[**St. Mary's Food Bank**](http://www.stmarys-foodbank.com/)

*Because food is a RIGHT!*

**WELCOME to St. Mary's Food Bank!**

St. Mary’s Food Bank is a not-for-profit, registered food bank located in Mississauga as an affiliate agency of the Mississauga Food Bank.

We assist low income families to end hunger and ultimately end poverty in their lives, in the City of Mississauga, in designated areas.

 We provide nutritious food to all those in need, with dignity and respect and without discrimination to religion, sex, age, or culture.

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**Mission**

St. Mary’s Food Bank is a food source for people in need. Partnering with organizations to feed the hungry, we build a community solution to a community problem. By leveraging an abundance of products from a multitude of sources, we “Change the Face of Hunger.”

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**Vision**

St. Mary’s Food Bank vision is to maintain our operations as one that is action- oriented, always flexible and never bureaucratic and be known as a high-quality organization with integrity and respect for all people. Every single person in the Food Bank understands the essence of the organization, and every volunteer or employee shares in the Food Bank’s success.

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**Goals:**

* Increase the participants’ access to nutritionally balanced meals.
* Enhance participant’s knowledge and skills on healthy eating.
* Decrease social isolation and increase the opportunity for socialization and networking.
* Increase access to food through the delivery of meals to individuals and families who are unable to access our facility.
* Provide participants, with counseling, and access to social and skills training programs.

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**History:**

St. Mary’s food bank opened its first branch in 2005 serving the region of peel and covering 5 postal codes in the area. St. Mary’s food bank serves annually about 13,000 people. It has expanded and opened its second branch in 2010 to serve another 4 postal codes which accounts to an estimate of 25,000 people every year, and serves 9 postal codes together.

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**Services:**

St. Mary's Food Bank has different services to reach a wide client base.

We have a food distribution system for low income clients who require a helping hand. We distribute from our warehouses at 2 locations.

**St. Mary’s Food Bank Coopers Location:**

5175 Coopers Ave. Unit 4

(North of Matheson, East side of Kennedy Rd.)

Postal codes Served: L4Z, L5W, L4W, L5R, L5V, L5C

*Operation Hours:*

Tuesday 12pm- 2pm

Wednesday 7pm-9pm

Thursday 7pm- 9pm

Office Telephone: 905.238.9008

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**St. Mary's Food Bank Dundas Location:**

1699 Dundas East

Mississauga, ON

L4X 1L5

Postal Codes Served: L5E, L4X, L4Y, L5A

*Operation Hours:*

Monday 6pm-8pm

Tuesday 6pm- 8pm

Wednesday 11:30- 2:00

Office Telephone: 905.890.0900

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**St. Joseph Community Kitchen** provides hot meals to clients at St. Mary's Food Bank Dundas location.

1699 Dundas St. E

Mississauga, ON

L4X 1L5

Operation Hours

Tuesdays:

 Please contact Mervat Ibrahim for more information at 905.286.1346

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**KM Dental Clinic** is the first free dental clinic offering basic dental work for clients and low income individuals and families.

1699 Dundas St. E

Mississauga, ON

L4X 1L5

*Operation Hours:*

Monday 7-8:30

Tuesday 7-8:30

Email: kmdental@rogers.com

Office Telephone: 647.693.0071

**Volunteer Policies**

**Introduction**

This policy sets out the broad principles for voluntary involvement at St Mary’s Food Bank. It is of relevance to staff, volunteers, and trustees of the organization.

 This policy will be kept under review to ensure that it remains appropriate to the needs of St. Mary’s Food Bank and its volunteers.

**Commitment**

Volunteers are an established and integral part of the work of St. Mary’s Food Bank. Inviting people from the community into our organization ensures that we have the community’s support and input into our activities. Without the involvement of volunteers in this organization we would not be able to provide our services to the community of Mississauga.

St. Mary’s Food Bank is committed to working with volunteers to meet its purpose and objectives. Volunteering involvement in appropriate tasks is welcome, encouraged, and developed at all levels of the organization’s activity.

