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**Volunteer Network Manual**

**DOUBLE UP FOOD BUCKS 2018**

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Welcome

Thank you for helping us spread the word about Double Up Food Bucks! Volunteer support is key to growing awareness of the program, reaching new customers, and helping explain how Double Up works at farmers markets and in grocery stores.

Fair Food Network

Fair Food Network is a national nonprofit that connects people to the power of food to grow community health and wealth. From our signature program, Double Up Food Bucks, which serves as a national model for health food incentives, to our impact investing arm, Fair Food Fund, we tap into the potential of food to improve health, ignite local economies, and open opportunities for all – especially in our most underserved communities. Dig deeper at fairfoodnetwork.org.

Double Up Food Bucks

Fair Food Network’s Double Up Food Bucks (Double Up) program doubles the value of SNAP (Supplemental Nutrition Assistance Program or food stamps) dollars at participating grocery stores and farmers markets, making it easier for low-income Americans to eat fresh fruits and vegetables while supporting local farmers and growing local economies. With a nine-year track record in Michigan, Double Up is a proven model that simultaneously delivers health and economic opportunity in rural and urban communities alike.

**Here’s how it works.** Double Up matches the value of federal nutrition dollars spent at participating sites, helping people bring home more fruits and vegetables.

**The wins are three-fold:** Low-income families eat more healthy food, local farmers gain new customers and make more money, and more food dollars stay in the local economy. Each has a ripple effect of benefits.

**Impact.** Since 2009, Double Up has expanded from five farmers markets in Detroit to a statewide success story in more than 250 sites. Low-income families have bought 4+ million pounds of healthy food with SNAP and Double Up since 2009, contributing $7 million to Michigan’s economy in combined sales. Today nearly 90% of Michigan consumers live in a county where the program operates.

Overview and Goals

The Double Up Food Bucks Volunteer Network endeavors to spread the word about the program across Michigan. Volunteers connect with shoppers at participating locations and community events. Here are some of the primary goals:

**Grocery Outreach**

Explain to shoppers how to use Double Up at participating grocery stores.

**Community Outreach**

Train organizations on how to talk about Double Up with their clients. Explain the program at community events.

**Develop Community Leaders**

Involve Double Up participants in program planning, evaluation and implementation. Local Coordinators help build the Volunteer Network.

**Double Up Food Bucks Talking Points**

Tips and Guidelines

**Be a program ambassador**

* Make connections with potential shoppers. Explain how Double Up works and how it will help them double their food dollars.
* You are the face of the program while out in the community. Be yourself and let your passion for the work come through.
* If you don’t know the answer to a question someone asks, get their contact information and follow up. Double Up staff can help answer any questions that may arise. Questions can be directed to Angela Hojnacki, Outreach and Engagement Manager, ahojnacki@fairfoodnetwork.org.
* You can also refer them to the program website, which has a detailed FAQ and the toll-free hotline number 866.586.2796.

**Practice and remember to translate**

* Some people in the community may speak English as a second language. Please contact us if you need flyers or posters translated.
* Practice explaining the program to someone you know ahead of time.
* Keep your answers uncomplicated and avoid jargon and acronyms.

Key Messages

* **What is Double Up Food Bucks?**

Double Up Food Bucks doubles the value of federal SNAP (Supplemental Nutrition Assistance Program) or food stamps benefits spent at participating farmers markets and grocery stores, helping people bring home more fruits and vegetables while supporting local farmers.

