

VOLUNTEER AMBASSADOR HANDBOOK

Rescuing Surplus Foods
from going to Landfills



ROAD TO ZERO WASTE



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WELCOME AND THANK YOU!!!

We cannot thank you enough for choosing us to volunteer with! As a delivery ambassador you are on the front line of our organization and will be having a direct impact on members in the community who rely on our fridges for their daily meals. Without your hard work day in and day out we would not be a success and so from myself the President and on behalf of our community members who need you, we thank you!!!

Prophet Muhammad (S.A.W) said: “A man’s true wealth is the good he does in this world.” And so we hope that as you spend more and more time volunteering with us and see the difference your acts of kindness can make in the community that you will be inspired to do more and give more!

Please follow us on social media by clicking on the links below to stay up to date and learn more about our organization, please also share these with your family and friends to help spread the word about our organization and mission.



[@roadtozerowaste](https://www.facebook.com/@roadtozerowaste)



[@roadtozerowasteto](https://www.instagram.com/@roadtozerowasteto)



[@roadtozerowaste](https://www.youtube.com/@roadtozerowaste)



<http://www.roadtozerowaste.org/>

Once again from the bottom of our hearts we thank you for your time and effort. And we hope that you know that your actions goes a long way and makes a tremendous impact towards ending hunger and reducing waste.

you ROCK!



Layla Atakhodjaeva

President of Road to Zero Waste Org.



WHO WE ARE

Our initiative was launched in 2017 by a wife and husband team who felt the enormous need of changing the way we look at food consumption and waste. And thanks to the efforts of over 100 kind hearted volunteers as of January 20th, 2020 we got registered under the Canada Not-for-profit Corporation Act as a Charitable Organization.



DID YOU KNOW:

Thirty one billion dollars worth of food ends up in Canadian landfills each year, all while 1 in 8 families don't have access to regular or healthy meals. Because 86% of surplus edible food isn't donated or redistributed.

Canada's food waste generates 56.5 million tons of Green House Gas emissions.

Processing and manufacturing are the largest producers of avoidable food waste accounting for 43%.

Rotting food creates and releases methane gas which is 25x more damaging to the environment than CO2.

Source: [Second Harvest](#) <---- click to learn more about these facts and more.





OUR MISSION

Simply put our **mission** is to collect surplus food from food chains such as grocery stores, restaurants, events, caterers etc. and redistribute it to our community fridges for members of the community. Helping members in need and reducing waste at the same time.

Our short term goal is to establish community fridges all across the GTA preferably in neighborhoods that needs it the most.

Our Long term goal is to redistribute surplus food from North America to the needy continents, crisis induced areas like Yemen, Africa, Syria etc.



STOP
WASTING
FOOD!



YOUR RIGHTS & RESPONSIBILITIES AS A VOLUNTEER



YOUR RIGHTS

As a volunteer, you have the right to:

- 🌐 Learn about the organization.
- 🌐 Get training for your position.
- 🌐 Have regular evaluations of your performance.
- 🌐 Get guidance and direction.
- 🌐 Be heard and recognized.
- 🌐 Be reimbursed for all reasonable work-related expenses. (Volunteers in need of any reimbursement please discuss with the volunteer coordinator.)
- 🌐 Provided with reference letter and confirmation of volunteered hours.



YOUR RESPONSIBILITIES

As a volunteer, you have the responsibility to:

- 🌐 Do your duties promptly and reliably.
- 🌐 Accept the guidance and decisions of the volunteer coordinator.
- 🌐 Be willing to learn and participate in orientation, training programs, and meetings.
- 🌐 Understand the role of the paid staff, maintain a smooth working relationship with them and stay within the bounds of volunteer responsibility.
- 🌐 Keep internal information about the organization confidential.

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MORE



YOUR ROLE AS A DELIVERY AMBASSADOR

As mentioned, you have one of the most important role of our organization. Please review your duties and safety guidelines carefully. Your supervisor will also elaborate further and train you on these.



