



*Ventura County's Food Bank*

MEMBER OF  
**FEEDING**<sup>®</sup>  
**AMERICA**

# VOLUNTEER HANDBOOK

“Volunteers don’t necessarily have the time, they just  
have the heart.” –Elizabeth Andrew

# WELCOME TO FOOD SHARE!

Thank you for joining us in our efforts to help feed the hungry of Ventura County. As a volunteer, know that you are a crucial part of our organization's success in pursuing its mission, meeting its challenges and reaching its goals. We are so pleased you're coming aboard!

As you might know, FOOD Share is the lifeline to Ventura County's food insecure children, working families, seniors, veterans and active military members and their families. Some of the very same people who give during good times also have times of need themselves. To meet this need FOOD Share continually seeks sources of food and money — from growers, stores, businesses, and individuals. Millions of pounds of food are donated yearly, all of it processed and delivered to the hungry by volunteers like you. By joining our dedicated and hard-working group, you become an integral part of that lifeline and are contributing in a way that allows us to function at our best to continue to provide these services.

We need many volunteers to accomplish this goal. Volunteer activities include but are not limited to: sorting bread and pastries donated by local supermarkets and bakeries, distributing senior kits to local seniors, picking up food from stores, and sorting foods donated by our local community. Also, in a service somewhat unique in food banks, we here in Ventura County have the honor of going out to local fields and groves to glean crops donated by farmers and ranchers.

Our offices are staffed by many volunteers asked to assist with a variety of administrative tasks. While we started as a neighborhood organization, we now serve 74,500 people throughout Ventura County each month. With your help, we hope to satisfy a need that unfortunately continues to grow.

It is with great pride and gratitude that we welcome you to our FOOD Share family, because miracles can happen only when a community comes together. We consider our volunteers the miracles of this organization.

Thanks for joining us.

Sincerely,

A handwritten signature in cursive script that reads "Monica White".

Monica White  
President & CEO

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## FOOD SHARE OF VENTURA COUNTY

### OUR MISSION...

“FOOD Share is dedicated to feeding, nourishing, and educating the hungry in Ventura County, educating the community on those who are hungry and why, and advocating a reduction of the root causes of hunger.”

### OUR VISION...

“FOOD Share innovatively and efficiently gathers and distributes food, serving those in need. Our dedicated volunteers and staff fight hunger with compassion and commitment to ensure that people have access to nutritious food. FOOD Share responds to community emergencies quickly and effectively. FOOD Share embraces the diversity of Ventura County and builds partnerships by involving the entire community to fight hunger and its causes. Education and public awareness are keys to finding solutions.”

### OUR VALUES...

**Service:** We believe service is fundamental to our mission and core purpose. We serve with excellence, compassion and responsiveness to meet the needs of those with whom we work, internally and externally. The better we serve the more people we bring together in commitment to our mission and purpose.

**Respect:** We respect the inherent worth and dignity of every person and treat all with justice, equity and compassion. We honor the lives, concerns and stories of people in need and expect our partners to do the same. We accept one another and encourage diversity of thoughts and ideas. We believe that the ethnic, cultural and social face of our community should be reflected in our staff, Board, and network of stakeholders.

**Stewardship and Accountability:** We keep faith with the public trust through the efficient and compassionate use of resources entrusted to us and are mindful that our mission is accomplished through the generosity of others. We maintain and communicate accurate and timely information about hunger, our service, and advocacy. We evaluate and account regularly for how resources are used to implement and achieve our mission.

**Collaboration:** We believe in the power of the community. We collaborate and build strong relationships based on trust with and among those who share our mission and purpose of providing access to food to our hungry friends and neighbors in Ventura County. We team together to accomplish the mission and purpose at the local, regional, and national levels. We value each other's roles and using an open process and honest communication. We seek out and are responsible to the input and counsel our partners.

**Integrity:** We act with honesty, trust, and openness and deliver on commitments. We act within the spirit of agreements, contracts, and the law. Our intentions and actions will be transparent - we say what we mean and mean what say and do what we say and mean.

