

Borderlands' P.O.W.W.O.W.

Volunteer Overview

Volunteers are the backbone of all of the work we do at Borderlands Produce Rescue, without your help our programming would not be possible. Thank you for taking the time to make this event possible for your community, we hope you have a fun and rewarding time while volunteering with us. Here are a few policies and procedures we ask you to abide by while giving us your time. If you have any feedback after your time with us, please do not hesitate to send us a note.

Borderlands' Produce on Wheels-With Out Waste

1. Our Borderlands' P.O.W.W.O.W. program is just one of our many programs.
1. This program is Borderlands' P.O.W.W.O.W. at a particular host site (i.e. *FBCScottsdale*)
2. Please use the correct name when talking about it. Don't use POW or WOW or any other name but what it is, you are the ones who can help us Brand the correct name.
3. Borderlands' Mission is a duo helping families eat nutritiously and educating about curbing food waste so that we can all live on a healthy planet.
4. Sort out the very badly perished produce units by remembering it is rescued if you can cut a piece off and still use the remaining part as long as the unit is not totally perished.
5. As you are sorting out the perished product, place it in a box under the table to give out for animal feed or compost.
6. Customer Service is at the helm; if someone complains to you or is rude, direct them to the Head Honcho ("HH") or the Program Ambassador, you do not need to engage.
7. The \$15 is a contribution/donation to Borderlands to help Borderlands continue rescuing fresh produce; in turn the supporter is gifted a box of up to 70lbs of fresh produce .21 cents per lb. **Do not use the word "buy"- "sell" or " purchase".**
8. Please follow Borderlands' policies/procedures and host site rules, which should be told to you by the HH or Ambassador.
9. Questions - ask the HH or Borderlands' Ambassador. Our Ambassadors are equal to Borderlands STAFF; they are to be respected and listened to by all!
10. Our website pre-order program is called DUTA RESERVE. You can start ordering on the Monday of the distribution week for \$21, the supporter is guaranteed their box if they pick up no later than 2 hrs. from distribution start.
11. Our newest program - DoorDash was initiated for those people who are unable to reach a host site but can be used by anyone. People who order DD must live within a 15-mile radius of the host site; the box contains 25 lbs fresh produce, is delivered and is also ordered online. You can order up to 2 boxes at a time.
12. **SAFETY is most important.** Wear closed shoes, don't step on pallets, don't pick up and toss things that can be tripped on, don't break down boxes by kicking them, communicate with volunteers - "behind you etc." Boxes are taken from pallets from the top down. Do not cut all strappings at once - wait until you need more boxes before cutting the next level of straps.

13. We want you to be happy volunteers so that you return monthly, that is our goal! Remember just because you are a prior volunteer doesn't mean you know it all, there's always more to learn!

14. Sometimes products will come in black crates (i.e. shamrock crate style or RPC break-down style). Stand-up crates can be given out RPC's cannot be given out to anyone, they must be set aside after emptied unless you are told otherwise by HH.

15. Children must be 12 years old at a minimum to volunteer and must be able to take direction from the person in charge. Older youth need to take supervision and not play around!

16. Volunteers may take a free produce box home if they worked a full shift (4 hours), one per household and must inform the person in charge that they are leaving and taking their box. Extra varieties are allowed but must be determined by the person in charge.