



# VOLUNTEER SAFETY MANUAL

ORCAS ISLAND FOOD BANK



2025

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# VOLUNTEER ONBOARDING CHECKLIST

- ☐ Filled out volunteer application
- ☐ Signed Volunteer Agreement
- ☐ Reviewed Volunteer Prevention Program
- ☐ Reviewed Volunteer Safety Hero Guide
- ☐ Reviewed Chemical Safety Guide
- ☐ Reviewed Careful Cutting Guide
- ☐ Completed in person training from staff

# It starts with me! <sup>4</sup>

*Every box lifted, every bag packed,  
every corner swept, eliminates hunger*



## Volunteer Application Form

All volunteers must be 14 years or older (14 and 15 year olds need a written parent permission emailed to [cali@orcasislandfoodbank.org](mailto:cali@orcasislandfoodbank.org)).

### Personal Information

Full Name

Pronouns

Address

Phone

Email

Emergency Contact Name

Email

What made you interested in volunteering at the Orcas Island Food Bank?

### Volunteer Type

- ☐ Bagging  
\*Requires de-escalation skill building.  
See Volunteer Hero Safety Guide #12
- ☐ Back of house  
\*Requires lifting training  
See Volunteer Participation and Release

### Physical Volunteer Shift Duties

Requires lifting weights from 1 - 50 pounds, standing, walking, working in various temperatures throughout every season, packing and repacking food, sorting food, sweeping, washing dishes and general cleaning.

I can complete the essential functions of the job with or without accommodation

- ☐ Yes
- ☐ No

\*If you have questions or want to discuss accommodations, please email [cali@orcasislandfoodbank.org](mailto:cali@orcasislandfoodbank.org)

Can you commit to at least 3 months as a volunteer:

- ☐ Yes
- ☐ No

Do you need volunteer hours  
If yes check all that apply:

- ☐ School
- ☐ Community Service
- ☐ Other: \_\_\_\_\_

Please be prepared to talk about your availability during Food Bank Hours:  
Monday 11 am - 7 pm, Tuesday 11 am - 7pm,  
Thursday 11 am - 7 pm, Friday 11 am - 7 pm



### Conditions of Volunteer Participation and Release from

**Liability:** I ACKNOWLEDGE AND AGREE that I am not obligated to perform the volunteer services herein applied for and that the Orcas Island Food Bank is not obligated to assign, or actively seek to assign me for placement. If accepted as a volunteer, I agree to abide by the rules and policies of Orcas Island Food Bank.

I release and hold harmless OIFB, its staff, board, and affiliates from any and all liability related to my participation.

**Medical Treatment:** In the case of a medical emergency in which I am unable to act on my own behalf, I give permission for the Orcas Island Food Bank staff to provide or arrange emergency care for me and to arrange for transport to an emergency center for treatment. I consent to medical treatment deemed immediately necessary or advisable by a physician. I further understand that Orcas Island Food Bank is not responsible for payment of such medical treatment and does not provide health or medical insurance for volunteers. I assume full responsibility for any risks, injury, or illness arising from my volunteer work.

**Photograph Permission:** I give permission to WSD and Orcas Food Bank to use, without limitation or obligation, photographs or other media that may include my image or voice to promote or interpret Orcas Island Food Bank programs.

**Dress Code Policy:** Our organization is committed to fostering an inclusive and respectful environment for all employees, clients, and community members. To maintain a professional and welcoming atmosphere, we ask that all staff attire aligns with the following guidelines:

- **Coverage:** Clothing should adequately cover the chest, midriff, and undergarments to ensure a comfortable environment for everyone.
- **Professionalism:** Attire should be appropriate for the workplace setting and not distract from the organization's mission and services.
- **Safety:** Clothing should be suitable for the tasks performed and not pose safety hazard

**Closed-Toe Shoe Policy:** For the safety of all staff and volunteers, closed-toe and closed-heel shoes are required when performing tasks that involve:

- Lifting or moving heavy items
- Using equipment (e.g., carts, pallet jacks)
- Working in storage, warehouse, or delivery areas
- Shoes must be sturdy and protective (e.g., sneakers, work shoes, boots). Open-toed shoes, sandals, or soft-soled indoor footwear are not permitted in these areas.
- If you need an accommodation for medical, cultural, or religious reasons, please contact your supervisor or the Executive Director.

**Confidentiality:** I agree to keep all information about customers, staff, and operations confidential during and after my volunteer service. Sharing confidential information may result in dismissal or legal action.

### Volunteer Terms:

- I have received a copy of Orcas Island Food Banks' Volunteer Safety Manual, I agree to the Orcas Island Food Banks' Volunteer Policies & Rules, including but not limited to:
- I will refrain from using homophobic, racist, sexist, and otherwise derogatory language.
- I will disclose any potential dual relationships or other conflicts of interest to management.
- I will refrain from imposing moral, religious, or political beliefs on program participants including personal space and property, of clients including no un-consented hugging or touching of program participants.
- I will not use alcohol and/or other drugs in the presence of clients, and I will not volunteer while I am under the influence of alcohol or drugs.
- I will respect the differences of opinion which may arise between myself and other volunteers. If I disagree with the way a situation is handled, I will not interfere, but will discuss my concerns with the Volunteer Manager and/or others on the management team when it is over.
- I will notify the Volunteer Manager immediately about any issues with clients, threats of harm, violence, drug activity, and policy violations.
- I acknowledge that my shift is an essential part of the food bank and I am willing to take on the responsibility.
- I will let the Volunteer Manager know in advance via email or phone if I am unable to make it to my shift.
- I will adhere to the Orcas Island Food Bank volunteer shift schedule for my shift hours.
- I will avoid working shift areas until my schedule shift begins unless otherwise invited by the Volunteer Manager
- If I take an absence from my shift for longer two weeks I understand that my preferred shift hours might no longer be available upon my return. Please note we operate on the majority of Washington state L&I observed holidays.
- I will not provide monetary gifts or transport an Orcas Island Food Bank customer in my personal vehicle. If a customer requests a ride or assistance, I will politely and respectfully decline the request and notify Orcas Island Food Bank management.
- I understand and agree that my volunteer work for Orcas Island Food Bank is entirely unpaid, carries no employment relationship or benefits, and involves assumed risks for which I release OIFB from all liability, including medical emergencies and related costs.

Full Name:

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Signature:

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Date:

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## Annual Civil Rights Training

For Frontline Staff / Volunteers / Managers who assist with The Emergency Food Assistance Program (TEFAP)  
and / or the Commodity Supplemental Food Program (CSFP)

### Section 1 — All Frontline Staff, Volunteers, and Program Managers

- ☐ **Goals of Civil Rights** — Fairness and equality of treatment and benefit delivery.
- ☐ **Types of Discrimination** — Disparate treatment (treating a person differently from others); disparate impact (neutral rule impacts disproportionately on a group); reprisal/retaliation against complainant or his/her family, associates, or others involved in complaint process or exercising civil rights.
- ☐ **Exceptions** — Congress can establish a program that is intended for certain groups of people and it is not discrimination to exclude those who do not meet the eligibility requirements. For example, Congress can set age limits and this is not age discrimination for those who do not meet the age limits.
- ☐ **When Do Civil Rights Rules Apply?** Federal civil rights rules apply any time there is any federal financial assistance. Federal financial assistance is receiving anything of value from the federal government — not just cash. It can include commodity foods, training, equipment, and other goods and services.
- ☐ **Legal Prohibitions** — The policy of WSDA Food Assistance is to not discriminate against any class of persons in all services to clients. WSDA expects local programs to provide food to every person who seeks it, regardless of their status as a member of any class of persons. Any Lead Agency that directly or through a Sub Agency is found after investigation to be discriminating against any class of people is at risk of termination from the program.
- ☐ **Federally Protected Classes** — Under federal law, specific classes of persons have a right to file a federal discrimination complaint with USDA if a local program using federal resources discriminates against them. Under federal law, for the purposes of TEFAP and CSFP, the protected classes under which a client may file a discrimination complaint are: race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.
- ☐ **Washington's Protected Classes** — Washington's nondiscrimination law includes the above protected classes as well as: citizenship or immigration status, families with children, marital status, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability.
- ☐ **Filing a Federal Civil Rights Complaint** — Advise people who allege discrimination based on one or more of the federally protected classes listed above on how to file a complaint by using the USDA Program Discrimination Complaint Form (AD-3027), found online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf> and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

USDA  
U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue SW  
Washington, DC 20250-9410  
(202) 690-7442; or  
Email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

USDA is an equal opportunity provider.

- ❏ **Filing a State Discrimination Complaint** — Advise people who allege discrimination based on one or more of the state-protected classes of people listed above that they may file a discrimination complaint with the Washington State Human Rights Commission. A description of the processes and a link to the forms are online and can be found at: <https://www.hum.wa.gov/file-complaint>.
- ❏ **Verbal Complaints** — In the event that a complainant makes the allegations verbally or in person and refuses or is not inclined to place such allegations in writing, the person to whom the allegations are made must write up the elements of the complaint for the complainant. Every effort should be made to have the complainant provide the following information:
- Name, address, telephone number, or other means of contacting the complainant.
  - Specific location and name of the state agency, local agency, or other sub-recipient delivering the service or benefit.  
Nature of the incident or action that led the complainant to feel discrimination was a factor, and an example of the method of administration that is having a disparate effect on the public, potential eligible persons, applicants, or participants.
  - Basis on which the complainant believes discrimination exists. The bases for nondiscrimination are race, color, national origin, age, disability, or sex.
  - Names, telephone numbers, titles, and business or personal addresses of persons who may have knowledge of the alleged discriminatory action.  
The date(s) during which the alleged discriminatory actions occurred, or if continuing, the duration of such actions.
- ❏ **Additional Nondiscrimination Laws** — In addition to federal and state law, local programs may be subject to city or county nondiscrimination laws. Programs should check with their local government to confirm whether there are any local nondiscrimination laws. Agencies must comply with local laws.
- ❏ **Maintain Confidentiality** — Do not talk about or make remarks about people receiving benefits. Never share information with others even if your intention is to help recipients with other services or assistance. Refer all requests for information about recipients from other agencies or programs to managers. Always get a recipient's written approval to share their information or make referrals on their behalf. What happens at the site stays at the site. The exception, of course, is any illegal behavior that should be reported to local, state, or federal officials.
- ❏ **Cooperate with State and Federal Reviewers** — USDA and Washington State Department of Agriculture are required to conduct periodic compliance reviews to help ensure compliance with program and civil rights rules.
- ❏ **Local Agencies Must Take Action** — Local agencies must accept and process all complaints (program, vendor, or civil rights) received by the agency regardless of whether the complaints are written, verbal, or anonymous. Details for filing complaints are outlined in Section XV of the [FNS Instruction 113-1](#). The complaint may be sent directly to:
- Food and Nutrition Service Civil Rights Division (CRD)  
3103 Park Center Drive  
Suite 808  
Alexandria, VA 22302
- ❏ **Corrective Action for Non-Complying Agencies** — If there is noncompliance with federal nondiscrimination law by a Lead Agency or Sub Agency, the state agency will file a report with the FNS Regional Administrator at USDA and will immediately seek correction of the violation by voluntary compliance. Failure of a Lead Agency or Sub Agency to correct any non-compliance with civil rights rules may lead to legal actions and termination from the federal programs TEFAP and CSFP, as applicable.
- ❏ **Services for People with Disabilities** — Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339 (English) or (800) 845-6136 (Spanish).
- ❏ **Sexual Harassment is Prohibited** — Do not engage in or tolerate unwanted or unwelcomed sexual behavior, including jokes, touching, request for sexual favors, etc. Report all violations to your manager, or the Washington State Human Rights Commission, or the U.S. Equal Employment Opportunity Commission.

