

RENTON COMMUNITY CO-OP

P.O. Box 3174
Renton, WA 98056

e-mail: rentoncoop@yahoo.com
web page: rentoncommunitycoop.org

Team Handbook 2013-2014

(revised March 2014)



WHAT IS GLEANING?

Glean: (verb)

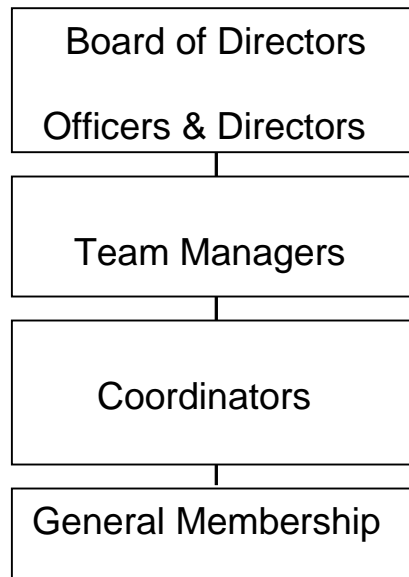
1. To harvest (grain) left behind by reapers.
2. To collect bit by bit.
3. To obtain as a result of effort.
4. To gather a return or reward.

Gleaning had its beginnings over 6,000 years ago as an honorable way of neighbor helping neighbor. It helps promote the work ethic by providing the opportunity for those interested in helping themselves.

MISSION STATEMENT

Renton Community Co-Op provides a means to be better stewards of our world. In order to reduce waste, we match available resources to the general membership. The existence of this organization depends entirely upon the participation of its membership in all phases of the operation.

TEAM STRUCTURE



Team Leadership

Board Members:

Dave Bartlett - President
Michelle Cary – Vice President
Jennifer Jacobs - Secretary
Dick Scott - Treasurer
Carol Walker
Dennis Wood
Lynette Tackman

Team Managers:

Policies and Procedures:	Monica Brown
Records and Communications:	Bonnie Anderson
Tangible Goods:	Lynette Tackman

Coordinators:

Backyard / Harvest Glean:	Dennis Wood
Bartells:	Lynette Tackman
Calendar:	Charlyn Bartlett
Membership:	OPEN
Procurement:	Michelle Ferrell

JOB DESCRIPTIONS

Team Managers:

Policy and Procedures:

- To insure all policy and procedures are followed according to team rules.
- To answer questions or concerns regarding team rules.
- To establish any new policy and procedures.
- To issue any possible violations of team rules.
- To communicate with the RCC Executive Board
- To conduct coordinator meetings.

Records and Communications:

- To generate all written communications to the RCC Executive Board, and Renton Co-op Members.
- Activate phone tree for urgent messages to the team.
- Maintain record keeping for all team business, membership and infractions of rules and missed pick-ups.
- To maintain membership roster and report any changes.
- To coordinate generation of newsletter, as needed.

Tangible Goods:

- To oversee the day-to-day gleaning operations of the stores
- To oversee the procurement of new items and stores
- To oversee Specialty Gleans
- To maintain records of gleaned items

Coordinators:

Backyard/Harvest:

- Serve as RCC's first contact for backyard and field gleans.
- For BYG's, assign a Glean number and find a Backyard Glean Supervisor.
- Initiate call-out for all field gleans and backyard gleans.
- Maintain Backyard Glean Log.
- Prepare annual report and file with Team Manager in charge of tangible goods.

Bartells:

- Act as liaison with the stores.
- Pick up items at the Highlands store, coordinate with driver for Fairwood store, and maintain distribution list.
- Prepare quarterly report and file with Team Manager in charge of tangible goods.

Calendar:

- Assign pick-up duty; schedule hospitality assignments; Coordinate emergency drivers.
- Maintain participant lists.
- Distribute monthly calendar and participation list.

Membership Coordinator:

- Communicate with people interested in joining Renton Co-op.
- Schedule and give orientation presentations as needed.
- Maintain the orientation outline and other forms used in training new members.
- Schedule training of new members.