YOUR DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- 🌐 Co-ordinate with your supervisor appropriate time for pick up and drop of food from either directly from your supervisor, or from vendor and deliver to nearest community fridge.
- 🌐 Maintaining the cleanliness of the fridge and surrounding area when making a delivery.
- 🌐 You may encounter community members waiting for items to be placed into the fridge or taking items from the fridge. You are expected to conduct yourself in a professional manner (please review volunteer code of conduct in Appendix 3) and please at all times be aware of your surroundings, avoid any confrontation with any community members and always use proper judgement to remain safe.
- 🌐 Remove promptly and properly dispose of any cooked food that is over **2 days old**. So on day 3 three please remove.
- 🌐 Report any concerns to your immediate supervisor or seek guidance from the whatsapp group.
- 🌐 Please also review Volunteer Code of Conduct in Appendix 3





THINGS YOU NEED TO KNOW

This guide is created to help you be your best in your volunteer role. Please review it thoroughly and should you be in doubt please reach out to the volunteer coordinator, any supervisor, or the WhatsApp group for assistant.

*As we are an organization fighting to reduce waste please think twice before printing this guide and only print it if absolutely necessary. For ease of access you can also screen shot pages that have necessary information and save it on your phone.



THINGS YOU WILL NEED TO HAVE ON HAND AT ALL TIMES:

- 🌍 Sharpie markers
- 🌍 Disposable gloves pack
- 🌍 Containers to portion food
- 🌍 Ziplock bags to portion food
- 🌍 Fridge Fresh Air Filter
- 🌍 Lysol Disinfecting Wipes
- 🌍 Removeable Freezer Labels Roll
- 🌍 Disposable Garbage bags



Volunteer members who commit to 6 months of continuous volunteer can seek reimbursement for the above items. Some items such as Food containers will also be provided by your supervisor.





SAFE FOOD HANDLING GUIDELINES OF ROAD TO ZERO WASTE ORGANIZATION:

There are different rules for the different type of produce and food. Please review thoroughly and if ever in doubt reach out to the WhatsApp group or a supervisor for assistance.



GENERAL RULES FOR HANDLING FOOD AND PLACING IN THE FRIDGE:

- 🌍 Hands should be well washed before putting on gloves for safe handling of food.
- 🌍 Before placing any food donations into our community fridges, please wipe out any spills or dirt off the surface of the fridges. (Preferably use vinegar diluted sprays or some less toxic chemicals without allergens).
- 🌍 Place food that goes bad the fastest right in the front row which is in a very visible place (things like greens, bananas, dairy, cooked food, etc).
- 🌍 Please place dry, canned, or any items that have longer shelf life at the back end of the fridges (things like cereal, coffee, pastries, canned food, condiments, etc).
- 🌍 Always check thermostat for proper temperature. it should be around 5 degrees for commercial fridges.
- 🌍 When transferring food into containers or Ziploc bags, please at all times wear gloves and be extremely careful of not dropping your hair follicles into the food.
- 🌍 If the food was donated in big trays, please divide them up into smaller portions for maximum people benefiting from food. (For containers and Ziplock bags, reach out to Farah Sangay; our Operations Manager).
- 🌍 Only produce can be put loosely in our fridges. all other food items have to be put in either ziplock bags or containers with lids to avoid any contamination.
- 🌍 Cooked food or dairy products should be refrigerated and properly sealed with 4-5* temperature.
- 🌍 Do not leave cardboards or any boxes or garbage after placing donations into our fridges. Please place them at the back end of the store's big garbage dumpsters.