- ❑ **Response to Conflicts** — If a conflict occurs, remain calm. Call for assistance immediately if you feel threatened. Consider mediation or a third party to help resolve the situation if there is no immediate resolution.
- ❑ **Treat all People with Dignity and Respect** — Follow the golden rule and treat people the way you would like to be treated.

## Section 2 — All Program Managers Responsible for Client Services Must:

- ❑ **Conduct Outreach** — to ensure that potential eligible persons and households are aware of the program and have information on how to apply. Provide suggestions about how to make more people aware of the program and how to receive benefits. Ensure that your agency gives recipients information on what constitutes discrimination and how to file discrimination complaints at the time that they apply for services.
- ❑ **Make Sure People with Disabilities are Accommodated** — Sites should be accessible to people with all types of disabilities (e.g., mobility, sight, hearing, etc.) or alternate means of service delivery should be advertised and provided.
- ❑ **Provide Language Assistance** — to persons with limited English proficiency (LEP) who could not gain meaningful access to the program without language assistance. Assistance must always be provided to LEP households, but the level or type of assistance can vary based on circumstances.
- ❑ **Display the USDA "And Justice For All" Nondiscrimination Poster** — in a place where it can be seen by all who visit the premises. Only display original posters; no photocopies.
- ❑ **Include the USDA Nondiscrimination Statement** — on all materials that mention USDA funded programs and make sure the statement is also on websites that mention USDA funded programs.
- ❑ **Display both the USDA Nondiscrimination Statement and Current Income Guidelines** — at the point (location) of client intake, for TEFAP, and during the application process for CSFP. The full USDA Nondiscrimination Statement is available in additional languages on the Food and Nutrition Service Website at: <https://www.fns.usda.gov/cr/fns-nondiscrimination-statement>.
- ❑ **Ensure Documentation & Reporting of All Civil Rights and Nondiscrimination Complaints** — Your agency must inform the WSDA's Food Assistance Program Manager of any complaints and violations, regardless of the type (program, civil rights, or USDA food) using one of the WSDA Food Assistance complaint forms.
- ❑ **Collect Racial and Ethnic Data** — in CSFP and use it to target outreach and to assess participation.
- ❑ **Make Sure Individual Data is Kept Confidential and Secure.**
- ❑ **Additional Information** — can be found in [FNS Instruction 113-1](#) regarding Civil Rights Compliance and Enforcement.

**I certify that I have read and understood the content of this civil rights training. I agree to follow the civil rights instructions as listed above.**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date



**Washington**  
State Department of  
Agriculture

Communications Office  
PO Box 42560  
Olympia, WA 98504-2560  
(360) 902-1815  
[pio@agr.wa.gov](mailto:pio@agr.wa.gov)

## Photograph / Video Release Agreement

### Individual Release Agreement

I, \_\_\_\_\_ hereby give my consent to the Washington State Department of Agriculture (WSDA) and its partner organizations to use any photographs / video containing my image in non-commercial promotion or education activities and media including: the WSDA website and other electronic media, WSDA publications, Public Service Announcements (televised and print), news reports and feature stories, public awareness efforts, social media, and other related materials. I waive all claims to compensation for such use.

### Parent or Guardian Release Agreement (if person under age 18)

I, \_\_\_\_\_ am the legal guardian of \_\_\_\_\_ and hereby give my consent to the Washington State Department of Agriculture (WSDA) and its partner organizations to use any photographs / video containing his / her / their image in non-commercial promotion or education activities and media including: the WSDA website and other electronic media, WSDA publications, Public Service Announcements (televised and print), news reports and feature stories, public awareness efforts, social media, and other related materials. I waive all claims to compensation for such use.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**If you have any questions about this release agreement,  
please call the WSDA Communications Office at [pio@agr.wa.gov](mailto:pio@agr.wa.gov)**

## Opt Out of Photo Releases

The following two pages are photo releases. You are not required to sign them if you do not wish. If you would like to opt out of having your photo shared, please sign on the line below.

If you have any questions about how photos might be used, please free to ask a staff member.

I do not consent to have my photo shared by either the Orcas Island Food Bank or the Washington State Department of Agriculture.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# Accident Prevention Program

## *Orcas Island Food Bank*

### Safety Orientation

#### **Each volunteer will be given the safety manual covering:**

- Lifting: moving pallets, boxes, or other heavy items
- Repetitive stress: repeating a movement or position over long periods (overuse) to the point of pain in muscles, nerves, and tendons
- Working outdoors: exposure to temperature, precipitation, atmospheric conditions (e.g., smoke), or other environmental factors that may pose risks
- Using chemicals
- Using knives, and other kitchen equipment that may cause injuries

#### **We have a formal written accident prevention program. Volunteers must follow these safety rules:**

- Never do anything that is unsafe in order to get the job done. Report it to a manager.
- Never operate a piece of equipment unless you have been trained and are authorized.
- Use your personal protective equipment when required.
- Obey all safety warning signs.
- Working under the influence of alcohol or illegal drugs or using them at work is prohibited. Firearms or explosives are prohibited.
- Smoking is only permitted outside the building away from any entry or ventilation intake.
- Horseplay, running and fighting are prohibited
- Clean up spills immediately.
- Replace all tools and supplies after use.
- Good housekeeping helps prevent accidents.

#### **How and when to report injuries and where first aid facilities are located**

- If you are injured or become ill on the job, report this to Cali Bagby, executive assistant, and Amanda Sparks, executive director.
- There is a first aid kit located in the cabinet to the left of the microwave in the food bank building and next to the executive office in a big white box. We require all supervisors to have first-aid/CPR training.
- Emergency phone numbers are posted on the bulletin board next to the registration desk.

#### **How to report unsafe conditions and practices**

If you see something that is unsafe or someone working unsafely, immediately report it to Cali Bagby, executive assistant, and Amanda Sparks, executive director.



### **What to do in an emergency including how to exit the building**

An evacuation map for the building is posted next to the bathroom above the fire extinguisher.

- If you discover a fire: Tell a manager immediately.

### **Earthquake Emergency**

During an earthquake (If you are inside a building):

- Drop under a desk or table, cover your head and hold on. Stay away from windows, heavy cabinets, bookcases or glass dividers.

When the shaking stops, supervisors will check for damage and manage an evacuation.

- Evacuation should proceed as quickly as possible since there may be aftershocks. Supervisors must account for each employee in their work group as quickly as possible. First aid certified employees should check for injuries and help evacuate injured employees. Do not attempt to move seriously injured persons unless they are in immediate danger of further injury.

If a gas odor is in the building, tell a supervisor to turn off the gas at the main. Open windows.

- Supervisors and first aid employees must not re-enter the building once evacuation is complete.

Do not approach or touch downed power lines or objects touched by downed power lines. Do not use the phone except for emergency use. Turn on a radio and listen for public safety instructions

- If you are outside: Stand away from buildings, trees, telephone and electric lines. If you are on the road: Drive away from underpasses/overpasses. Stop in a safe area. Stay in the vehicle.

### **Use and care of required personal protective equipment (PPE)**

Some tasks in our company require an employee to wear PPE to protect against injury and illness.

### **On-the-job training about what you need to know to perform the job safely**

Before you are first assigned a task, Cali Bagby, executive assistant, will show you what to do along with safety instructions and required PPE. We have established safety rules and personal protective equipment (PPE) requirements based upon a hazard assessment for each task. Do not use equipment or attempt to do any of these tasks until you have received the required training and PPE.

**\*This plan was made using resources from the Washington State Department of Labor and Industries - Division of Occupational Safety and health.**



Punch hole  
and add  
binding  
ring here.



## LEARN, REVIEW, AND DISCUSS VOLUNTEER SAFETY

Volunteering is a great way to spend your time helping a cause. But in order to really help the cause, you need to know how to volunteer **safely**.

Whether you are a regular volunteer, a board member, or someone who's just here for the day, you should always take a few minutes to review safety procedures. We've provided these cards and videos to help you do that quickly and efficiently.

### The Facts: What you need to **KNOW**

1. There are federal (OSHA) and state (WISHA) **laws** that govern workplace safety. In Washington, the WISHA regulations are more specific.
2. Nonprofit workplaces are **required to follow the same safety laws** as for-profit organizations.
3. The indirect **cost** of a safety incident can be 2.7 times the direct cost. That kind of expense is something nonprofits cannot afford. We need to avoid safety incidents!
4. As a volunteer, **you have a right to a safe workplace** and appropriate personal protective equipment (PPE) for the job.

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

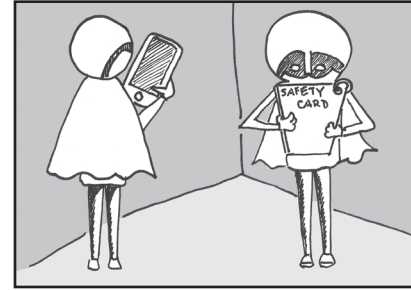
#1

Fold here to make a double-sided card.

#1

## Learn, Review, and Discuss Volunteer Safety

### The Actions: What you need to **DO**



**Read** each safety card that applies to the work you are doing, or use the QR code on the card to **watch** the videos.



**Find and review** the Safety Bulletin Board at your organization. It contains valuable information to prevent accidents and address any that occur.