**Urgency:** We operate with an acute sense of urgency that reflects the immediate needs of hungry people. We challenge our employees, Board of Directors, volunteers, and partners to embrace the same urgency to accomplish our shared mission and purpose.

## OUR ORGANIZATION ... How We Became Who We Are!

FOOD Share was first known as Food On Our Doorsteps. When FOOD Share became incorporated we kept the FOOD in all caps to honor our beginnings. FOOD Share started 35 years ago, in 1978, by a small group of civic-minded people who after listening to a sermon about the farmers leaving the corners of their farmland for the poor and hungry (Leviticus 19:9-10) decided that day to go out and start asking local farmers if they could go into their fields after the pickers had gone through to glean/pick the leftovers. These volunteers were led by Jewel and John Pedi working out of their garage. Soon Jewel received a phone call from the harbor asking if she would accept a tractor load of bananas from the port. Jewel said, "Yes" even though she was running the food bank from a garage. Of course when all those bananas were delivered to the garage this caused a bit of publicity and that is when the city saw the need and provided FOOD Share the use of a vacant firehouse building.

FOOD Share survived its initial expansion thanks to storage space at the firehouse, and that modest neighborhood project turned into a multi-million dollar food distribution program helping to feed, educate, and advocate for low-income communities in our county. Over the years, as the organization and the need grew, a core professionally paid staff was hired to help with the technical and continuity aspects of running a food bank. Today, FOOD Share of Ventura County is a participating member of Feeding America, our nation's leading domestic hunger-relief charity, and is governed by their rules and guidelines as well as our own. In the early years of FOOD Share we served only the homeless and today 74,500 are being served with only 10% of those being homeless. Through a dedicated partnership of volunteers and staff, FOOD Share continues to grow, and our distribution model still relies heavily on the generosity of our community and our volunteers. This partnership is crucial to our success.

FOOD Share is a non-profit organization governed by an eighteen-member volunteer Board of Directors responsible for policy decisions, ensuring the financial health of the organization, and hiring and evaluating the President/Chief Executive Officer. The President/CEO is responsible for the implementation of Board Policies and the overall management of the organization, including the hiring, directions, and evaluation of paid staff, program administration, and management of the Board-approved budget. Under the direction of the President/CEO, the staff and volunteers carry out the day-to-day operations.

## REASONS TO VOLUNTEER

In addition to the help you provide to those in need, several studies have indicated (and most of our volunteers agree) that volunteering helps make people happier, healthier and more satisfied with their own lives. Past research has shown that one of the greatest benefits of volunteering is the social interaction it provides. At FOOD Share, you are likely to meet very interesting people from a variety of backgrounds who come together for our common cause.

According to a recent survey of 4,500 volunteers by the United Healthcare and Volunteer Match, a non-profit organization that connects people with causes, the majority of volunteers themselves agree that they get as much as they give, and sometimes more. Among the findings:

- 68% said that volunteering made them feel physically healthier.
- 73% percent said volunteer activities helped to lower their stress levels.
- 36% of volunteers said they were satisfied with their lives, compared to 26 percent for non-volunteers.
- 29 % of volunteers who suffered from a chronic condition said that volunteerism helped them manage their pain.
- A whopping 96% agreed that volunteering seemed to make them and others happier.



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## ESSENTIAL PROVISIONS

We consider our volunteers to be among the most important and wonderful people we know, but we still have to do paperwork. In order to become a member of our volunteer workforce, you will have to read and/or complete the following:

- Complete Volunteer Application through our online Volunteer program, CERVIS
- Acknowledgement of reading the Volunteer Handbook Receipt, Volunteer Waiver, and the Volunteer Pledge.
- Photo Consent Form
- Current DMV Driver's License and DMV Driving Record (for drivers only). Only those who are found to be insurable by FOOD Share's insurance company will be authorized to drive FOOD Share vehicles.