* **The wins are three-fold:** Low-income families bring home more healthy food, local farmers gain new customers and make more money, and more food dollars stay in the local economy. Each has a ripple effect of benefits.
* **How does Double Up work?** Double Up provides SNAP recipients with a dollar-for-dollar match to buy healthy, fruits and vegetables when they use their Bridge Card at participating locations. This means shoppers can bring home $40 of healthy food for just $20.
	+ **Farmers Markets:** For every dollar of SNAP benefits spent at the farmers market, participants receive a dollar-for-dollar match up to $20 dollars of free Double Up Food Bucks to spend on Michigan grown fruits and vegetables.
	+ **Grocery Stores**: The program works a bit differently at grocery stores, but the benefit is the same. SNAP shoppers can double their food dollars to bring home more healthy food while supporting Michigan farmers. Stores are required to purchase a set percentage of produce from Michigan farmers and run the program year-round.
		- **Coupon:** At these stores, when shoppers buy ANY fresh fruits and vegetables, they get a coupon with free matching Double Up Food Bucks (up to $20) to spend on ANY fresh produce at that store. Make sure to tell the cashier you want Double Up Food Bucks. The coupon prints at the end of the receipt and can be used on the next transaction.
		- **Yes Loyalty card:** At these stores, when shoppers buy ANY fresh produce with their Bridge Card and store loyalty card, they receive matching Double Up points the next day on that loyalty card (up to $20), which can be spent on ANY fruits and vegetables. This applies to Spartan Nash stores: Family Fare, VG’s, and ValuLand. Bucks earned can be spent the next day.
		- **Whole Foods**: When shoppers buy ANY fresh fruits and vegetables at Whole Foods in Detroit, they get a coupon with matching free Double Up Food Bucks to spend on ANY produce at that store. Coupons are distributed in $5 increments and round down (eg: an EBT produce sale of $12.39 will earn $10 in Double Up Food Bucks). Shoppers can also bring that coupon to nearby Eastern Market and cash it in for Double Up Food Bucks tokens, which can be spent on ANY Michigan grown fruits or vegetables.
	+ **Flint expansion:**  In 2016, Double Up expanded to more locations in Flint and now runs year-round. Programs enhancements include:
		- At all sites in Flint—grocery or farmers market—any fruit or vegetable (fresh, dried, canned, or frozen with no added sugar, salt, or oil), or milk purchase will earn matching Double Up Food Bucks that can be spent on additional fresh fruits and vegetables.
		- Transaction technology is interoperable between the Flint Farmers Market and participating grocery stores so Double Up users can carry their benefits between participating sites. This is the first time that benefits have been electronically transferrable between different types of retail locations in any SNAP incentive program in the country.
	+ **Electronic Program:** Since piloting the technology in Flint, many additional stores across the state now use the new electronic program. At select stores, customer will be issued a Double Up Food Bucks card. All of their Double Up Food Bucks will be stored on the card for immediate use. The card can be used at any other location that utilizes this technology. Participating sites are indicated on the website locations page.
* **Who qualifies for Double Up?** It’s easy! Anyone receiving SNAP benefits is automatically eligible. If they receive SNAP (food stamps) on their Bridge Card, they can use Double Up at any participating location.
* **How long does Double Up run?** In most locations, the farmers market program from April 1st until the market closes for the season. The grocery store program runs year-round. Check out the Locations page on the Double Up website for more information. Bridge Card customers can use the program every day that participating locations are open during the Double Up program season.
* **Who runs Double Up? How did it get started?** Double Up was started by area nonprofit Fair Food Network in 2009 as a small pilot in five farmers markets in Detroit. Since then it has grown to more than 250 sites across Michigan including grocery stores in one of the first pilots in the nation. Now partners in other states are using the Double Up model to support local farmers and increase access to healthy food.
* **How is Double Up funded?** Double Up has support from the USDA’s National Institute of Food and Agriculture, and matching funding from state agencies, and private foundations.
* **What’s Fair Food Network?** Fair Food Network is a national nonprofit that connects people to the power of food to grow community health and wealth. From our signature program, Double Up Food Bucks, which serves as a national model for health food incentives, to our impact investing arm, Fair Food Fund, we tap into the potential of food to improve health, ignite local economies, and open opportunities for all – especially in our most underserved communities. Dig deeper at fairfoodnetwork.org.

