



Flint Hills
BREADBASKET

905 YUMA STREET
MANHATTAN, KS 66502

FHBB VOLUNTEER HANDBOOK



A NON-PROFIT FOOD NETWORK

JENNIE JORDAN
SHE/THEY

Engagement Manager
jjordan@fhbbmhk.org
785-537-0730



WELCOME FHBB VOLUNTEERS!

A warm welcome to the Flint Hills Breadbasket team of volunteers! Your choice to join us is a powerful statement of compassion and community spirit. Together, we will make a real difference in the support our community needs.

At FHBB, volunteers are the heart of our mission. Your time, dedication, and willingness to help are invaluable. With your support, we can fulfill our mission to provide reliable access to healthy food, build connections with community partners, and empower neighbors to meet their basic needs.

This handbook is designed to be your companion, providing important information and guidelines. Should you ever have questions, our friendly Flint Hills Breadbasket team is here to assist you. Please remember that our policies might evolve, but our appreciation for your role in our mission remains constant.

Thank you for becoming an essential part of the FHBB family. Together, we hold the power to create a community where all are welcome and everyone can thrive.

OVERVIEW OF ORGANIZATION

In the heart of our community lies a vital lifeline—Flint Hills Breadbasket. As a cornerstone of support, we proudly serve as the central hub for nutritious foods and essential necessities. With a strong network of partner agencies, we ensure that fresh produce, dairy items, meat, bread, pantry staples, mental products, and other critical items reach households who need them the most

FHBB hosts The Market at 905 Yuma Street, open from Monday to Friday. We extend our helping hand to 450+ households every week and we continue to grow every month with over 150 new households every month. Our commitment goes beyond just providing physical necessities; it's about fostering a sense of dignity and compassion. Rooted in our guiding principles, we actively listen to our community and shoppers, recognizing that their voices guide our efforts to meet the diverse needs of our neighbors facing challenging times.

OUR HISTORY

The Flint Hills Breadbasket is a community food network that was founded inside a small shed which housed machinery for the City of Manhattan in 1983. Since then, we have grown and continue to offer much needed food assistance through community donations and volunteer support.

OUR DREAM & MISSION

Our dream is that there is no one in need among us. Our mission is to provide reliable access to healthy food, build connections with community partners, and empower neighbors to meet their basic needs.

**[AT]FHBB
WE BELIEVE...**



...THERE SHOULD BE NO ONE IN NEED AMONG US

...IN BUILDING A COMMUNITY WHERE **ALL ARE WELCOME**

...ACCESS TO HEALTHY FOOD WITHOUT BARRIERS IS A RIGHT

...IN EMPOWERING NEIGHBORS TO MEET THEIR BASIC NEEDS

...IN WORKING TOGETHER TO DRIVE POSITIVE & LASTING CHANGE

FHBB LEADERSHIP TEAM



KARLA HAGEMIESTER

She/Her

EXECUTIVE DIRECTOR

khagemeister@fhbbmhk.org

WORK: 785-537-0730 ext. 101 | CELL: 785-410-0132



JENNIE JORDAN

She/They

ENGAGEMENT MANAGER

jjordan@fhbbmhk.org

WORK: 785-537-0730 ext. 104 | CELL: 785-414-9157



RYAN LIKES

He/Him

OPERATIONS MANAGER

rlikes@fhbbmhk.org

WORK: 785-537-0730 ext. 103 | CELL: 785-410-3864



KURSTIN HARRIS

She/Her

DEVELOPMENT MANAGER

kharris@fhbbmhk.org

WORK: 785-537-0730 ext. 101



YARENI MOTA

She/Her

MARKET MANAGER

ymota@fhbbmhk.org

WORK: 785-537-0730 ext. 102 | CELL: 785-251-3431



MISSY SHABAZZ

She/Her

MARKET ASSISTANT

marketteam@fhbbmhk.org

WORK: 785-537-0730 ext. 102

VOLUNTEER INFORMATION

RIGHTS

- A safe and supportive work environment.
- Equal treatment, following anti-discrimination laws.
- Access to accurate information about FHBB.
- Receive volunteer policies and relevant procedures.
- Defined service hours as agreed upon.
- Confidentiality and privacy protection per Privacy Act of 1988.
- Access to training and support for successful volunteer role fulfillment.

