



Valley Outreach

FOOD | CLOTHING | EMERGENCY ASSISTANCE

VOLUNTEER MENU

Serving up fresh volunteer opportunities
daily!

At Valley Outreach we want our most valuable resource, our volunteers, to have an incredible and memorable experience that meets the needs of the organization, client and volunteer while using the talents, skills and knowledge of our volunteers.

Volunteers will know that they make a difference within our community and that their work impacts the mission of Valley Outreach.

Daily Special: The Valley Outreach Mission never gets old!

Valley Outreach is a bridge between the crisis of the moment and the solution of the future. We serve our St. Croix Valley neighbors in need of food, clothing, emergency financial assistance, and other support while respecting their individual dignity and offering them encouragement and hope.

Starters: Know these before you dig into volunteering!

- Welcome: Thank you for donating your skills and time to Valley Outreach!
- Belonging: You made the team! You are now a part of the Valley Outreach team; composed of staff, board of directors, volunteers and clients.
- History: Our efforts began in 1983 and have developed since. We moved to this location in 2007.
- Application: Every volunteer needs to fill out an application. Some positions require a background check.
- Orientation: You have got to try this! Literally, you have to.
- Training: There will be training provided! Don't worry; we won't throw you to the wolves. Yet.
- Feedback: Help us to better serve others, and support you. We love feedback!
- Questions: Feel free to ask questions! If they relate to volunteer opportunities, then Suzanne is your gal! All staff has an open door as well, unless it's closed; then knock!

Sides: Not the reason you're here but they're served with every helping of service!

- Parking: Please help us save space for clients and park in the lot next door (side closest to the street).
- Personal belongings: We recommend leaving them in your car. We also have some cabinets to place items in.
- Maintenance of Records: We keep track of your contact information and hours of service. Don't worry though; it's only for the eyes of staff.
- Car Insurance & Driver's License: If you are driving for us then we need to have copies of these!
- Clocking in/out: Remember those hours we track? We are able to do that because you clock in/out.
- Availability: You are helping us and so we want to respect your time. Just let us know what your schedule is and when it changes.

Main Dishes: Lets be real, these are why you are here!

- **Food Shelf:** We distribute non-perishable items (canned, bagged, and boxed foods) in addition to fresh produce, deli items, milk, eggs, margarine, frozen meats and other perishable products and make them available to those who need them. Clients are able to "shop" for their food.

Ask to try this out by shopping with clients, working in the warehouse or being a driver.

- **Snack Pack Program:** Some of our younger clients appreciate having extra food for the weekend, when school meals aren't an option.

If you want a smaller portion of the food shelf, pack or deliver Snack Packs! Also great for groups!

- **Mobile Choice:** Sometimes you just need food "to-go." Well, so do some of our clients.

Help call for orders, pack or deliver food to those who can't get to us.

- **Clothing Closet:** We strive to help clients meet their critical clothing needs. The selection of clothing available for all ages gives clients the opportunity to ensure that they are prepared for all seasons and many occasions.

Whether you are a fashionista or a barista, ask to check out the clothes. There is always a need for volunteers to sort clothes or assist the clients as they are shopping.

- **Emergency Fund:** We also offer financial assistance to individuals and families who are in crisis or transition. We mainly assist with: rent, utilities, transportation and some medical emergencies.

- **Special Orders/Other:** We also provide opportunities for volunteers to use their skillsets.

Let us know about any skills that you have and that you would be willing to use here at Valley Outreach! We are always interested giving people opportunities to use their skills.



Healthy Options*: Expected to eat them but sometimes they aren't as fun.