**Key Terms**

**SNAP or Food Stamps**

* + Supplemental Nutrition Assistance Program (SNAP), still commonly referred to as food stamps, is a federal program that provides monthly benefits to eligible low-income families, which can be used to purchase food. SNAP is the largest nutrition assistance program administered by the United States Department of Agriculture (USDA). Its goal is to “alleviate hunger and malnutrition … by increasing food purchasing power for all eligible households who apply for participation” (Food Stamp Act of 1977, as amended (P.L. 108-269).
	+ There are federally designated SNAP-eligible products including breads and cereals; fruits and vegetables; meats, fish and poultry; and dairy products. Seeds and plants which produce food are also SNAP-eligible. Households CANNOT use SNAP benefits to buy: beer, wine, liquor, cigarettes or tobacco; any nonfood items; vitamins and medicines; food that will be eaten in the store or hot foods.
	+ *Only SNAP dollars are eligible for the Double Up Food Bucks match.*

**EBT**

* + Electronic Benefits Transfer (EBT) is the federal name for the electronic system that allows transfer of users’ SNAP benefits from a Federal account to a retailer account to buy SNAP-eligible products.
	+ EBT replaced paper coupons through use of a benefits card, similar to a bank card.
	+ USDA reports that all 50 states, DC, and Puerto Rico are now using EBT systems.

**Bridge Card**

* + Bridge Card is the name for the EBT card used in Michigan. Different states have different names for this card.
	+ “Bridge Card” may be more familiar than the phrase “EBT card” to some shoppers.

**Other Food Resources**

People rely on volunteers to provide information about other resources related to the work they are doing. Double Up customers and other shoppers might ask about other food assistance programs. Here are some referral details for what usually comes up:

1. **Supplemental Nutrition Assistance Program (SNAP) or Bridge Card**

See an explanation of SNAP under the “Double Up Food Bucks Talking Points” section above. If clients want information on applying for SNAP, they can call 1-855-275-6424 or visit [www.mibridges.michigan.gov](http://www.mibridges.michigan.gov).

1. **Emergency Food**

Some customers will ask about food pantry, food bank, or soup kitchen locations. If the customer has internet access, volunteers can refer them to [www.foodpantries.org/st/michigan](http://www.foodpantries.org/st/michigan) or [www.fbcmich.org](http://www.fbcmich.org). If they prefer a phone referral, they can call the Food Bank Council of Michigan’s Food and Other Resources Helpline at 1-888-544-8773, or they can call 2-1-1. See more information under the “2-1-1” section below.

1. **Women, Infants, and Children (WIC)**

The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides Federal grants to States for supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk. For more information, customers can visit [www.fns.usda.gov/wic](http://www.fns.usda.gov/wic) or call 1-800-26-BIRTH (1-800-262-4784). WIC also offers $25 booklets containing five $5 coupons to be used June 1st through October 31st for Michigan-grown fruits and vegetables at participating farmers markets. WIC clients wanting more information on WIC Project FRESH coupons must contact their local WIC Clinic. WIC is not eligible for Double Up Food Bucks.

1. **2-1-1**

United Way Worldwide’s 2-1-1 referral line is a free and confidential service that helps people across North America find the local resources they need. If a volunteer cannot answer the customer’s question about assistance or resources, they can advise the customer to dial 2-1-1 toll free. 2-1-1 specialists are available 24 hours a day, 7 days a week.

1. **Senior Market Fresh**

The Senior Project FRESH/Market FRESH program is aimed at helping older adults eat healthier as they age. Similar to WIC Project Fresh, the program provides participants free nutrition counseling and $20 in coupons that can be exchanged for fresh fruits, vegetables, and other healthy foods sold at local farmers markets and roadside stands. Residents who are age 60 or older with a total household income of $22,459 or less for an individual, or $30,451 for a couple, are eligible to apply for the program. Applicants must live in a county participating in the program. The program runs from May 1 to Oct. 31 each year. If a customer would like to participate in the program, please refer them to their lead agency, found here: <https://www.michigan.gov/documents/osa/2018_Senior_Project_FRESH_County_Contacts_622461_7.pdf>

1. **Summer EBT for Children (SEBTC)**

The purpose of the program is to help families feed their children well-balanced meals during the summer months when school meals are not readily available. The SEBTC program uses a Bridge Card for electronic benefit transfer (EBT) similar to the WIC system.  If you have questions about SEBTC, please call 1-888-265-3291. Summer EBT is not eligible for Double Up Food Bucks.

1. **Meet Up and Eat Up**

The Michigan Department of Education has established food sites across the state to ensure that children in lower-income areas continue to receive nutritious meals during long school vacations. To find a location near you, visit [www.michigan.gov/meetupeatup](http://www.mcgi.state.mi.us/schoolnutrition/) or text food to 877877.