**Ask to see** the Accident Prevention Program (APP) at your organization. The APP is a written document, required by law, that contains information about safety at your facility.



**Talk** with other volunteers about your plans to use what you've learned in your work.

**Zap this QR code  
to watch the short video or  
learn more about this topic.**



**www.nonprofitsafetyhero.com/1-intro**

**Accidents cost money nonprofits can't afford.  
Help your cause by learning safe practices  
and following them carefully. Safety matters!**



**Learn more at: [www.nonprofitsafetyhero.com/volunteer](http://www.nonprofitsafetyhero.com/volunteer)**

Funding and support for this project has been provided by the State of Washington, Department of Labor & Industries, Safety & Health Investment Projects.



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## START WITH A SAFETY MINDSET

When you overlook dangerous situations, you put both people and your organization's mission at risk.

You might think, "I'm just a volunteer. It's not my job to raise safety issues," but it is! **Everyone is responsible for safety, not just the people in charge.** When you see something unsafe, say something.

The safety mindset means you take time to learn about safety, and you watch for dangerous situations around you. You keep **everyone's** safety in mind as you do your work.

### The Facts: What you need to **KNOW**

1. **All volunteers** have a right to a safe workplace, as established by state and federal law.
2. Safe volunteering starts with the way you **think**.
3. A safety mindset keeps **both you and the people around you** safe. This is not just true for the people around you now, but the people who will be in this space tomorrow or next week!
4. **Alcohol and narcotics are prohibited** in the workplace. You need a clear head to work safely.

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

#2

Fold here to make a double-sided card.

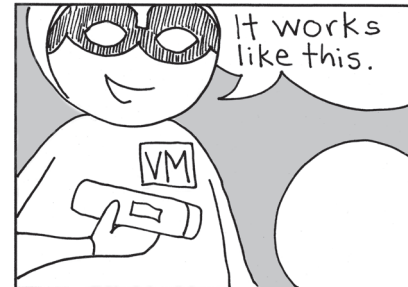
#2

Start With a Safety Mindset

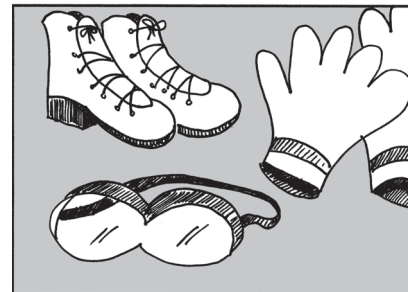
### The Actions: What you need to **DO**



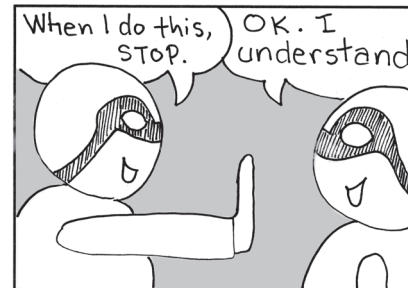
Take a few moments and **make a step-by-step plan** of the safest way to accomplish each task.



For each task on your list, **ask yourself**, "Do I feel safe and confident about doing this task?" **If you answer no, stop and ask** a supervisor for training or a safety review.



**Find out** what Personal Protective Equipment (PPE) is best for each task. Confirm that you have the right PPE to keep you safe, and that it fits and is in good condition. **If you don't have the PPE, don't start the task.**



**Talk** to other volunteers about how you will keep each other safe. Go over hand signals and phrases for starting and stopping, like "All clear?" Then make sure you listen and watch to keep everyone safe.

**Zap this QR code  
to watch the short video or  
learn more about this topic.**



**www.nonprofitsafetyhero.com/2-mindset**

**Accidents cost money nonprofits can't afford.  
Help your cause by learning safe practices  
and following them carefully. Safety matters!**



**Learn more at: [www.nonprofitsafetyhero.com/volunteer](http://www.nonprofitsafetyhero.com/volunteer)**

Funding and support for this project has been provided by the State of Washington, Department of Labor & Industries, Safety & Health Investment Projects.



Punch hole  
and add  
binding  
ring here.



## VOLUNTEER WORK IN EXTREME TEMPERATURES

You signed up to volunteer a few weeks ago, but on the day of your shift, there's a heat wave. Or an unexpected cold snap.

**Extreme temperatures** can lead to unsafe conditions, whether you are working indoors or outdoors. You need to recognize what is unsafe and know how to address it.

### The Facts: What you need to **KNOW**

1. Working in an environment that is **too hot** can lead to heat exhaustion and heat stroke, which can be fatal. Humidity makes it worse and is reflected in the Heat Index.
2. Working in an environment that is **too cold** can lead to hypothermia. Cold water immersion is especially dangerous, and you can get hypothermia in water below 70°F.
3. Both **Hypothermia** (low body temperature) and **hyperthermia** (high body temperature) affect your brain. You become confused and unable to do anything to help yourself.
4. Both high and low temperatures can lead to **injury** when your glasses get fogged or your hands become stiff or sweaty.

**Next, flip this card over to learn what you need to do to stay safe & healthy while volunteering.**

#3

Fold here to make a double-sided card.

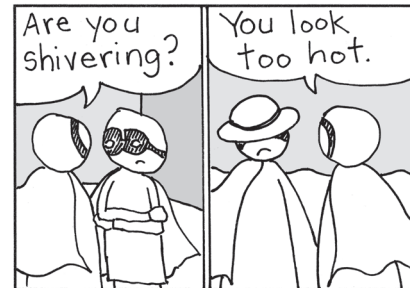
#3

## Volunteer Work in Extreme Temperatures

### The Actions: What you need to **DO**



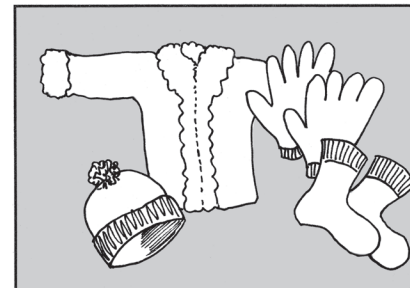
**Monitor** the weather and pay attention to the temperature. **Adjust your plans and tasks** to stay safe in extreme temperatures.



**Set up a buddy system** to keep an eye on each other. **Ask** your buddy if they have any health conditions. **Create a schedule** for check-ins to make sure your buddy is not showing symptoms of hypothermia, heat exhaustion, or heat stroke.



**HEAT: Take breaks** in shade or air conditioning. **Drink** fluids to stay hydrated. **Learn** about acclimatization and how to increase exposure gradually. **Install** the OSHA Heat Safety Tool on your phone. **Learn** what hyperthermia looks like and how to treat it.



**COLD: Determine** what clothing is best for your environment, such as a jacket, gloves, and a hat. **Stay dry** and **bring** extra clothing in case you get wet. **Learn** what hypothermia looks like and how to treat it. *This also applies if you work in a walk-in cooler.*

**Zap this QR code  
to watch the short video or  
learn more about this topic.**



[www.nonprofitsafetyhero.com/3-temperatures](http://www.nonprofitsafetyhero.com/3-temperatures)

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and add  
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ring here.



## WHAT TO DO WHEN SOMEONE IS INJURED

You may be in a place to help when someone is injured. By reading this card now, **you'll know what to do** if anything happens.

### The Facts: What you need to **KNOW**

1. Call 911 if it is a **life-threatening** emergency.
2. **Who to contact** at your organization:

*A safety committee  
lead or manager  
should fill this out:*

3. Where **first aid supplies** are kept:

4. Where you can find an **injury reporting form**:

5. Where the **nearest clinic or hospital** is located:

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

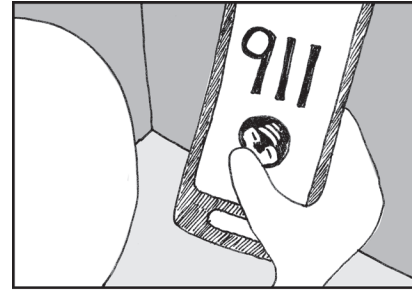
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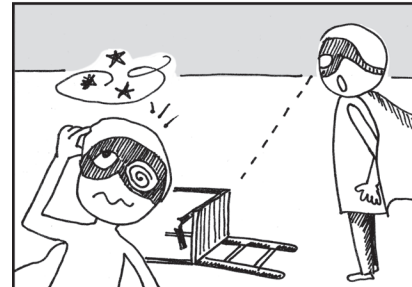
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## What To Do When Someone Is Injured

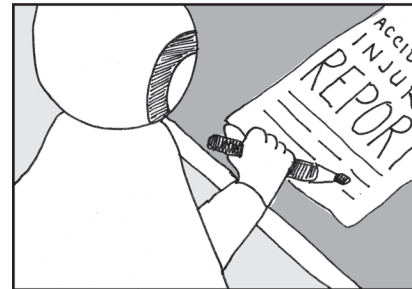
### The Actions: What you need to **DO**



Follow the 3 C's of first aid: **Check** that the person is stable, **Call** for help, including 911 if necessary, and **Care** for the person until help arrives.



**Pay attention** to vital information: **when** did the accident happen, **where** did it happen, **who** was involved, and **what** did the person experience? This information may help the person, as well as helping your organization avoid future accidents.



**Make sure** an accident injury report is completed. If the injured person isn't able to do it, you may have to take the lead on this.



**Remember** how you are feeling through the accident as a motivator to get more first aid training. Training can reduce stress and increase confidence.

**Zap this QR code  
to watch the short video or  
learn more about this topic.**



[www.nonprofitsafetyhero.com/4-injured](http://www.nonprofitsafetyhero.com/4-injured)

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## REVIEW THE BASICS OF FIRST AID

Volunteering can be a welcome break from your regular routine, and that puts you into new and different situations where **unexpected things happen**.

Sometimes, that's an **accident or a medical emergency**.

It is important for you to be ready and how where to find supplies.

### The Facts: What you need to **KNOW**

1. Thousands of people die each year in situations where **first aid could have made the difference**.
2. In the United States, most nonfatal injuries within a work setting are caused by **overexertion, slips, trips, falls, and contact with equipment**.
3. There are many myths related to first aid. The best way to know the truth about what to do when someone is injured is to take a **basic first aid training class**.