**Note: Training courses might be required for certain volunteer opportunities.**

## POLICY AGAINST DISCRIMINATION AND HARASSMENT

We are in this together and strictly forbid discrimination or harassment of any kind. FOOD Share is committed to providing a work environment that is free of discrimination and harassment. In keeping with this commitment, FOOD Share maintains a strict policy prohibiting unlawful discrimination based on sex, race, physically or mentally challenged, ethnicity, sexual orientation, national origin or religious preference. This policy prohibits harassment in any form, including verbal, physical and visual harassment (e.g. cartoons, photographs).

California and federal laws define sexual harassment as unwanted sexual advances, or unwanted visual, verbal or physical contact of a sexual nature. Such offensive behavior includes, but is not limited to, the following:

1. Unwanted sexual advances, including propositioning, repeatedly asking someone out for a date after it is clear that the person is not interested.
2. Explicitly or implicitly offering employment benefits in exchange for sexual favors.
3. Making or threatening reprisals after negative response to sexual advances.
4. Visual conduct: leering, making sexual gestures; displaying derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures.
5. Verbal conduct: such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments.
6. Physical conduct: assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis.
7. Retaliation for reporting or threatening to report harassment.

Intolerance or abusive remarks regarding sexual orientation, religious affiliations or gender harassment of any sort is strictly forbidden. Bullying, dishonoring, yelling, belittling and other rude language and behavior will not be tolerated by or against any volunteer or staff member.

Any volunteer or employee, who believes he or she has been harassed or abused by a co-worker, supervisor, agent, supplier of FOOD Share, or any other person associated with FOOD Share, should promptly report the facts of the incident or incidents. The names of the individuals involved should be reported to their supervisor or the Volunteer Coordinator or, if necessitated by circumstance, to the VP of Programs and Services and if not resolved, to the President/Chief Executive Office according to specified complaint procedures. Supervisors (volunteer or paid) are required to report any incidents of harassment to the President/CEO, who then will investigate the charges and take appropriate corrective action. If the President /CEO are the subject of the complaint, said offense should be reported to the President of the Board of Directors. Those lodging complaints may be asked to put the complaint in writing.

### **GRIEVANCE PROCEDURE**

A volunteer is required to utilize the grievance procedure by submitting their disputes or complains to FOOD Share in a **timely fashion**. A volunteer is expected to consult with his or her direct supervisor regarding any action or occurrence of attitude problem they encounter.

If a satisfactory agreement cannot be made with the supervisor, the volunteer must then file a written grievance with the Volunteer Coordinator and/or to the VP of Programs and Services and if not resolved, to the President/CEO of the organization. If the grievance is with the Volunteer Coordinator, you are asked to submit the material to the VP of Programs and Services and if not resolved, to the President/CEO. If the complaint involves the President/CEO, the volunteer is asked to submit materials to the President of the Board of Directors.

If a written agreement is filed and no resolution is reached within ten (10) working days, the President/CEO (or Board Chairperson) will convene a Grievance Committee or three members (one Board member, one staff member and one person to be named by the volunteer who filed the complaint). The committee will review all evidence presented by the concerned individual(s) and, after careful consideration, will recommend action to the President/CEO or Board Chairperson.

If the recommendations of the Grievance Committee fail to satisfactorily resolve the concerns of either party, the matter may be brought to the Board of Directors' Executive Committee. The Executive Committee will report its findings back to the complaining party. Any action and/or decision of the Executive Committee shall be final.

Retaliation against any employee/volunteers who brings a complaint is prohibited and will subject the retaliator to discipline up to and including discharge.



## VOLUNTEER OPPORTUNITIES

FOOD Share offers its volunteers many different types of opportunities to work in a position that best fits each individual's skills and preferences. If, at any time, you wish to change your assignment, you can discuss your preferences with your Volunteer Coordinator so that they can help you find something more appropriate and appealing. Some opportunities are at the Oxnard facility, and others are in the field working with outside agencies and recipients.