**Benefits of Joining the Volunteer Network**

Volunteering with Double Up offers many benefits in return of your gift of time and expertise.

**Make a difference**

Double Up volunteers have instrumental involvement in increasing access to healthy foods in Michigan. The vast majority of Double Up grocery customers say that because of Double Up, not only do they buy and eat more produce, but they also buy less junk food. Also, most grocery Double Up users never heard about it until they found out *at the grocery store*. In other words, volunteer presence in the produce aisle is vital for making sure customers know how they can stretch their food dollars.

**Network and connect**

All of the volunteer roles involve interacting with individuals from all walks of life. Also, Double Up is defined by its comprehensive communications and strong partnerships including with statewide agencies. Joining the Volunteer Network is a great way to learn about those partnerships as a person who clearly shares similar passions as they do. As this is a volunteer network, you’re automatically connected to other volunteers who share your value for the program’s goals.

**Be a part of something great that's getting greater**

Since 2009, Double Up has grown from five farmers markets in Detroit to more than 250 sites across Michigan—and has become a model for communities nationwide. Putting your time, energy, and skills toward a program with an already outstanding track record, and seeing your involvement help it to grow – that can be very transformative and gratifying.

**Learn and develop skills of your own**

Whether it’s community outreach, network building, or recruitment and management, volunteering with Double Up will help you build and enhance skills in unique ways. Joining the Volunteer Network is not just about helping others, but also adding tools to your own belt.

**Enhance your resume**

Adding the Double Up Volunteer Network to your resume shows employers that you are well-rounded and willing to commit your time to issues that matter to you and that impact those in need. Also, as mentioned above, volunteering can demonstrate skills and expertise that may not come across in your employment or educational experience.

**Improve your health**

Double Up is a nutrition incentive program, encouraging and empowering customers to have healthier diets. It only makes sense that some of the principles from the program will probably rub off on a volunteer’s personal life. Through nutrition education and connections made with community partners, volunteers have access to steps and models for living a healthy lifestyle.

**Give back**

If you are someone who has participated in the SNAP or Double Up program in the past, being able to reciprocate that support can feel very gratifying. And helping others have access to the same resources you do not only brings around a full circle of support, but also gives you a valuable perspective that other volunteers might not have.

**Show leadership**

Leadership skills are helpful in all of the Double Up volunteer roles, as inspiring people is a fundamental part of being a leader. The vision necessary for increasing usage of Double Up, even if you’re just having a conversation about cucumbers, has roots in a commitment to enhancing the lives of others. Strengthening this skill is invaluable.

**Stay engaged**

Work, family, school, weather, or general changes in habit can make it easy to disengage from the issues that you’re most passionate about. But volunteering can be a source of inspiration or just the change of pace you need in order to return to your socially engaged self.

**Complete volunteer hours or fulfill work requirements**

The federal Able-Bodied Adults Without Dependents (ABAWD) Time Limit Rule places a limit on how long certain individuals are eligible to participate in SNAP. Those considered “ABAWDs” may only receive SNAP benefits for a total of three full months, for the 36-month period beginning October 1, 2018, and ending September 30, 2021, unless they live in a waived area, meet an exemption, or are already meeting work requirements. Double Up Food Bucks volunteers may be eligible for exemption with a waiver.

**Fulfill course requirements**

The Double Up Volunteer Network works with university departments to help students fulfill course volunteer requirements. If you are interested in this, have your professor or department director contact the Outreach and Engagement Manager with details.

**Application Process and Volunteer Position Descriptions**

**Application Process**

**Double Up Grocery, Hotline, and Community Outreach Volunteers**

1. Complete the Double Up Food Bucks volunteer application and submit it to the Outreach and Engagement Manager via online, in person, via e-mail, or via postal mail.
2. Participate in an online or in-person volunteer orientation with the Outreach and Engagement Manager.
3. If it is a good fit for both Double Up and the applicant, the Volunteer Agreement will be completed and submitted to the Outreach and Engagement Manager.