RESPONSIBILITIES

- Demonstrate reliability and trustworthiness.
- Fulfill your designated role and adhere to instructions provided by FHBB staff.
- Show courtesy and respect to all FHBB shoppers, partners, staff, and fellow volunteers.
- Notify the organization promptly if unable to attend a shift.
- Appropriately communicate any concerns with the organization.
- Refrain from damaging FHBB's reputation with shoppers, fellow volunteers, or the wider community.
- Embrace and align with FHBB's mission, beliefs and strategic plan.
- Recognize that violation of these responsibilities may result in the termination of your service with FHBB.
- Report issues and incidents of anyone (staff, guests, volunteers, etc) not adhering to FHBB rules and policies and/or engaging in inappropriate conduct to Jennie, Karla or any staff member (please see the FHBB Leadership Team page).

DRESS CODE

Volunteers must dress appropriately for their assigned tasks during their shift at FHBB, which typically includes closed-toed shoes and comfortable clothing. Do not wear clothing that with offensive language or inappropriate images/statements. Volunteers not meeting standards will need to change into suitable attire or leave for the day.

PERSONAL ITEMS

Volunteers must manage their personal belongings by using designated lockers, cabinets, and other surfaces; please bring your own locks if desired, but remember to take them with you at the end of your shift. FHBB is not liable for lost or damaged personal items.

CONDUCT

Volunteers and staff must uphold a commitment to treating all guests, fellow volunteers, and staff members with dignity, respect, and courtesy. In the event of a challenging situation with a shopper, find a staff member for assistance.

CONFIDENTIALITY

Our guests' right to confidentiality is of utmost importance. As volunteers and staff, it is imperative that we honor this right and refrain from disclosing any information to others, including the names of shoppers.

HOURS & ABSENCES

We track volunteer hours for grants, donations, etc. Please sign in when you start your shift and sign out when you finish by using the Vome Volunteer System.

If you anticipate being unable to attend a scheduled volunteer shift, kindly inform our team promptly. You can do this by sending an email to Jennie and the staff member overseeing your volunteer role for that specific shift (you can find their contact information on the FHBB Leadership page). For last-minute notifications within 2 days before a volunteer shift, please call 785-537-0730.

FHBB CLOSINGS

New Year's Day	January 1 (or adjacent Monday or Friday)
Martin Luther King Day	3rd Monday in January
Memorial Day	Last Monday in May
Juneteenth	June 19 (or adjacent Monday or Friday)
Independence Day	July 4 (or adjacent Monday or Friday)
Labor Day	1st Monday in September
Veteran's Day	2nd Friday in November
Thanksgiving	4th Thursday & and Friday in November
Christmas Day	December 25 (or adjacent Monday or Friday)

DON'T DO OR BRING

Prohibited Items: Weapons, drugs, and alcohol are strictly prohibited on FHBB premises.

Smoking Restriction: Smoking is not permitted at FHBB to ensure a smoke-free environment. If you need to smoke or use an e-cigarette, please go to 9th Street or Yuma Street.

Respect and Equality: FHBB is committed to maintaining a workplace free from sexual harassment and discrimination of any nature. Compliance with this policy is mandatory.

VOLUNTEER HANDBOOK ACKNOWLEDGMENT

I hereby acknowledge that I have received and reviewed the current volunteer handbook of Flint Hills Breadbasket and understand its contents and guidelines. I am aware that as FHBB continues to grow and evolve, there may be updates and additional policies added to this handbook. I also understand that as a volunteer, I am expected to follow the same policies as staff, which are available upon request.

DATE:

SIGNATURE OF VOLUNTEER



Thank you for volunteering your time, skills, and efforts with the Flint Hills Breadbasket. Your service is essential to our mission to **provide reliable access to healthy food, build community partners, and empower neighbors to meet their basic needs.** Please read, complete, and sign the following form prior to your first volunteer shift.

Volunteer Information (please print):

Name: _____

Address: _____

Phone: _____ Email: _____

Emergency Contact:

Name: _____

Relationship: _____ Phone: _____

Volunteer Agreement:

I understand and agree that I am not an employee of the Flint Hills Breadbasket and will not represent myself as such.

As a volunteer, I release and hold harmless the Flint Hills Breadbasket and its employees from all claims, costs, suits, actions, judgments or expenses upon any damage, loss, or injury to me or to my property incurred while volunteering my services at the Flint Hills Breadbasket.

I acknowledge that I am fully aware of the risks posed by this volunteer service and affirm that I have no medical condition that prevents me from engaging in volunteer activities.

I give permission to be photographed by Flint Hills Breadbasket staff, project partners, or the media for use in print materials, social media, website and other promotional or training materials. Prior to taking photos or video, Flint Hills Breadbasket staff will share the purpose of the recording and confirm permission.

In the signing below, I acknowledge that I have read and understand this volunteer agreement.

Signature: _____

Parent/Legal Guardian must sign if volunteer is under the age of 18.

Parent/Guardian: _____