distribution Center's Front Entrance, Auburn



The Hannaford Center, Hampden Distribution Center Side Entrance

Training and Supervision

The majority of training is on-the-job. You will be given a contact for support and to oversee your work. Your volunteer contact will discuss and coordinate additional training with you as needed.

The Volunteer Engagement Team is always available to support volunteers throughout their service.

Record and Time Keeping

Sign-In

All volunteers must sign-in at an available kiosk. We will provide you with instructions on how to sign in during your orientation and a handout will be available at the kiosk. If you need assistance, please let a staff member know so we can assist you.

Volunteers serving from home will be given a link to sign-in.

Verification of Volunteer Hours

You can request an official letter of verification of volunteer hours by speaking with the Volunteer Engagement Team or by emailing Volunteer@GSFB.org.

Shift Scheduling and Canceling

Distribution Center Volunteers

Please select all hours in which you will be volunteering on our volunteer management system, **scheduling no later than 3:00 pm the day before the shift begins.**

If you can no longer attend your scheduled shift, please edit your response on our volunteer management system. If it is the day of your shift, please call to let us know that you will not be able to make it.

See our inclement weather section for more information.

Cooking Matters Volunteers

Cooking Matters volunteers must sign up for all sessions within each class. If you cannot make one of your scheduled shifts, email Volunteer@GSFB.org as soon as possible.

Recognition

Apple Corps Program

Apple Corps is a volunteer recognition and ambassador program. It honors volunteers for their service to the food bank, recognizes volunteer leaders, and supports food bank ambassadors within the community.

Policies and Procedures

Drug-Free Workplace

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance on and in Good Shepherd Food Bank property is prohibited. Additionally, volunteers may not be under the influence of any controlled substance while serving. Such action may result in your immediate dismissal from the volunteer position.

Tobacco-Free Workplace

Smoking by our employees, volunteers, clients, or vendors in any interior offices or spaces of any building occupied by the Food Bank is prohibited. Smoking is not permitted within 20 feet of any entryway, vent, or doorway to interior buildings.

Dress Code

Volunteers are responsible for presenting a positive image to our community as representatives of Good Shepherd Food Bank. You should dress appropriate for the conditions and performance of your duties.

Good Shepherd Food Bank respects and embraces different cultures and religions with different clothing requirements and will make reasonable accommodations if needed.

Safety

We will provide volunteers with information on facility safety plans and safety protocols related to the assigned volunteer positions at the time of registration. These guidelines are also posted on our volunteer management system for you to review at any time.

Any injury to the volunteer while fulfilling the duties of their position description must be reported to the supervisor immediately.

Inclement Weather

In the event of inclement weather, please prioritize your safety and use good judgment. If you do not feel safe traveling to the Food Bank, please cancel your shift on the volunteer database. If you will be missing your shift on short notice, additionally, please notify the Volunteer Engagement Team.

In some cases, Good Shepherd Food Bank may close any or all facilities due to inclement weather. Any closings will be announced on all major news stations and their websites, WMTW - www.wmtw.com, WCSH News Center Maine - www.newscentermaine.com, WGME - wgme.com or WABI - www.wabi.tv. You may also check the Good Shepherd Food Bank social media accounts, Facebook - www.facebook.com/feedingmaine, Twitter @FeedingMaine, and Instagram @feedingmaine.

First Aid

First aid treatment is provided by staff that are first aid and CPR certified. Staff will rely on local resources including the fire department and medical service response teams as needed. Trained employees may perform CPR and first-aid treatment and are crucial in relaying information to medical response teams. All employees assigned to perform such duties will have been properly trained and equipped to carry out their assigned responsibilities properly and safely.

Each facility is equipped with First Aid Kits and AED.

Emergency Situations

- During an emergency situation you may need to follow emergency instructions and/or evacuate the facility. Our staff will communicate instructions on what to do during an emergency situation by a combination of verbal communication, radio, the paging system or a fire alarm.
- You are responsible for ensuring your own safety and following Police, Fire, Rescue, and staff instructions when applicable.
- Always be aware of your surroundings during an evacuation. The meeting location for all facilities is the front parking lot grass or tree line outside of the main entrance. Please gather with other volunteers and do not leave the premises until you have been accounted for by a staff member.
- First-aid treatment will only be provided in the designated rally area.