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

#5

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#5

## Review the Basics of First Aid

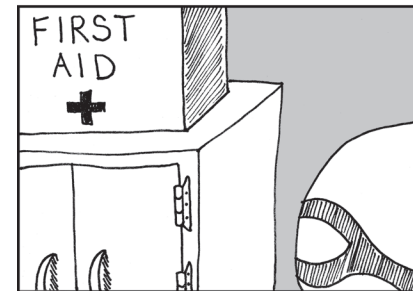
### The Actions: What you need to **DO**



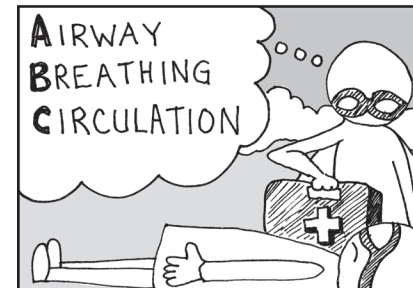
First aid situations can be high stress. It is important to **train your brain** to:  
**Check** that they are stable.  
**Call** for help, and  
**Care** for the person until help arrives.



**Ask** about your organization's first aid response procedure in case of an accident. **Be ready to call 911** in the case of a severe emergency.



**Know where to find first aid supplies** in the case of wounds.  
A safety committee lead or manager should write it here:



**Know** what to do if someone is unconscious or unresponsive. The basic principle of first aid is ABC: **Airway, Breathing, and Circulation**. A first aid class can make you more confident to help someone.

**Zap this QR code  
to watch the short video or  
learn more about this topic.**



[www.nonprofitsafetyhero.com/5-first-aid](http://www.nonprofitsafetyhero.com/5-first-aid)

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## REVIEW WHAT TO DO IN CASE OF FIRE

Take a moment, right now, and ask yourself, "What would I do if someone yelled 'FIRE!'?"

Just like the fire drills we practiced as children, **there are ways to be ready in the event of fire.** These include knowing what to watch out for, creating a fire escape plan, and learning to operate a fire extinguisher. You can also learn to spot fire hazards to prevent fires.

Let's review and refresh what you know about fire. **This might save someone's life.**

### The Facts: What you need to **KNOW**

1. In the event of a fire: **Get out, stay out, and call 911.**
2. Fire is fast. A fire can become **life-threatening in just two minutes.**
3. **Heat is more threatening than visible flames.** A burning room can reach 600 degrees, hot enough to scorch your lungs and melt your clothing.
4. **Smoke and toxic gases kill more people than flames do.** Fire produces gases that make you disoriented and confused, making it harder to get out.

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

#6

Fold here to make a double-sided card.

#6

## Review What to Do in Case of Fire

### The Actions: What you need to **DO**



In the event of a fire, **yell "FIRE" and leave** immediately. Activate the fire alarm if there is one. Don't waste time gathering any items.



If you have to escape through smoke, **stay close to the floor.**



If smoke, heat, or flames block your escape route, **use your second way out.** Do not open a door that is warm to the touch. If your escape is blocked, make sure the door is closed and seal the bottom to block airflow. Go to the window and **signal for help.**



If the fire has just started, and you are trained in the use of a fire extinguisher, you may be able to **contain it.** If you are unsure, leave and call 911.

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learn more about this topic.**



**[www.nonprofitsafetyhero.com/6-fire](http://www.nonprofitsafetyhero.com/6-fire)**

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## BE MINDFUL ABOUT SLIPS, TRIPS, AND FALLS

Whether you are moving heavy boxes or just taking a quick trip to the restroom, **you are always at risk** of slipping, tripping, or falling. But never fear: Your safety mindset (card #2) can help avoid a preventable injury to yourself or the people around you.

### The Facts: What you need to **KNOW**

1. **Slips and falls** are one of the leading causes of injury in the United States.
2. **Slips** are a loss of balance caused by too little friction between your feet and the floor. **Trips** happen whenever your foot hits an object and you are moving with enough momentum to be thrown off balance. **Falls** occur whenever you move too far off your center of balance.
3. **Falls are preventable** with the right planning, risk-assessment, and safety cooperation across the organization.
4. Slips and falls are caused by **changes in floor levels** (such as steps or uneven surfaces), **floor cleaning, footwear, lighting,** and **obstructions or other trip hazards.**

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

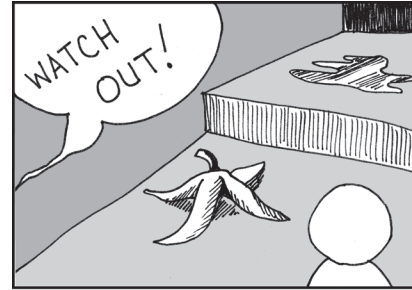
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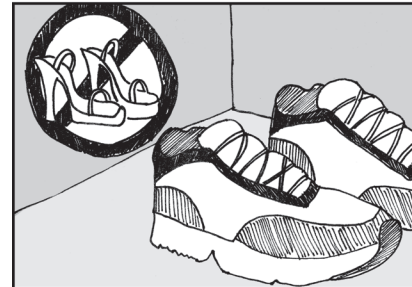
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## Be Mindful About Slips, Trips, and Falls

### The Actions: What you need to **DO**



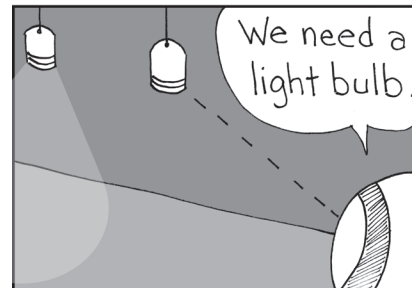
**Monitor the floor** for anything that might cause a slip, trip, or fall: water, unevenness, and small or large objects.



**Wear proper shoes** for the job. Make sure they have the right sole and grip for the space you are working in.



**Clean up spills** immediately. **Mark any wet surfaces** to help others avoid them.



Work areas and walkways need to be well lit. **Talk to a supervisor** if you notice an area that is too dark or needs a light bulb replaced.

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to watch the short video or  
learn more about this topic.**



**[www.nonprofitsafetyhero.com/7-falls](http://www.nonprofitsafetyhero.com/7-falls)**

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#8

## USE PPE (PERSONAL PROTECTIVE EQUIPMENT) FOR YOUR WORK

When you think of PPE, do you think of masks and gloves? That's a good start. But you need to know that there are **many other types of PPE** to keep you safe and healthy when you volunteer.

### The Facts: What you need to **KNOW**

1. There is a type of PPE to protect **every part of your body** (eyes, head, hands, etc.) from **every type of hazard** (falling objects, dust, noise, traffic, etc.).
2. To avoid injury or illness, it is important to **wear the right type** of PPE for the task.
3. To function properly, PPE **must fit and be adjusted correctly**. It needs to be clean and free from wear and tear.
4. **Single use items**, like disposable gloves, should only be used once. Reusing single use items will not provide adequate protection and can put volunteers at risk.
5. Not all PPE protects you from immediate injury. Items like ear-plugs protect you from **long-term damage**.

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

Fold here to make a double-sided card.

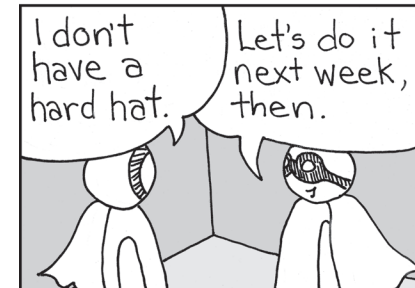
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## Use PPE for Your Work

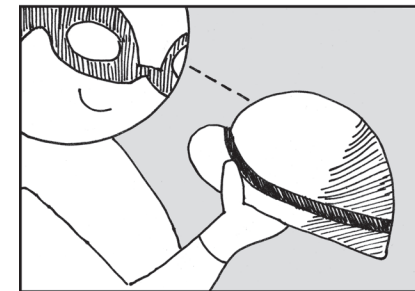
### The Actions: What you need to **DO**



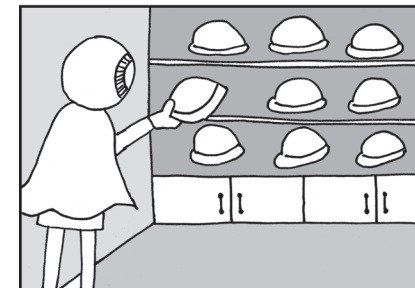
**Find out** what kind of work you will be doing and what the hazards are. **Ask** your volunteer manager what PPE is required to keep you safe.



**If you do not have the right PPE, do not begin the task.** Talk to your volunteer manager. Ask someone with the right PPE if they can do it. Do the task on another day, when you have PPE.



**Check** your PPE to see that it fits, and that it is clean and not worn.



When you are done, **take care** of your PPE and store it properly.

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learn more about this topic.**



[www.nonprofitsafetyhero.com/8-ppe](http://www.nonprofitsafetyhero.com/8-ppe)

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## PRACTICE SAFE LIFTING

Your team has been moving boxes all day, and you're almost done. Then someone bends down to pick up a fallen pen and starts howling in pain. "I've thrown my back out!"

**Why did it happen** like this, at the end of the day? **How can you avoid an incident** like this?

### The Facts: What you need to **KNOW**

1. MSDs (musculoskeletal disorders) are injuries to muscles, nerves, tendons, joints, cartilage, and spinal discs. The economic burden of work-related MSDs is **over \$50 billion per year**.
2. Not all injuries are caused by lifting loads that **feel** heavy.
3. A few minutes spent now to learn safe lifting can protect you from a lifetime of pain. 80% of people experience **low back pain** in their lives.
4. Injuries can be caused by **repetition**: picking up a light amount over and over for a long time. There are official lifting calculators to help you understand the limits.
5. Injuries can be caused by **twisting or reaching**. Knowing your Power Zone will help avoid them.

**Next, flip this card over to learn what you need to do to stay safe & healthy while volunteering.**

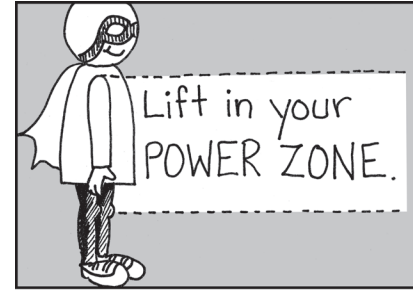
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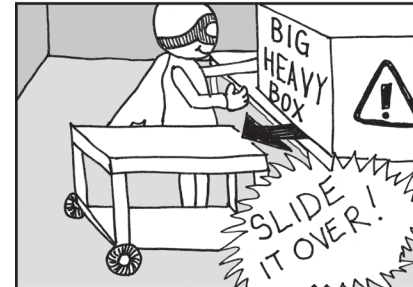
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Practice Safe Lifting

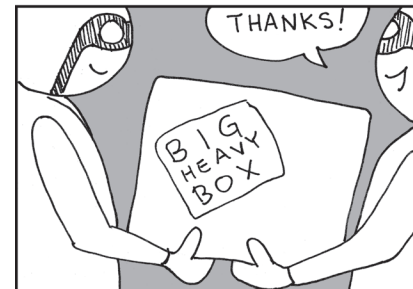
### The Actions: What you need to **DO**



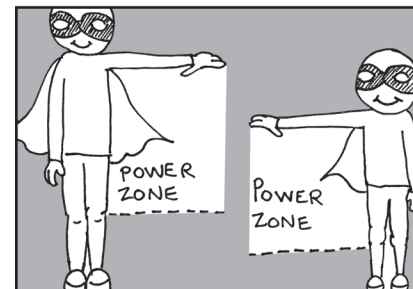
**Know your Power Zone:** it is in front of you, below your shoulders and above your knees. When lifting, work in this zone. **Lift close to your body**, keeping feet flat and knees flexed. **Avoid twisting**. Make sure you have **enough space** to lift safely.



