

# VINDEKET

## COMMUNITY GUIDEBOOK

Thank you for your interest in participating with Vindeket (doing business as Vindeket Foods). We rely on the communities we operate in to achieve our mission to mobilize goods that have been wasted and charitably distribute revalued goods to individuals, families, and other charitable organizations with dignity for all. All participants are vital to Vindeket and our partner agencies. Your efforts will help rescue food and feed people in Larimer County whether you provide administrative support, clean and organize shelves in the shopping area, or support produce and non-perishable food collection and distribution.

Please read the enclosed materials and complete the Community Application and Agreement. The Vindeket forms need to be turned into a staff person prior to your date of service.

We are grateful for your participation in our services, projects, and events. Vindeket is able to provide quality services due to the support of its community. For more information about Vindeket please refer to the VF Onboarding Binder.

Sincerely,



Nathan Shaw  
Executive Director  
Vindeket

Online Community Application:

Physical Address:

1317 Webster Avenue  
Fort Collins, CO 80524

Tax ID: 84-4870952

**VINDEKET**

### **Our Mission**

Vindeket Foods' mission is to empower each of us to take ownership in the food cycle to restore our earth, our communities, and ourselves.

Vindeket's specific purposes include, but are not limited to, mobilization of goods that have been wasted and charitably distribute revalued goods including but not limited to: students, needy individuals, underserved persons, families, and other charitable organizations. We provide a platform for community activism and provide education to combat waste at the local, state, and national level. Services are provided from distribution locations, autonomously and/or with cooperation from other non-profits, inclusively with love and dignity for all people, plants, and animals.

### **Dignity and Justice**

Vindeket seeks to treat all individuals equally and fairly. Participants in Vindeket's activities should strive to create an environment which is welcoming, friendly, and non-judgmental. All community members will be treated with dignity and respect in all aspects of their experience with Vindeket.

### **Volume**

Vindeket rescues an average of 18,000 lbs of food a week and feeds an average of 1500 people per week.

### **Accreditation & Affiliation**

Vindeket is a 501(c)(3) non-profit corporation registered as tax-exempt with the Internal Revenue Service (Tax ID: 84-4870952).

Affiliation with Food Bank for Larimer County:

Both parties have a formal agreement to honor long-standing donor relationships between the Food Bank and major retailers throughout Larimer County, wherein the Food Bank agrees to allow Vindeket Foods to service specific approved retailers on weekends or other days where the Food Bank is otherwise unable to pick up.

Vindeket is a major food-receiving and distribution operation, receiving millions of pounds of food from farmers, corporate food manufacturers, and local food retailers. We have adopted a healthy food market, stressing the importance of why safe rescued foods will make for a better community. We take very seriously our responsibility to rescue food and redistribute it to our

community. Vindeket upholds the dignity of its community through its avenues for participation and recognizes the critical nature of local food insecurity. Connecting people to healthy food access and education responds to the immediate community needs now and reduces future health care costs associated with hunger and poor health.

## **POLICIES AND PRACTICES**

### **Hours of Operation**

Vindeket Foods is open:

Sundays from 12:00 PM to 3:00 PM

Tuesdays from 2:00 PM to 7:00 PM

Thursdays from 9:00 AM to 1:00 PM

### **Service Participant shifts are:**

Sundays:

11 AM – 1:15 PM and 1 PM-3:30 PM for set-up/tear-down and stocking food

Mondays:

1 PM - 3 PM unloading, inventory and cleaning

Tuesdays:

11 AM - 1:15 PM unloading, inventory and cleaning

1 PM – 4:30 PM Market staffing

4:30 PM -7:30 PM Market staffing

Wednesdays:

10 AM - 12 PM for unloading, inventory and cleaning

Thursdays

8:30 AM - 11:00 AM Market staffing

10:45 AM - 1:30 PM Market staffing

12 PM - 2 PM unloading, inventory and cleaning

There are various other needs throughout the week including, but not limited to: food pick-up, unloading, delivery, cleaning, organizing, sorting, stocking, as well as other admin tasks.