FRIDGE RULES

*On every fridge there is a sign posted with the following information:

ACCEPTED:

- ✓ Fresh fruits and vegetables - they must be mold free.
- ✓ Tinned and dried goods - all items must be sealed and unopened.
- ✓ Baked goods, sandwiches etc. - only if it is less than 2 days old and labeled with the date and time it was made.
- ✓ **HALAL or KOSHER Food must be labeled as such.**
- ✓ Cooked foods from registered kitchens who have a current food safety certificate. Food must be less than 2 days old. LABELS ARE PROVIDED for our fridge to write the date and content of the food.
- ✓ Cooked food or dairy products with a day or two beyond the expiry date is accepted.
- ✓ Dry food such as chips, dips, ketchup, rice, sweets, pastries, oil, etc., can be placed in our in our fridges few days, or even weeks after the best before date.

According to Health Canada best before date is mere prediction of food quality and not safety!

NOT ACCEPTED:

- ✗ Unsealed or half consumed food.
- ✗ Moldy fruit, vegetables or bread.
- ✗ Raw fish, meat, eggs and milk.
- ✗ No pork, or products with pork ingredients
- ✗ Food that has been recalled by the manufacturer.
- ✗ Home made food unless donated by a registered caterer.





COMMUNITY FRIDGE LOCATIONS

*Click on any of the addresses to pull up google map.



Rexdale:

229 Rexdale Blvd.

Rexdale, ON M9W 1P7

Location: Outside to the right of store

Ali Baba Middle Eastern Cuisine



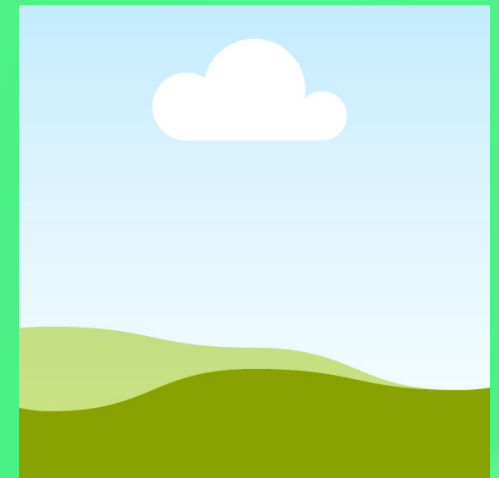
Brampton:

250 Centre St. N.

Brampton, ON L6V 2R4

Location: Inside the school

Sir John A MacDonald Sir Public School



Scarborough:

741 Kennedy Rd,

Scarborough, ON M1K 2C6

Location: Inside the building

Salaheddin Islamic Center



Guelph:

15 Willow Rd.

Guelph, ON N1K 2A2

Location: Inside the community building

Onward Willow Community Centre



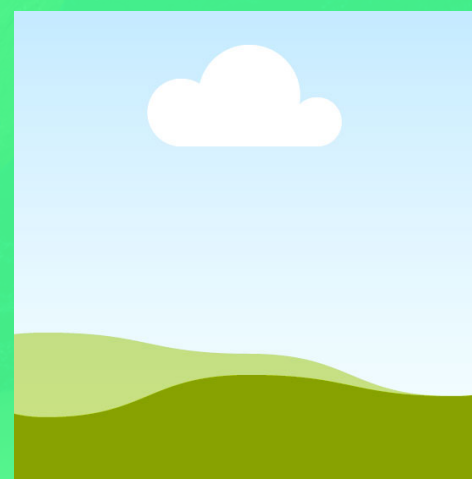
Milton:

