



**Volunteer Policies and Procedures for
S.A.F.E. – Supplying Allergy Friendly and Emergency - Food Pantry, Inc.**

I. INTRODUCTION

A. Mission of the Organization

The mission of the organization is to provide gluten free and allergy friendly food to those in need.

B. Volunteer/ Staff Relations

Volunteers are critical to the success of S.A.F.E. Food Pantry, and are essential to the organization's day-to-day operations. Volunteers and paid staff are considered partners in implementing the mission and programs of the organization, each with complementary roles to play. Designated staff can be expected to provide orientation, training, supervision, and feedback to volunteers.

A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of the S.A.F.E. Food Pantry.

C. Equal Opportunity Policy

S.A.F.E. Food Pantry maintains a strong policy of equal volunteer opportunity. We recruit, accept, train, promote and dismiss volunteers on the basis of personal competence and position performance, without regard to race, creed, color, religion, sex, sexual orientation, age, marital status or handicap.

II. VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are viewed as a valuable resource to this organization, its staff, and its clients. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective training and helpful supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the organization.

III. VOLUNTEER PROGRAM PROCEDURES/DEVELOPMENT

A. Application Form

Prospective volunteers are required to complete an application form for consideration in the volunteer program.

B. Interviewing/Screening

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for, and interest in, a position. The interview will offer the opportunity to learn more about the prospective volunteer, and give the prospective volunteer the opportunity to learn more about the organization. Volunteers will also be given the opportunity to ask any questions they may have about the position. Reference checks may also be required for volunteer positions within S.A.F.E. Food Pantry.

C. Orientation and Training

All volunteers will receive a general orientation on the nature and purpose of the agency, all pertinent policies and procedures, and to the work to which the volunteer has been assigned. Volunteers will receive specific training to provide them with the information and skills necessary to perform their volunteer assignment.

All volunteers will have a position description for the work they perform on behalf of S.A.F.E. Food Pantry.

D. Supervision

Every volunteer will have a clearly identified supervisor who will be responsible for support and direction. The supervisor will be responsible for the management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

E. Feedback

Volunteers may receive or may ask for feedback on their work. Feedback will focus on the volunteer's performance of position responsibilities. A volunteer may offer any suggestions the volunteer may have concerning the position or volunteer program at any time.

F. Recognition

Volunteer service is very valuable to S.A.F.E. Food Pantry and we will recognize volunteers as determined by the Board. Volunteer recognition will highlight the contribution of volunteers to the organization and its progress in carrying out its mission.

G. Volunteer Information

Information maintained on each volunteer with the organization will include the volunteer application, the signed volunteer agreement, emergency information provided by the volunteer, dates of services, position held, and duties performed.

H. Scheduled Volunteer Time/ Record of Volunteer Hours

A volunteer sign-in form will be present at each volunteer program or event, and volunteers should sign in and out each time they work on any project.

Volunteers must be accountable to uphold their commitments to volunteer at established times/places.

IV. VOLUNTEER CONDUCT

A. Job Description

A position description will be specifically defined for each volunteer or group of volunteers. Each volunteer will receive a copy of his/her position description during the orientation program.

B. Standard of Conduct

The lasting impression that volunteers make on those they serve and work with, reflects directly on all staff, volunteers and board members of S.A.F.E. Food Pantry. All words and deeds should help build our volunteer program and its reputation for quality.

C. Absenteeism

Volunteers should do their best to be present and on time for each event or activity for which they are scheduled. If you know that you will be late or absent, please contact the person in charge of the event or your supervisor at least 24 hours before you are expected to come, or as soon as possible so that alternate plans can be made.