Age Restrictions

To protect the safety of all workers, individuals must be 14 years or older to volunteer. Individuals under the age of 16 must be accompanied by an adult while volunteering. Individuals under the age of 18 must have the written consent of a parent or guardian prior to volunteering.

The work assigned to volunteers is performed in an environment with minimal hazards, compliant with all appropriate federal and state labor laws. To that end, youth volunteers may not be permitted to perform some safety-sensitive tasks involving the operation of machinery and equipment.

Liability and Insurance

In May of 1997, Congress approved legislation that shields volunteers for nonprofit organizations from liability lawsuits. HR911 limits the occasions when volunteers, as well as directors, officers, and trustees, may be sued in connection with their actions on behalf of a nonprofit. While the legislation removes a volunteer (but not the nonprofit) from liability if an individual commits negligent acts or omissions while acting within the scope of his or her responsibility, it does not protect the person if such acts were caused by willful or criminal misconduct or gross negligence.

Confidentiality

Good Shepherd Food Bank recognizes confidentiality as a living principle based on the sanctity and dignity of the human person. Therefore, the Food Bank will respect the privacy of personal information of those it serves or employs. You are responsible for maintaining confidentiality of all information to which you are exposed while serving as a volunteer, whether this information involves staff members, volunteers, clients, or the organization overall. Failure to maintain confidentiality may result in corrective action, suspension, or dismissal.

Harassment, Discrimination, and Violence Prevention Program

We are committed to a work environment that is professional and harassment-free for all employees and volunteers. Harassment includes, without limitations, verbal, physical, visual, and innuendo. Harassment also includes unwelcome sexual advances, requests for sexual favors, sexually motivated physical contact and other verbal or physical conduct, or visual forms of harassment of sexual nature when submission to such conduct is either explicitly or implicitly made a term or condition of employment or is used as the basis for unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment for employees and volunteers.

Volunteers should report any issues to their volunteer contact.

Corrective Action

In certain situations, corrective action may follow an incident or evaluation. Examples of corrective action include the requirement of additional training, re-assignment to a new position, and suspension or dismissal from volunteer service.

Concerns & Grievances

Volunteers have the opportunity to report any problems without retaliation or any adverse action. Good Shepherd Food Bank maintains an open-door policy regarding volunteer concerns and grievances. If you have a problem or complaint, you should feel free to email the Volunteer Engagement Department at volunteer@gsfb.org or speak directly with a staff member of the department. If your concerns cannot be settled at this level, you have the option of speaking with the human resources director who can be reached at hr@gsfb.org.

Decisions involving corrective action of a volunteer will be reviewed for appropriateness by the Volunteer Engagement Manager, Director of Human Resources, and/or volunteer's supervisor. If corrective action is taken, the volunteer shall be informed of the procedures for expressing his/her concern or grievance. A volunteer has the opportunity to provide a written request to air their concerns to the Director of Human Resources.

Ending Volunteer Service

You are free to end your volunteer service with us at any time. Because volunteers are so important to us, we request that you provide advance notice of your departure and a reason for your decision.

Termination

You may be terminated from your position as a volunteer for a variety of reasons. Some of these include gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of agency equipment or materials, abuse or mistreatment of coworkers, failure to abide by policies and procedures, failure to meet physical or mental standards of performance, and failure to satisfactorily perform assigned duties.

Grounds for Dismissal

- Discrimination, Harassment, Violence
- Unauthorized Use of Good Shepherd Food Bank Property
- Misrepresenting the Organization
- Misuse of Social Media

Exit Interview

When you end your service, you will be given an opportunity to give us any further comments about your experience and to provide any potential ideas for improvements.

Contact Information



Jane Clifford (she/her/hers)

Volunteer Engagement Manager
(617) 939-1414 (cell)
(207) 989-4672
jclifford@gsfb.org



Bethany Tatro, CVA (she/her/hers)

Volunteer Engagement Coordinator (Auburn)
(207) 782-3554 ext. 1169
btatro@gsfb.org



Bree Belair (she/her/hers)

Volunteer Engagement Coordinator (Hampden)
(207) 852-8319 (cell)
(207) 989-4672 ext. 1298
bbelair@gsfb.org



**Denise Gaudette, RDN, LDN
(she/her/hers)**

Cooking Matters Manager
(207) 782-3554 ext. 1129
dgaudette@gsfb.org

Distribution Center Hours

Joann E. Pike Distribution Center, Auburn
Monday-Friday | 7:30 a.m. - 3 p.m.