We are happy to provide volunteer opportunities to children of all ages. Volunteer opportunities will vary based upon age appropriate activities. An adult supervisor of the volunteering child must always be present when and where youth are working. An adult and youth are not to be left alone in a room with closed doors. Never under any circumstances are you to transport a youth in any private vehicle. Never under any circumstances are you to touch, hug, or have any other kind of physical contact with a youth volunteer. You are advised not to strike up a personal relationship or become too involved with a youth volunteer. If you see misbehavior by a youth, contact his/her supervisor immediately.

Some of the following positions may require repetitive lifting and/or bending. Ask the Volunteer coordinator for an appropriate placement if you have physical or medical conditions limiting your ability to lift or bend.

Title of Volunteer Position	Brief Volunteer Job description
Warehouse Volunteer	Assist with general warehouse tasks as needed.
Picker / Gleaner Volunteer	Pick fruits and vegetables for distribution.
Rescued Food Volunteer Sorter	Inspect, sort, and box food (produce, canned and packaged) for agency distribution.
Bread Sorter Volunteer	Inspect, sort, and box incoming bread into various categories made ready for our pantry partners and direct programs.
Driver's Assistant Volunteer	Assist truck driver with loading and unloading of pickups and deliveries of food products. (Maybe on-call status)
Truck Driver Volunteer	Drive FOOD Share trucks on designated routes for food pick-up and/or deliveries. Class 'C' driver's license and satisfactory DMV driving report required. (Maybe on-call status)
Pantry Volunteer Assistant	Help at our partner pantry agency with duties specified by agency contact.
Senior Kit Volunteer	Help distribute food, check-in clients, and help with line management. This program operates in every city and distributes once a month at several locations.
Event Worker Volunteer	Assist Event Coordinator with the coordination and/or implementation of fund raising activities, information booths at community events, parades, etc.



Title of Volunteer Position	Brief Volunteer Job description
Clerical Assistant Volunteer	Provide administrative/office support to staff for various programs, data entry, filing, organizing, and thank you calls to donors. Computer experience may be required for certain projects.
Senior Nutrition Garden Volunteer	A working garden located adjacent to FOOD Share. Tasks vary and can include hand weeding, weeding with a hoe, harvesting vegetables, planting seeds and installing irrigation.
Kids' Farmers' Market Volunteer	Assist a child in preparing healthy snacks at our Kids' Farmers' Market sites. Help Nutritionist with the children, chopping, measuring, washing, cleaning, clearing & setting-up tables, help kids take produce at the market portion of the program.
Food Drive Volunteer	Help organize and carryout this increasingly important food acquisition system.

### VOLUNTEER JOB DESCRIPTIONS AND REQUIREMENTS

The following pages list the job opportunities available to volunteers along with detailed (but not all inclusive) skills and qualifications as well as general safety rules and regulations that are in place to ensure a safe working environment. Specific safety rules, regulations, and policies may be posted at certain sites. All volunteers will receive job training.

### SENIOR KIT VOLUNTEER

Senior kit program works to improve the health of qualifying low income elderly persons 60 years of age and older. A box of 16 high quality food items will be packed at FOOD Share's warehouse and distributed to 3,500 seniors a month. Help us keep this vital program here in Ventura County.

Volunteer duties:

- Help load a 28 pound box of food with a block of cheese into senior cars or carts.
- Line management – help to direct people to the correct line (registered or non-registered)
- Check in clients- Bilingual English and Spanish greatly needed. If you speak Korean we need your help at the Thousand Oaks location.
- Clerical – computer knowledge and proficient in excel and word.
- Phone call reminders – call the seniors reminding them of the next distribution date.

To complete these tasks safely and in a timely manner you must:

1. Be able to stand, walk, lift, carry up to 35 pounds, and/or assist in carrying large boxes filled with food products. At no time will you be asked to lift or carry more than you can do safely in your judgment.
2. Have upper body strength and endurance necessary for the distribution of food boxes.
3. Commit to the site schedule and be on site (within reason) to do this very important work. Work site operates on a schedule of every month for two hours.
4. Have the people skills to interact with staff, clients, and other volunteers.
5. Bilingual English and Spanish very helpful but not required
6. See distribution site list and arrive at time noted. Sign in with on-site staff.

