GROVELAND FOOD SHELF

VOLUNTEER HANDBOOK

Effective Date: June 2026

> This handbook is your guide to volunteering at Groveland Food Shelf. It covers everything you need to know -- from our mission and values to what is expected of you and how we will support you. Please read it carefully before your first shift and keep it as a reference. If you have any questions, ask your shift lead.

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1. Welcome to Groveland Food Shelf

Welcome to Groveland Food Shelf. We are grateful to have you as part of our volunteer team and our mission to serve the Minneapolis community.

Groveland Food Shelf has served the Stevens Square and downtown Minneapolis neighborhoods since the 1970s. We provide emergency groceries at no cost to individuals and families experiencing food insecurity. We serve nearly 200 guests each service day and rely on volunteers like you to make it possible.

Every volunteer plays a crucial role in creating a welcoming environment and ensuring our services are delivered effectively and with respect. We are glad you are here.

2. Mission Statement

> Groveland Food Shelf exists to feed the hungry. We believe that people in need should not live in hunger. We provide emergency groceries at no cost to individuals and families experiencing food insecurity in Minneapolis. Our goal is to ensure that anyone who needs food can access it easily and with dignity.

3. Organizational Purpose

Groveland Food Shelf is a nonprofit organization dedicated to providing emergency food assistance to residents of Minneapolis, particularly those living in the Stevens Square and downtown Minneapolis neighborhoods. Through direct service and collaboration with community partners, Groveland works to expand food access across the city and plays an active role in strengthening the local food support network.

4. Core Values

Dignity and Respect

Every individual who comes to Groveland Food Shelf is treated with dignity and respect, regardless of their circumstances.

Access Without Barriers

We operate as a low-barrier food shelf. Individuals seeking food are welcomed without unnecessary eligibility requirements.

Client Choice

Whenever possible, guests choose the food items that best meet their needs. This promotes autonomy and reduces waste.

Community Collaboration

We partner with local organizations, faith communities, and nonprofits to maximize food access.

Food Rescue and Sustainability

We actively recover and distribute usable food from local businesses and partners, reducing waste and increasing available resources.

5. Volunteer Schedule and Hours

Volunteers are expected to arrive 30 minutes before service begins. This allows time to set up, confirm all positions are filled, and be ready when guests arrive.

DAY	ARRIVE BY	SERVICE HOURS
Monday, Wednesday, Friday	**9:30 AM**	10:00 AM to 1:00 PM
Tuesday, Thursday	**12:30 PM**	1:00 PM to 4:00 PM

All positions must be confirmed with the shift lead before service opens. If you cannot make your shift, please cancel through SignUpGenius as early as possible.

> Sign up for shifts at: https://m.signupgenius.com/#!/showSignUp/10C0449ADA72BABF5C07-62160866-groveland Walk-in volunteers cannot always be guaranteed a placement. Please sign up in advance.

6. Volunteer Positions

All 10 positions are needed every service day. A detailed one-page description for your assigned position will be provided at the start of your shift.

1	**Welcome Crew / Line Management**	Guest entry, ADA line, and flow control
2	**Dairy Counter**	Milk, eggs, and sweets
3	**Meat Counter**	Meat and behind-the-counter items
4	**Shopping Guide -- Deli and Berry Cooler**	Deli and berry selections
5	**Shopping Guide -- Vegetable Cooler**	Fresh vegetables
6	**Shopping Guide -- Sandwich Cooler**	Sandwiches and grab-and-go
7	**Food Rescue Weigher**	Weighing and tracking all incoming food rescue
8	**Backstock Sorters**	Back of house sorting and restocking
9	**Cardboard and Sweeping**	Floor cleanliness and safety
10	**Organizer**	Optional -- when all core positions are filled

Once all positions are filled, volunteers must stay in their assigned roles. If you notice a station running low on stock, ask a nearby volunteer to bring more from backstock.

7. Volunteer Food Privilege

As a thank you for your time and service, volunteers who complete a shift of at least two hours are permitted to take home one of the following at the end of their shift:

TWO (2) small grocery bags of food

-- OR --

ONE (1) banana box of food

Volunteer food privileges will be immediately terminated if: * A shift is completed in under two hours * More food is taken than the permitted amount * Food is taken without completing a registered shift

8. Workplace Expectations and Code of Conduct

Groveland Food Shelf is committed to maintaining a safe, respectful, and inclusive environment for volunteers, staff, and guests. All volunteers are expected to uphold the following standards.

Respectful Behavior

* Treat all individuals with dignity, kindness, and professionalism at all times
* Do not engage in threatening, intimidating, humiliating, or bullying behavior
* The use of slurs or derogatory language toward any individual is strictly prohibited

Strictly Prohibited on Groveland Premises

* Hate speech or discriminatory behavior
* Weapons of any kind
* Illegal drugs or alcohol
* Threatening or hostile physical conduct of any kind

Violations may result in immediate removal from the volunteer program.

Professional Conduct with Guests

* Provide service without judgment or bias
* Respect client privacy and personal circumstances
* Maintain appropriate boundaries at all times

Communication with Staff

* Come find the shift lead directly if you have a question -- do not shout across the food shelf
* Try to problem solve independently or with a teammate before bringing questions to the shift lead
* We are a team -- everyone's input and effort matters

> Children are not permitted to volunteer during active service hours. This policy is in place for the safety and comfort of our guests and staff.