**Local Coordinator**

1. Complete the Double Up Food Bucks volunteer application and submit it to the Outreach and Engagement Manager Coordinator via online, in person, via e-mail, or via postal mail.
2. Participate in an online or in-person volunteer orientation with the Outreach and Engagement Manager.
3. Participate in an in-person interview with the Outreach and Engagement Manager to discuss applicant's interests and the Local Coordinator role.
4. If it is a good fit for both Double Up and the applicant, the Volunteer Agreement will be completed and submitted to the Outreach and Engagement Manager.

**Supporting Documents**

If you are interested in the **Local Coordinator** role, a **resume** focusing on applicable experiences will need to accompany the application.

If the volunteer would like school credit, all documentation regarding the school program requirements must be submitted with the volunteer application.

For all other roles, no supporting documents are required, but if a volunteer would like to submit a resume, transcript, or other appropriate document, it is welcome.

**Training and Orientation**

Volunteers will receive training on the Double Up program in Michigan and all responsibilities and policies relevant to the role.

**In-person and Online Training and Orientations**

All volunteers will participate in an online or in-person volunteer orientation. If the volunteer interests and FFN opportunities match, each volunteer will complete a separate training specific to the volunteer role(s) they choose.

* **Community & Grocery Outreach Volunteers** –Volunteers will watch a training video which outlines how to present Double Up to partner agencies and potential users or engage shoppers in the produce section. If a volunteer does not have internet access, they can come into our office to watch the video or we can do a personal training in-person or over the phone.
* **Hotline Volunteer** -- Two training sessions for the volunteer will occur before the hotline role begins.
* **Local Coordinator** – Volunteerswill work with the Outreach and Engagement Manager one on one to acclimate into this role. Specific responsibilities will be developed based on the time of year, program needs, and volunteer interest. Training and shadowing will vary depending on that.

**Skill Share**

Both potential and current volunteers are invited to share their experience, congregate with other volunteers, and share skills at the annual Double Up Volunteer Orientation and Skill Share. This occurs in the fall season of each year.

**Training Materials**

* Double Up Food Bucks Volunteer Network Manual
* Double Up Food Bucks Talking Points
* Double Up Food Bucks Webinar
* Double Up Food Bucks Virtual Training Video

**Recruitment, Placement, and Equal Opportunity**

The Outreach and Engagement Manager recruits, places, and orients all volunteers with the assistance of the Local Coordinator. After training, a schedule will be established between the volunteer and the Coordinator according to each volunteer’s availability and open shifts.

Fair Food Network believes in the principle of equality and does not discriminate on the basis of race, color, religion, genetic information, national origin, sex, age, marital status, sexual orientation, disability, military/veteran status, height, or weight.

**Code of Conduct**

The following is a partial list of expectations for every Double Up Food Bucks volunteer. Violation of any part of this list will be considered an act of misconduct, requiring immediate disciplinary action, up to, and including, termination of volunteer position:

**Be Considerate and Respectful**

Be considerate and respectful of how your actions affect everyone you’re working with and the community as a whole. Everyone is a valuable part of Double Up – customers, volunteers, staff, and partners alike. Physical or verbal abuse is not tolerated.

**Be Available and Dependable**

Check your e-mails, phone, and mail regularly and respond promptly—even if it's "I'll get back to you." Sleeping during scheduled hours, failure or refusal to follow the instructions of the Outreach and Engagement Manager or Local Coordinator, excessive absence or tardiness are all hindrances on how effective your time with Double Up can be. Also, please limit the number of personal/cell phone calls while volunteering.

For the convenience of volunteers, scheduling for each role is very flexible, but it is important to be at the store, meeting, or event at the agreed upon time. If for any reason volunteers will be late, they should notify the Outreach and Engagement Manager and any person they were supposed to meet as soon as possible.

In the case of absence, the volunteer should notify the Outreach and Engagement Manager **at least** **24 hours in advance**, or as soon as possible. If the volunteer does not show up at a scheduled time and does not notify the Outreach and Engagement Manager at all, these are possible terms for termination of the volunteer’s role.