### **CLERICAL ASSISTANT VOLUNTEER**

Provide administrative/office support to staff for various programs, data entry, filing, organizing, and thank you calls to donors. Computer experience may be required for certain projects.

To perform the duties of this position safely you must:

1. Be courteous, compassionate, and people friendly.
2. Be able to take direction from staff in order to complete assigned project(s).
3. Perform other duties as needed.

### **EVENT WORKER VOLUNTEER**

Assist Event Coordinator with the coordination and/or implementation of fund raising activities, information booths at community events, parades, etc.

To perform the duties of this position safely you must:

1. Be courteous, compassionate, and people friendly.
2. Demonstrate good leadership, organizational, and team member skills.
3. Be able to safely do repetitive lifting and/or bending.
4. Be able to safely lift and carry filled boxes weighing less than ten pounds and up to thirty-five pounds. (Be aware that at no time will you be asked or required to lift any weight beyond your known or perceived strength levels and capabilities.)
5. Perform other duties as need.

### **RESCUED FOOD VOLUNTEER SORTER**

Inspect, sort, and box food (produce, canned and packaged) for agency distribution.

To perform the duties of this position safely you must:

1. Be able to safely do repetitive lifting and/or bending.
2. Be able to safely lift and carry filled boxes weighing less than ten pounds and up to thirty-five pounds. (Be aware that at no time will you be asked or required to lift any weight beyond your known or perceived strength levels and capabilities.)
3. Be able to see and be aware of potential work site hazards and dangers such as, but not limited to: pallets, pallet jacks, and forklifts.
4. Be able to hear and be aware of equipment motors, horns, and warning sounds such as that made by conveyor belts.

### **GLEANER VOLUNTEER**

Pick fruits and vegetables for distribution. Picks take place on Tuesdays, Wednesdays, and Thursdays starting at 8:30am for a couple of hours. Some sites have age requirements.

To perform the duties of this position, you must:

1. Be able to walk on terrain that may be uneven and contain obstacles such as exposed tree roots, ruts, irrigation pipes, sprinkler heads, and other grower-related equipment. Sturdy footwear is required.
2. Be able to safely do repetitive upper body movements and bending necessary to picking tree or row crops.

3. Use your judgment as to your ability to safely climb a ladder. Climbing and picking produce from a ladder, while at times necessary, is NOT a required skill.
4. Use your judgment as to the weight of filled produce containers you can safely lift and carry. Picked produce must be carried.
5. Know your working conditions as related to temperature. You must dress appropriately (i.e. long-sleeved shirt, hat, gloves, and/or sunscreen). Non-latex gloves will be provided for use as needed. OSHA heat stroke awareness training is required. Water will always be provided.

### **TRUCK DRIVER VOLUNTEER**

Drives designated routes for food pick-up and/or deliveries.

To perform the duties of this position, you must:

1. Be a minimum age of 18 and maximum age of 75.
2. Possess a class "C" driver's license.
3. Have a satisfactory DMV driving record with no accidents or moving violations within the last three years.
4. Attend and pass a driver training class as provided by Warehouse Management.
5. Be deemed insurable by the FOOD Share insurance company.
6. Undergo periodic re-evaluation of your driver qualifications on a regular basis.
7. Be able to lift, load, and/or move containers of food products into or out of trucks. The maximum amount of weight you may lift is thirty-five pounds. You are not required to lift beyond your perceived strength levels.

### **TRUCK DRIVER ASSISTANT VOLUNTEER**

Assist truck driver with loading and unloading of pick-ups and deliveries of food products (Maybe on-call status).

To perform the duties of this position, you must:

1. Be able to lift, load, and/or move containers of food products into or out of trucks. The maximum amount of weight you may lift is thirty-five pounds. You are not required to lift beyond your perceived strength levels.
2. Markets and donors may place heavier boxes or crates of products for pick-up. Drivers must empty containers to a manageable weight or lift them together.