D. Grievance Procedure

Volunteers and staff are expected to act professionally and in accordance with their position descriptions. Should a volunteer have a grievance concerning their work environment, they should report it promptly to the Volunteer Coordinator or the Board President acting as Executive Director. In the event of serious allegations, such as sexual harassment or child abuse, involving the Volunteer Coordinator or Board President, the volunteer may contact the Ethics Hotline Volunteer:

Ethics Hotline Volunteer: Robb Lucas
Phone number: 443-423-9025
Email address: rtlucas@yahoo.com

Every effort will be made to conduct a speedy review and to identify a workable resolution. All complaints will be treated confidentially. (Confidentially may not be

guaranteed for complaints involving sexual harassment or child abuse as required by law.)

E. Discontinuation of Volunteer Service

If you wish to leave your volunteer service for any reason, please contact the Volunteer Coordinator so that appropriate arrangements can be made. As a volunteer, you have the right to terminate your volunteer service for any reason. S.A.F.E. Food Pantry reserves the right to terminate your volunteer service for any reason at any time.

F. Media Conduct

Volunteers may not act as spokespersons or representatives for the organization under any circumstances without prior approval. Only the Board President and Executive Director serve as spokes-people for S.A.F.E. Food Pantry.

G. Alcohol/Drugs

When participating in S.A.F.E. Food Pantry activities, volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol, or prescription drugs in any way that is illegal. Implementing this policy provides a drug and alcohol free work place in order to ensure a safe, healthy, and productive environment for all volunteers and employees. Failure to abide by this prohibition will result in termination of your volunteer service.

H. Harassment Policy

Volunteering should be an enjoyable experience. Harassment is not only illegal, but it also creates uncomfortable conditions and unpleasant experience for everyone involved. Any volunteer who feels harassed by any individual working or volunteering at S.A.F.E. Food Pantry should speak to his/her Volunteer Supervisor, the Board President, or Executive Director.

I. Dress Code

When volunteers are working on behalf of S.A.F.E. Food Pantry, each individual serves as a visible representative of our organization. Please be sure that your dress reflects a clean and neat appearance. Also, when engaging in volunteer service for S.A.F.E. Food Pantry, you always wear your S.A.F.E. Food Pantry issued name badge.

J. Confidentiality

As a volunteer at S.A.F.E. Food Pantry, you may have access to confidential information regarding medical treatment or diagnosis, financial information, contractual arrangements or other transactions, or information regarding homes or income of clients. Volunteers must ensure that the S.A.F.E. Food Pantry's official board approved confidentiality policy is followed. Volunteers are required to sign the confidentiality policy receipt form prior to beginning their volunteer service.

K. Conflict of Interest

It is the policy of S.A.F.E. Food Pantry to avoid potential and actual conflicts of interest in all of our efforts. S.A.F.E. Food Pantry abides by a board approved conflict of interest policy. Volunteers will receive a copy of this policy at their initial orientation. Certain volunteers with significant independent decision making authority may be asked to complete and sign a conflict of interest statement at their initial orientation and annually thereafter.

L. Partisanship

While working on behalf of S.A.F.E. Food Pantry, volunteers must never present partisan information (supporting or endorsing political parties or candidates for office) in accordance with our organization's 501(c)(3) status.

M. Proselytizing

S.A.F.E. Food Pantry's program participants, staff and volunteers hold a variety of political, social, religious, and personal beliefs. Volunteers must be respectful of the views and opinions of held by others with whom they come in contact while volunteering with the organization. Unless instructed to do so as part of the organization's mission and program, volunteers must refrain from advocating or proselytizing for the specific political, social, and/or religious beliefs in these situations.

N. Change of Placement

If you wish to seek a change in your volunteer position or placement, please see the Volunteer Coordinator or your supervisor. Assignment to a new volunteer position may require additional screening, training, and application acceptance.

O. Reimbursement of Expenses

In certain situations, volunteers may be eligible for reimbursement of actual out of pocket expenses. Such expenses must be pre-approved by the volunteer's supervisor.

