

Blazer Kitchen at Hill Student Center

Volunteer Guide



Welcome! Thank you for taking the time to volunteer with us, your time spent here is valued and appreciated. Please review this Volunteer Guidebook before proceeding with your volunteer shift.

Welcome to Blazer Kitchen at Hill Student Center! We are so glad to have you here with us today. Below is some information that you need to know for your time here. In addition, feel free to work on any class assignments or readings in the event that there are no shoppers and/or tasks for you to complete. We appreciate your hard work and hope to have you volunteer with us.

First, if you have not already done so, please sign-in on the volunteer sheet located behind the door to Blazer Kitchen at Hill Student Center (BKHSC).

Then, if you are the first volunteer to arrive, you will begin your volunteer shift by logging-on to the laptop (used for tracking food and non-food selections) and Tablet (used for first-time BKHSC users to take an intake survey).

Log-in Information for Technology:

- 1) Log-in for Tablet (also located on the Tablet itself)

Password: 5studentEngage#

If there is not a Tablet within Blazer Kitchen, it can be found on the charging station within Student Conduct & Outreach. Please ask the front desk for assistance with this.

- 2) Log-in for the laptop

Username: Student Experience

Password:

If you have any trouble with either of these, please ask the front desk of Student Conduct & Outreach for assistance. If technology is not working, UAB Ask IT can be called from the front desk (205-934-5555).

After logging-on to the Tablet, please click on the link to the Blazer Kitchen at Hill Student Center Intake Survey found on the main screen. This survey is labeled **Blazer Kitchen HSC Intake Survey 19-20**. **All** first-time shoppers need to complete this survey before they shop at BKHSC.

After logging-on to the laptop, click the icon to log-on to Blazer Kitchen administrative site.

Once you open this page you will enter the following:

When asked to select a site: *select* Hill Center

Log-in E-mail: morgette@uab.edu

Password:

Once your technology is set-up, you have one other piece of equipment to prepare:

1. Ensure the scale is turned on (on switch located underneath on the right).

Lastly, wipe down the countertops and shared spaces with a disinfectant wipe.

The following is the protocol for Blazer Kitchen at Hill Student Center shoppers. Please note that this Blazer Kitchen location is *only* available for students to use.

When there is a **NEW student shopper**, follow these steps:

- 1) All Blazer Kitchen shoppers are first greeted by the Student Conduct & Outreach student assistants upon arrival and are asked for their UAB ONE Card.
 - a. The front desk uses students' ONE Cards for check-in purposes, using a system called "ONETap". After a student is checked-in using ONETap, they are either asked to sit in the waiting area OR to enter BKHSC directly. This depends if BKHSC is already occupied by another student shopper. **Only one shopper is permitted at a time.**
 - b. **If there is no individual at the front desk to greet shoppers, the volunteer and interns will be responsible to greet shoppers or ask them to wait in the waiting area.**
- 2) After checking-in, the student is asked to have a seat and to complete a one-time Intake Survey on Tablet. It is the joint responsibility of both the individual at the front desk and the person working in Blazer Kitchen to ensure that the student is provided a Tablet to complete the Intake Survey. Please always ask students if they've completed the survey before allowing them to begin shopping. You can ensure students that this survey only needs to be completed during their first visit and should take about 5-10 minutes.
 - a. *After the Intake Survey is complete, the student will work with the volunteer working in Blazer Kitchen to complete the remainder of their intake paperwork.*
- 3) On the Blazer Kitchen administrative webpage, click "Client" then "New Client" and complete all required fields.
 - a. The first fields include—first and last name, home address, date of birth, email address, and Blazer ID. **For the Blazer ID, the student ID needs to be the number found on the back of the student ID).** The student also needs to be asked their UAB affiliation (undergraduate or graduate student).
 - i. Only *students* are eligible to use Blazer Kitchen at Hill Student Center (HSC), UAB employees and students may both use the Medical Towers location. If there is any confusion and a UAB employee arrives at the HSC location, they can shop for that day only but need to be informed that they are only permitted to shop that day because of the misunderstanding, and need to use Blazer Kitchen Medical Towers in the future. Please provide this individual one of the Blazer Kitchen business cards with Medical Towers hours and location (located on the education table in the non-food room or on the front desk counter).
 - b. The bottom of the form asks the student about their household size (How many individuals will be supported using the food received from Blazer Kitchen) and annual household income. The purpose of collecting this information is to determine if the individual is eligible for the USDA food items. After all necessary forms are completed, shoppers must sign the TEFAP form. This form should be printed (printer found within Student Conduct Intern workstation) and physically signed by the student. **As the laptop cannot connect with a printer, the volunteer will need ask help from the front desk to print the form by providing the student's name.** After printing and obtaining the student's signature, all completed forms are stored in the **White** Blazer Kitchen binder, and the new

signed forms will be inserted alphabetically in the binder. Those who are not eligible for USDA benefits may still shop at Blazer Kitchen, they simply cannot take foods from the USDA-specific shelf.