**Collaborate and Resolve Confusion Constructively**

One goal of the Volunteer Network is to keep with Double Up’s outstanding collaboration and partnership development. It is important to work together effectively. If you have a disagreement, consult with the Outreach and Engagement Manager or even other volunteers. The goal is to avoid personal attacks, while still addressing the conflict directly. When you are unsure, ask for help. If you are asked for help, be responsive and helpful.

**Step Down Considerately**

Volunteering is necessary and valuable, but it ebbs and flows. When you leave or disengage from the volunteer network, in whole or in part, we ask that you do so in a way that minimizes disruption. Notify the Outreach and Engagement Manager as soon as you decide to make a change. This way, timely steps can be taken to efficiently ensure that others can pick up where you leave off.

**Be Honest**

Never state your opinions as the official policies of Double Up or its partners. Falsification of or material omission from volunteer records or other Double Up records, dishonesty or negligent or deliberate misuse of property belonging to the Double Up or to any employee, other volunteer, partner, or customer is not allowed.

**Be Safe and Responsible**

Creating or contributing to unsafe conditions while volunteering with Double Up by act or omission is not allowed. Safety guidelines for physical grocery stores and cooking demonstrations are based on each individual store, and more details can be found in the “Safety and Emergency Procedures” section below. Reporting to volunteer under the influence of intoxicating substances, possession of a weapon, gambling on Double Up-associated premises, and smoking in buildings are all prohibited.

**Dress and Act Appropriately**

Volunteers representing Double Up are expected to dress appropriately for the environment, maintaining good grooming and personal cleanliness at all times. We ask that you not wear the following while volunteering:

1. Tight or revealing garments such as shorts, tank tops, halter tops
2. Flip flops or other footwear that is unsafe or inappropriate to a position
3. Clothing with political, religious or controversial messages

Every volunteer will receive a Double Up T-shirt, which they are expected to wear whenever they represent the program in public. Soliciting tips or gratuities is also prohibited.

**Uphold the Code**

All volunteers are expected to uphold Double Up’s Volunteer Code of Conduct. Seek answers to any questions and resolution of any disagreements with the Code prior to volunteering or as soon as they arise. Committing – or influencing another to commit—any breach of Double Up Volunteer Network policy or procedure is prohibited.

**Exercise Discretion and Confidentiality**

Volunteers are expected to keep customer, organization, and other volunteer details secure at all times, even after you have discontinued your service. Unauthorized possession, use, or copying of Double Up-associated records or disclosure of confidential information in those records to unauthorized individuals is prohibited.

**The Fine Print**

This Code of Conduct has changed over time and will continue to develop.

**Volunteer Materials and Supplies**

Volunteers are not to spend their personal money on any materials or anything necessary for their volunteer role. Fair Food Network will cover the cost of or provide all necessary tools needed for each volunteer, so **volunteers will not be reimbursed** for anything they purchase. Arrangements can be made in advance for necessary purchases. Please contact the Outreach and Engagement Manager for questions or outstanding circumstances.

All volunteers will receive and/or have access to the following as needed:

* **The Double Up T-shirt** to be worn whenever volunteers represent Double Up.
* **The Double Up Materials Bag** to hold all materials necessary for volunteering.
* **Double Up Food Bucks Flyers** to pass out to partners and potential users as they learn about the program.
* **Partner Materials request form** for any community organizations who might want to request flyers, posters, or presentations to spread the word in their communities.
* **Double Up Volunteer Network Sign-up sheets** in case someone is interested in joining us.
* **Ink pens, scratch paper, and a folder** for efficient tallying or other notes.

**Grocery Outreach Volunteers**

* **The Hand Tally Counter** to keep track of how many people the volunteer speaks to.

**Community Outreach Volunteers**

* **The Double Up Tablecloth** to cover the display table for outreach.

**Hotline Volunteers**

* Access to hotline entry form.
* List of community resource referrals.
* Mailing materials for sending posters and flyers to partners as requested.

**Local Coordinator Volunteers**

* **Printing, postage, and communication materials** necessary for building partnerships and coordination.