**Arrange your storage area** to place items at waist level. Use a cart and slide heavy items onto it instead of lifting them.



**Don't lift heavy items alone.** **Get a second person to help.** You can also **break down large loads**: unpack a big box on a table and then move the individual items.



**Work as a team to avoid injuries.** Talk to other volunteers about how you can help each other lift safely. Notice how the Power Zone varies according to height. **Talk to your supervisor** if the work is too heavy or involves awkward positions.

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to watch the short video or  
learn more about this topic.**



[www.nonprofitsafetyhero.com/9-lifting](http://www.nonprofitsafetyhero.com/9-lifting)

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## WHAT TO WEAR FOR VOLUNTEER WORK

Volunteering is supposed to be fun and rewarding, and that allows lots of latitude in what you wear. Whether you are dressing up or down, make sure what you wear **doesn't interfere with the safety of the tasks** you'll be performing as a volunteer.

### The Facts: What you need to **KNOW**

1. Wearing the wrong shoes can lead to slips, trips, and falls, which make up over 25% of office injuries. Sensible shoes with closed toes will **protect your feet** from crushing, dropped items, blood-borne pathogens, or spills.
2. **Loose items**, such as jewelry, loose sleeves, or an untucked shirt can get caught in equipment and cause sudden injury.
3. **Hypothermia** (when your body becomes too cold) and **hyperthermia** (too hot) can be caused by wearing the wrong clothing.
4. Specific work attire is required **around food**, since your clothes carry bacteria and pathogens that can make others sick.

**Next, flip this card over to learn what you need to do to stay safe & healthy while volunteering.**

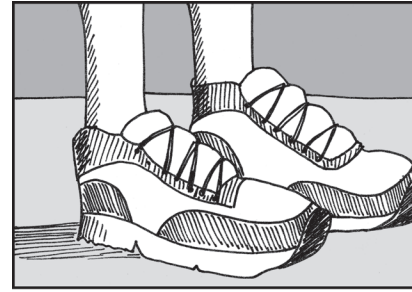
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## What to Wear for Volunteer Work

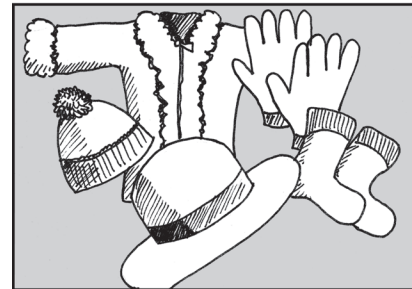
### The Actions: What you need to **DO**



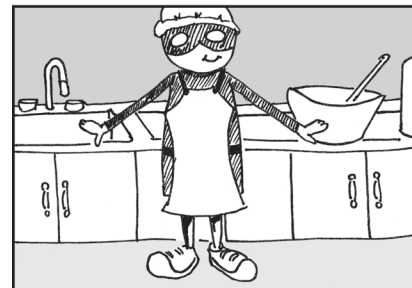
**Wear** sensible, comfortable shoes that are appropriate for the task. Consider bringing an extra pair of shoes if you are not sure about what you'll be doing.



Leave jewelry at home, and **choose clothes that won't get caught on equipment**. Even if you are not using the equipment, if you are operating in the same space, it is a risk.



**Read** Safety Card #3, Volunteering in Extreme Temperatures, and **bring additional clothing**, if necessary.



If you work with food, **wear clean clothing, an apron, and appropriate shoes**. Bring a hat or hair restraint and remove jewelry.

**Zap this QR code  
to watch the short video or  
learn more about this topic.**



[www.nonprofitsafetyhero.com/10-attire](http://www.nonprofitsafetyhero.com/10-attire)

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## IN THE EVENT OF AN ACTIVE SHOOTER

An active shooter is an individual actively engaged in killing or attempting to kill people in a populated or confined area. To stay safe in such a situation, **there are ways to prepare yourself**, both mentally and physically.

In the event of an active shooter, **RUN - HIDE - FIGHT**.

### The Facts: What you need to **KNOW**

1. Staying calm and knowing what to do can **save lives**.
2. **If you see something, say something.** Anyone can play an important role in preventing or mitigating an active shooter situation.
3. If you call 911, you will need to know the **name and address of your location**. Write it here:

A safety committee  
lead or manager  
should fill this out:

4. **It's important to stay observant.** Make a note of the exits. Map out hiding places. Notice suspicious behavior.

Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.

Fold here to make a double-sided card.

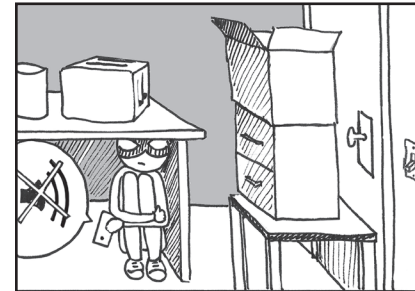
#11

In the Event of an Active Shooter

### The Actions: What you need to **DO**



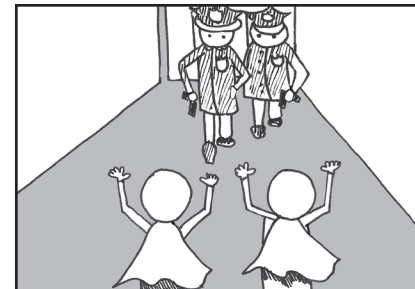
**RUN:** Evacuate if possible. Have an escape route and plan in mind. Leave your belongings behind. Get out, regardless of whether others follow you. Prevent others from entering an area where the shooter may be. Keep your hands visible.



**HIDE:** Hide silently in as safe a place as possible. Hide in an area out of the shooter's view. Lock the door or block the entry. Silence your cell phone.



**FIGHT:** Take action to disrupt or incapacitate the shooter. Fight as a last resort and only when your life is in danger. Improvise weapons. Don't fight fair: you are fighting for your life.



When law enforcement arrives, **remain calm and follow instructions**. Drop items and raise your hands. Do not ask questions when evacuating. Once you reach a safe location, don't leave until instructed to do so.

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[www.nonprofitsafetyhero.com/11-shooter](http://www.nonprofitsafetyhero.com/11-shooter)

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## AVOID VIOLENCE WITH CONFLICT DE-ESCALATION

If you volunteer in situations where people around you are frustrated or angry, you may witness or experience violence. It can make you feel scared and helpless, especially if you're in an unfamiliar neighborhood.

It's important to know that no matter what environment you are in, there are strategies you can use to catch the cues and address potentially dangerous situations *before* they escalate.

### The Facts: What you need to **KNOW**

1. You can learn and practice **strategies to de-escalate conflict** and defuse potentially dangerous situations.
2. There are **non-verbal cues** that tell you conflict is escalating. These include clenching fists or tightening the jaw, changes in body language or tone, starting to pace or fidget, or a change in eye contact.
3. **Verbal signs of conflict escalation** include yelling, bullying, refusing to comply with rules, or defiance.
4. The key to de-escalation is for you to **remain calm and practice empathy**. If you become upset or angry, it will most likely escalate the conflict.

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

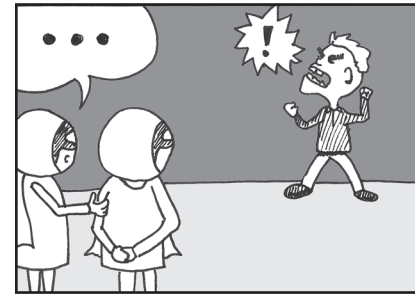
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#12

## Avoid Violence With Conflict De-Escalation

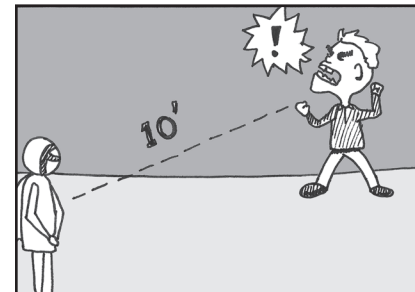
### The Actions: What you need to **DO**



**Recognize** the signs of conflict before they escalate. **Calmly communicate the situation** to a staff member so they can take over the management of the conflict. If the situation feels unsafe, **leave and call** for help.



Take a deep breath. **Calm yourself and remain calm**. Use a neutral tone of voice and **don't get defensive**, even if insults are directed at you. If you start to become upset and can't calm yourself, leave the situation.



**Look as non-threatening as possible**. Avoid body language that might be misinterpreted, such as shrugging, gesturing, or pointing. **Slowly back away** to reduce perceptions of threat and draw the person away from public areas. **Maintain distance** of 10 feet or more.



**Listen actively** and acknowledge the person's feelings, whether or not you agree. Use their name, or ask them their name. Ask for their ideas. Repeat what you have heard, to let them know you heard them.

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learn more about this topic.**



**[www.nonprofitsafetyhero.com/12-conflict](http://www.nonprofitsafetyhero.com/12-conflict)**

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## LEARN AND PRACTICE ELECTRICAL SAFETY

Electricity is all around us, so it's easy to forget how dangerous it is. When you learn what hazards to watch for, you're protecting yourself and the volunteers around you from fatal electrocution, shock, burns, and other injuries.

### The Facts: What you need to **KNOW**

1. The most common causes of **electrical injuries** are: contact with power lines, lack of ground fault protection, equipment that's not grounded, misuse of equipment, and power and extension cords.
2. **Signs of faulty wiring** include dim or flickering lights, sparks or sizzling sounds, burning smells or smoke, electric shocks, and warm or hot switches, plugs, sockets, or cords.
3. **Circuit breakers, fuses, and GFCI** (Ground Fault Current Interrupter) circuits are safety features intended to interrupt the flow of electricity. When one trips, it's alerting you of a problem. Don't ignore it: unplug everything and check your equipment.

