

# **Student Food Rescue 2015-2016**

## **Volunteer Handbook**

Congratulations on becoming a volunteer with Boston University Community Service Center's Student Food Rescue Program! Please read through the following handbook before your first run in order to familiarize yourself with the program and expectations.

### **A Note From The Program Managers**

Hey volunteers!

We are so excited to be the Program Managers of Student Food Rescue for 2015-2016 and cannot wait to meet each one of you! We hope you find Student Food Rescue to be an educational, uplifting, and inspiring program, and that you challenge yourself to engage with various communities in meaningful ways. This handbook should be your introduction to SFR and serve as your go-to guide for any logistical matters with the runs you are signed up for. Even if you are a seasoned veteran of SFR, please read through this guide in order to remind yourself of the program details.

First off, I am Kelly Schroeder and am a senior double majoring in International Relations and Environmental Analysis and Policy with a minor in German. I am from Laramie, Wyoming (so if you get a call from that obscure square state, it's probably from me!) and I like to spend my free time running outside, visiting art museums, and caring for my extensive collection of houseplants. A fun and weird fact about me is that I HATE cheese!

And I'm Sarah Bradley and I'm a junior studying Sociology with a minor in Education. I'm from Old Greenwich, Connecticut (but originally Seattle), and I enjoy walking (not running) outside, drinking large amounts of coffee, consuming tofu in any and all forms (burritos preferred), and playing Bop-It™. A fun fact about me is that I can do an unfortunately accurate Gollum impression.

Please do not hesitate to reach out to us with any questions or concerns as you dive into the wonderful and magical world of Student Food Rescue!

Peace, love, happiness, and dig yourselves thoroughly,

Kelly and Sarah

## Contact Us

**Email:** sfr@bu.edu  
**Phone:** 617-353-4710- Boston University Community Service Center  
617-922-4966- Sarah Bradley, Program Manager  
617-922-4967- Kelly Schroeder, Program Manager  
**Address:** 775 Commonwealth Avenue, Floor 4  
**Facebook:** <https://www.facebook.com/groups/busfr/>

## Mission of Student Food Rescue

Student Food Rescue at Boston University is the largest student-run food salvage program in the country! Last year we delivered over 200,000 pounds of food to various locations in the Greater Boston Area. Our program helps connect different donor and recipient sites by providing transportation of donated food that is nutritious, fresh, and appropriate. Many families depend on our deliveries, so it is imperative that Student Food Rescue operates under a spirit of **commitment** and **leadership** to bring food justice to these communities. Food justice is directly linked to many other social issues and is therefore a key component to creating lasting and empowering change.

## Rules

### 1. When in doubt, call the PM.

Sarah Bradley: 617-922-4966

Kelly Schroeder: 617-922-4967

### 2. There must always be 2 people in a van at all times. If you find that there will be less than that on your run, please find a replacement volunteer.

### 3. If you can't go, find a replacement. It is critical that you make as many of your runs as possible, but if you find that you have an immovable conflict, it is your responsibility to find a replacement for yourself. Please e-mail the PM the name and e-mail address of the individual taking your place.

### 4. Driver rules apply. The driver gets the final say on AC vs. windows, all radio station choices, as well as safety. Please respect the driver's wishes to ensure that they are comfortable driving and that you and your fellow volunteers remain safe.