### **WAREHOUSE VOLUNTEER**

Assist with general warehouse tasks as needed.

To perform the duties of this position, you must:

1. Assist at the agency checkout counter.
2. Clean walk-in refrigerator and freezer when needed.
3. Move pallets as directed.
4. Perform other warehouse tasks as needed.

## **BREAD SORTER VOLUNTEER**

Inspect, sort, and box incoming bread into various categories made ready for our pantry partners and direct programs.

To perform the duties of this position safely you must:

1. Accept direction from Warehouse Supervisor/Volunteer Coordinators
2. Strictly adhere to posted safety policies.
3. Ask staff for assistance in moving pallets.
4. Be able to safely do repetitive lifting and/or bending.
5. Be able to safely lift and carry filled boxes weighing less than ten pounds and up to thirty-five pounds. (Be aware that at no time will you be asked or required to lift any weight beyond your known or perceived strength levels and capabilities.)
6. Perform other duties as requested.

## **PANTRY VOLUNTEER ASSISTANT**

Help at our partner pantry agency with duties specified by agency contact.

To perform the duties of this position safely you must:

1. Be able to safely do repetitive lifting and/or bending.
2. Be able to safely lift and carry filled boxes weighing less than ten pounds and up to thirty-five pounds. (Be aware that at no time will you be asked or required to lift any weight beyond your known or perceived strength levels and capabilities.)
3. Perform other duties as needed.

## **SENIOR NUTRITION GARDEN VOLUNTEER**

A working garden located adjacent to FOOD Share.

To perform the duties of this position safely you must:

1. Hand weeding, weeding with a hoe, harvesting vegetables, planting seeds and installing irrigation.
2. Be able to safely do repetitive lifting and/or bending.
3. Be able to safely lift and carry filled boxes weighing less than ten pounds and up to thirty-five pounds. (Be aware that at no time will you be asked or required to lift any weight beyond your known or perceived strength levels and capabilities.)
4. Perform other duties as needed.

## **KIDS' FARMERS' MARKET VOLUNTEER\***

\*A volunteer background check is required prior to volunteering for this position.

Assist a child in preparing healthy snacks at our Kids' Farmers' Market sites.

To perform the duties of this position safely you must:

1. Be able to safely do repetitive lifting and/or bending.
2. Be able to safely lift and carry filled boxes weighing less than ten pounds and up to thirty-five

pounds. (Be aware that at no time will you be asked or required to lift any weight beyond your known or perceived strength levels and capabilities.)

3. Assist the Nutritionist via her/his direction to ensure KFM clients served by each site are provided with all tools and foods necessary for their nutrition lesson, cooking lesson, and market shopping experience in a timely and courteous manner. Adhere to FOOD Share policies as outlined by FOOD Share in the Volunteer Handbook.
4. Kitchen area: Wash, cut, clean foods and kitchen items (sanitize appropriate non-food items in a bleach solution)
5. Cooking area: Place all required kitchen items, non-food and food items onto tables, clear tables, re-set tables, clean and sanitize tables and non-food items after each class, and when requested participate during the cooking part of the lesson
6. Market area: Discard rotten produce, count produce, label the distribution quantity on produce boxes, sort quantity as equally as possible for each bag given, prepare plastic produce bags with recipe and any other handouts prior to the market portion of the distribution, help the children select their produce, excess food of any type should be left for the site to distribute to other kids and the children's families
7. Breakdown: Wash, clean, and sanitize all kitchen items, clear and clean tables, clean floors in kitchen, cooking, and produce areas, dry and pack away all KFM items in KFM storage bins, take towels home to wash, dry, and return to next distribution
8. Supply Bins: Notify Program Support Specialist of any items that need to be replenished for the next distribution
9. Demonstrate good leadership, organizational, and team member skills
10. Communicate courteously to Nutritionist(s), other volunteers, site staff, and FOOD Share staff
11. Arrive on-site at the appointed time and day. If you are unavailable to attend a distribution, please notify the Program Support Specialist and your group of volunteers (get everyone's contact information) at least 24 hours in advance if possible
12. Ensure volunteer sign in sheets are returned to FOOD Share at end of each month
13. Notify FOOD Share Program Coordinator of any volunteer status change.