885 Main St E, Milton,

ON L9T 5A7

Location: Inside the store

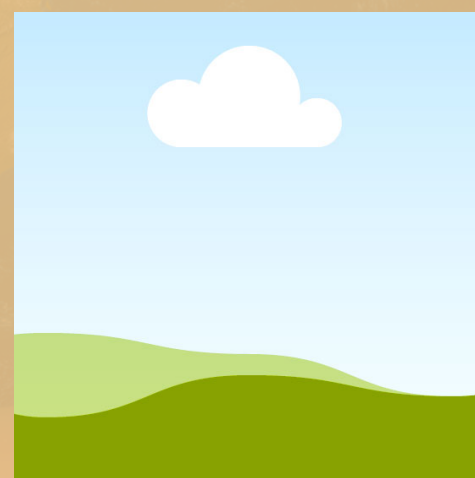
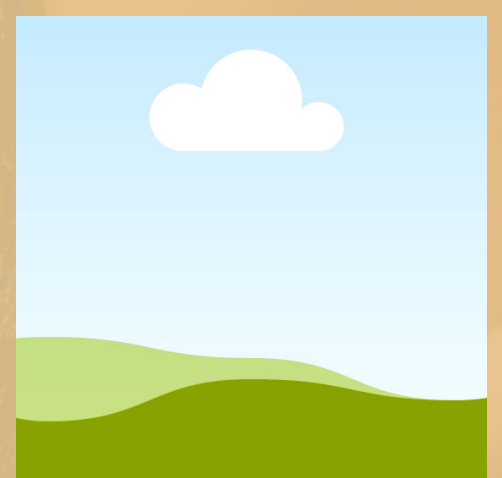
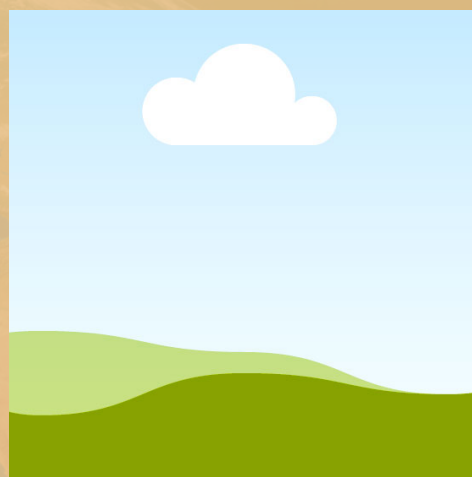
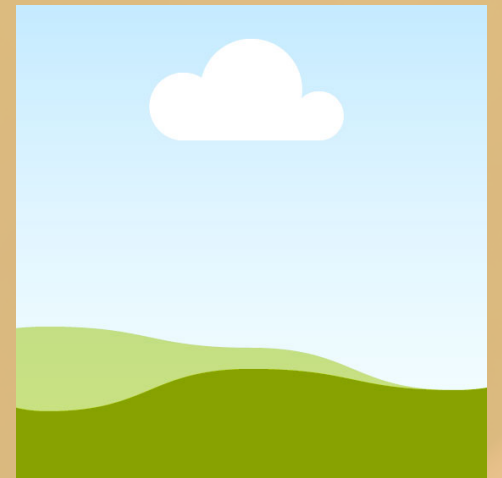
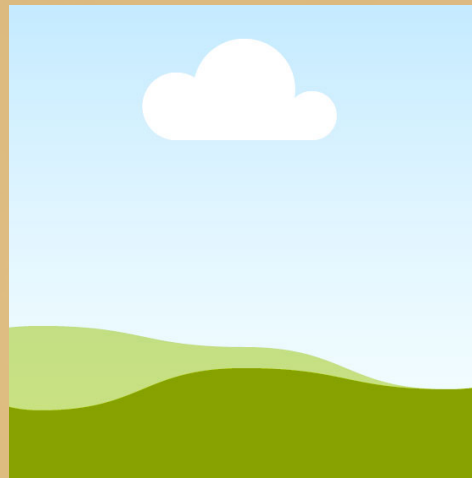
Al Amin Halal Meat & Groceries





COMMUNITY FRIDGE LOCATIONS

Page left blank to update new fridge locations



ROAD TO
ZERO WASTE

BEST BEFORE DATES EXPLAINED

DAIRY/EGGS

ITEM	CONSUME BY
-PERISHABLE MILK, BUTTER, YOGURT, CHEESE, EGGS, ICE CREAM, SOUR CREAM	-2 WEEKS PAST BEST BEFORE DATE, IF FROZEN- 2-3 MONTHS PAST
-SHELF STABLE EVAP-ORATED AND POWDERED MILK & MILK ALTS	-1 YEAR PAST THE BEST BEFORE DATE
-SHELF STABLE BABY FORMULA	-EXPIRY DATE