- **Safety**: At Valley Outreach safety is important. That is why we ask that you be aware of your own limits. In difficult situations please stay calm, and notify staff.
- **R-E-S-P-E-C-T**: You most likely just sang that. Because it is still a favorite of everyone! So is respect. Please respect all individuals and property. We do not tolerate any form of discrimination.
- **Confidentiality**: You may come across sensitive information, including names and personal information. As a part of your commitment here, you agree to this (keeping everything confidential).
- **Media**: Sorry but all press releases are issued by only the Executive Director. However on the positive side, your image may be used in a variety of our communications! After you have signed a photo release form.
- **Conflict of interest**: Volunteers must avoid situations where the actions you take on behalf of Valley Outreach conflict with your personal interests.
- **Company Resources**: We trust volunteers to use company resources appropriately. We do reserve the right to monitor activity of our resources.
- **Food/Beverages**: Go ahead and bring snacks for your shift! But they must stay in the breakroom. And remember, sharing is caring!
- **Client Interactions**: Please treat clients with respect. Volunteers are not allowed to give or receive gifts from clients, this includes car rides. But do chat with them and get to know them.
- **Volunteer Interactions**: Please respect other volunteers and work as a team. If you have concerns please inform a staff member.
- **Standards of Appearance**: Your appearance reflects the reputation of Valley Outreach. *So what do you wear?* A Valley Outreach nametag, appropriate clothing and ties on Tuesdays! *What not to wear?* Political statements, vulgar language, revealing clothing and NO SANDALS of any kind are allowed.
- **Conflict Resolution**: We strive to keep an open atmosphere. Please talk with us about any problems or misunderstandings.
- **Leaving?** We have loved having you here! And would like to hear feedback before you go.

Spicy Items* : These are spicy because they could leave you ~~on fire~~ fired.

- Nonviolent Space: There is a non-violence policy that applies to everyone in the building.
- Civil Rights: If you have a need, please talk to a member of staff. We are happy to help!
- Harassment: Harassment of any kind is not tolerated at Valley Outreach. Sexual harassment includes unwelcome advances, requests, verbal conduct, or physical conduct that are sexual in nature. Valley Outreach will not tolerate this.
- Discipline and Dismissal: Valley Outreach requires the adherence to our policies and procedures in order to ensure the safety of all stakeholders and uphold our organization's reputation. If a volunteer is in violation of a policy, the volunteer will be issued three warnings when appropriate. And ultimately may be fired.
- Drug, Tobacco & Alcohol Free Environment: Need we say more?
- Food & Clothing: All food and clothing is for the use of clients only.

Dessert: We may only have one, but it will leave you more than satisfied!

The Benefits of Volunteering: You will build life-changing relationships with fellow volunteers, clients and staff. You will know that you have made a difference. We will also make sure you feel recognized in a variety of ways, whether it's through writing a recommendation letter, inviting you to recognition events, or a simple thank you. As a Valley Outreach volunteer, you will be representing an organization that is reputable and respected in the community and we hope this pride is carried with you at all times.

Beverages: Still thirsty? Need a refill? Just let us know!

Valley Outreach
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651-430-2739

Suzanne Lindquist
Volunteer Program Manager
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(651) 342-5559

Client service hours:

Monday	10am to 12pm
Tuesday	5pm to 7pm
Wednesday	10am to 12pm
Thursday	5pm to 7pm
Friday	10am to 12pm 1pm to 3pm

Hours of business

Monday	9am to 4pm
Tuesday	9am to 7pm
Wednesday	9am to 4pm
Thursday	9am to 7pm
Friday	9am to 4pm

***Appendix: We want you to know all the nutritional facts!**

EXPECTATIONS FOR VOLUNTEER CONDUCT AND BEHAVIOR

Valley Outreach's commitment to integrity and efficient service begins with all staff members, clients, and volunteers complying with set policies that maintain the integrity and efficacy of the organization.

We are all responsible for preventing violations of law and for speaking up if we see possible violations. If you are ever unsure of whether a contemplated action is permitted by law and/or Valley Outreach policy, seek advice from the Volunteer Program Manager or Executive Director before moving forward.

Respect for the Individual

Valley Outreach is an equal opportunity provider and committed to maintaining a space that respects the inherent dignity of every human being. Amongst our staff, volunteers, clients, and guests, Valley Outreach will not tolerate discriminatory remarks or actions relating to a person's race, gender, economic status, creed, nationality, citizenship status, age, ability, sexual orientation, physical presentation, marital status, family or household make-up, religious beliefs, political beliefs, or status regarding any public assistance he or she may be receiving. All incidences of discrimination should be immediately reported to the Volunteer Program Manager or to the Executive Director.

In addition to upholding our mission of dignity and respect for all individuals, Valley Outreach is required by our partners to uphold civil rights laws, regulations, and rules in compliance with the U.S. Department of Agriculture (USDA) and The Emergency Food Assistance Program (TEFAP) standards. For more information, please contact the Director of Programs.