## FOOD DRIVE VOLUNTEER

Help organize and carryout this increasingly important food acquisition system.

To perform the duties of this position safely you must:

1. Assist our Food Drive Coordinator to help organize food drives.
2. Demonstrate good leadership, organizational, and team member skills.
3. Perform other duties as requested by the Food Drive Coordinator.
4. Be able to safely do repetitive lifting and/or bending.
5. Be able to safely lift and carry filled boxes weighing less than ten pounds and up to thirty-five pounds. (Be aware that at no time will you be asked or required to lift any weight beyond your known or perceived strength levels and capabilities.)

**NOTE: Training courses might be required for certain volunteer opportunities.**



Ventura County's Food Bank



## RULES AND REQUIREMENTS

The following items are considered key expectations of all individuals who work in the FOOD Share organization.

### GENERAL RULES

1. **According to Feeding America, volunteers cannot take any donated food or other donated items from FOOD Share. Doing so is considered stealing. Any volunteer experiencing a sudden need for emergency food may request an emergency food box from their supervisor.**
2. All FOOD Share facilities and activities are designated “no smoking” areas, except for outdoor designated smoking areas on FOOD Share property.
3. Use of alcohol and/or illegal drugs is not permitted on FOOD Share property or at any sanctioned FOOD Share activity. *NOTE: The President/CEO may grant exceptions for the serving of alcoholic beverages at certain designated events.*
4. Personal property brought to a FOOD Share facility or activity is NOT covered by this organization’s insurance. FOOD Share advises you to leave all valuables/personal property at home.
5. FOOD Share property cannot be used for personal use. This includes warehouse equipment, vehicles, warehouse supplies, office supplies, computers, copiers, scanners, and fax machines, etc.
6. Computer software and hardware not purchased by FOOD Share must be approved by the President/CEO or a designee prior to installation on any FOOD Share equipment.
7. You are not permitted to solicit or distribute written material for any purpose on FOOD Share property during volunteer hours and working areas. Solicitation or distribution of literature by non-employees on FOOD Share property is prohibited at all times.
8. Each volunteer is responsible for safeguarding the confidential information obtained at FOOD Share.

### DISCIPLINARY ACTION

Violation of FOOD Share, Inc. policies and rules may warrant disciplinary action. The Organization has established a system of discipline that includes verbal warnings, written warnings, and suspension. The system is not formal and FOOD Share, Inc. may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to, and including the termination of volunteer opportunities.

### DRESS CODE

Dress Code at FOOD Share is for the safety of volunteers and staff.

ON-SITE WAREHOUSE & OFF-SITE FOOD SHARE VOLUNTEER JOBS	
REQUIREMENTS	RESTRICTIONS
Name badge	No long necklaces or scarves
Closed-toe/rubber-soled shoes	No High Heels, sandals or open-toed shoes of any kind
Work goggles/glasses (when appropriate)	Wearing any type of clothing, shoes or jewelry that may increase the risk of accident or injury on the job



## TRAINING

1. Volunteers will receive an initial tour, orientation and training for their specific volunteer job assignment. Your immediate supervisor or the Safety Coordinator will also provide safety training. Should you feel that you need or would like additional training, please ask. We appreciate that you want to get things right.
2. Additional training sessions may include current and updated safety procedures and regulations. Volunteers are encouraged to ask questions about any safety aspect of their jobs or their work environment.
3. At no time will a volunteer be required to do any task that he or she believes can not be performed in a safe manner. A volunteer may request a different work assignment at any time and every effort will be made to accommodate that request. The request should be made to the Volunteer Coordinator.

## SAFETY PROCEDURES

The following rules apply to volunteers and staff.