### **Equal Opportunity**

It is the policy of Vindeket not to discriminate against any participant or applicant because of age, race, color, creed, religion, sex, sexual orientation, disability, or national origin.

### **Harassment Policy**

Vindeket prohibits any form of unlawful harassment based on race, color, religion, creed, sex, age, national origin, marital status, sexual orientation, disability, or veteran status in accordance with applicable laws. With respect to sexual harassment, Vindeket strives to foster an environment free of unlawful sex discrimination, sexual harassment, or retaliation. Sexual

harassment includes unwelcome and/or unsolicited sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature.

Any participant who believes he/she has been harassed should immediately notify his/her supervisor or staff. All complaints and related information will be investigated and kept confidential to the fullest extent possible.

### **Drug-Free Environment**

Vindeket strictly prohibits the use, sale, dispensing, possession, or manufacture of illegal drugs on the premises or while engaged in Vindeket Foods activities.

### **Smoking**

Vindeket Foods is a non-smoking facility and a food distributor. Per the Colorado Health Department smokers must be 25' away from the entrance to the buildings while smoking.

### **Safety and Accident Rules**

Vindeket provides a clean, hazard free, healthy, safe environment in accordance with the Occupational Safety and Health Act of 1970. As a participant you should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Your workspace should be kept neat, clean and orderly.

### **Weapons**

It is the policy of Vindeket that no unauthorized firearms or weapons are permitted on/in company property. This includes but is not limited to, disabling tear gas dispensers (and similar disabling devices), guns, starting pistols, flare pistols, and pocket or hunting knife with a blade exceeding three (3) inches in length, and other objects that are intended for use as a weapon.

### **Complaint Procedure**

All participants of Vindeket are responsible for creating an atmosphere free of discrimination and harassment, sexual or otherwise. Further, all participants of Vindeket are responsible for respecting the rights of their fellow participants.

If you feel that you are being harassed in any way by another participant or by an employee, guest or vendor, it is your absolute right and obligation to promptly make your feelings known to your supervisor. If you are not satisfied with the way your complaint has been handled, if you do not feel comfortable discussing the matter with this individual or if this individual is the source of the problem, you should promptly report the problem to The Executive Director. The matter will be thoroughly investigated and, where appropriate, disciplinary action will be taken, up to and including termination. You will not be penalized in any way for reporting such conduct concerning yourself or another person. Reprisals against any participant reporting an allegation of harassment will not be tolerated. This policy applies to all incidents of alleged harassment, including those which occur off-premises, or off-hours, where the alleged offender is a supervisor, coworker, or participant with whom the participant is involved, directly or indirectly, in a business or potential business relationship. Harassment complaints shall be kept confidential to the extent possible.

Should the alleged harassment occur at a time other than your normal business hours, your complaint should be filed as early as practicable on the first business day following the alleged incident.

Please understand that Vindeket takes complaints of discrimination and harassment very seriously. Vindeket will undertake an investigation of any complaints.

If Vindeket determines that a participant is guilty of harassing another individual, appropriate disciplinary action will be taken against the offending participant, up to and including termination of participation.

Vindeket prohibits any form of retaliation against any participant for filing a bona fide complaint under this policy or for assisting in a complaint investigation.

Do not assume that Vindeket is aware of your problem. We are not. It is your responsibility to bring information, complaints and/or concerns to our attention in order that we can take action to resolve the problem.

### **Hours of Work for Participants**

Vindeket has designated shifts for each department. Most participant opportunities take place during Vindeket Foods' normal business hours. Vindeket also has opportunities with special events and booth events on nights and weekends. Each participant will schedule their service shifts with the supervisor or staff. Participants are to begin their service at the designated shift time. This enables our staff to disburse work once per shift. **All participants must sign in and sign out each time that he or she is here to serve on a service shift.** Please also include your assigned task(s) on the sign-in sheet.