Procurement:

- Work to procure new gleans for team.
- Clear all possible procurements with Team Managers.

The Team Rules

In order to ensure that our team runs smoothly and we all benefit as much as possible from gleaning, each team member is required to . . .

1. Assume an equitable share of the workload. Expect to do 3-5 hours per week. Monthly minimum requirement: Two to three drives and one other job.
2. Follow through with their assigned responsibilities.
3. Follow established team polices & procedures as described in Team Handbook and posted at host sites.
4. Abide by established RCC guidelines.
5. If unable to meet your team obligations, contact a Team Manager to discuss possible solutions.
6. Be grateful for what you get, share with others, and do not complain.

If everyone follows these rules, we will have a fun and rewarding year of gleaning.

Operating Policies & Procedures

We are a non-profit organization (tax ID # 47-0878365) led by a board of directors and run and sustained by our members. Membership is open to all who have a willingness to work in order to help themselves and others. Our leadership team, comprised of managers and coordinators, oversees the various jobs and responsibilities delegated to team members as dictated by our team's commitments.

RCC is committed to serving our own team members first, and when excesses permit, we will strive to reach out to residents of our local communities through existing agencies and through informal contacts with our members' churches, schools, community organizations and neighbors.

Every effort is made to be sure that the distribution of gleaned items is done in a fair and equitable fashion. However, it is impossible to guarantee that each member will benefit in exactly the same way as another. Instead, it is our operating premise that you will reap what you sow. In other words, your tangible rewards will be directly related to the amount of time and energy you put into gleaning on a regular basis.

Any item received through gleaning is not to be sold anywhere. Nothing gleaned from the fields/stores may be sold or exchanged for money. However, if you have used the product in an item you are donating, such as to a bake sale, that would be acceptable. You may not give away a bakery item to be sold at a bake sale. These items are marked by the stores, and we do not want to jeopardize our relationship with the stores.

Due to the nature of our association, we do have waste/garbage items that will be in need of disposal. Proper disposal of garbage items will be the responsibility of each member. Depending on your locality, it may be unlawful to dispose of waste food in compost piles or yard waste bins. It is each member's responsibility to know the guidelines for their area.

Renton Community Co-op chooses to work 7 days a week with the exception of Thanksgiving and Christmas.

RCC utilizes a communication system that includes a monthly calendar, a phone tree, e-mail, Yahoo groups message board and team web site. It is the responsibility of each team member to check their e-mail and answering machine regularly and to pass on and return phone calls accurately and promptly in order to ensure good communication within our team. Members who wish to have their monthly calendar and participation list mailed to them must provide 12 self-addressed, stamped envelopes.

It is the responsibility of each member to keep current their driving availability information with the Calendar Coordinator, including impending vacation dates, work schedule, etc. Changes or updates to this availability must be given to the Calendar Coordinator by the 10th of the month prior to the calendar affected.

Every person 18 years of age and older who wishes to participate in a glean must have signed a waiver form and have their RCC name tag visible for the benefit of store personnel, fellow gleaners and field supervisors. If a replacement name tag is required, it may be purchased for \$1.00 by contacting the Membership Coordinator.

Each member of RCC will be required to commit to a weekly minimum of 3-8 hours work. Each new member must be available to drive at least one weekday per month. If an individual is unable to do a job, it is his/her responsibility to find a substitute, to make sure that the person substituting has all the necessary information to do the job properly and to report the substitute to the calendar coordinator.

Each member will be required to attend an annual team meeting, typically held at the end of August. Members unable to attend this meeting will be asked instead to attend a board meeting or coordinator's meeting.

RCC is funded by monetary donations which enable us to carry a liability insurance policy and cover occasional supply costs. Annual donations of \$30 per household (or whatever the household can afford) given by members who are financially able to do so are greatly appreciated, but not required for membership. These donations are tax deductible. When members join RCC the initial donation recommendation is based on the number of months of participation remaining to the end of the fiscal year (June 30). This value would be equal to the annual recommended donation divided by 12 multiplied by the remaining months of participation. (i.e. Joining in February, would be 5 months x \$2.50 = \$12.50)

Leaves of absence will be granted as needed. Members on any leave of absence do not participate in bread and grocery gleans.