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

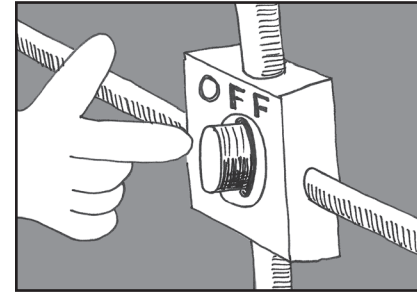
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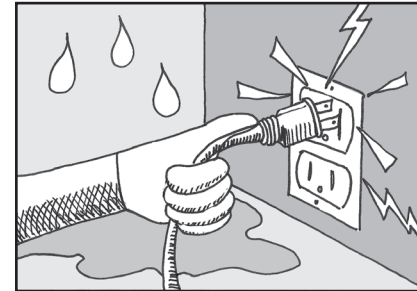
#13

Learn and Practice Electrical Safety

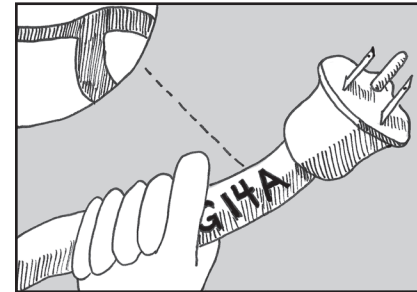
### The Actions: What you need to **DO**



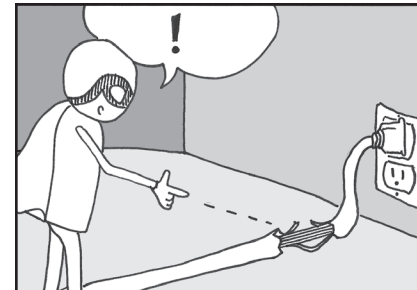
Make sure you know how to **shut off** each piece of equipment or disconnect the power. Don't use a piece of equipment for anything other than its intended purpose.



Water and electricity are a deadly combination. **Make sure** that electrical equipment in wet or damp spaces is specifically intended for such use. If you're not sure, don't use it.



Always **use correctly-rated cords and fuses**. Never remove a grounding pin from a power cord or attempt to "jury-rig" electrical equipment or cords.



**Watch for loose or frayed wires**, loose covers, and any fittings that are not in good condition. Bring them to the attention of your volunteer manager.

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[www.nonprofitsafetyhero.com/13-electrical](http://www.nonprofitsafetyhero.com/13-electrical)

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## USE A LADDER SAFELY

In your volunteer work, a ladder can be a daily-use item or just an occasional tool to reach a burnt-out lightbulb.

Whether you climb up and down easily or struggle with the first rung, you need to remember that gravity is not your friend. **A fall from a ladder can cause serious injury.**

### The Facts: What you need to **KNOW**

1. In the US, there are over 22,000 work injuries a year due to ladders. In 2020, there were **161 fatalities**.
2. Washington State law **requires workplaces to provide ladder training** so workers can recognize ladder hazards and minimize them.
3. Washington State **law prohibits youth** under 18 from working on a roof or higher than 10 feet above floor level. Youth under 16 may not work on any ladder or scaffold.
4. Ladders come in a **wide range of sizes, types, and materials**. If you don't have the right ladder, don't just "make do." It's not worth the risk.

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

#14

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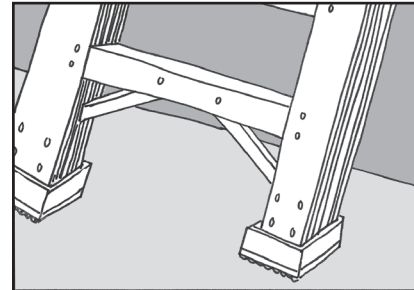
#14

Use a Ladder Safely

### The Actions: What you need to **DO**



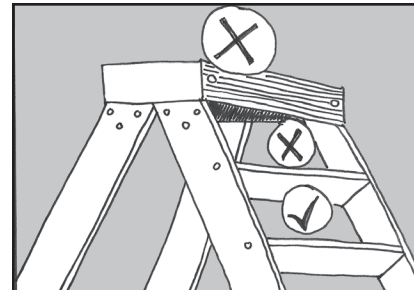
**Check** the ladder to make sure it meets ANSI standards and is in good, usable condition. Check the load limit. If it's not strong enough or there is any damage, don't use it.



**Make sure** the ladder is on a firm, level surface and is secured or has slip-resistant feet. If it's self-supporting (leaning against something, not a stepladder), make sure it's at the correct angle.



When climbing, **face the ladder and use one or both hands** to grasp it. Don't carry an object that might cause you to lose your balance and fall.



**Never stand on the top step** or rung of a ladder. If you are using the ladder to climb onto an upper level, it needs to be at least 3 feet above the landing surface.



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[www.nonprofitsafetyhero.com/14-ladder](http://www.nonprofitsafetyhero.com/14-ladder)

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## USE A BOX CUTTER SAFELY

A box cutter or utility knife is one of the most versatile tools around, with a razor-sharp blade that's used to cut open boxes and remove packaging. It's also one of the most dangerous tools around, able to cause major injury in an instant if it slips.

### The Facts: What you need to **KNOW**

1. Cutting tools are common in the workplace. They cause **30 percent of workplace injuries**, and 70 percent of those are hand lacerations.
2. A **dull knife** can have a higher potential for injury than a sharp one. That's because a dull knife requires more pressure and can slip.
3. Retracting the blade and storing the knife safely **keeps both you and other volunteers safe**.
4. Using a box cutter for **the wrong task** can cause severe injury. For example, they are not meant for prying.
5. There are ways to **make box cutters safer**, like cut-resistant gloves and box cutters with enclosed or concealed blades.

**Next, flip this card over to learn what you need to do to stay safe & healthy while volunteering.**

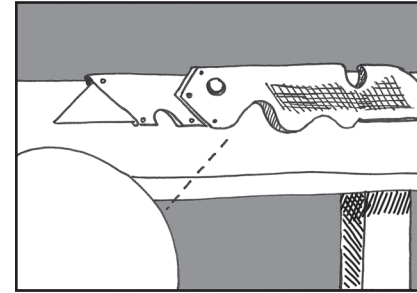
#15

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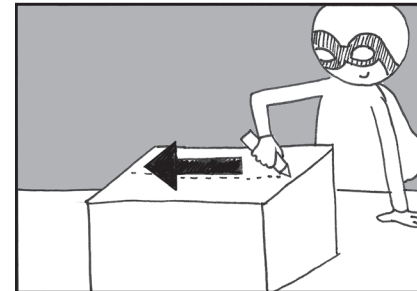
#15

Use a Box Cutter Safely

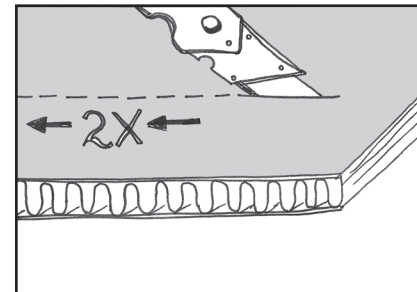
### The Actions: What you need to **DO**



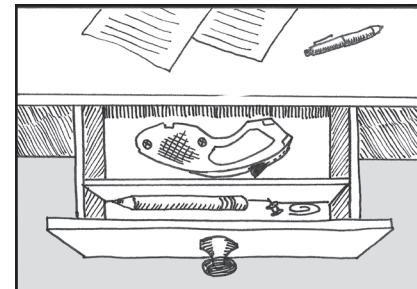
**Check** the box cutter and make sure it has the right blade installed correctly. It must be sharp and free from rust or corrosion. The blade should be retractable.



Before cutting, **make sure** you are stable and balanced and the cutting path is clear. **Draw the knife away from your body.** Reposition the box or make two cuts if you can't reach.



When cutting thick material, **make two or more passes.** **Don't use more pressure**, or the knife might slip.



**Retract the blade** as soon as you are done cutting and **set it in a safe place.** Don't set it down or carry it with the blade exposed. Don't hold it when performing a task that requires both hands, like typing.

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learn more about this topic.**



[www.nonprofitsafetyhero.com/15-box-cutter](http://www.nonprofitsafetyhero.com/15-box-cutter)

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## PRACTICE GOOD ERGONOMICS TO AVOID INJURY

Ergonomic practices are ways to use your body safely and effectively to do work, including volunteer work or tasks at home. When you use good ergonomics, you get more done, have fewer injuries, and usually have a better time doing the work.

### The Facts: What you need to **KNOW**

1. Ergonomics **apply to everyone**, whether you're working in a warehouse, at a desk, or outdoors. You'll find dozens of opportunities to use this knowledge every day.
2. Good ergonomics are proactive, and **the benefits last a lifetime**. When you apply ergonomics to volunteer tasks, you prevent long-term injuries.
3. Injuries caused by bad ergonomics are expensive and can literally **ruin your quality of life**.
4. **Ergonomic principles** cover areas like lifting (card #9), working at the right height, good lighting, exertion, repetitive motion, and stretching.

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

#16

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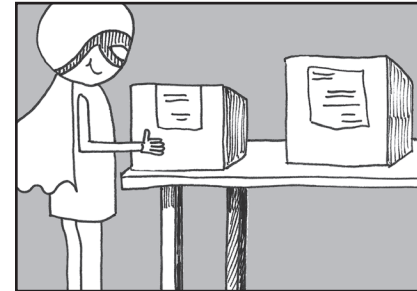
#16

## Practice Good Ergonomics to Avoid Injury

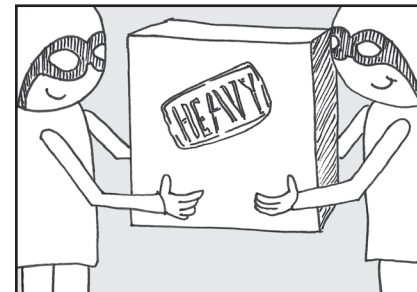
### The Actions: What you need to **DO**



**Make a conscious choice** to evaluate your working situation and improve your ergonomics. **Get creative** as you look at your work environment for opportunities.



**Work in neutral positions** with your head level and your wrists straight. **Move the work** close to your body to avoid reaching and reduce excessive motions.



**Practice techniques** to avoid excessive force. Push, don't pull. Grip, don't pinch. Roll or slide heavy items. Don't be afraid to **ask for help**.



