

# BOULDER FOOD RESCUE

# VOLUNTEER HANDBOOK

## What is the What

This handbook is intended to be a concise and usable reference for active Boulder Food Rescue volunteers.

## Communication & Contacts

### Contact Info

To contact the BFR about an immediate questions or concerns with an upcoming shift please contact us through our volunteer line or email, which is monitored from 8am-6pm [volunteer@boulderfoodrescue.org](mailto:volunteer@boulderfoodrescue.org) or 970-736-7237

If there is an issue with one of our bike and trailers please email the Maintenance Team directly at [maintenance@boulderfoodrescue.org](mailto:maintenance@boulderfoodrescue.org)

However please recognize that the BFR maintenance team is run by volunteers that can not respond immediately, so if you need immediate assistance (like your bike is broken down) please also text or call the volunteer line 970-736-7237

If you have a general question or concern, not related to an upcoming shift please contact:

Elizabeth Murphy  
Logistics Director  
720-229-9297

[elizabeth.murphy@boulderfoodrescue.org](mailto:elizabeth.murphy@boulderfoodrescue.org)

## Volunteer Expectations

- 1) Do scheduled pick-ups on time and behave professionally and respectfully of our food donors and participants that we are delivering to (i.e., appropriately as a representative of BFR).
- 2) If unable to do a particular pick-up or planning to be away, use the Robot to schedule an absence. Use the “Your Shifts” tab, select “Schedule an Absence” and follow the prompts on the “Schedule an Absence” page. Please start this process as soon as possible. If you are sick or otherwise unable to do your shift and unable to schedule an absence, **let BFR coordinators know 24 hours in advance or as soon as possible.**
- 3) Report information (e.g, weight and contents) about pick-ups accurately and in a timely manner.  
You can login to the robot here: <https://robot.boulderfoodrescue.org/>
- 4) Let us know if there’s a problem with the equipment or if there were issues with the pick-up or drop-off please let us know on our volunteer line and if it is an issue with a bike or trailer, please email [maintenance@boulderfoodrescue.org](mailto:maintenance@boulderfoodrescue.org)
- 5) Bike Safely!!! Please wear all the necessary gear and use your signals.

## Doing Pick-ups

Pickups are scheduled from a specific donor(s) to a specific recipient(s), which happen during a particular time window. We provide bikes and trailers if you would like to bike your shifts, but biking is not a requirement to volunteer with us!

During the pick up, iff there are any problems or confusion, your best bet is to call/text **970-736-7237** which connects you to BFR staff managing the food redistribution schedule that

day. After completing a pickup, you **must** provide us information about the food, how much got picked up, mode of transportation and any problems or notes you had by filling in the pick-up reports. You will receive email reminders from the Robot until you do so. You can access the form to do this through the Robot. Sign in, and it will be in the top right corner of the home page under “To-Do Pick-Up Reports.



# Food Redistribution Deliveries

When doing a grocery store (or a non-grocery store) pick-up, the procedure is largely the same:

1. Locate the bike, trailer and BFR tool box, which will be locked somewhere near the store entrance (you can look in the robot to find out exactly where it is located).
2. Enter the store either through the receiving door or the front, identify yourself, and ask if the grocery store (nicely) for the produce they have set aside for BFR that day, follow the instructions for each grocery store in the Robot to find out how to access where the food is stored.
3. Sort the food according to BFR's food safety and sorting guidelines, and once it is sorted load it into the bike trailer (or your car). If for some reason there isn't a scale, there might be one at your recipient site. Otherwise, just guesstimate the amount of food you have.
4. Contact the recipient site to let them know that you are on your way (or if there isn't food or you are running late please also contact them).
5. Bike the food to the scheduled recipient, unload it upon arrival.
6. Return the bike and trailer to where you got them from, and be sure to lock them both properly!



Please also follow the notes on the individual grocery stores, along with maps and information in the robot, to see how they may differ from the norm.

## Get an AWESOME BFR T-Shirt as an Active Volunteer

Active volunteers (doing at least 5 pick ups) get a sweet BFR t-shirt for free. Let us know your size and we can get you one!

Email [elizabeth.murphy@boulderfoodrescue.org](mailto:elizabeth.murphy@boulderfoodrescue.org) to get an awesome shirt!