The Hannaford Center, Hampden Distribution Center
Monday-Thursday | 8 a.m. - 4 p.m.
Friday | 8 a.m. - 12 p.m.

Glossary of Terms

2-1-1

2-1-1- is a free and confidential service for people with questions about health & human service programs in their area. Maine has a 2-1-1 call center that offers information and referrals for programs across the entire state. 2-1-1 can be called from anywhere or people can search the 2-1-1 database themselves (<https://211maine.org/>). We regularly encourage partner agencies to promote and use 2-1-1 to provide information to their community members.

Advocacy

Advocacy is a building of public support for a particular cause or policy. GSFB's Public Policy department advocates for programs and policies that reduce hunger or the risk of hunger for Mainers. The department regularly engages with partner agencies and some community members in its advocacy efforts.

Agencies (also called “Partners” or “Partner Agencies”)

Partner agencies are nonprofit organizations partnered with Good Shepherd Food Bank that are supplied with food to distribute to those in need. All partners of the Food Bank must have an independent 501(c)3 tax code designation or be sponsored by a 501(c)3. Agencies applying for partnership must submit a 501(c)3 determination letter or a sponsorship form. GSFB has two agency “levels”:

Agricycle

A waste management company that utilizes anaerobic digestion (or AD), which captures and converts methane gases into clean fuel and fertilizer.

Backpack Program (BP)

A backpack program provides children with healthy, easy-to-prepare food for weekends and school vacations, when the school meals they rely on are unavailable. Some partner agencies of GSFB sponsor these backpack distribution programs with their local schools; GSFB transitioned its sponsored programs to School Pantries in Fall 2020.

Building Advocate Leadership Program (BALP)

The Building Advocate Leadership Program is a program of GSFB's Public Policy department. The Building Advocate Leadership Program is a skill-building program designed to support participants – community members with lived experience of poverty and/or hunger – in using their personal stories as tools for change.

Commodity Supplemental Food Program (CSFP)

The Commodity Supplemental Food Program (CSFP) works to improve the health of low-income persons at least 60 years of age by supplementing their diets with nutritious USDA Foods. Each month, income-eligible seniors receive 30 pounds of nutritious food. In Maine, the regional Area Agencies on Aging (AAA or sometimes called “Triple A-s”) review applications for income eligibility and keep track of and communicate with those on the list. GSFb assembles and ships the boxes of food for distribution to sites across the state which may include food pantries, soup kitchens, adult learning centers, senior community meals, etc.

Community Health and Hunger Program (CHHP)

Good Shepherd Food Bank partners with healthcare providers to connect food insecure patients with community resources and the food they need to live healthier lives. Additionally, Good Shepherd Food Bank provides training to healthcare partners interested in the Hunger Vital Signs™ Food Insecurity Screening questions as part of routine patient visits. Healthcare partners are provided with pre-packed emergency food bags and fresh produce for immediate distribution to those identified as food insecure. A healthcare partner could be a doctor’s office, hospital or clinic. To learn more about our healthcare partnerships, visit <https://www.gsfb.org/community-health-and-hunger/>.

Community Redistribution Fund

The purpose of the Community Redistribution Fund is to support organizations’ efforts to increase access to culturally important foods to community members in need. This grant is intended for organizations working closely and primarily with BIPOC (Black and Indigenous people and People of Color), immigrant, and refugee communities.

Cooking Matters (CM)

Cooking Matters Maine is a program of Good Shepherd Food Bank and is overseen by our Nutrition & Education Department (part of the Community Partnerships division). CM provides low-income people at risk of hunger with hands-on cooking and nutrition classes teaching healthy eating, cooking skills, food shopping, and budgeting led by volunteer professional chefs and nutritionists. Classes are offered at no charge to participants. GSFb conducts classes through its own staff, but the bulk of classes are provided by SNAP-Educators and the University of Maine Cooperative Extension.

Classes are available in all of Maine’s 16 counties. Some of the curricula offered are Cooking Matters for Families, Cooking Matters for Parents, Cooking Matters for Teens, and Cooking Matters for Child Care Professionals.

Department of Agriculture, Conservation & Forestry (DACF)

Maine’s DACF oversees several programs, including the U. S. Department of Agriculture’s commodity foods programs (CSFP and TEFAP). DACF contracts with GSFB for storage, management, and distribution of commodities to eligible programs and people in Maine.