**Safety and Emergency Procedures**

* Volunteers should report, without fear of retaliation, any condition which they believe poses a safety, health or security risk in the area where they volunteer. Reports should immediately be shared with the Outreach and Engagement Manager, and Fair Food Network will investigate them promptly and thoroughly and take appropriate corrective action.
* Any comments or jokes involving violent threats will be taken seriously, and dealt with appropriately and promptly.
* Each volunteer is expected to obey safety rules and exercise caution in all work activities. Volunteers who violate safety standards, cause hazardous or dangerous situations, or fail to report where appropriate are subject to disciplinary action, up to and including termination of volunteer role.
* Even when all safety guidelines are being followed, an accident may occur. If a volunteer is injured as a result, even slightly, the volunteer is expected to immediately stop the activity that caused the injury and seek first aid or medical attention if necessary. Regardless of how insignificant the injury may appear, volunteers should also notify the Outreach and Engagement Manager immediately. The volunteer should not resume the activity until treatment has been provided and/or he or she has been given approval from the Outreach and Engagement Manager.

**Holidays and Inclement Weather**

**Holidays**

The Double Up Volunteer Network observes the following holidays:

|  |  |
| --- | --- |
| Martin Luther King, Jr. Day | Thanksgiving Day\* |
| Memorial Day | Thanksgiving Friday\* |
| Independence Day | December 24th through January 1st |
| Labor Day   |  |

\*Volunteers scheduled for outreach or other tasks during the week of Thanksgiving are not expected to volunteer for that entire week.

If for any reason there is a change or exception made to this schedule, volunteers will be notified within 24 hours.

If a volunteer observes a holiday not listed here because of any personal, cultural, or religious reason and does not want to volunteer during that time, they will certainly be excused.

**Inclement Weather**

* The Outreach and Engagement Manager will contact each volunteer to let them know if a meeting is canceled, a location is closed, or if they are not expected to volunteer because of weather conditions. If the volunteer is not notified 12 hours in advance of their scheduled volunteer time, they should contact the Coordinator as soon as they know they will not be able to arrive.
* Under no circumstances are volunteers expected to subject themselves to any danger or risk in order to perform their volunteer hours.

**Termination Procedures**

Volunteering is helpful and valuable, but it ebbs and flows. The Outreach and Engagement Manager and the volunteer have the right to terminate the volunteer arrangement at any time and for any reason.

When you leave or disengage from the volunteer network, in whole or in part, we ask that you do so in a way that minimizes disruption. Notify the Outreach and Engagement Manager as soon as you decide to make a change. This way, timely steps can be taken to efficiently ensure that others can pick up where you leave off.

**Contact Information**

**Outreach and Engagement Manager**

**Angela Hojnacki**

**E-mail:** ahojnacki@fairfoodnetwork.org

**Phone:** 313.577.0158

**Address:**

6135 Woodward Ave

Detroit, MI 48202

**Double Up Food Bucks**

Website: www.doubleupfoodbucks.org

E-mail: info@doubleupfoodbucks.org

Phone: 866.586.2796

**Fair Food Network**

Website: www.fairfoodnetwork.org

E-mail: info@fairfoodnetwork.org

Phone: 734.213.3999

**Volunteer Acknowledgement**

The Double Up Food Bucks Volunteer Network Handbook is intended to help you become acquainted with the Double Up Food Bucks volunteer policies and procedures. This manual will serve as a guide to your service with Double Up. Still, it is not the final word in all cases; individual circumstances may call for individual consideration.

Please read the following statement and sign below to indicate your receipt and acknowledgment of the Handbook contents:

* I have received the Double Up Food Bucks Volunteer Handbook, and I understand I should consult with the Double Up Food Bucks Outreach and Engagement Manager if I have any questions about the polices or procedures contained therein.
* I understand that from time to time there may be revisions to the Volunteer Handbook. Such revisions will require the prior approval of the Outreach and Engagement Manager and will be communicated to volunteers.
* I have entered into a volunteer relationship with Fair Food Network, and I voluntarily acknowledge that both organizations and/or I can terminate the relationship at will, with or without cause, at any time.
* Although some or all of the policies and procedures may have been explained to me verbally, I understand that I am expected to fully read and comply with the policies contained in this manual and any revisions made to it.
* I understand that my signature below indicates that I have read, understand, and acknowledge the above statements.

Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_