**Move and stretch** at regular intervals while working. Change it up.

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**[www.nonprofitsafetyhero.com/l6-ergonomics](http://www.nonprofitsafetyhero.com/l6-ergonomics)**

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#17

Foodborne illness is not just a tummy ache: 128,000 Americans are hospitalized from it every year. Whether you're volunteering at a food drive or serving snacks at a fundraiser, you can learn ways to keep people safe from misery, hospitalization, or even death.

### The Facts: What you need to **KNOW**

1. **Proper hand-washing and use of personal protective equipment**, like disposable gloves, can keep you and others safe.
2. Foodborne pathogens include the bacteria, parasites, and viruses that make people sick. These can grow very fast without any smell, taste, or visual clue. **If in doubt, throw it out.**
3. **Some foods are more hazardous than others.** Take time to learn about the risks of temperature, moisture, and cross-contamination.
4. You can take a short course in food safety to **learn more.** Your work with food may also require you to get certified with a Food Handler's Permit.

For more on this topic, read Card #18, Identifying Unsafe Food.

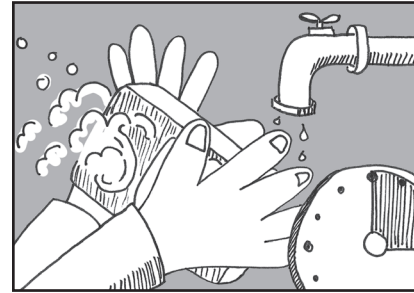
**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

Fold here to make a double-sided card.

#17

Review Basic Food Safety

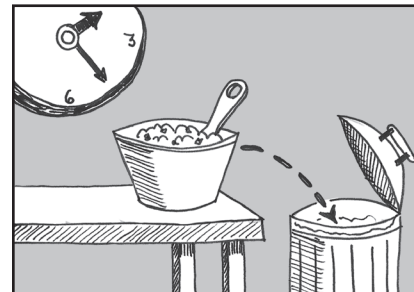
### The Actions: What you need to **DO**



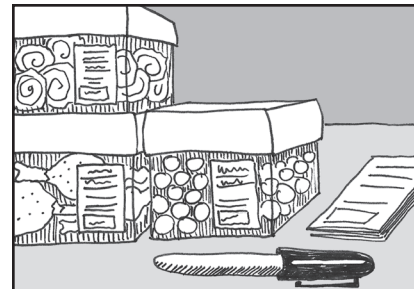
**Wash your hands** with soap and water for 15 seconds before handling food. Wash your hands after using the toilet; handling raw meat, garbage, or dirty dishes; sneezing; or touching animals. **Use utensils and disposable gloves** to avoid touching food directly.



Don't work with food **if you are sick.**



**Be alert** for food that is dangerous because it was left out or heated improperly. The temperature danger zone is between 41F and 135F. **If in doubt, throw it out.**



Make sure you **know the labeling and handling practices** for your facility and always **follow the procedures.** Don't take shortcuts.

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to watch the short video or  
learn more about this topic.**



[www.nonprofitsafetyhero.com/17-food-overview](http://www.nonprofitsafetyhero.com/17-food-overview)

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## IDENTIFY UNSAFE FOOD

When you volunteer around food, you have many opportunities to keep others safe from foodborne illness. Start with your safety mindset and learn ways to practice vigilance and spot problems that need to be addressed.

Don't take food safety for granted: **when in doubt, throw it out.**

### The Facts: What you need to **KNOW**

1. Food that can make you sick doesn't always smell or look bad.
2. **Raw meat** is the main source of cross-contamination. It should be prepared away from other foods, using a separate cutting board, and should be stored below other foods in the refrigerator or freezer.
3. Food can spoil because it was **not kept at the right temperature**. This might be on the counter or in a refrigerator that's not working correctly.
4. **Signs that canned or bottled food is not safe** include swollen ends, leaks, popped lids, dents along the seam, or rust

For more on this topic, read Card #17, Introduction to Food Safety.

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

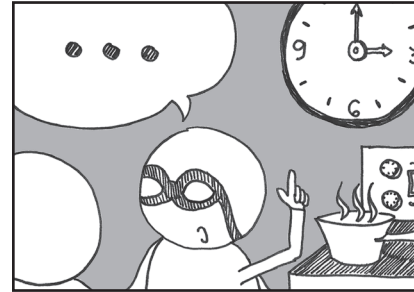
#18

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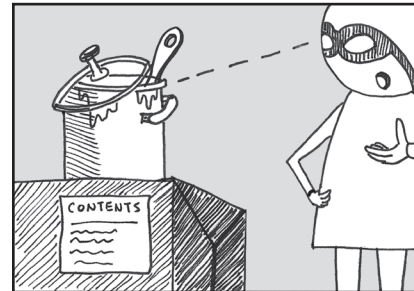
#18

Identify Unsafe food

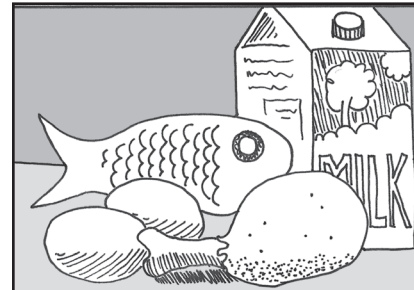
### The Actions: What you need to **DO**



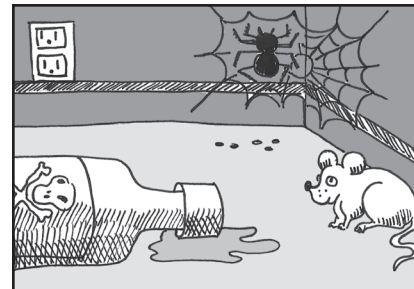
**Speak up** when you spot a potential problem. **Bring it to the attention of a manager.**



**Watch** for foods that are left out or forgotten, stored in the wrong place, or heated or cooled incorrectly. Cooked rice, beans, potatoes, and pasta **become hazardous** if you add water without controlling the temperature correctly.



**Ask** for specific instructions before handling meat, dairy products, eggs, or seafood. These foods are prime **suspects for cross-contamination**.



**Watch** for signs of hazards, such as insects, pests, or chemical contaminants. **Bring them to the attention of a manager.**



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to watch the short video or  
learn more about this topic.**



**www.nonprofitsafetyhero.com/l8-food-problems**

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## USE CARTS AND HAND TRUCKS SAFELY

Carts and hand trucks can save you a lot of effort and injury, but before you grab one and start using it, pause and think about how this useful tool can also cause injury. A little knowledge can avoid hurting yourself or someone else with these common items.

### The Facts: What you need to **KNOW**

1. **Common injuries** include fingers and hands caught between the cart and other objects, crushed or bruised toes and feet, and muscle strains in the lower back, shoulders, and arms.
2. Carts are a common cause of **slips, trips, and falls**. Read Card #7 for more information about those hazards.
3. Many factors affect **what you can safely transport** on a cart or hand truck. They fall into three categories: workplace (slope/ramps, floor type, aisle width), human factors (your strength and capacity), and the cart itself (the type and weight rating).

*Tip: Sliding heavy items from a table to a cart is one way to practice safe lifting (Card #9).*

**Next, flip this card over to learn what you need to **do** to stay safe & healthy while volunteering.**

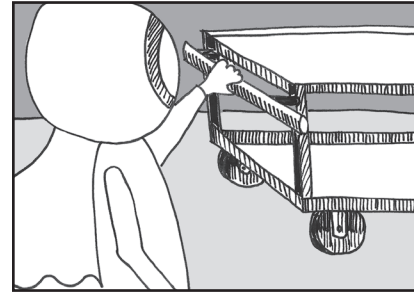
#19

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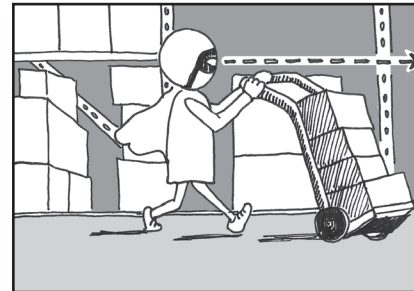
#19

Use Carts and Hand Trucks Safely

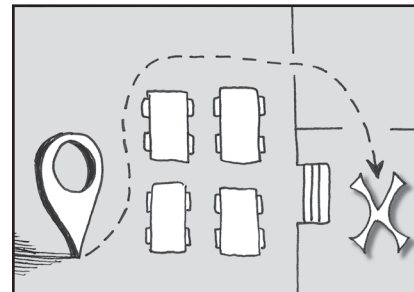
### The Actions: What you need to **DO**



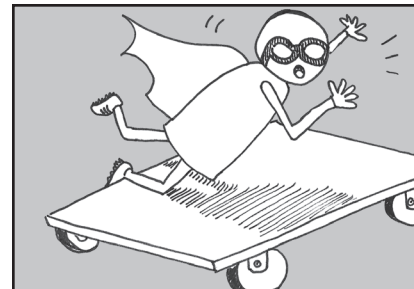
**Check the cart or hand truck** before loading it. Make sure the frame and wheels are lubricated and in good condition. **Notify your volunteer manager** if you spot any issues.



**Practice safe lifting** (card #9) as you load the cart. Place heavy items at the bottom. Center and balance the load over the axles. **Make sure you can see** over the load.



**Check your route** and remove any obstructions before moving. Grip the handles firmly and move slowly and deliberately. **Don't use your foot to brake** or stop the cart, and don't park it on a slope.



**Communicate your intentions clearly** to others around you. When you are done, **store the cart** so that it doesn't become a hazard for others. This is especially true of low, flat carts.



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[www.nonprofitsafetyhero.com/19-carts](http://www.nonprofitsafetyhero.com/19-carts)

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# Clean and Sanitize

## Cleaning and sanitizing are not the same.

**Cleaning** uses soap and water to get rid of food, dirt, and grease.

Surfaces may look clean and still have germs you can't see.