SOURCE: CANADIAN FOOD INSPECTION AGENCY AND TORONTO PUBLIC HEALTH

ROAD TO
ZERO WASTE

BEST BEFORE DATES EXPLAINED

BREAD/GRAIN

ITEM	CONSUME BY
-PERISHABLE BREAD, BUNS, BAGELS, PITAS, TORTILLAS, FLAT BREAD, NAAN, MATZAH	-NO VISIBLE ROT, MOLD OR ODOUR
-DRY CEREALS, FLOUR, CRACKERS, OATS, PASTA, RICE, QUINOA, MEALS/ SIDES & ENERGY BARS	-1 YEAR PAST THE BEST BEFORE DATE
-MEAL REPLACEMENT/ SUPPLEMENT BARS	-EXPIRY DATES

SOURCE: CANADIAN FOOD INSPECTION AGENCY AND TORONTO PUBLIC HEALTH

ROAD TO
ZERO WASTE

BEST BEFORE DATES EXPLAINED

BAKED GOODS/SNACKS/DESSERTS

ITEM	CONSUME BY
-PERISHABLE CAKES, COOKIES, PUDDING, PIES	-72 HOURS PAST BEST BEFORE DATE - IF FROZEN: 1 MONTH PAST BEST BEFORE
-SHELF STABLE CHIPS, COOKIES, POPCORN, BAGGED SNACKS, CAKES, GRANOLA BARS	-1 YEAR PAST THE BEST BEFORE DATE

SOURCE: CANADIAN FOOD INSPECTION AGENCY AND TORONTO PUBLIC HEALTH

ROAD TO
ZERO WASTE

BEST BEFORE DATES EXPLAINED

BEVERAGES

ITEM	CONSUME BY
-JUICE, WATER, COCONUT WATER	-3-6 MONTHS PAST BEST BEFORE DATE
-SUPPLEMENTAL BEVERAGES (ENSURE ETC.)	-EXPIRY DATE
-OTHER DRINKS: COFFEE, TEA, ENERGY DRINKS, CRYSTALS	-3-6 MONTHS PAST BEST BEFORE DATE

SOURCE: CANADIAN FOOD INSPECTION AGENCY AND TORONTO PUBLIC HEALTH

ROAD TO
ZERO WASTE

BEST BEFORE DATES EXPLAINED

PRODUCE

ITEM	CONSUME BY
-PERISHABLE FRUITS AND VEGGIES	-NO VISIBLE ROT, MOLD OR ODOUR
-CANNED FRUITS AND VEGGIES, PICKLES, SAUCES & PASTES	-1 YEAR PAST THE BEST BEFORE DATE

SOURCE: CANADIAN FOOD INSPECTION AGENCY AND TORONTO PUBLIC HEALTH

ROAD TO
ZERO WASTE

BEST BEFORE DATES EXPLAINED

PROTEIN

ITEM	CONSUME BY
-RAW MEAT AND FISH	-BEST BEFORE DATE(BB)/ OR IF FROZEN: -BEEF/LAMB/PORK/WHOLE POULTRY -> 1 YEAR PAST BB -POULTRY PIECES -> 6 MONTHS PAST BB -GROUND MEAT -> 2-3 MONTHS PAST BB -FISH -> 2-6 MONTHS PAST BB
-COOKED LUNCHEON MEATS	- 1 WEEK PAST BB
-STABLE CANNED MEATS, FISH, BEANS, NUTS, NUT BUTTERS, SEEDS, SPAM	- 1 YEAR PAST BB