P. Standards for Excellence

S.A.F.E. Food Pantry is committed to the Standards for Excellence: An Ethics and Accountability Code for the Nonprofit Sector from the Standards for Excellence Institute. All volunteers are asked to review a copy of the Standards for Excellence code as part of their orientation to the organization. The document can be found at www.standardsforexcellenceinstitute.org.

V. SAFETY AND LIABILITY

A. Safety

Although we do our best to provide safe conditions for our volunteers, we count on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper equipment use. Volunteers should speak up if they have a safety concern and report any injuries to the person in charge as soon as possible.

B. Legal Liability

Volunteers are concerned about their personal liability arising from their service for the organization. When a volunteer acts as a representative of the agency, acting on S.A.F.E. Food Pantry's behalf and with its authority and within the scope of the volunteer's duties, the organization may be held vicariously liable for the actions of the volunteer. However, liability is based upon the personal acts of a person so the volunteer may also be liable for his or her actions.

All volunteers are required to sign a waiver and release of liability before serving the organization. By signing the waiver, volunteers agree to assume the risk of any accident or injury to person or property which may sustain in connection with your participation with the S.A.F.E. Food Pantry. In addition, volunteers agree to release and discharge S.A.F.E. Food Pantry and any of its directors, officers, employees, partners, affiliates and successors from any and all liability or responsibility for any such accident or injury.

When S.A.F.E. Food Pantry assigns a volunteer to drive a vehicle that S.A.F.E. Food Pantry owns, leases, or rents in its name, the volunteer is covered by the S.A.F.E. Food Pantry's business auto liability insurance. When volunteers drive their own vehicle or some other vehicle not owned, leased or rented by the S.A.F.E. Food Pantry, S.A.F.E. Food Pantry's automobile liability and physical damage insurance does not apply. A volunteer's personal automobile insurance policy is primary in the event of an accident occurring while a volunteer is conducting business on behalf of the organization.

The S.A.F.E. Food Pantry's Board of Directors are not covered by Nonprofit Director's and Officers' Liability insurance.

Volunteers are encouraged to discuss their personal insurance program with their insurance agent to determine what coverages are available for claims arising from their volunteer activities.

C. Certificate of Ability

Any potential volunteer who indicates that they are under the care of a physician for any physical or psychological ailment which might impede their ability to work, may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their duties. Any volunteer who, after accepting an

assignment with the organization, enters a course of treatment which might adversely impact upon the performance of their volunteer duties, should consult with the Volunteer Coordinator.

VOLUNTEER ACKNOWLEDGEMENT

I acknowledge that I have received and reviewed the Volunteer Policies and Procedures of the S.A.F.E. – Supplying Allergy Friendly and Emergency – Food Pantry. I understand that the information contained in this document may be added to, deleted, or changed from time to time at the discretion of the S.A.F.E. Food Pantry Board of Directors.

I recognize that neither this document nor any other communication, written or oral, is intended to in any way create a contract of employment or volunteering between S.A.F.E. Food Pantry and myself. I have entered into my volunteer relationship with S.A.F.E. Food Pantry voluntarily and acknowledge there is no specified length of volunteering. I understand that my volunteerism may be terminated by S.A.F.E. Food Pantry or me at any time, with or without cause or notice.

Although some or all of the policies and procedures may have been explained to me verbally, I understand that it is my responsibility to fully read and comply with the policies contained in this document and any revisions made to it.

If I have any questions regarding the content or interpretation of this document, I agree to bring it to the attention of the Executive Director or the Volunteer Coordinator.

Volunteer:

Parent or Guardian (if applicable):

Signature

Signature

Printed Name

Printed Name

Age (if under 18): _____

Date: _____

Witness from S.A.F.E. Food Pantry:

This document is intended to provide you with information about S.A.F.E. Food Pantry volunteer policies and practices in effect. We reserve the right to revise, supplement, or rescind any policies or portion of the document from time to time as we deem appropriate, in our sole discretion. We will keep you informed of any such changes as they occur.