**Sanitizing** uses chemicals or heat to kill germs.

**Always follow instructions on the label.**

### Approved sanitizers:

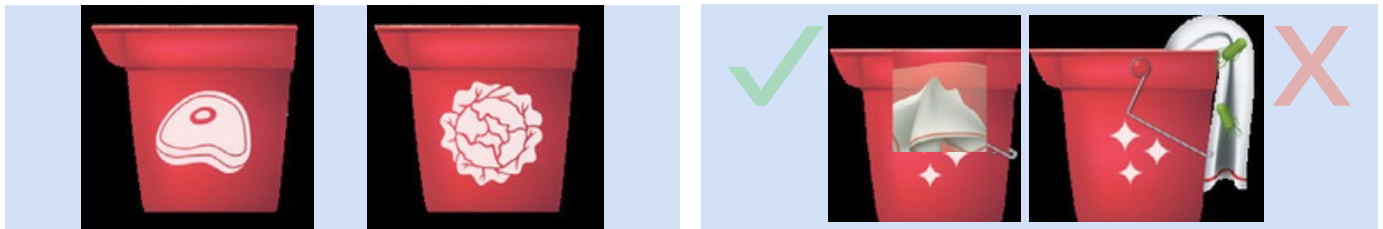
- Chlorine bleach
- Quaternary ammonium
- Iodine

Other sanitizers are available.



### Always measure when mixing sanitizer.

Do not add soap. Soap prevents sanitizer from killing germs. A common sanitizer is 1 teaspoon of bleach per gallon of water.



### Use separate sanitizers.

Sanitize surfaces before and after you prepare raw meat and ready to eat food.

### Store wiping cloths in sanitizer.

This stops germs from growing on the cloth.



### Make sanitizer often.

It stops working over time. Change sanitizer if it becomes dirty or cloudy.

Wash, rinse, and sanitize utensils and equipment after use.

Always store them clean and sanitized.

Scan QR  
code with  
phone to watch  
video online.







The National Institute for Occupational Safety and Health (NIOSH)



## First Aid Procedures

Code	Definition
Eye: Irrigate immediately	If this chemical contacts the eyes, immediately wash (irrigate) the eyes with large amounts of water, occasionally lifting the lower and upper lids. Get medical attention immediately.
Eye: Irrigate promptly	If this chemical contacts the eyes, promptly wash (irrigate) the eyes with large amounts of water, occasionally lifting the lower and upper lids. Get medical attention if any discomfort continues.
Eye: Frostbite	If eye tissue is frozen, seek medical attention immediately; if tissue is not frozen, immediately and thoroughly flush the eyes with large amounts of water for at least 15 minutes, occasionally lifting the lower and upper eyelids. If irritation, pain, swelling, lacrimation, or photophobia persist, get medical attention as soon as possible.
Eye: Medical attention	Self-explanatory
Skin: Blot/brush away	If irritation occurs, gently blot or brush away excess.
Skin: Dust off solid; water flush	If this solid chemical contacts the skin, dust it off immediately and then flush the contaminated skin with water. If this chemical or liquids containing this chemical penetrate the clothing, promptly remove the clothing and flush the skin with water. Get medical attention immediately.
Skin: Frostbite	If frostbite has occurred, seek medical attention immediately; do NOT rub the affected areas or flush them with water. In order to prevent further tissue damage, do NOT attempt to remove frozen clothing from frostbitten areas. If frostbite has NOT occurred, immediately and thoroughly wash contaminated skin with soap and water.
Skin: Molten flush immediately/solid-liquid soap wash immediately	If this molten chemical contacts the skin, immediately flush the skin with large amounts of water. Get medical attention immediately. If this chemical (or liquids containing this chemical) contacts the skin, promptly wash the contaminated skin with soap and water. If this chemical or liquids containing this chemical penetrate the clothing, immediately remove the clothing and wash the skin with soap and water. If irritation persists after washing, get medical attention.
Skin: Soap flush immediately	If this chemical contacts the skin, immediately flush the contaminated skin with soap and water. If this chemical penetrates the clothing, immediately remove the clothing and flush the skin with water. If irritation persists after washing, get medical attention.
Swallow: Medical attention immediately	If this chemical has been swallowed, get medical attention immediately.



# Cleaning and Disinfecting with Bleach

## KEY POINTS

- Cleaning and disinfecting your home are effective ways to prevent the spread of illnesses and disease.
- In most situations, cleaning alone with soap and water can remove germs.
- Follow the appropriate safety guidelines when using bleach products.



## Overview

In most situations, cleaning alone with soap and water can remove most germs, such as harmful viruses or bacteria, on surfaces. Disinfecting to reduce the spread of diseases at home is likely not needed unless someone in your home is sick or if someone sick has recently visited.

Bleach, which contains sodium hypochlorite, is effective at killing germs when properly diluted. If you choose to disinfect surfaces with bleach, you can make a bleach solution to use on many surfaces in your home.

## Definitions

**Cleaning** is done with water, soap, and scrubbing. Cleaning removes germs, dirt, and impurities from surfaces.

**Disinfecting** products are chemicals that work by killing any remaining germs on surfaces.

## How to safely disinfect with bleach

### Important

Never mix household bleach (or any disinfectants) with any other cleaners or disinfectants. This can release vapors that may be very dangerous to breathe in.

## Before using bleach

First, clean visibly dirty surfaces with household cleaners containing soap or detergent before disinfecting with household bleach. Make sure you have good ventilation while using bleach products indoors (for example, open windows and doors to allow fresh air to enter). Check to see if you need to wear any protective equipment, such as gloves or eye protection.

## Preparing a diluted bleach solution

Use regular unscented household bleach. Most household bleach contains 5%–9% sodium hypochlorite. Do not use a bleach product if the percentage is not in this range or is not specified. This includes some types of laundry bleach or splashless bleach, which are not appropriate for disinfection.

Follow the label directions on the bleach product. Check to see if you need to wear any protective equipment, such as gloves or eye protection. Follow the directions on the bleach bottle for preparing a diluted bleach solution. If your bottle does not have directions, you can make a bleach solution by mixing:

- 5 tablespoons (1/3 cup) of bleach per gallon of room temperature water

OR

- 4 teaspoons of bleach per quart of room temperature water

## Using the bleach solution

Always follow the manufacturer's instructions for applying the bleach solution to surfaces. If instructions are not available, leave the diluted bleach solution on the surface for at least 1 minute before removing or wiping. This is known as the "contact time" for disinfection. The surface should remain visibly wet during the contact time.

Wash hands after cleaning or disinfecting. Make a new diluted bleach solution daily. Bleach solutions will not be as effective after being mixed with water for over 24 hours.

### SOURCES

### CONTENT SOURCE:

National Center for Emerging and Zoonotic Infectious Diseases (NCEZID)

# Protect Yourself: Cleaning Chemicals and Your Health

Working with cleaning chemicals can cause:

Coughing	Shortness of Breath
Wheezing	Sore Throat
Red, Itchy Eyes	Headaches or Dizziness
Skin Rashes	Nosebleeds
Skin and Eye Burns	Asthma

*If you have health problems that you think are caused by using cleaning chemicals, tell your supervisor and ask to see a doctor.*



## What You Need to Know

*Do not mix cleaning products that contain bleach and ammonia. Dangerous gases can be released and can cause severe lung damage.*

Your employer is required to provide a safe workplace that includes:

- Sufficient ventilation (airflow) when using cleaning chemicals.
- Protective clothing, gloves, and safety goggles, when needed. Labels on containers of cleaning chemicals.
- Training on the hazards of cleaning chemicals you are using and safe work practices.

Your employer must train you to:

- Know the hazards of cleaning chemicals BEFORE using them.
- Know how to use and store cleaning chemicals safely.
- Know how and when to dilute cleaning chemicals you are using.
- Know what to do if there is a spill or other emergency.
- Know how to obtain and use hazard information on labels and safety data sheets (SDS).
- Know how and when to use protective clothing, gloves, and safety goggles.

## Remember

Wash your hands after using cleaning chemicals and before eating, drinking, or smoking.

## Green Cleaners

### What are they?

- Cleaning products certified by independent organizations as safer to use and less harmful to your health and the environment.
- Cleaners with "green" in their name do not mean it has been certified.

### Are Green Cleaners Effective at Cleaning?

- Many have met performance standards for its intended use.
- Also, many green cleaners are "fragrance-free" but still clean effectively. "Clean" does not have an odor!

### Safety Reminder

- You may need to use protective clothing, gloves or safety goggles with some certified green cleaners. Ask your employer.

This guidance document is not an OSHA standard or regulation but it contains recommendations that are advisory in nature and intended to assist employers and workers in providing a safe and healthful workplace. The mention of any nongovernmental organization in this document does not constitute an endorsement by NIOSH or OSHA of that organization, its products or services.



## Careful Cutting: Knife Safety Tips

In a child nutrition operation, potential dangers are hidden around every corner. One of the greatest sources of accidents is one of the most commonly used pieces of small equipment – knives. To assure the safest work environment possible, it is essential to follow basic rules for the proper use and care of all equipment used in the operation. There is a variety of knives in the kitchen, and they are used for cutting all types of food. Following the basic guidelines for using knives can help to insure safety in the work environment:

- Concentrate on what you're doing when using a knife. Do not engage in conversation when using knives; pay attention to the task underway.
- Always use a cutting board. Use color-coded plastic or glass cutting boards for different types of food. Avoid using wooden cutting boards because they can retain harmful bacteria.
- Always use sharp knives. Dull blades cause more accidents because they are harder to work with and require more pressure. Sharp knives do not slip as easily and cut easier.
- Choose the correct size knife and appropriate blade for the job. Using a small knife for a task that requires a chef's knife can be dangerous. Using the correct knife can be more efficient.
- Do not hold food in your hand while you cut it. Always cut on the cutting board. Always keep fingers on top of the blade in case it slips.
- Keep knife handles free of grease or other slippery substances. Clean knives are safer to use and help prevent cross-contamination.
- Keep knives away from the edge of the counter to lessen the chance of being knocked off. Step out of the way if a knife is dropped. Never try to catch a falling knife or blade.
- Use knives for their intended purpose. Do not use knives as can openers, screwdrivers, staple removers, or box cutters.
- Wash knives immediately after use. Do not leave knives in a sink of soapy water where they cannot be seen. Keep the sharp edge of the knife away from you when washing.
- Store knives in a knife rack or knife drawer when not in use. Do not store knives with other small objects or leave them lying around.

## Careful Cutting: Knife Safety Tips, continued

**Quick Tip:** Use a knife, a cutting board, and food items to demonstrate the proper cutting techniques. Emphasize these tips:

- Carry a knife by the handle with the tip down and the blade turned away from your body.
- Place a damp cloth under the cutting board to prevent it from sliding.
- Keep the point of the knife on the cutting board while you chop.
- Cut downward and away from your body.
- Use your free hand to firmly hold the food item against the cutting board, making sure fingers are out of the way of any slips that might occur.

**Reference:**

National Food Service Management Institute. (2008). *Growing your professional skills: Competencies, knowledge, and skills for successful school nutrition assistants*. University, MS: Author.

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