

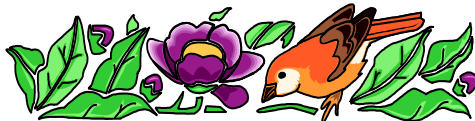
# RENTON COMMUNITY CO-OP

P.O. Box 3174  
Renton, WA 98056

e-mail: [rentoncoop@yahoo.com](mailto:rentoncoop@yahoo.com)  
web page: [rentoncommunitycoop.org](http://rentoncommunitycoop.org)

## Team Handbook 2010 - 2011

(revised August 2011)



## WHAT IS GLEANING?

Glean: (verb)

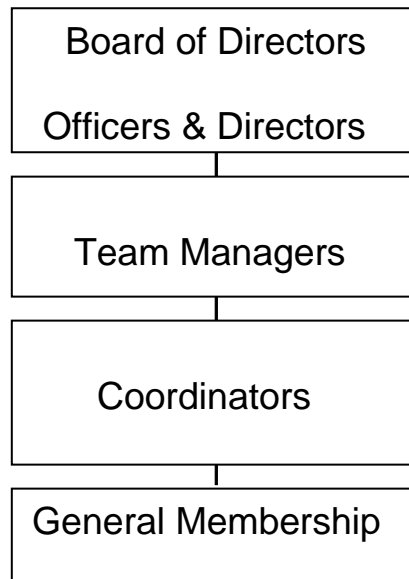
1. To harvest (grain) left behind by reapers.
2. To collect bit by bit.
3. To obtain as a result of effort.
4. To gather a return or reward.

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

### Team Managers:

Policies and Procedures:	Kelly Blaylock
Records and Communications:	Bonnie Anderson
Tangible Goods:	Lynette Tackman

### Coordinators:

Backyard / Harvest Glean:	Dennis Wood
Bartells:	Lynette Tackman
Calendar:	Charlyn Bartlett
Hospitality:	Regina Meneses
Membership:	Andressa Grosso
Phone Tree:	Bonnie Anderson
Procurement:	Michelle Ferrell
Outreach Coordinator	Soon Belsha

# TEAM LEADERSHIP 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.
- 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 glean.
- For BYG's, assign a Glean number and find a Backyard Glean Supervisor.
- Initiate call-out for all field glean and backyard glean.
- 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; Coordinate emergency drivers.
- Maintain participant lists.
- Distribute monthly calendar and participation list.

### Hospitality:

- Uplift and encourage team members by arranging support for team members who are in need.
- Maintain schedule of members' hospitality assignments for store appreciation gifts.

**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.

**Outreach Representative:**

- Use Renton Co-op's name and tax ID number to recruit stores and companies for donations.
- Set up specialty gleans which will include Renton Co-op as well as other charitable organizations

**Phone Tree:**

- Receive phone tree message from one of three Team Managers to initiate phone tree call-out.
- Contact Phone Tree callers.
- Update phone tree as phone number and email changes are reported.

**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 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.

The Renton team 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.

The Renton team chooses to work 7 days a week with the exception of Thanksgiving and Christmas.

The Renton team 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 10<sup>th</sup> 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.

Maternity and medical leaves of absence will be granted as needed; however, we request if it is at all possible, a substitute be found within the member's family so that a leave of absence is not necessary. Personal leaves of absence of up to two months may be granted at the discretion of team managers. Members who have taken a personal leave of absence will be scheduled to make up for missed driving assignments when they return. Members on any leave of absence will be eligible to participate only in bread and grocery gleans. If a leave of absence is to extend beyond two months, membership in Renton Community Co-Op will be terminated, and the member must reapply when they wish to return.

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

Hospitality has two purposes. The first 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 notified by email of their hospitality assignments. 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 sometime 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 you think of. For other ideas contact the hospitality coordinator. Check the listing below for specifics on how many employees at each store to acknowledge.

Sunset Marketplace	5 employees
Franz Bakery	4 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.