When there is a **RETURNING student shopper**, follow these steps:

- 1) Upon arrival, desk assistants at the front desk will greet returning student shoppers. If the Blazer Kitchen is unoccupied, the student may enter directly to begin shopping; if occupied, the student is asked to wait in the waiting area just as any other student.
 - a. The front desk uses students' ONE Cards for check-in purposes, using a system called "ONETap". After a student is checked-in using ONETap, they are either asked to sit in the waiting area OR to enter BKHSC directly. This depends on whether BKHSC is already occupied by another student shopper. *Only one shopper is permitted at a time.*
 - b. **If there is no individual at the front desk to greet shoppers, the BKHSC volunteer or intern will be responsible for greeting shoppers.**
- 2) Before shopping, look in white binder to see if current shopper has an updated TEFAP form completed. If not, they will need to sign a new TEFAP form. Ask the desk assistant to print off TEFAP form and have shopper sign it.
- 3) **If the student has not been shopping in the HSC location before, but the student has shopped at Medical Towers, the Blazer Kitchen location needs to be changed from "Medical Towers" to "Hill Center".**
 - a. Click "Clients" and "Summary", search the shopper name, click "Edit", scroll to the location section and input "Hill Center". After uploading the information successfully, we will change the location back to the HSC in the Blazer Kitchen system.
- 4) **You (the volunteer or intern) will need to double check to see if the returning shopper(s) affiliation column is filled out, many volunteers tend to forget this.** In addition, please remember to ask the shopper if they need to update any personal information such as change of address, phone number, UAB class standing, etc.
- 5) If a returning student states they have been to Blazer Kitchen in HSC before, but their name still cannot be found within the system, double check the Medical Tower system to see if the student appears there.

For **ALL students**, after check in:

- 1) To begin the shopping process, the intern/volunteer needs to click the "Shopping" tab on the Blazer Kitchen administrative page. Then, the intern/volunteer should fill-in the visit slip found next to the scale to record the weight of food and non-food items at the conclusion of that students' shopping experience.
- 2) As the student begins to shop, the intern/volunteer should briefly educate them of the "limits" for each food item. Encourage students to place items on the open counter space as they available to them.
- 3) As students are shopping, encourage them to review the **nutrition education** posters found on the falls of BKHSC. Students may also note that the shelves are categorized by food groups, which corresponds with the education materials found on the walls.

- 4) If students have any question regarding “**best use day**” and “**expiration date**” of products, volunteers and interns should be able to explain the difference by reading the food facts materials on the counter or using the Food Keepers link.
- 5) Once the student has finished shopping, the intern/volunteer needs to ensure all items are weighed and that these weights are recorded on the paper slips.
 - a. Then, add the TOTAL weights for ALL food (USDA and non-USDA) as well as non-food (toiletries, school supplies, and other non-food items). After clicking “checkout” on the computer screen, the total number for FOOD and NON-FOOD should be input in the pop-up screen. This number should also be recorded on the weight form also found next to the scale.
- 6) All of the student shoppers’ items need to be bagged (*the intern/volunteer can ask the student to help in bagging their own items!*) before leaving.

Reminders for Students While They’re Shopping:

- Remind students that this Blazer Kitchen location is open five days a week, so they can always return if they need additional items.
- Friendly reminder that they do need to carry everything with them, so to consider taking only what they can carry and returning another day if they need items. **We cannot hold items for shoppers!**
- Reminder to bring their own reusable shopping bags! Student is provided 2 bags from Blazer Kitchen. They will not be provided more than two bags.
- Blazer Kitchen does have food and non-food items (non-food located in adjacent room). Non-food items include toiletries, household items, and school supplies.
- As the students place Blazer Kitchen food and non-food selections on the counter, the intern/volunteer can begin to weigh items.
 - Often, students will select more food items than what fits on the scale at one time. In this case, weigh items in multiple sets and add the final numbers for one food total and one non-food total.
 - All FOOD should be weighed together and all other NON-FOOD items together (ex. toiletries, school supplies, household items)

CATEGORIES for Blazer Kitchen Foods:

