

GOOD MANAGEMENT PRACTICES



Second Harvest Food Bank of North Central Ohio appreciates your services and will do our utmost to ensure that your volunteer experience is rewarding, productive, and safe. Second Harvest Food Bank of North Central Ohio has Good Management Practices to promote food and personnel safety:

GENERAL GUIDELINES: Attend training or orientation from our staff to explain the assigned volunteer project or event. Volunteers should display appropriate behavior at all times. Volunteers should be respectful of other staff and volunteers as well as respectful of the facility, property and equipment of Second Harvest.

COVID-19 PREVENTION: Face masks and gloves are required to distribute food at pantries at this time. Please take your temperature prior to arriving at the pantry. If temperature reads 100.4 or higher, we ask that you do not volunteer at this time. Social distancing of 6 feet or more must be maintained at all times. At this time, volunteers must be 18 years or older.

FOOD SAFETY:

- In order to prevent contamination of food products, no persons with cold symptoms, flu, boils, sores, infected wounds or any other infections or communicable diseases are permitted to contact food.
- Volunteers must wash and sanitize hands before beginning shift, and after eating, drinking, using the restroom, and otherwise soiling hands.
- Volunteers participating in bulk food repack projects (repacking cereal, pasta, rice, etc.) must wear a hairnet and beard net (if needed), gloves, and an apron, and remove all dangling earrings, bracelets, watches and necklaces and cover any stud earrings with a hairnet. Any rings other than plain bands must be removed and plain band rings must be covered by gloves. Lockers are available to store personal items.
- Cell phones or head phones are not permitted in the Volunteer Work Center. These and other personal items contain bacteria that impacts food safety.
- No food or drink of any kind is permitted in the Warehouse, Volunteer Repack Room or Clean Room of the facility, including gum and candy. Any spill or improperly disposed of food or drink product can contaminate inventory food products and be attractants for insect pests and rodents.
- No one is allowed to consume or remove from the premises any donated or purchased food or other non-food products.

- Report any glass breakage to a staff member immediately. Staff members are trained in the proper procedure to clean up glass breakage in order to prevent contamination of inventory food products.
- The FDA has identified the top eight allergens as wheat, milk, eggs, fish, seafood, peanuts, tree nuts and soy. Spills of any products containing these allergens need to be reported immediately to a staff member. Staff members are trained in the proper procedure to clean up food allergens to prevent contamination of inventory food products.
- No food can be directly placed on the ground. All cases of food must be stored on a pallet or on a table at all times.
- Second Harvest is a tobacco-free campus. Tobacco use of any kind is prohibited on-site or offsite at pantries.

PERSONAL SAFETY:

- Volunteers at the Distribution Center must check-in at the front desk on arrival and check-out at departure.
- Volunteers at Mobile or School Pantries must check-in with the Pantry Site Coordinator or Second Harvest Staff.
- Volunteers are assigned to specific work areas. For personnel safety and accountability, volunteers must remain in their assigned work area until their shift ends or they are reassigned to another project.
- Only Second Harvest staff are permitted to operate forklifts, stand-up lifts and pallet jacks. Volunteers may use pallet jack if they are trained and approved by staff.
- Open-toed and open-heeled shoes are not permitted in the Volunteer Work Center, Warehouse or at the Food Pantry.
- Be aware of forklifts and pallet jacks. Pay attention when pallets are being moved. Stay safe!
- Volunteers may only use sanitizer and other cleaning products if instructed in proper use by a Second Harvest staff member.