Distribution Center (DC)

A warehouse location where food products are brought/received, inspected, sorted, and stored for distribution to partner agencies statewide. Good Shepherd Food Bank has two distribution centers, one located in Auburn and the other in Hampden.

Equity, Diversity & Inclusion (EDI)

GSFB has undertaken the work of becoming a more diverse, equitable, and inclusive organization by adopting DEI as a strategic priority for the Food Bank. Currently, GSFB staff is developing a DEI plan; a DEI Committee oversees the work of sub-committees (all staff) in 5 key areas: Human Resources, Organizational Development, Training/Education, Internal Culture, and Partner Network.

Feeding America® (FA)

Feeding America® is the national network of more than 200 food banks located across the United States. GSFB is a member of Feeding America®, and receives data, best practices, networking and training opportunities, grants, and professional consulting on advocacy and fundraising from Feeding America® and other food banks. Feeding America® headquarters are located in Chicago, IL.

Food Bank

Food banks provide a central location for the receipt of donated and purchased food for distribution to local nonprofits in their communities. Food banks do not conduct direct distribution to individuals in communities, except in some cases (see “Direct Distribution”). (Note: some food pantries use the term “food bank” in their names; the key difference is that they supply food directly to community members.)

Food Keeper

Developed by the USDA’s Food Safety and Inspection Service, this program serves to help individuals understand the quality and freshness of food to ensure that food is safe for consumption.

Food Nutrition Services (FNS)

This federal agency, part of the U. S. Department of Agriculture, oversees federal nutrition programs for low-income individuals and families, including TEFAP, SNAP, school-based programs, and WIC.

Food Pantry (FP)

Food pantries are community-based, nonprofit food assistance program. Food pantries are places where individuals receive a supply of food to take home and prepare. Food may be given in pre-assembled bags/boxes or by “client choice,” which allows community members to select their own food based on personal preferences or health needs.

Food Safety

Poor food handling and/or preparation is dangerous and can cause illness or death. Each Good Shepherd Food Bank partner is held to the utmost food safety standards to lessen the chance of community members contracting a food-borne illness which can compromise their health and their ability to work or care for themselves or their families. Safe food handling practices include ensuring that food is stored in appropriate temperature ranges and is protected from contamination, pests, theft, or intentional tampering. Partner agencies of GSFB are required to complete food safety training to learn about the safe storage, handling, and distribution of food.

Food Security

Food security is assured access to enough nutritious food to sustain an active and healthy life, including food availability (adequate food supply), food access (people can get to food), and appropriate food use (the body’s absorption of essential nutrients).

Food Security as defined by the USDA:

- High Food Security: Households had no problem, or anxiety about, consistently accessing adequate food
- Marginal Food Security: Households had problems or anxiety at times about accessing adequate food, but the quality, variety, and quantity of their food were not substantially reduced
- Low Food Security: Households reduced the quality, variety, and desirability of their diets, but the quantity of food intake and normal eating patterns were not substantially disrupted
- Very Low Food Security: At times during the year, eating patterns of one or more household members were disrupted and food intake reduced because the household lacked money or other resources for food.

Foods to Encourage (F2E)

Foods to Encourage is Feeding America®’s approach to estimate the nutritional contributions of food categories in food banks’ inventories. Using categories provided by Feeding America®, GSFB calculates its distributed Foods to Encourage alongside all product distributed. GSFB leadership sets a Foods to Encourage goal each fiscal year.

Fresh Rescue

Hannaford’s program for “rescuing” fresh food that cannot be sold but is still consumable and can be used by partner agencies. See “Retail Pick-up Program.”

Hunger Vital Signs™ Food Insecurity Screening

Identifies households as being at risk for food insecurity if they answer that either or both of the following two statements is ‘often true’ or ‘sometimes true’ (vs. ‘never true’):

- “Within the past 12 months we worried whether our food would run out before we got money to buy more.”
- “Within the past 12 months the food we bought just didn’t last and we didn’t have money to get more.”

Mainers Feeding Mainers (MFM)

A program at Good Shepherd Food Bank that sources food from local farms and other food programs, creates local partnerships between farmers and ending-hunger partner agencies, and provides a reliable customer to farmers.