### **Service Participant Orientation**

Vindeket staff members who serve as supervisors have primary responsibility for design and delivery of on-the-job training of those service shift participants assigned to them. Participants will be informed of hazardous aspects, food safety, materials, equipment, processes, or people that they may encounter while performing their services. Participants will be trained and equipped in methods to deal with all identified risks. All participants are encouraged to take on new challenges if so desired. However, opportunities are never forced upon any member of the Vindeket community.

### **Participant Personal Food Reclamation Guidelines During Service Shifts**

During service shifts and Market hours at Vindeket, all participants shall reclaim food only from the Market. This minimizes safety risks to participants and presents a professional and equitable face to all. Reclaiming food for personal use directly from the following areas is prohibited by all participants:

1. Refrigerated trailers and walk-ins
2. Dry goods backstock areas
3. Pickup trucks and reclamation vehicles

### **Absenteeism and Substitution**

All service shift participants are expected to perform their duties as scheduled. If you expect to be absent from a scheduled day, you should contact your supervisor as far in advance as possible.

Continual absenteeism will result in a review of your work assignment. We maintain a 48 hour cancellation policy. Please try to find a replacement to fill your shift. If you will be late or absent, contact your supervisor directly. If you are sick, stay home and rest. You may return to your service shifts no sooner than 24 hours after your symptoms are gone. If you have been exposed to COVID-19, please contact your supervisor to cancel/reschedule your shift.

### **Review, Evaluation, and Termination of Service**

Vindeket welcomes new ideas from its community members! You are encouraged to tell your supervisor or staff any issues concerning community participant matters.

If at any time a community participant is in conflict over a service position, staff or participant behavior, and/or general problem, Vindeket has the authority to request written complaints from all parties, discuss termination of the service activity, move the participant to a new position, or request the participant discontinue activities with Vindeket.

Participants who do not adhere to the rules and procedures of Vindeket, or who fail to satisfactorily perform their service assignments, may be subject to dismissal. Possible grounds for dismissal include, but are not limited to, gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property including food or other donated items, misuse of organization equipment or materials, abuse or mistreatment of clients or coworkers, failure to abide by organization policies and procedures, failure to meet mental or physical standards of performance, and failure to satisfactorily perform assigned duties.

### **Records**

Every participant is entered into Vindeket's database to record each activity and the number of hours served. Please notify staff with any change of address, phone, and email. If you would like a copy of your records with Vindeket, please ask the staff.

### **Media**

If any media outlet contacts you regarding information or an interview about Vindeket, please refer them to your supervisor so they may direct them to the Executive Director or staff. If a media representative approaches you while on Vindeket property or at a Vindeket event, please refrain from answering any questions or sharing your opinions on a Vindeket matter.

By participating in Vindeket activities, on company property or at an event, you understand that you may be included in videos or photographs taken on company property or at an event. You agree to allow Vindeket, its successors, assignees, licensees, sponsors, and any other authorized exhibitor to photograph or video you, and to utilize such videos and photographs, your face likeness, voice, and appearance as part of its advertising, event promotion, or promotion of Vindeket activities.

### **Minors**

Children may not accompany participants during service shifts. Parents wishing for their school-aged children to work alongside them when working service shifts must receive prior permission from staff. Vindeket requires that children be a minimum of 8 years old to participate in service shifts. Minors 8 to 15 years old must have one adult chaperone for every five minors.

Minors 16-17 years old must have one adult chaperone for every seven minors. Special considerations will be made on a case-by-case basis.

### **First Aid/Emergency Procedures**

First Aid Kits are located in the volunteer room and near the restroom facilities. In the event someone is in need of first aid, direct them to one of the first aid stations. In the event of an accident or injury, notify a staff person immediately. Call 911 for an emergency. If you are injured, report your injury to your supervisor. You may be asked to fill out an accident report.

### **Parking**

Free parking is available in the parking lot, back dirt lot to the south of the building, and the road directly in front of Vindeket Foods.

### **Market Service Participants**

#### **Description**

Participants serve in several ways at our receiving warehouse: pick-up, unload, sort, stock, inventory, clean, etc. Vindeket Foods is a busy, working distribution center.