**Volunteer Principles**

St. Mary’s Food Bank:

Recognizes volunteering as a means of fulfilling its purposes

Values volunteering as an inclusive act of participation that is itself important in promoting the work of the organization

Appreciates that volunteering is enjoyable and can change and enrich the lives of individuals. Successful volunteer involvement takes account of individuals’ motivations, aspirations and fulfillments

Will endeavour to match volunteers’ skills, knowledge, experience and motivation in a way that best meets the organization’s needs

 Respects volunteers in both listening to and learning from what they have to say

Values volunteering as integral to its work at all levels and recognizes the gifts of time from volunteers as critical to its well-being and success;

Distinguishes volunteering from employment, and puts its flexibility and informality to best effect to complement the work of paid staff.

**Responsibilities**

St. Mary’s Food Bank acknowledges the need for a clear, consistent organizational framework for voluntary involvement that creates a positive climate for development.

Each volunteer has a designated member of staff or volunteer to guide and advise them in their tasks. Volunteers are told who to approach for support and have regular access to that person.

**Recruitment and Selection**

Volunteers will be asked to fill out a volunteer application and will be selected on their suitability for the volunteering tasks, matching volunteer’s skills and interests with the organization’s needs.

 Volunteers are required to be at least 14 years of age due to liability concerns.

**Training and Development**

New volunteers are made to feel welcome and provided with a copy of the Volunteer Handbook.

The development of training and support for volunteers is a high priority for St. Mary’s Food Bank in order to provide you with the necessary information and skills to carry out your tasks.

 Volunteers are constantly supervised to ensure their safety, and training on warehouse safety and procedures is provided.

**Conditions of Service**

The organization does not insure the personal possessions of volunteers against loss or damage.

Personal information recorded about volunteers is stored and maintained with appropriate safeguards for confidentiality.

 St. Mary’s Food Bank advises volunteers of the need for confidentiality where they have access to sensitive information about St. Mary’s Food Bank and its clients which is not public knowledge.

 St. Mary’s Food Bank recognizes that volunteers may cease their involvement at any time.

 Volunteer Dismissal - You will be asked to leave immediately in the case of: offensive or violent behaviour, reckless or dangerous actions, and failure to follow the volunteer code of conduct

**Rights and Responsibilities**

St. Mary’s Food Bank recognizes the right of volunteers to:

 Know what is expected of them.

 Have clearly specified lines of support and supervision.

 Have safe working conditions.

 Know what their rights and responsibilities are if something goes wrong.

 Be trained.

 Be free from discrimination and harassment.

**Volunteer Code of Conduct**

In addition to observing the mentioned St. Mary’s Food Bank policies, we expect volunteers to follow the below code of conduct:

 Food and other products may not be consumed without permission from the Staff. We do not receive special privileges or food in exchange for volunteering.

If you are in need of food please sign in as a client at the front desk.

We believe in treating all clients, volunteers, and staff with respect. We should treat each other respectfully and non-judgmentally, regardless of race, sex, age, ability, nationality, origin, sexual orientation, or immigration status.

 Dress should be appropriate, based on the conditions in which you are working, such as in the warehouse. Clothing such as short shorts, tank tops, flip-flops, or anything revealing are not acceptable attire to wear at any time on the property.

 We must maintain a drug-free facility, which means everyone should avoid bringing or attending under the influence of alcohol or drugs. Any suspicious behaviour should be reported to staff.

 We believe in maintaining good hygiene, and clean work spaces. Observe good housekeeping habits, and maintain good personal hygiene by washing your hands before and after handling food items. Wear gloves when repackaging, or handling food.

 Valuables should be left at home, or in a safe please. Please avoid carrying purses, jewellery and other valuables if possible.

 Zero tolerance for harassment. Sexual harassment, violence, harassing behaviour, or offensive speech will not be tolerated. We are committed to providing a work environment where women and men can work together comfortably and productively, free from all forms of harassment.

 No animals are allowed on food bank property at any time with the exception of a service dog.