After you have fulfilled your hospitality assignment, call or email the hospitality coordinator to let them know it has been done.

The second purpose of hospitality is as an opportunity within our group to help another team member in need. If someone has a baby, or is down with surgery, and the member asks for some help, the hospitality coordinator may ask team members to take in a meal, or take over an assigned drive for the ailing member.

# **Renton Team 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. 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 – 12<sup>th</sup> Avenue NW

Issaquah, WA 98027

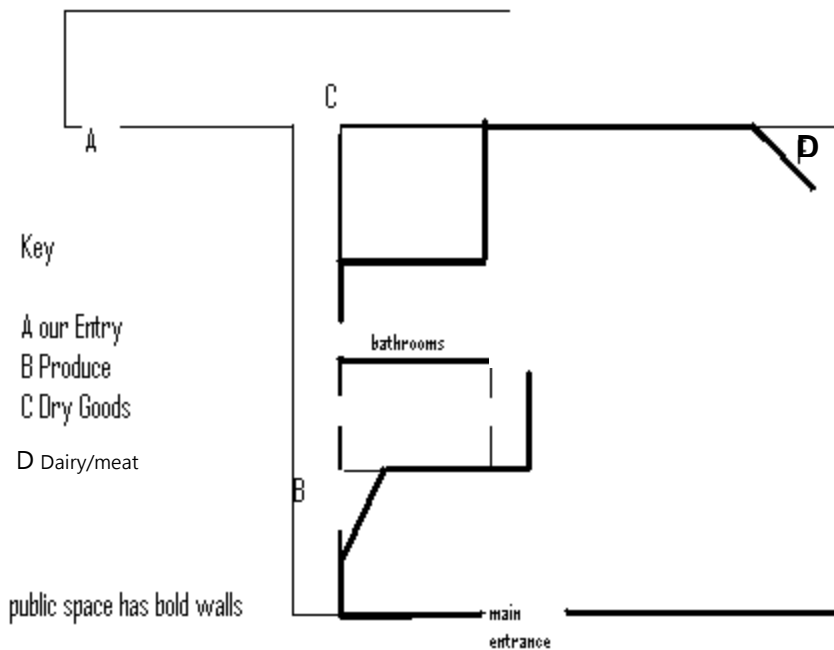
425-369-1222

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 to notify them of the location.
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

# Franz Bakery Procedure

Location: 17500 W. Valley Highway, Tukwila

Phone: 425-251-0431

Contacts: Alteesa or Nancy

Time: 2:30 p.m.

**Procedure: Call in to Franz on Thursday at 1:45pm and ask Alteesa or Nancy if there will be a pickup that day.** If there is, proceed to the South side of the building. Unload the bread bins at that South bay door. One of the drivers can enter the front of the store and let them know you are here, and then drive around to the South side. They will bring the racks to the loading area for you. Count items for distributions purposes. Load items. Stack empty trays according to style: four black trays to a stack, two stacks per level, making eight per level, loaded bottom to top. Blue trays stacked 8 per stack, making 16 per level. Do not take rack outside. If you get more than one rack consolidate all trays to one rack. If you have bread left on the transport consolidate it to full trays in the middle of the rack with the empties stacked below. When you are done leave the transport/s with stacked trays neatly against the wall near the bay door. Do not block entrance. Do not bring transports through the depot. Check out with staff. They will make sure your loading station is clear. Thank staff. No children allowed in the building or outside the building. They need to remain inside their car. If they need to use the restroom they need to be under complete adult supervision. Absolutely no smoking within 25 feet of the building. If a government holiday lands on Monday through Thursday, the bread at Franz will be available to pick up on Friday. Such changes will be noted on the monthly calendar.

## Bread Job Descriptions

### Drivers:

- If you are unable to drive, it is your responsibility to find a substitute. Email the group with the change.
- Contact each other prior to bread day to coordinate details.
- Receive bread bins and bread binder from previous cleanup person.
- Contact host to let them know when to expect the bread.
- Deliver bread to host site, unload bins and arrange where bread labels and sign in sheet are best visible.
- Email Grocery Counter, Lynn Glessner, with the number of transports.
- If there is no Franz bread available that day, either get the empty bread bins to the host site before the 7:00pm cleanup time, or you can deliver the Franz bins to the next driver yourself.