Children are not to be in the stores with a member while he/she is on RCC business. Children under the age of 12 are not to be left unattended in the car in the store parking lot.

Resignations are to be made to a team manager 30 days in advance. This policy is necessary in order to allow ample time for scheduling drivers for our stores.

Discipline Policy

It is our goal to maintain the highest level of integrity while enabling responsibility in each of our members. In order to successfully achieve this, a disciplinary policy is necessary. All infractions, such as but not limited to failure to complete drives, pick-ups, fulfill responsibilities or breaking team rules, will be subject to a violation notice.

First violation: A meeting would be held between the member and a team manager to review the incident verbally and to assign a consequence to the action. A written report will be held on file.

Second violation within a 12 month period: Repeat step one and send a copy of the report to the board. Consequences will be assigned at the discretion of the Team Managers. (This step could be a repeat of the first infraction and/or a violation of any other policy or procedure.)

Third violation: A violation notice will be sent to the RCC board for disciplinary action. Such action may include removal from the team.

The team manager is a volunteer position with its primary function being the effective management of a gleaner team to carry out gleaning activities. A team manager is not expected to spend undue time in the mediation of a policy or procedure violation. The team manager is expected to act within the guidelines of RCC, and is empowered to carry forward good common sense solutions to each individual case. In the unlikely event that it appears an illegal action has happened, the facts and evidence of the case will be turned over to Washington State Law Enforcement.

Absentee/Vacation Checklist

- 1) Notify the driver(s) in advance, giving at least a 24-hour notice that you will not be participating in the day's glean.
- 2) Plan for your vacation in advance. Notify the calendar coordinator by the 10th of the prior month in order to avoid scheduling conflicts during your vacation. (i.e.: for time off in August, contact the calendar coordinator by July 10th)
- 3) For unexpected times away:
 - a. Check calendars.
 - b. Find replacements for **ALL** of your responsibilities.
 - c. Notify bread hosts/drivers, grocery drivers and calendar coordinator of changes.

Hospitality Procedures

The purpose of hospitality is to make sure that each donating store is regularly thanked and acknowledged with some sort of “thank you” gift from Renton Co-op.

RCC members will be rotated through hospitality assignments. These assignments can be found on the monthly participation list emailed to the group. Three months at a time will be listed, so there is plenty of notice. When it is your turn, you will go to the assigned store some time during that month, preferably the beginning of the month, and take some gift of thanks. This may be a thank you card with a plate of cookies, a box of chocolates, a bouquet of flowers, or some other item of your choice. For other ideas contact a team manager. Check the listing below for specifics on how many employees at each store to acknowledge.

Sunset Marketplace	5 employees
Bartells (Highlands)	4-5 employees
Bartells (Fairwood)	4-5 employees
Bartells (Newcastle)	4-5 employees
Bartells (Issaquah)	4-5 employees
Bartells (Maple Valley)	4-5 employees
PCC	5 departments

When you take a hospitality gift to Bartells please deliver it before 3pm on weekdays and not on weekends. This way the people who actually set the items aside for us will be there when the appreciation gift is received.

Driver Communication Procedures

Sunset/PCC/Costco Drivers will notify participants listed on the participation list for their particular day, at least 24 hours in advance, as to the time and pickup location. Drivers may, if they wish, contact participants 48 hours in advance by email or text (if text preference is indicated on the roster) and may request a confirmation the information was received, as a convenience, to reduce the number of phone calls needed. Whichever participants did not reply, the driver must make a phone call to, at least 24 hours in advance. Driver must assume all participants on the participation list are participating unless they are told otherwise. Participants do not have to return a phone call to confirm their participation.

