**Confidentiality Statement**

I understand that I must treat all information received in the performance of my volunteer work for the Food Shelf as confidential.

I understand that the Food Shelf respects the rights of its clients, staff, and volunteers with regards to privacy of information. I agree to respect these rights in the performance of my volunteer duties and to keep “professional” confidentiality in all my statements outside of the Food Shelf.

I also understand that I am not permitted to remove or make copies of any records, reports, or documents. Release of confidential information can result in dismissal from my duties with the food shelf and could involve me in legal proceedings.

Code of Conduct: Volunteer responsibility: I agree to be courteous and respectful of all visitors and other volunteers. I agree to show respect for food shelf property and the personal property of others.

**Volunteer Agreement Signature Form**

To be read, signed and returned to the Volunteer Coordinator before beginning any volunteer activities.

I have received and read a copy of the following and agree to follow the policies and procedures:

Volunteer Application

Volunteer Handbook

Confidentiality Statement and Civil Rights Compliance Sign-Off

Volunteer Signature Date

Volunteer Name (Printed)

**Volunteer Handbook for the**



**Statement of Purpose for Volunteers:**

Volunteers of all ages play an integral part in fulfilling our mission. They provide support, expertise, time, experience, ideas and energy to projects and tasks that would not be possible without volunteers. Volunteers collect food, accept donations, sort donations, stock shelves and assist clients with their shopping.

**Expectations of Volunteers:**

A volunteer is someone who chooses to perform services at the food shelf without compensation or expectation of compensation and who performs a task at the direction of and on behalf of the food shelf.

**Volunteers are expected to:**

Come in as scheduled, on time and stay until the end of the time committed. If you are unable to come on scheduled time, find your own replacement.

Be pleasant, helpful, welcoming, and understanding when interacting with clients and other volunteers.

Follow policies and procedures as listed in this manual and report any safety concerns or maintenance issues.

Check in and out and record the hours they have worked.

Respect the privacy of all clients, volunteers and staff and treat all information as confidential. Volunteer must sign and return a volunteer Confidentiality Statement each year.

**Policies and Procedures:** The Food Shelf recognizes that a work environment free from harassment and hazardous conditions encourages its volunteers toward greater productivity, creativity and satisfaction. Conduct or any work condition that substantially interferes with your own or another volunteer’s work performance or creates an intimidating, hostile, or offensive work environment will not be tolerated. You should report incidents that violate the following policies to the Volunteer Coordinator. Any information you provide in good faith will not affect your

volunteer status in any way.

**Equal Opportunity Policy:** The Food Shelf will recruit, employ and train volunteers without regard to race, color, gender, age, marital status, national origin or disability.

**Code of Ethics:** A code of conduct has been established to provide guidelines for volunteers in carrying out the duties of their affiliation with the Food Shelf. In general, volunteers must: fully and conscientiously fulfill the duties of their position; avoid conflicts of interest; not misuse the Food Shelf’s name, reputation, property, or services; nor shall they compromise its good will in the community.

**Individual Volunteer Information and Guidelines:** Must be 18 years of age when working with clients or when clients are present. Volunteer youth can assist in various tasks when accompanied by adults and when clients are not present.

If a volunteer shift cannot be kept, volunteer must notify the Volunteer Coordinator and find their own replacement if possible.

No product may be removed from the Food Shelf by a volunteer for their personal use unless designated for compost or animal feed.

If volunteers are unable to complete their duties, they will be asked to move to a job that better fits their abilities, skills, and interests. Also if you are interested in performing a different duty, please notify the volunteer coordinator.

Dress code: Volunteers are asked to wear appropriate and clean clothing when working with clients. Name badges are available to use at the food shelf.

If Highway 14 is closed due to poor weather, so is the food shelf. If you feel weather is bad and you are coming from a distance, please notify the volunteer coordinator that you will not be coming.

Resignation: Please give notice of your resignation as soon as possible. We understand that life circumstances, interests and availability can change.

Dismissal: Dismissal occurs if the volunteer refuses to follow the guidelines set forth in this document, does not abide by the Code of Conduct or does not abide by any other policy or procedure listed in this or any other volunteer information.

Food and Beverage: In order to preserve and safeguard food storage by reducing or minimizing the risks of spills and potential pest infestation, the consumption of food and beverages by volunteers is restricted when working with a client in the client area. Water bottles may be carried and used as needed in the client area.

If you are a food shelf client, you must go through the same registration and intake process as other clients with another volunteer.

**Volunteer Behavior:** If you become aware of any potentially dangerous and or illegal situations regarding weapons, drugs, alcohol, fights, property damage, theft, or have information regarding such, you are requested to report it to the volunteer coordinator or call 911 if immediate danger to clients or volunteers. Provide location, type of incident and description of person. You are subject to immediate dismissal

for possession of any firearms, explosive or other dangerous objects while on food

shelf property.

You are to maintain professional behaviors including refraining from profanity or vulgar language. Damaging any food shelf property will not be tolerated. Depending on circumstances, a police report may be made. Parent or guardian will be liable for damages for youth under 18.

You are to treat everyone you encounter fairly and with respect, regardless of gender, race, age, religion, political beliefs, sexual orientation, national origin, marital status, disability or economic status.

**Food Shelf History:** The Springfield Area Food Shelf was established in 2013 when a group of individuals from various community and church groups came together with the need for this service in our community. The Springfield Area Food Shelf serves the communities of Springfield, Comfrey, Sanborn, Clements and Cobden. If clients from other areas come for service, they are served once and referred to their service area.

The Function of the food shelf is to provide a 5-7 day supply of food once a month. Each person in a household receives a minimum of 25 pounds of food. A typical order receives canned fruit, vegetables, beans, soup, cereal, rice, pasta, peanut butter, tuna, meat, milk, eggs, butter, and bread. Garden produce and other items are provided as available. Soap, detergent, toilet tissue, pet food and personal hygiene products are also provided when available from donations. Items are purchased from Second Harvest Heartland at much reduced prices.

The great majority of the food and money to purchase food comes from the local communities. Local businesses, individuals and organizations provide support to the food shelf through donations and grants. Area churches are vital to the food shelf’s operation and provide faithful and generous financial and volunteer support.