#### **Scheduling and Sign In**

Participants are scheduled by the participant coordinator and supervised by a staff member. Participant groups must first schedule with staff based on Vindeket's needs and the group's availability. Groups will have a sign-in sheet. The group leader is to notate how many participants are in your group, record a start time, and the time your group completed the assignment. For special Market events and large community events, event training will be provided to all individuals, group leaders and group members at the beginning of the event shift. We encourage individuals and group leaders to attend Participant Orientation but do not require this for these specific events only due to the fact that participants for these events may be one-time only participants or the training will be event specific.

#### **Rules and Regulations**

1. Be on time for your service shift
2. Participants must wash hands in the designated hand washing sink prior to working and additionally as needed
3. All participants must wear close-toed shoes (no sandals or flip flops)
4. No throwing or tossing cans or other products
5. Participants are expected to fulfill assigned duties for the entirety of their time commitment
6. Do not enter food storage areas unless you are working there or it is your designated role to be there. (i.e. refrigerated trailers, walk-ins, freezer room, backstock rooms, trucks)
7. No driving forklifts (w/o cert.) or riding on pallet jacks
8. No running or playing on pallets
9. No riding or playing on grocery carts
10. No eating or drinking while sorting food or while in public facing areas.
11. Always place pallets securely on the ground
12. Always be aware of moving forklifts, pallet jacks, etc.

13. Cell phones and headphones may not be used in the warehouse
14. If you must take a phone call do so outside or in a non-public facing area
15. Food cannot be on the floor per health regulations, not even if the food is in a box or another container, there must be a pallet or an additional container between the food and the floor
16. Keep the aisles open for traffic
17. Pest activity and spills need to be reported to the supervisor or staff.
18. Keep yourself and others healthy. Any open wounds should be properly dressed. Please stay home if you are sick and/or have a communicable illness. If you have cold/virus symptoms please stay/go home.

### **Food Rescue Guidelines**

Food rescue organizations must follow strict guidelines provided by the Food and Drug Administration, the local health department, and the Good Samaritan Act. At times, participants have commented on the waste they observe. The appearance of waste is either an indication of possible contamination, following FDA guidelines, or part of our reclaim/salvage program. The following is an example of salvage: A pallet of jam is delivered to a local grocer. Upon inspection, the grocer refuses the pallet because many of the jars are broken. The truck company contacts Vindeket and offers the jam as a donation. Our staff and participants break down the pallet, clean jam off of the jars, toss/compost any damaged product, and then provide jam to our community.

### **Participants in Vindeket's food rescue services will inspect, pre-sort, and discard products if necessary:**

1. First check product arrived for any signs of contamination, leaks, broken glass, etc.
2. It is the law that food must be kept separately from chemicals. Check to make sure no cleaning products/chemicals have been mixed with food. Chemicals will not contaminate steel cans. If cleaning products have been mixed with food other than canned products the entire contents of the box must be discarded. Canned products can be sanitized with soap and water.
3. Check the dates on all products. Shelf stable products are good beyond "best if used by" dates. Vindeket will accept dates of one year from the printed "best if used by" date. Some products have a date code. Accept all products with date codes.
4. All labels must have the name of the **product, maker, ingredients, and weight** on it. A label can be torn and acceptable if you can read the name of the product, maker, ingredients and weight. If a label is loose, tape it back on.

### **How to determine whether a food product is suitable to keep:**

#### **Steel Cans**

Throw away if it:

- 🌀 if there is a loss in vacuum seal - if you can push and observe any flexibility in the metal
- 🌀 has one or both rims bent to the point that they are touching the side of the can (metal touching metal)
- 🌀 contains dents with sharp corners
- 🌀 is leaking or has leaked
- 🌀 is puffy or bulging (this is a sign of contamination)



🌐 Has rust that cannot be wiped off; that has created holes in the can; or that is present on both sides of the can so that rust would get into the food if the can was opened.