Renton Co-op Grocery Glean

Procedures for Grocery Glean Store Pick-Up

SUNSET MARKET PLACE

3208 NE Sunset Blvd
425-226-5720

-- pick-up from 1:00 – 4:00 p.m. (weekdays)

12:00 – 2:00p.m. Saturdays and Sundays

** 24 hours before, call participants for next day's glean with host site and time.

1. The day before the glean coordinate with the driver for PCC (Mon, Wed, and Fri) to determine a host site and time for the combined glean. Call participants 24 hours in advance to notify them of the host location and pickup time. Arrive at the store wearing your gleaner badge – THIS IS A MUST!
2. Park in the back of the store at the loading dock.
3. Walk up the ramp next to the loading dock and ring the bell. Please be patient with the staff and wait at least a minute between rings. Many times they hear us and have to locate a staff member with a key. If you feel you have waited too long, drive around the front and let the staff know that you are there. (If you are arriving after 1:30pm please go directly to the front of the store and contact a manager to unlock the back door for you.)
4. Introduce yourself to the one that unlocks the door and proceed to the main part of the store.
5. **For produce:** make your way from the back and proceed through a plastic curtain. On the left hand side after you go through the first plastic curtain, go up a ramp, turn right and find the produce on the floor on the right.
6. Load the produce goods in your vehicle. For the sake of efficiency load cart first and wheel to back door.
7. Please do not throw away any cardboard boxes in their dumpster; they may be recycled inside the loading dock.
8. Driver is to promptly report count (number of boxes gleaned) to team Grocery Counter, Lynn Glessner.
9. Drivers are welcome to participate as much or as little as desired.
10. Hosts: If a participant fails to pick up their glean, please make a courtesy reminder call to them. If they are still not responsive, please report the incident to a team manager.

Issaquah PCC Natural Market

1810 – 12th Avenue NW

Issaquah, WA 98027

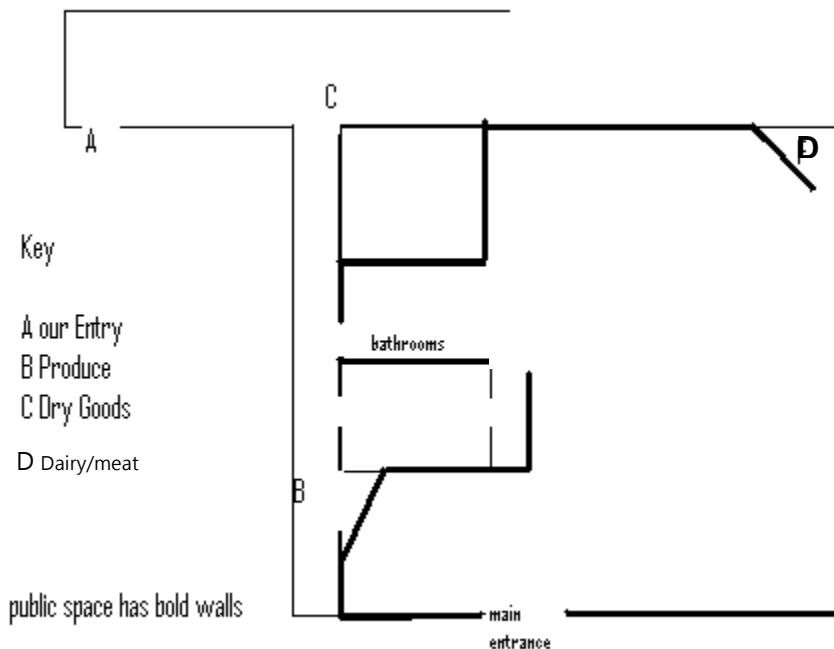
425-369-1222

Days: Monday, Wednesday and Friday

Closed Thanksgiving, Christmas, and New Year's Day.

12:30 – 1:45 p.m.