SOURCE: CANADIAN FOOD INSPECTION AGENCY AND TORONTO PUBLIC HEALTH

ROAD TO
ZERO WASTE

BEST BEFORE DATES EXPLAINED

CONDIMENTS

ITEM	CONSUME BY
-FROZEN SAUCES & GRAVIES	-3 MONTHS PAST BEST BEFORE
-SHELF STABLE MUSTARD, RELISH,KETCHUP, OILS, VINEGARS, SPICES, JAMS, SALAD DRESSINGS, SAUCES, MARGARINE, TOPPINGS	-1 YEAR PAST BEST BEFORE

SOURCE: CANADIAN FOOD INSPECTION AGENCY AND TORONTO PUBLIC HEALTH

ROAD TO
ZERO WASTE

BEST BEFORE DATES EXPLAINED

PREPARED FOODS

ITEM	CONSUME BY
-PERISHABLE SINGLE/MIXED FOOD THAT IS PRECOOKED/ READY TO EAT DELI SALADS, PIZZA, SANDWICHES & REHEATABLE MEALS	-72 HOURS AFTER RESCUE- IF FROZEN: 2-6 MONTHS PAST BEST BEFORE DATE (BB)
-FROZEN DINNERS & MICROWAVE MEALS	-1 YEAR PAST BB
-SHELF STABLE CANNED SOUP, STEWS, MEALS & BABY FOOD	-1 YEAR PAST BB

SOURCE: CANADIAN FOOD INSPECTION AGENCY AND TORONTO PUBLIC HEALTH



APPENDIX 1

Donation of Food Act, 1994

S.O. 1994, CHAPTER 19

Consolidation Period: From June 23, 1994 to the [e-Laws currency date](#).

No amendments.

Liability of donor

1. (1) A person who donates food or who distributes donated food to another person is not liable for damages resulting from injuries or death caused by the consumption of the food unless,

- (a) the food was adulterated, rotten or otherwise unfit for human consumption; and
- (b) in donating or distributing the food, the person intended to injure or to cause the death of the recipient of the food or acted with reckless disregard for the safety of others. 1994, c. 19, s. 1 (1).

Liability of director, agent, etc.

(2) The director, agent, employee or volunteer of a corporation that donates food or that distributes donated food is not personally liable for any damages resulting from injuries or death caused by the consumption of the food unless,

- (a) the food was adulterated, rotten or otherwise unfit for human consumption; and
- (b) in donating or distributing the food, the director, agent, employee or volunteer,
 - (i) did not act in good faith,
 - (ii) acted beyond the scope of his or her role as director, agent, employee or volunteer, and
 - (iii) intended to injure or to cause the death of the recipient of the food or acted with reckless disregard for the safety of others. 1994, c. 19, s. 1 (2).

Non-application

2. This Act does not apply to a person who distributes donated food for profit. 1994, c. 19, s. 2.

3. Omitted (provides for coming into force of provisions of this Act). 1994, c. 19, s. 3.

4. Omitted (enacts short title of this Act). 1994, c. 19, s. 4.

Click on image to be taken to gov. website.



APPENDIX 2

MEDIA RELEASE FORM

I, _____, grant permission to Road to Zero Waste Organization, hereinafter known as the “Media” to use my image (photographs and/or video) for use in Media publications including:

(Check all that apply)

☐- Videos ☐-Email Blasts ☐- Recruiting Brochures ☐-Newsletters ☐- Magazines ☐- General Publications ☐-Website and/or Affiliates ☐- Other: _____

I hereby waive any right to inspect or approve the finished photographs or electronic matter that may be used in conjunction with them now or in the future, whether that use is known to me or unknown, and I waive any right to royalties or other compensation arising from or related to the use of the image.

Please initial the paragraph below which is applicable to your present situation:

____ I am 20 years of age or older and I am competent to contract in my own name. I have read this release before signing below, and I fully understand the contents, meaning and impact of this release. I understand that I am free to address any specific questions regarding this release by submitting those questions in writing prior to signing, and I agree that my failure to do so will be interpreted as a free and knowledgeable acceptance of the terms of this release.