- **PROTEIN** (Limit 2 total): Students may select 2 protein items.
- **VEGETABLES** (Limit 3 total): This includes *any* canned vegetable items. As a reminder, beans count in the protein category for these purposes. Fresh vegetables limits are via refrigerated limits.
- **FRUIT** (Limit 2 total): This includes *any* fruit item (can, container, package) found on the fruit shelf. Fresh fruit limits are via refrigerated limits (look on refrigerator for limits).
- **GRAINS** (Limit 2 total): Students may pick up to two grain items from the shelf with pastas, macaroni and ramen-like noodles.
- **BREAKFAST** (Limits vary)—Students may choose one Cereal and one package of grits or one package of instant oatmeal.
- **DAIRY** (Limit 1)
- **PEANUT BUTTER** (Limit 1)
- **JELLY** (Limit 1)
- **MISCELLANEOUS FOOD** (Limits vary based on availability)—this includes any food item that the Blazer Kitchen does not typically get (ex. cookies).

CATEGORIES for USDA Foods:

For USDA foods, shoppers may get one of each individual food item. For instance, one jar of peanut butter, one can of peaches, one can of mixed fruit, etc. The USDA food inventory is managed separately than the other food pantry items, and are therefore counted by individual food, not divided by categories as are the other food pantry items.

CATEGORIES for Blazer Kitchen Non-Foods:

- **TOILETRIES** (Limits vary):
 - Travel Size Shampoos- Limit 3
 - Travel Size Conditioner- Limit 3
 - Travel Size Lotion- Limit 3
 - Travel Size Body Wash- Limit 3
 - Full Size of Shampoo OR Conditioner- Limit 1
 - Full Size of Body Wash- Limit 1
 - Soap Bars- Limit 1
 - Razor- Limit 1
 - Toothpaste- Limit 1
 - Toothbrush- Limit 1
 - Miscellaneous Toiletries- Limit 1 each (ex. nail polish)
- **SCHOOL SUPPLIES** (Limits Vary):
 - Binders- Limit 2
 - Pencils/ Pens- Limit 2
 - Manila Folders- Limit 2

- Other Folders or Paper- Limit 2
- Other School Items- Limit 2 (Ex. White-Out, Erasers)

Other Responsibilities of the Volunteers:

The following are tasks that the intern/volunteer could be doing when there are no student shoppers at Blazer Kitchen.

- Ensure that Blazer Kitchen's available items look **presentable**. This includes limiting any gaps in the shelving (ex. pull food items closer to the front of the shelves) and that all labels are facing out for easy readability
- **Restock** any items, as needed from cabinets. Overflow items can be found on the 4th floor of the Hill Student Center (*the intern/volunteer will need to request access/assistance from a Student Conduct & Outreach staff member in order to do this*)
- **Weigh** any food or non-food **donations** before they are stocked or stored (either in Blazer Kitchen or in the 4th floor storage room)
- **Count** the **total weights** for FOOD and NON-FOOD at the end of each month (*from information next to scale*). This number should be recorded and delivered to Student Outreach Staff.
- Check to see if there are any **cardboard boxes** that need to be flattened and take to the **recycle** station which is at the unloading dock of HSC.
 - To get to the unloading area, you can take the elevator to the first floor. Head through the double doors straight across from the elevator. Follow the path forward to get to the unloading dock. If you are confused about the location of recycle station, you can ask the front desk.

For all volunteers, before departing for the day:

1. Sign-out on the volunteer sign-in sheet located behind the door
2. If leaving at closing time (7:00pm on Mondays, 5:00pm Tuesday-Friday), check that all technology is turned off—1) Log-on to computer (or laptop), 2) Place iPad on charger
3. Turn off scale (on/off switch on the bottom right of the scale)
4. Ensure the workspace and BKHSC are tidy, in general, before leaving
5. Ensure that someone from Student Conduct & Outreach knows you are leaving, especially if the Blazer Kitchen will be unattended because of your departure.

Other:

In the case of technology not working—

- If the computer, or Blazer Kitchen administrative site are not working, the intern/volunteer should manually record all food/non-food items based on category on the same slip that weights are recorded per student.
- If the shopper is a new shopper in this case, recruit assistance from another Student Conduct & Outreach staff member to record their intake information.

Volunteer Competencies & Learning Outcomes:

1. Cultural Humility and Global Fluency
2. Technology
3. Social Leadership and Responsible Citizenship
 - a. *Apply principles of leadership, governance, and management, which include creating a vision, empowering others, fostering collaboration and guiding decision making.*
4. Critical Thinking and Problem Solving