### 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, or make arrangements with drivers.
- Time for bread pick up will be 4:30 -7 p.m.

**Clean-up:**

- If you are unable to clean up, it is your responsibility to find a substitute. Email Group with the change.
- Call the host to let them know what time you will clean up.
- Take all the leftover bread and bins.
- Place all bread paperwork (tally sheet and participation list) in bread binder with clipboard and report any “no-shows” to a team manager.
- Deliver bread bins and binder/clipboard to one of the next bread drivers prior to the next bread day.
- If Panera bins are present at the host site, take them as well and deliver them to the next Panera driver. The Panera driver is found on the calendar on Wednesdays with a bold **(P)**. Panera is picked up on Wednesday evenings. Because bins need to be washed out, they must be delivered to the next Panera driver by Tuesday.

**Policy for missed pickups by bread participants**

If a bread participant fails to pick up their bread from the host site two times within a three month period their name will be removed from future bread participation lists. They will then have to call the drivers each time they wish to participate. After a period of six months they may request to be added back on to the participation list.

**Resources for places to take excess bread:****Hopelink -**

148th Ave NE and Main St  
Bellevue, WA

**Operational Emergency Center**

11410 Renton Ave S  
Renton, WA 98055  
206-772-9232

**Issaquah Food Bank**

179 1st Ave SE  
Issaquah, WA 98027  
425-392-4123

**Griffin Home**

2500 Lake Washington Blvd N  
Renton, WA 98056-2597  
(425) 228-5776

**Any Senior Center**

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

1. 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.
2. 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.

3. Drive to the host site and divide items as equitably as possible among participants.
4. Report the total number of items gleaned to the bread coordinator.
5. 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.

# **Panera Bread Glean**

## **Procedures for Panera Pick-Up**

### **Panera Bread**

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

1. 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.
2. Wait inside with the tubs out of the way.
3. 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 except cheese bread; all goodies behind the counter and in front, except cheese bread.
4. Sandwich department will bag all the sliced bread for you.
5. Sometimes items are given that need refrigeration, such as yogurt, juice or sandwiches. Be prepared with a cooler, just in case.
6. 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.
7. Take bread and blue bins to host site and leave the blue bins there for the cleanup person to deliver to the next Panera driver.

# Procedures for Bartells Glean

The Bartells stores presently call the coordinator when they have a box full and ready for pickup.

Renton Highlands Bartells  
4700 NE 4<sup>th</sup> Street  
Renton, WA 98059  
(425) 793-1605

Procedure:

Enter the front door, and proceed to the double doors in the back. Ask for Velma. She will give you the tub. Take it to your car and reload it into a box or boxes, then return the tub to Velma. Then drive the tub to Lynette Tackman's house. She collects all the Bartells items until there is a good enough amount to call out a group to come participate.

Maple Valley Bartells  
22117 SE 237<sup>th</sup> Street  
Maple Valley, WA 98038  
425-432-9500

Procedure:

Same as above, but ask for Liz.

Newcastle Bartells  
6939 Coal Creek Parkway SE  
Newcastle, WA 98056  
425-644-4414

Procedure: Go to loading dock at the back of store, ring the bell and ask for Joe. He will give you the tub. Empty it in your car and return the tub.

Fairwood Bartells  
17254 140<sup>th</sup> Ave SE  
Renton WA 98058  
(425) 226-9252

Procedure: Check with Steve in deliveries. He checks the box that we have for pick up and then authorizes us to take it (sometimes items fall into it that are not intended for gleaners). Place the items in a shopping cart and take them to your car, then return the shopping cart.

Issaquah Bartells  
5700 Eastlake Sammamish Parkway SE  
Issaquah WA 98029  
(425) 391-1765

### ***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:**