1. The day before the glean coordinate with the driver for Sunset to determine a host site and time for the combined glean. Call participants 24 hours in advance to notify them of the host location and pickup time.
2. Arrive around 12:30 p.m., wearing your name badge. As you enter the parking area, turn left in front of the building and proceed to the loading dock. If no trucks are unloading, you may park directly in the loading area, or near the dumpster.
3. Ring the buzzer and someone will let you in. Introduce yourself as being from RCC and proceed to the Dairy Cooler as the first of 4 departments to check. The 4 areas are: the dairy cooler (which will also include bakery, and deli), the meat dept., the produce dept., and the dry goods bins. Start with the dairy cooler, then the meat dept. The dairy/meat staff will let you know which items to take. Then check the bins for dry goods. Verify with staff which items to take. Go to the produce department if the cart isn't already in the dry goods hall. If it is unclear which cart/s to take, always check with store staff. Make as many trips to the car as needed. Be sure to thank them whether or not there is anything to take. Take everything they give you, and sort out garbage and/or spoiled produce afterwards.
4. Count everything except produce as individual items. Count produce by the number of banana boxes received. The item description is mainly for the team managers to get a good overview of what we are receiving. The store is mainly interested in the total numbers from each department. Packaged items that do not fit the other categories will go under Miscellaneous Grocery.
5. Report grocery counts to the team member assigned as Grocery Counter, Lynn Glessner.



PROCEDURES FOR GROCERY GLEAN PARTICIPATION

1. After being contacted by the driver, arrive at designated time & place.
2. Locate your name on the grocery glean sheet and sign your name.
3. Check the bottom of the grocery form to determine your share of the glean.
4. TAKE ALL OF YOUR SHARE. Ask host if you have any questions.
5. Notify driver(s) if you will not be participating in glean. Give 24 hours notice.
6. Hosts: If a participant fails to pick up their glean, please make a courtesy reminder call to them. If they are still not responsive, please report the incident to a team manager.

PROCEDURES WHEN YOU CAN'T DRIVE

1. If the day you are scheduled is not going to work, call the people on the same day of the week as you to locate a substitute.
2. If unable to locate from the same day of the week, expand your search to the rest of the calendar.
3. If absolutely unable to find a substitute, call the CALENDAR COORDINATOR
4. If Calendar coordinator cannot be reached, go up the chain of leadership, contacting the Team Managers.
5. UNDER NO CIRCUMSTANCES, should groceries ever not be picked up!!!
6. These issues need to be addressed at least 1 week in advance out of consideration to others on the team.

RESOURCES FOR EXCESS:

Salvation Army

206 South Tobin

Renton, WA 98055

(behind Renton High School)

9am-noon & 1pm-4pm; Sat 8am-noon

Donations accepted at north end of building. Please remove any molding items or unwrapped pastries.

Operational Emergency Center

11410 Renton Ave S

Seattle, WA 98178

206-772-9232

Teen Challenge

18611 148th Ave SE

Renton, WA 98058

425-226-2608

Panera Bread Glean Procedures

Panera Bread

775 Northwest Gilman Boulevard
Issaquah, WA 98027-5374
(425) 369-6180

Panera Driver:

- Prior to picking up at the store, pick up blue Panera bins. There are two sets of bins. One set for Highlands and one set for Fairwood. Pick up the bins from the host site from the previous glean from your area.
- Panera drivers** wash small pastry bins prior to each use. For everyone's health, this is a necessary step.
- Arrive at store by Wednesday at 8:50 pm (store closes at 9:00), with the tubs marked "Panera", with some plastic bags, wearing your RCC badge.
- Wait inside with the tubs out of the way.
- When the store closes, a Panera employee will bag everything for you OR they will tell you to go ahead and bag it yourself. Which means you
 - a) line the blue bin with a clear trash bag found under the register, or use bags you brought with you if they don't have bags available, and use a food handler's glove
 - b) take all bagels; all bread loaves you are told to take; all goodies behind the counter and in front, that you are told to take.
- Sandwich department will bag all the sliced bread for you.
- Sometimes items are given that need refrigeration, such as yogurt, juice or sandwiches. Be prepared with a cooler, just in case.
- Sign donation form Panera manager asks you to sign.
- Gather all food items and take them all at once. The door will lock behind you, so prop it open until all bins and bags are outside, then let the door shut and load the car.
- Call 24 hours ahead to coordinate with host if you want to deliver bins to host before 4:00pm on Thursday.
- Fill out Panera Participation list and leave in an obvious location for sign-in.