Confidentiality

During your time with Valley Outreach, you may have access to confidential information belonging to the organization, our clients, employees, community stakeholders, and other volunteers. Such information may include, but is not limited to:

- Client names and personal stories
- Organization data, records, and reports
- Financial information
- Contact lists
- Personnel and compensation information
- Contracts
- Litigation and other legal matters, whether or not it is labeled "confidential"
- Proprietary software, licensed programs, documentation, research, developmental materials, and confidential reports

Safeguarding confidential information is essential to the integrity of this organization. As a condition of your volunteer commitment, you must agree that all such information is private or the exclusive property of Valley Outreach. You will not disclose any information to anyone, except within the responsible performance

of your position, regardless of whether or not it has been designated confidential. Any violation of this policy will lead to disciplinary action, including the potential termination of your relationship with Valley Outreach.

Communications and the Media

Valley Outreach is a high-profile organization in our community and volunteers may be approached by members of the media. In order to ensure that we speak with one voice and provide accurate information about the organization, all media inquiries should be directed to the Executive Director. No one may issue a press release without first consulting with the Executive Director.

As a volunteer in Valley Outreach programs, your image may be used in a variety of communications including but not limited to: publications, Valley Outreach's website and social media pages, on the local cable television station, or in area newspapers or news broadcasts. You will be notified when a photographer is on site and reserve the right to not have your image used. Be sure to let us know your preference with the Photo Release form.

Please use your best judgment when using the Valley Outreach name on social media. In all instances, you are not representing Valley Outreach's views, but yours alone. Do not identify any volunteers, staff, or clients without prior consent. Valley Outreach reserves the right to partake in disciplinary action for irresponsible or falsified social media images or comments.

Conflict of Interest

At times, you may be faced with situations where the actions you take on behalf of Valley Outreach may conflict with your own personal interests. Volunteers must avoid any relationship or activity that might impair, or even appear to impair, our ability to make objective and fair decisions when performing our jobs. Additionally, it is strictly forbidden to use Valley Outreach property or information for personal gain or personally take up any opportunity that is discovered through your association with Valley Outreach.

Use of Company Resources

Company resources, including time, material, equipment, and information, are provided for company business use. Occasional personal use is permissible as long as it does not affect your performance or cause a disruption in the workplace. Volunteers and those who represent Valley Outreach are trusted to behave responsibly and use good judgment in order to conserve company resources.

In order to protect the interests of the Valley Outreach network and our fellow volunteers, Valley Outreach reserves the right to monitor or review all data and information contained on a volunteer's company-issued computer or electronic device, the use of the Internet, or Valley Outreach's intranet. We will not tolerate the use of company resources to create, access, store, print, solicit, or send any materials that are harassing, threatening, abusive, sexually explicit, or otherwise offensive or inappropriate.

Food and Clothing Usage

You are welcome to bring snacks to eat and share in the break room during shift. We have a small refrigerator available in the break room in addition to a full-size one in our Demonstration Kitchen.

All donated food and clothing is for the express use of clients only. No food or clothing may leave the building with a volunteer for their personal use. Clients are welcome to volunteer at Valley Outreach. All client policies will apply in order to maintain fairness and keep accurate records for our donors and suppliers. We cannot grant any special privileges to volunteers interested in using our program services.

Volunteer to Client Interactions

All Valley Outreach clients, whether regular faces or newcomers, deserve to be treated with respect and fairness at all times. Please respect the personal space, communication styles, and personal stories of all clients. Disrespecting a client will result in disciplinary action and the potential dismissal from your role as a volunteer.

As a general policy, volunteers cannot give or accept gifts from clients. Always bring a staff member into the conversation if you are unsure.

Volunteers are not allowed to give rides to or accept rides from clients. Volunteers are not allowed to walk clients home or help them transport any items from Valley Outreach to their home. Volunteers are also not allowed to dispense over the counter medication, food, or drink to clients. We recognize that many volunteers share the same spaces as our clients outside of Valley Outreach. If you have any contact with clients off the premises, you are not representing Valley Outreach. Additionally, please be conscious of your interactions if you see a client you know from a previous occasion. At Valley Outreach, we prioritize our clients' trust in their visits not becoming public information. If you believe your presence might make a client uncomfortable, please use your best judgment and consider removing yourself from the area. Volunteers must refrain from discussing political and/or religious beliefs with clients. If you encounter a client who makes following the above policies difficult, please alert a staff member.

Volunteer to Volunteer Interactions

It is crucial for our volunteers to work as a team, assist new volunteers with any questions, and accept staff supervision and redirection as necessary. Without this synergy, our programs cannot operate at maximum efficiency and we are doing our clients a disservice. Please respect fellow volunteers and any differences of personality or experience that you may encounter. Volunteers must refrain from discussing political and/or religious beliefs with other volunteers.