1. No radios or headphones may be used while working.
2. No riding on pallet jacks. Leave jacks and carts out of the way of others when finished.
3. Use correct lifting techniques when lifting. See your supervisor for training.
4. Climbing on equipment, machinery, racks or pallets is **prohibited**.
5. Keep aware of all forklift traffic and heed all horns.
6. Pallets must lay flat. **Do not stand or walk on pallets!**
7. Beverages and/or food items are not allowed in the warehouse. Use designated areas.
8. All spills must be cleaned immediately. Floors are to be maintained free of debris and spills.
9. Report damaged or malfunctioning equipment and other potential hazards to your supervisor immediately. Do not attempt to repair it yourself.

## REPORTING INJURIES

If injured on the job, please do the following:

1. Report the injury to the staff supervisor IMMEDIATELY.
2. Complete an Accident Report form (obtained from your supervisor) and return it to either your supervisor or the Volunteer Coordinator as soon as possible.
3. If medical assistance is needed, and the injury does not require immediate paramedic or ambulance attention, go to your regular doctor or clinic.

*NOTE: In as much as you are not a paid employee, Workers' Compensation does not apply in covering medical expenses for on-the-job injuries. Your personal health insurance is to be utilized first. Then, whatever expenses are not covered by your own insurance may be submitted to your staff supervisor to access the organization's Volunteer Accident Policy.*

## **SURVEILLANCE**

In an ongoing effort to achieve the highest level of business efficiency and guest service, and to safeguard the safety of our volunteers and FOOD Share assets, FOOD Share reserves the right to observe volunteers throughout company premises, either by way of direct observation or through the use of electronic devices. FOOD Share may utilize a variety of forms of surveillance, including video cameras to monitor reception areas, work areas, warehouse areas and/or other general open areas where volunteers may be seen by others.

Volunteers should be aware that they could be subject to surveillance at any time, with or without notice, and should have no anticipation of privacy at FOOD Share, with the exception of restrooms or changing areas. There should be no expectation of privacy with use of FOOD Share computer systems or phones. Note that company issued devices may be equipped with a tracking system that may be monitored by FOOD Share. FOOD Share reserves the right to modify any and all surveillance practices at any time, with or without prior notice to employees/volunteers.

## **EMERGENCY PROCEDURES**

You should know the location of the fire extinguishers and first aid supplies. In case of fire, immediately alert the Volunteer Coordinator. In case of electrical problems, unplug equipment (if possible), move away quickly, and immediately notify a member of the management team. Be familiar with the location of emergency exits. In any emergency, stay calm and do not panic. In case of evacuation, move quickly and quietly, and do not run. Do not attempt to assist unless requested by a member of the management team, or other authority. If a guest reports an accident to you, immediately notify a member of the management team or the Volunteer Coordinator.

## **PERIODIC ASSIGNMENT EVALUATION**

Volunteers work in an active environment. Safety is an on-going concern. The following procedures and regulations are in place to ensure the continuing safety and well-being of all who work here.

1. FOOD Share retains the right to require periodic job evaluation and change of assignment as deemed necessary and without stated cause. Volunteer assignments will be reviewed over time to determine appropriateness of safety and skill. The organization reserves the right to reassign volunteers or to ask for their resignation.
2. Volunteers must disclose any limitations that may affect the safety and/or performance of their duties. If you have any physical or medical conditions that can interfere with your safe performance of a job, ask the Volunteer Coordinator for appropriate placement.
3. Following illness, accident, or injury, the volunteer will provide the following in order to be reinstated in their volunteer job:
  - a. To their physician: a description of his/her job and volunteer functions.
  - b. To the Volunteer Coordinator: a written physician's certification of ability to resume his/her duties.
4. If you are working at the warehouse, you will receive and must sign the published list of safety rules as pertains to your work site. These lists are entitled:
  - a. FOOD Share Volunteer Safety Rules at Distribution Sites
  - b. FOOD Share Warehouse Safety Rules