Panera Host:

- If you are unable to host, it is your responsibility to find a substitute. Email the group with the change and contact drivers by phone.
- Be available to Panera driver at 4:00pm on Thursday, unless earlier delivery arrangements are made. Time for Panera pickup is 4:30 – 7:00pm.
- Inform a team of any "no-shows". Then sign-in form can be discarded.

Panera Host:

- Dispose of leftover Panera items as you see fit. Panera bins will be picked up by next driver for your area.

Procedures for Costco Bakery Glean
Southcenter Costco
400 Costco Drive (Use Sperry to enter)
Tukwila, WA 98188
206-575-9191

1. Call participants 24 hours in advance to let them know where and when the Costco glean will be available for pickup.

2. Arrive at the loading dock on Sundays, between 8:00am and 9:00am. Wear the Renton Co-op badge and sign in under the name of Renton Co-op.

3. Ring the bell at the top of the loading dock. When an employee responds, say that you are from Renton Co-Op and are here for the bakery items. Fill out the required paperwork, using Renton Co-Op's name and sign the form. Wait by the door until a bakery employee brings out the cart. Load all items into your vehicle (bringing extra boxes and garbage sacks will be helpful) and return the cart to the cart storage area

Keep an accurate count of items. For our purposes, try to divide items into general categories such as cookies, pies, cakes, etc. depending on what is available that day. This will make it easier to divide equitably among the participants for the day.

4. Drive to the host site and divide items as equitably as possible among participants.

5. Report the total number of items gleaned to the bread coordinator.

6. Hosts: If a participant fails to pick up their glean, please make a courtesy reminder call to them. If they are still not responsive, please report the incident to a team manager.

If a major holiday lands on a Sunday, there will not be any glean, including Easter Sunday.

Oroweat Bakery Outlet Procedures

Location: 9578 1st Ave Ne Seattle, WA 98115 (206) 985-1467

*(From I-5 North take exit 173, take ramp right for 1st Ave NE toward Northgate Way 0.3 mi
Turn right onto 1st Ave NE 0.6 mi)*

Time: Every other Saturday, arrival time 1:00pm

Contact person: Manager, Karen

Procedure:

Drivers arrive at 1pm, wearing pink RCC name tags. One vehicle will park (backing in) in front of the Oroweat side door (to the right of the main entrance). The other vehicle(s) must be parked on the other side of the parking lot (until the first vehicle is loaded, then vehicles will swap places.)

Go inside store. Check in with the person at the register. Let them know you are with Renton Community Co-op. They will give you a clipboard and a tally sheet for numbers they want reported to them.

They will open the side door that is actually out front. Load your bins inside this back room. Please keep their sidewalks as clear and passable as possible. Most days there will be so much inventory that you can pick and choose what you want to take. Consider the number of participants for each hill that day and sort for Fairwood and Highlands as fairly as possible so each hill gets an equitable assortment and a quantity of available items appropriate to the number of participants. (Some weeks there are twice as many participants in Fairwood than there are in the Highlands). It will require communication between the drivers. It cannot be stated strongly enough that communication between the drivers while loading is essential. You must keep track of the items as listed on the Oroweat paperwork: Sara Lee, Thomas, Imports, Sweets, etc. Please keep the front of the Oroweat paperwork neat and clean. Do your recording/tallying on the back or on a piece of scratch paper. ALL Paperwork that is found in the bread bins must be clipped to the clipboard and turned in at the end of the glean. When you're done tallying be sure to SIGN and DATE it. If it isn't already filled out, put our group name., Renton Co-op, address: PO box 3174 Renton WA 98056; contact person Monica Brown 425-221-5518; tax ID number 47-0878365.