If you have any concerns over a volunteer's actions or behavior hindering your performance and volunteer experience, please inform the Volunteer Program Manager.

Standard of Appearance

As a volunteer of Valley Outreach, your appearance reflects the reputation of the organization. Please keep this in mind when dressing for your shift. Political statements and endorsements are not allowed on clothing or accessories. Nametags are required while serving as a volunteer.

Depending on your volunteer position, your responsibilities may include continuous physical work. With this in mind, we recommend comfortable clothing and shoes. Sandals are not to be worn while working in Food Shelf positions.

Nonviolent Space

We hold our facility to the standard of nonviolence regarding all interactions between staff, volunteers, clients, and guests. If you witness an incident of physical or verbal abuse, alert a staff member immediately. Weapons of any kind are not allowed on the property.

Drug Free Environment

It is the policy of Valley Outreach to maintain a workplace free from the use, abuse, or effects of alcohol or drugs. Volunteers are prohibited from reporting to Valley Outreach while under the influence of alcohol or controlled substances. Valley Outreach is a tobacco-free site.

Harassment

Harassment of any kind is not tolerated at Valley Outreach. Sexual harassment includes unwelcome advances, requests, verbal conduct, or physical conduct that are sexual in nature. Valley Outreach will not tolerate any incident of sexual harassment. Any volunteer who encounters or witnesses sexual harassment should report the incident to the Volunteer Program Manager or the Executive Director immediately.

Discipline and Dismissal

Valley Outreach requires the adherence to our policies and procedures in order to ensure the safety of all stakeholders and uphold our organization's reputation. If a volunteer is in violation of a policy, the volunteer will be issued three warnings. All warnings will be appropriately verbalized and archived in electronic form. Upon the third and final warning, Valley Outreach reserves the right to terminate a volunteer's service. Depending on the severity of the offense, Valley Outreach reserves the right to issue a final warning immediately.

Conflict Resolution

Valley Outreach recognizes misunderstandings, issues, and conflicts occur in the workplace. Similarly, you may find yourself in a situation where you believe you have been unfairly treated under Valley Outreach's policies. Valley Outreach seeks to create an open and direct atmosphere where any problem, complaint, suggestion, or question is fairly heard and addressed. We also strive to create a working environment where issues and misunderstandings are addressed directly at their source, whenever possible. If the problem involves a fellow volunteer, speak with the Volunteer Program Manager or the Director of Programs. The majority of problems can be resolved at this level. However, if you are unable to reach a satisfactory resolution, please contact the Executive Director.



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The Valley Outreach Volunteer Agreement

As a Valley Outreach volunteer, I agree to abide by the following:

- I will treat all volunteers, clients, staff members, and guests with dignity and respect. I will not partake in any form of discrimination against volunteers, clients, staff members, or guests, in compliance with Valley Outreach policies and TEFAP standards.
- I will be punctual and conscientious in the fulfillment of my duties. I will accept staff supervision and redirection as necessary during my shifts.
- I will not discuss my own political or religious beliefs with other volunteers or clients. I will put the fulfillment of Valley Outreach's values before my own personal course of action.
- I will maintain confidentiality of everything I see or hear at Valley Outreach. I will not discuss the condition or personal stories of any client with anyone other than staff members while at Valley Outreach.
- I will turn all media inquiries over to the Executive Director.
- I will be responsible in my use of company resources.
- I agree to keep Valley Outreach a drug free environment and a nonviolent space.
- I will not give or receive any gifts from clients.
- I will bring any questions or concerns to the appropriate staff members in a timely fashion. I will not let any conflict go unresolved.
- I will uphold the mission of Valley Outreach and follow the expectations outlined in the Volunteer Menu (Handbook) to the best of my ability. I understand that any violation will be taken into consideration and could result in my dismissal as a volunteer.
- I will abide by the policy that all food and clothing brought in, both purchased and donated, is for clients only.
- I understand that volunteers eligible to be clients must go through the same intake processes and follow the policies that all our clients follow for Food Shelf, Clothing Closet, and Bonus Friday visits. And that Volunteer visits are allowed only during regular service hours.
- I confirm that I have received the Volunteer Menu (Handbook)

Please print name _____

Volunteer Signature _____ Date _____

Volunteer Coordinator Signature _____ Date _____