5. **Stay Safe.** Safety is our number one priority here at SFR. Whether it be in the van or at site, always put the safety of you and those around you above all else.
6. **The gas tank must be refilled if it is at ½ a tank or less.** If the gas tank is at ¼ of a tank or less, please immediately call the PM on call and we will provide further instructions. Please follow all gas refill protocols located on the inside cover of the van binder.
7. **The van usage logs must be filled out every time you use the vans.** Please keep an accurate record of van use and food poundage to ensure the safety of all of our volunteers and the accuracy of our records. VAN USAGE AND FOOD LOGS ARE NOW ONLINE. Please use your phone to fill out *three forms*: Pre-Departure Van Usage Log, Post-Arrival Van Usage Log, and the Food Log. Since you will be filling these out each week, it is easiest to go to the following pages and save them each to your home screen for easy access.
  - Van Usage Logs @ [www.bu.edu/csc/sfr/van-usage-logs](http://www.bu.edu/csc/sfr/van-usage-logs)
  - Food Logs @ [www.bu.edu/csc/sfr/food-logs](http://www.bu.edu/csc/sfr/food-logs)
8. **Cell phones are not to be used while driving. Ever.** Please have your navigator help you if you need to use your phone to contact PMs or find directions.
9. **Van keys may only be taken out on your way to your run and must be returned immediately following your return.** There are many runs that rely on the vans every day so you are never to keep the van keys for longer than absolutely necessary.
10. **All SFR volunteers must have a current BU ID number.** Feel free to invite any friends to join you on your runs (just e-mail the PMs with their name and email address) but please keep in mind that non-BU students, including recently graduated alumni, are not allowed in the CSC vans under any circumstances.
11. **Wear closed-toe shoes.** Since SFR requires some physical labor with moving large quantities of food, we ask that you please wear comfortable, closed-toed shoes at all times. Many of our donor and recipient sites require this as well, so please remember to do so.

## Preparing for a Run

Whether you are brand new to SFR or have been doing it for 4 years, the first run you go on with a new group of people or to a new site can be overwhelming. But once you get the hang of it, things should run smoothly! Below are a few tips to keep in mind before going on a run:

**1. The day(s) before your scheduled run**

- Check the run schedule to learn where your run is going, what time it is going, and who you are going with. Put a reminder in your calendar so you don't forget. If you know in advance that you cannot go, find a replacement.
- Get in touch with other members of your run via text, phone call, facebook, or email. Introduce yourself and make sure everyone is ready for the first run.

**2. The day of your scheduled run**

- If you are the driver, pick up the van keys on the way to your run. A Program Manager will reach out to you to tell you how to get access to them.
- Meet your group 5 minutes before your scheduled run at the Fuller Parking Garage located at 808 Commonwealth Avenue (directions below).

**3. At your donor and recipient sites**

- Engage with the site contacts and staff! This is the best way to learn more about the impact of your work. Don't be afraid to ask questions!
- This goes without saying, but please remember you are representing both the Community Service Center and Boston University. Be respectful, helpful, and kind.

## **Vans**

Each run will be assigned a specific van:

1. Betty White- our oldest 12 passenger van
2. Fancy White Van- our newest 12 passenger van
3. Minnie- our 7 passenger minivan used for smaller runs

The 3 vans we use for our food runs are located in the Fuller Parking Garage in the basement of 808 Commonwealth Avenue. To get to the garage, enter the building from the east and follow the hallway to the left just past the drinking fountains to find the staircase to the basement. The CSC vans are located immediately to the left of the basement door. Although we deal with large amounts of food and often stuff the vans full of food, please try to keep the vans as clean as possible! Remove any trash you find at the end of your run.

***If you are ever involved in an accident, an accident report detailing any and all damage must be filled out within 24 hours. Stay calm and call a Program Manager immediately. Each van will have an accident "package" located in the van binder.***

***NEVER GIVE OUT YOUR PERSONAL INFORMATION (besides a driver's licence to a police officer).***

### **Pre-Run Checklist**

- ☐ Are you wearing closed-toe shoes?
- ☐ Driver: pick up the keys to the van.
- ☐ Before you leave, look at the van binder for directions to your site(s). Designate a navigator. Call the Program Managers if you have any questions.
- ☐ Fill out the pre-departure log located at:  
<http://www.bu.edu/csc/sfr/van-usage-logs/>
- ☐ Have fun and stay safe!

### **Post-Run Checklist**

- ☐ Fill out the post-arrival van usage log located at:  
<http://www.bu.edu/csc/sfr/van-usage-logs/>
- ☐ Fill out the food log located at: <http://www.bu.edu/csc/sfr/food-logs/>  
\*PLEASE do not forget to do this step! A lot of our grant funding relies on accurate recordings of the amount of food we salvage each year. Plus it's fun to share with your friends how much food you picked up and delivered on a given day!
- ☐ If the gas is below ½ of a tank, call a PM and they will walk you through filling it up.
- ☐ Return the van to the Fuller Garage in the space you found it.
- ☐ Driver: promptly return van keys so the next run is ready to go.