____ - I am the parent or legal guardian of the below named child. I have read this release before signing below, and I fully understand the contents, meaning and impact of this release. I understand that I am free to address any specific questions regarding this release by submitting those questions in writing prior to signing, and I agree that my failure to do so will be interpreted as a free and knowledgeable acceptance of the terms of this release.

Signature: _____

Date: _____

Name (please print):

Witness (please print): _____ Witness Signature: _____

Signature of parent or legal guardian: _____

(if under 20 years of age)



APPENDIX 3

Preamble

This **Code of Conduct** applies to all individuals who act in a volunteer capacity on behalf of the **Road to Zero Waste Organization**, hence forth referred to as **RTZW**.

RTZW volunteers are expected to conduct themselves and the work they perform on behalf of the RTZW in a manner that honours RTZW's reputation and does not detract from the public's trust and confidence in RTZW. Accordingly, all volunteers must comply with the **Code of Conduct** described below.

1.0 Respect for role

Volunteers must understand the nature of their role and responsibilities within the RTZW.

Volunteers must keep their activities within the scope and boundaries of their roles and remain accountable to responsible authorities within the RTZW (the Board, Committee Chairs, and Supervisors of the RTZW).

2.0 Expenditures

RTZW volunteers shall abide by RTZW's travel and expense policy and shall only incur expenses as authorized by RTZW staff or other responsible individuals.

3.0 Personal gains

Volunteers must not use their status as an RTZW volunteer to obtain personal gain from those doing or seeking to do business with the RTZW. Additionally, volunteers should neither seek nor accept gifts, payments, services, fees, special valuable privileges, pleasure or vacation trips, accommodations or loans from any person or from any organization or group that does, or is seeking to do business with the RTZW.

4.0 Conflict of interest

Volunteers must avoid all situations in which their personal interests conflict or might conflict with duties to the RTZW (for example, if you or your spouse provides a service and you are involved in the selection of suppliers of that same service for the RTZW). Volunteers shall, at the first opportunity, disclose any conflict of interest. The nature of this reported conflict must be noted in appropriate official records of the RTZW, such as meeting minutes.



APPENDIX 3 CONT.

5.0 Confidentiality

At all times, the privacy and dignity of members, other volunteers and RTZW staff must be respected. Volunteers may have access to information and documents relating to members, other volunteers, or RTZW business that are private and confidential in nature; reasonable care and caution will be exercised to protect and maintain total confidentiality. Volunteers will not read records or discuss such information unless there is a legitimate purpose. All member records are the property of the RTZW and are kept in a secure location at the RTZW office.

6.0 Privileged information

Volunteers must not use for their own purposes, including financial gain, or disclose for the use of others, information obtained as a result of their role with the RTZW (for example, lists of sponsors or suppliers). This applies both during and after the period in which the individual is an RTZW volunteer.

7.0 Intellectual property

Any intellectual property developed by a volunteer in the course of his or her role with the RTZW (for example, guidebooks, training resources, promotional materials) is the property of the RTZW.

8.0 Respectful conduct

Volunteers must treat with respect all fellow volunteers, RTZW staff, and all others with whom they interact while conducting RTZW business with respect. Harassment, discrimination or other behaviours that compromise the dignity and self-worth of others cannot be tolerated, and will be addressed promptly, in confidence, and in accordance with standards of due process developed by the RTZW. The RTZW expects all staff and volunteers to abide by the **Ontario Human Rights Code**. These are minimum standards and by no means cover every contingency. However, any material failure to comply with these standards will be sufficient grounds for disciplinary action up to and including termination of the individual from their volunteer position.

Any volunteer who is uncertain of the application of this **Code of Conduct** should contact their immediate supervisor or the volunteer coordinator.

Name (Please Print: _____ Signature: _____

Date: _____

Witness (please print): _____

Witness Signature: _____

Signature of parent or legal guardian: _____
(if under 20 years of age)