We should report all injuries to keep each other safe. Immediately report any damage to equipment, vehicles, or bodily injury to staff.

 Inform of absences, if you are unavailable to work on your assigned day or you will be gone for any extended length of time. Please give as much notice as you can.

If you have questions about anything mentioned above, or require an accommodation which you need to discuss, please contact St. Mary’sfoodbank by calling 905-238-9008 during office hours.

**INCIDENT FORM**

The following document is available near the sign-in station for all volunteers. The purpose of the incident form is to report any work-related accidents, injuries, dangerous occurrences, or incidents.

Reported by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Reported on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(print name) (month day, year)

Date of Incident \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Time of Incident\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(month day, year)

Police File No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (if reported)

Description of Incident including names of those involved

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Witnesses Name Witnesses Contact

1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Follow-up Recommended? \_\_\_No \_\_\_Yes (if yes, specify below)

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Actions Taken to Prevent Reoccurrence Person(s) Responsible

1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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(Signature of author)

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 (Print Name) (Date)

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(Signature of Staff)

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 (Print Name) (Date)

**IMAGE RELEASE**

As a participant at the St. Mary’s Food Bank, I understand that photographs and/or video may be taken in an effort to promote the organization to the general public.

 I will grant the St. Mary’s Food Bank the following rights:

1. The St. Mary’s Food Bank will have total ownership of these materials, and the right to edit and use for purposes of program promotion, advertising, or public relations.

2. The St. Mary’s Food Bank use of my name, likeness, or voice will not result in any liability to the St. Mary’s Food Bank for payment to any person or organization.

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(Signature of participant)

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 (Print Name) (Date)

**LIABILITY WAIVER**

I, the undersigned, hereby indemnify and hold harmless St. Mary’s Food Bank, its managers, coordinators, employees and volunteers against any claim of any sort that I might otherwise have arising from any accident or personal injury occurring as a result of my volunteer work at St. Mary’s Food Bank on its behalf.

 Permit St. Mary’s Food bank’s coordinator(s), or whom they may designate, to act on my behalf in case of medical emergencies or accidents pertaining to myself during volunteering;

Authorize the medical doctor, hospital or medical center to act as they see fit to treat me in case of emergencies or accidents; I will be responsible for the cost of the treatment or medical procedures; and,

Specifically, I understand that any injury I incur while on the premises, or while acting on behalf of St. Mary’s Food Bank is my sole responsibility and I agree not to sue the Food Bank, its managers, coordinators, employees or volunteers as a result of any such accident or injury how so ever caused.

I certify that I am at least 18 years of age\* or, if I am not that my parent or guardian must sign below on my behalf.

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\*(Signature of participant, or Adult)

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 (Print Name) (Date)

\*List of Volunteer(s) under 18 years of age

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 (Address)

2.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 (City, Postal Code)

3.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 (Telephone Number)

**CONFIDENTIALITY AGREEMENT**

All data, materials, knowledge and information generated through, originating from, or having to do with St. Mary’s Food Bank or persons associated with our activities, including contractors, is to be considered privileged and confidential and is not to be disclosed to any third party. All pages, forms, information, designs, documents, printed matter, policies and procedures, conversations, messages (received or transmitted), resources, contacts, e-mail lists, e-mail messages, client, staff or public information is confidential and the sole property of St. Mary’s Food Bank.

This also includes, but is not limited to, any information of, or relating to, our staff, clients, operations and activities. This privilege extends to all forms and formats in which the information is maintained and stored, including, but not limited to hardcopy, photocopy, microform, automated and/or electronic form.

Client information, including all file information, is not to be disclosed to any third party, under any circumstances.

Any disclosure, misuse, copying or transmitting of any material, data or information, whether intentional or unintentional, will subject you to disciplinary action and/or prosecution, according to the procedures set by St. Mary’s Food Bank and any applicable laws.

My signature signifies I agree to these terms and will abide by, adhere to and honor all of the above.

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(Signature of participant)

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(Print Name) (Date)