

CALGARY FOOD BANK

We want your volunteer time at the Food Bank to be a safe and enjoyable experience. Safety in our operations is paramount. To that end, we have policies in place to help everyone work more safely.

- 1) No person under the age of 12 may volunteer and no person under 16 may operate a Food Bank vehicle. Volunteers between 12 and 16 years must be accompanied by an adult.
- 2) For your safety, you are required to wear footwear that provides complete foot coverage and good gripping soles such as running shoes or boots with no heel or a low heel. No open toe shoes such as sandals, flip flops, clogs, lacy flats or high heels.
- 3) Casual, washable clothing is recommended. Loose sleeves and ties are discouraged; this kind of clothing could get trapped in the moving parts in our equipment.
- 4) In consideration of individuals with sensitivities, the Food Bank strongly encourages you to refrain from wearing scented products in the workplace.
- 5) We respect our clients' privacy. All client information is confidential.
- 6) The Calgary Food Bank is a non-smoking building.
- 7) Food and grocery items at the Food Bank are intended for clients and partnering agencies only. Volunteers may not remove any products from the premises.
- 8) For your own safety, do not provide a ride to clients.
- 9) Cell phones, MP3 players and other electronic devices are not to be used while volunteering.
- 10) With regard to pallets, we ask that a volunteer never drop a pallet, never put a pallet on its side and if you do have to stand on a pallet (which is highly likely) please do so with your feet across the boards not the same direction to avoid a potential ankle injury.
- 11) Forklifts and pallet jacks are in regular operation. Drivers and pedestrians are equally responsible for their own safety. The following are safe work practices adhered to while volunteering:
 - A forklift driver's view is restricted - never assume that he/she can see you. It is important for pedestrians to be aware of their environment and the potential risks that exist.
 - Make eye contact with the forklift operator and wait for instruction.
 - Never stand close to a forklift; give the operator at least 10 feet of space. The back end of the vehicle can make a wide turn. Don't be afraid to call out "right behind you". Better safe than sorry.
 - Look around you, look in all directions and know your surroundings, listen for horns, watch for flashing lights.
 - Always stand at a safe distance when a forklift is raising or lowering pallets. Stand away from the shelf where a load is being placed; also stand away from this area in the adjacent aisle (items being loaded may fall off either side of the shelf).



ANGELA IRWIN
Volunteer Resources Supervisor
P: 403.319.0830
E: airwin@calgaryfoodbank.com