### **Plastic Jars or Tetra Pak items**

Throw away if the:

- 🌐 safety seal has been broken or tampered with
- 🌐 jar/pak is cracked or broken
- 🌐 jar/pak contains mold, discoloration, curdling or foreign objects

### **Glass Jars/Bottles**

Throw away if the:

- 🌐 safety seal has been popped, broken or tampered with
- 🌐 glass is cracked or broken
- 🌐 jar or bottle contains mold, discoloration, curdling or foreign objects

### **Boxes (Cereals, Grains, Beans, Pasta)**

If there is no inner package (box alone), the box must be undamaged and unopened

- 🌐 If damaged or opened, throw out

#### **If outer box (with inner package) is open, check inner package:**

- 🌐 If inner package is unopened and unopened, place back in box and tape box closed
- 🌐 If torn, throw out

### **Bags (Cereals, Grains, Beans, Pasta)**

- 🌐 Bags must be intact, unopened and unopened.

If not, throw out. Bags that have been taped have been torn, thrown out.

### **Produce**

Storage: Please refer to the Produce Storage Groupings for a list of produce for each grouping.

- 🌐 Very Cold: 32-38° F

- Store all produce in coolers except onions, bananas, basil, and potatoes

#### **Throw away if the produce:**

- 🌐 Contains large amounts of mold, rot or decay

Chemicals and non-food items should not be mixed in with food items. All damaged food (other than cans) is to be thrown away in the appropriate waste or compost containers.

**Don't get too caught up in wondering if a product is acceptable. Ask a staff person.**

## **Community Outreach and Event Service Participants**

### **Description**

Participants are needed to assist with our Special, Fundraising and Outreach Booth Events throughout the year. Participants representing Vindeket at an offsite event will meet and greet the public, collect food, distribute produce and collateral materials. At other special events participants will help setup and disassemble events. Participants must be at least 14 years of age to serve without a chaperone.

### **Scheduling and Sign In**

Special event participants are scheduled by and supervised by a staff member. Service times vary with each event, but are often in the evening and on the weekend. Whether you are off site or at Vindeket, you must sign in and sign out on the service participant timesheet.

### **Training**

Training will be held at the beginning of the event. The staff member in charge or an experienced participant will explain rules, regulations, and procedures for the special event. They will also introduce you to other staff members involved in the special event. A Vindeket staff member will be available at all times to answer questions and assist with the event.

### **Rules and Regulations**

1. Do not lift items that are too heavy. Always ask for assistance.
2. All participants are to remain in their work area.
3. No driving Vindeket vehicles without permission.
4. No drinking of alcoholic beverages.
5. Do not remove any item, including food, from Vindeket or from an event without permission.
6. If a media representative approaches you while at a special event or on Vindeket property, please refrain from answering any questions or sharing your opinions on a Vindeket matter. Refer all media to a staff member.
7. Participants may be required to wear name tags/badges during the service shift or event

## **Thank YOU**

You already know this but YOU make Vindeket the incredible organization that it is!

We work together every week to:

- Carry out our mission to empower everyone to take ownership in the food cycle to restore our earth, our communities, and ourselves.
- Provide a platform for community activism and provide education to combat waste,
- Rescue and share food with individuals and non-profits, inclusively with love and dignity for all people, plants, and animals,
- Come together to build community. We make the social fabric of Fort Collins stronger and more vibrant.

You find time in your busy schedule to participate weekly, or whenever you can fit it in, and together we have this amazing thing we call Vindeket. The work is rewarding. You are spending your time actively working against waste and consumerism and building community and friendships. We are grateful for the time and effort you give each week. Every shift you work, you can bring food home to feed you and yours.

The work we do to share rescued food with our neighbors is so meaningful and I know it is important to each and every one of our participants. It is critically important that we remember this mission while we are giving our time. At Vindeket, we are all about equity, fairness, and access for all. We bring professionalism to our shop and our organization, while maintaining the fun, friendly atmosphere that we all love. It's amazing.

Thank you for all you do for our amazing community!

In collaboration,

Nathan

Executive Director and Founder