9. Shared Responsibility

Groveland Food Shelf operates through the collective efforts of staff and volunteers. Every volunteer shares responsibility for upholding our values, supporting one another, and maintaining consistent standards throughout service. Every interaction -- with a guest, a fellow volunteer, or a staff member -- reflects the organization's mission and values.

10. Workplace Safety and Food Handling

General Workplace Safety

* Keep work areas clean and free of hazards
* Use proper lifting techniques -- lift with your legs, not your back
* Ask for assistance with heavy or bulky items
* Keep exits, walkways, and aisles clear at all times
* Report unsafe conditions to the shift lead immediately

Food Safety and Handling

* Check expiration dates before putting any donated dry goods out on the floor
* Food that appears spoiled, damaged, or unsafe must not be distributed
* Handle all food in a clean and sanitary manner
* Do not put food rescue directly on the floor -- bring it to the shift lead first

> Please do not put food out on the floor in any cardboard box or banana box during service. All food must be placed on shelving, in bins, or in designated containers.

Emergency Procedures

* Familiarize yourself with fire evacuation routes and emergency exits
* In any emergency, follow instructions from your shift lead
* Contact emergency services when appropriate
* Report any threatening behavior or unsafe situations to the shift lead immediately

Incident Reporting

All workplace incidents must be reported to the shift lead as soon as possible -- including guest injuries, volunteer injuries, unsafe conditions, property damage, or security concerns.

11. Confidentiality and Guest Privacy

> Many of our guests are experiencing vulnerable circumstances. Maintaining their privacy and dignity is one of the most important things we can do as a team.

Volunteer Responsibilities

* Do not discuss guests by name, appearance, or circumstances with anyone outside of Groveland
* Do not share guest information on social media in any form
* Do not take photos or videos of guests without explicit authorization
* Even informal or casual sharing of guest information is not permitted

Failure to maintain confidentiality may result in immediate removal from the volunteer program and may have legal consequences.

12. Use of Donations and Organizational Property

* Treat all donations as organizational property intended for guests
* Follow established procedures for sorting, storing, and distributing items
* Do not set aside or take donated items outside of the approved food privilege policy
* Use equipment and supplies only for work-related purposes
* Report concerns about misuse of donations to the shift lead

The volunteer food privilege is the only authorized way for volunteers to take food home. Volunteers may not take food or donated items for personal use beyond this approved privilege.

13. Cleanup After Service

Service ends at 1:00 PM on Mon/Wed/Fri and 4:00 PM on Tue/Thu. All volunteers are encouraged to help with cleanup after service ends.

* Help return carts to the cart station
* Break down and remove any remaining cardboard
* Sweep and tidy your area before leaving
* Help restock shelving or return product to backstock if asked
* Check in with the shift lead before you leave to confirm your area is complete

> Every little bit of cleanup help makes a big difference for the next service day. Thank you for staying until the work is done!

14. Attendance, Reliability, and Corrective Action

Attendance and Reliability

* Sign up in advance through SignUpGenius -- walk-in placements cannot always be guaranteed
* Arrive 30 minutes before service: 9:30 AM on Mon/Wed/Fri, 12:30 PM on Tue/Thu
* If you cannot make your scheduled shift, cancel through SignUpGenius as early as possible
* Consistent no-shows without notice may result in loss of volunteer scheduling privileges

Performance Expectations

Volunteers are expected to perform their duties in a manner that supports Groveland's mission, values, and operational standards. This includes providing respectful service to guests, collaborating effectively with staff and fellow volunteers, and following all policies and procedures.

Corrective Action

Groveland Food Shelf reserves the right to address conduct concerns with any volunteer. Depending on the situation this may include a conversation with the shift lead, temporary suspension of volunteer privileges, or permanent removal from the volunteer program. Certain behaviors -- threats, theft, breach of confidentiality, or serious policy violations -- may result in immediate removal. All volunteers will be treated with dignity throughout any conduct process.

15. Contact Information

ROLE	NAME	CONTACT
Food Shelf Manager	**Bella Powers**	bella@grovelandfoodshelf.org | (612) 871-0277
Volunteer Coordinator	**Nathanael VonHaden**	volunteer@grovelandfoodshelf.org
Address	**Groveland Food Shelf**	1900 Nicollet Ave, Minneapolis MN 55403

16. Volunteer Acknowledgment

This Volunteer Handbook provides general information about Groveland Food Shelf's policies and expectations for volunteers. It does not create a contract or guarantee of continued volunteer placement. Groveland Food Shelf reserves the right to update any policies at any time.

By signing below, I acknowledge that:

* I have received a copy of the Groveland Food Shelf Volunteer Handbook
* I understand that it is my responsibility to read and follow the policies described
* I understand that the handbook does not create a contract of service
* I understand that policies may be updated or changed by the organization

Volunteer Name (Printed):

Volunteer Signature:

Date:

Shift Lead:

> Thank you for being part of the Groveland Food Shelf team. Your time, energy, and care make a real difference in the lives of our guests every single service day. We are so grateful you are here.