Meal Gap

Calculated each year by Feeding America, the Meal Gap is the number of meals needed by food insecure persons in states and counties. The Meal Gap takes into consideration SNAP and other benefits and the number of meals the state’s food bank(s) provide; the difference between those “meals provided” and the state’s food insecurity estimate determines the gap – how many meals are needed to ensure that no one in Maine is hungry.

Nutrition Policy

GSFB adopted a Nutrition Policy in 2013 that guides our acquisition of food and what food we make available to partner agencies to distribute (salvage). A staff committee, comprised of staff from our Nutrition & Education, Purchasing, and Inventory departments, meets regularly to review purchasing and to engage with vendors to acquire nutritious food.

Purchased Product

These are items purchased directly from wholesalers and offered to partner agencies at cost. Any partner agency may purchase this product; per GSFB’s Partner Agency Contract, they must distribute it to community members at no charge.

Redistribution Organization (RDO)

A Redistribution Organization is an organization that has a formal relationship with a Feeding America® food bank like Good Shepherd. An RDO has a specific geographic

area it redistributes food to, and has a contract with a food bank around fundraising, agency monitoring, warehouse practices, etc.

Salvage

Product that has been slightly damaged at either a retail warehouse or at the retail level and is no longer suitable to sell in stores but is safe for consumption. GSFb receives salvage product from a number of sources; salvage product must be inspected for fitness before distribution to partner agencies.

ServSafe Food Safety Training

ServSafe is a food and beverage safety training and certificate program administered by the U.S. National Restaurant Association. GSFb provides opportunities for staff to attend ServSafe trainings to learn about food borne illness and the safe handling of food; some positions at GSFb will require this training.

School Pantry (SP)

A pantry located within a school, usually, but not always, for school community individuals and families only. Good Shepherd Food Bank partners with public schools, early childhood centers, and college campuses to provide easy, consistent access to nutritious food for students and their families either during or outside of traditional school hours.

Supplemental Nutrition Assistance Program (SNAP)

SNAP provides nutrition benefits to supplement the food budget of needy families so they can purchase healthy food.

The Emergency Food Assistance Program (TEFAP)

TEFAP is a federal program that helps supplement the diets of low-income Americans, including elderly people, by providing them with the emergency food and nutrition assistance at no cost. Under TEFAP, the U.S. Department of Agriculture (USDA) makes commodity foods available to food banks, food pantries, shelters, and soup kitchens, among others. The amount of food each state receives out of the total amount of food provided is based on the number of unemployed persons and the number of people with incomes below the poverty level. The State of Maine's Department of Agriculture, Conservation & Forestry (DACF) contracts with GSFb to receive, store, allocate and assemble product and ship TEFAP to agencies across the state.

U. S. Department of Agriculture (USDA)

The U.S. Department of Agriculture, also known as the Agriculture Department, is the U.S. federal executive department responsible for developing and executing federal laws related to farming, forestry, rural economic development, and food.

Volunteers

Our volunteers perform a service at the direction of and on behalf of Good Shepherd Food Bank without compensation or expectation of compensation beyond reimbursement for volunteer-related expenses. This includes participating in distribution and program activities or serving on the Board of Directors or an Advisory Committee.

- **Individual Volunteers:** When a volunteer accepts a position with a regular schedule, they are considered an on-going volunteer.
- **Group Volunteers:** The Food Bank accepts volunteer service from groups, including high school and college service groups, church groups, and employees on corporate service days. In these instances, a leader from the organization should reach out to the volunteer engagement team.
- **Special Event Volunteers (Occasional):** People who serve as volunteers only once or occasionally in an event situation are considered special event or occasional volunteers. Examples of this include telethons and organizing or helping at a fundraising event.
- **Professional Volunteer:** Professional volunteers are those who provide a volunteer service using their license, registration, or certification as required by the profession. These credentials must be current if they are providing that professional skill as a volunteer.
- **National Service:** National Service programs are volunteer opportunities provided at the national level in response to solving problems related to poverty. There are several programs available including AmeriCorps VISTA, AmeriCorps National/State, AmeriCorps NCCC, and AmeriCorps Seniors. These volunteers apply to host sites like Good Shepherd Food Bank and are assigned specific tasks. Each program of national service has a specific time commitment based on the scope of the program. To learn more about national service opportunities, visit <http://americorps.gov>.
- **Volunteer Team Leader:** Volunteer team leaders who supervise other volunteers.