Spoiled, moldy or broken packages can be set on top of the garbage cans in the warehouse. Do not put them IN the cans. Oroweat personnel needs to count them. The bread trays should be stacked neatly on the north side of the aisle, 25 trays high. Please stack the wheeled rollers no more than 4 feet high. When all of your containers are filled with what we want/need and are loaded into your vehicles please make sure the back room is left as neat as possible, with bread bins stacked, wheeled rollers stacked, all empty bread bins out of their "still need to go" bread stacks, then walk through the back of the store to the office and turn in Oroweat's signed tally sheet and extra paper found in bins. Thank them. Ask if

there is anything else we can do for them and let them know you are done and the door is ready to be locked up.

Bread Job Descriptions

Drivers:

- If you are unable to drive, it is your responsibility to find a substitute. Email the group with the change.
- Drivers pick up RCC bread bins from previous host, and take to the store as many empty bins and boxes as they can fit in their vehicle. Reusable shopping bags work well for bagels and English muffins.
- Contact other driver/s 24 hours in advance to confirm.
- Drivers deliver bread to host sites, unload bins and leave a sign-in sheet for the participants. There will normally be so much bread that labels or tags on bins, for how much to take are only needed for those items that only have a few, and for probably for sweets so participants know how many they are allowed to take.

Host:

- If you are unable to host, it is your responsibility to find a substitute. Email the group with the change and contact drivers by phone.
- Be available for bread drop off, around 2:30 or 3:00, or make arrangements with drivers.
- Time for bread pick up will be **4:00 – 7:00pm**, unless other arrangements are made by the host.
- You may give away the remaining bread as you choose.

Policy for missed pickups by PCC/Sunset, Oroweat, Panera, and Costco participants

If participants fail to pick up their glean from the host site two times within a three month period their name will be removed from the participation list of the glean for which they have missed pickups. They will then have to call the driver each time they wish to participate in that glean. After a period of six months they may request to be added back on to the printed participation list.

Procedures for Bartells Glean

The Bartells stores presently call the coordinator when they have a box full and ready for pickup. Lynette Tackman stores items until there is enough to call a group of approximately 10 members to participate. Groups will be rotated equally.

Current List of participating Bartells Stores:

Burien 14901 4th Avenue Southwest #100 Burien (206) 242-1201 contact: Lisa

Factoria 3620 Factoria Boulevard Southeast Bellevue (425) 644-7507 contact: Debbie

Fairwood 17254 140th Ave SE Renton WA 98058 (425) 226-9252 contact: Wayne

Issaquah 5700 Eastlake Sammamish Parkway SE Issaquah WA 98029 (425) 391-1765 contact: Krista

Newcastle 6939 Coal Creek Parkway SE Newcastle, WA 98056 425-644-4414 contact: Joe

Renton Highlands 4700 NE 4th Street Renton, WA 98059 (425) 793-1605 contact: Velma

Seattle 1404 Third Ave Seattle, WA 98101 (206) 624-1366 contact: Stephen

Seattle 910 Fourth Ave Seattle WA 98164 (206) 624-2211 contact: Lisa Marie

Tukwila 14227 Tukwila International Boulevard Tukwila (206) 431-9639 contact: Dominique

The Gleaner's Garden

First plant five rows of peas:

*Patience
Promptness
Preparation
Perseverance
Personal accountability*

Next plant three rows of squash:

*Squash gossip
Squash criticism
Squash indifference*

Then plant seven rows of lettuce:

*Let-us be faithful to our commitments
Let-us be unselfish
Let-us be flexible
Let-us be considerate of one another
Let-us follow rules and guidelines
Let-us maintain a servant's heart
Let-us be forever thankful*

And no garden is complete without turnips:

*Turn-up for important meetings
Turn-up with a smile
Turn-up with good ideas
Turn-up with determination to
Make everything good and worthwhile.*

Notes: