

Share
the **JOY**
OF
Loaves & Fishes

VOLUNTEER HANDBOOK
2016



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MISSION STATEMENT

To provide food and leadership in the community by uniting and mobilizing resources to empower people to be self-sufficient.

GUIDING PRINCIPLES

Responsibility

It is the responsibility of Loaves & Fishes to serve its community of clients, volunteers, donors, and other stakeholders with a strong sense of dignity, integrity, and accountability.

Community

Loaves & Fishes collaborates with other community organizations to serve those in need. We also raise community awareness of issues related to hunger.

Empowerment

We educate and empower people in need by providing access to resources that meet current necessities and ultimately lead toward self-sufficiency.

CORE VALUES

Community

Compassion

Dignity

Hope

Service

We value our volunteers. Without them we would not be able to serve the families who depend on us for help in obtaining food and other services.

We respect our clients. All people deserve to be treated fairly and compassionately. Loaves & Fishes exists to serve those who are in need. We do not judge or condescend to anyone.

We appreciate our donors. We thank our donors, whether in person or by letter, and express how they aid us in the execution of our mission. All donors are treated with the utmost gratitude, regardless of the size of their donation.

We honor the commitment of our staff and Board of Directors. These special people work to realize the vision of Loaves & Fishes and ensure services are provided in the most expeditious and economical ways possible. They bring a wide range of skills and use them in the best interests of our clients.

VOLUNTEERING

At Loaves & Fishes Community Services, volunteers are essential to the success of our programs and services. All volunteers (except scheduled work groups) are asked to create a volunteer profile and attend orientation before their first volunteer shift.

Regular Adult Volunteers

Volunteers contact Loaves & Fishes either by phone, e-mail, or walk in.

- All volunteers must complete an application.
- All volunteers must complete an orientation and training session.

Teen Volunteers (Volunteers between the ages of 14-17.)

- All teen volunteers must complete an application and have it signed by a parent or guardian. Parents must attend orientation with their teen.
- Teen volunteers 14-15 can volunteer during Mon/Thur “teen time”. Teens 16 and 17 have times on Mon/Thur/Saturday.

Community Service Volunteers

There are two types of community service volunteers, teens or adults wishing to complete requirements for a class or church activity, and individuals who have been issued a court order to complete community service. Court-mandated volunteers must provide their documentation for Loaves & Fishes to copy the charge. Loaves & Fishes does not accept charges of theft or any allegation of a violent or sexual nature.

Areas of Volunteer Opportunities

Distribution - Assist clients with food choices during shopping hours.

Stocking - Sort boxes and/or shelve food donations.

Sorting - Screen food products.

Receiving - Accept food donations. Ability to lift 30+lbs.

Teen Time - Sort and shelve food. Ages 14-17.

Registration - Enroll clients for food distribution and programs.

Home Delivery - Deliver food to clients at government subsidized apartments.

Food Pick Up - Pick up food from local business partners (own vehicle needed).

Driver - Drive for food pickups and other deliveries.

ATTENDANCE AND SCHEDULING

Once you have attended an orientation, you are ready to sign on for an entry level shift: sorting, stocking, parking, distribution or receiving. Your email will be added to our weekly Friday communication with our immediate volunteer needs and announcements of events and activities. If your contact information changes, please update in your profile so you will continue to receive communications.

After sign up you can review your schedule by clicking on the assignments tab. You can remove any shift if it occurs after 48 hours. Every evening, we email out the next day schedule with more than 75 volunteer names. The leaders of each activity area review and plan for their area based on the manpower on this list. As a result, we need to know if you are not able to fulfill your shift w days in advance, so that we can FILL your vacant space. You may use the "CONTACT" tab in the vol software (it sends an email), or call the office 630-355-3663 x113 and leave a message.

In order for our operations to run smoothly, it is necessary for you to be ready to begin at your scheduled time and complete the entire shift for which you are scheduled.

If you are late on a regular basis, you will be asked to change the area in which you volunteer to better accommodate your schedule. Volunteers who do not show up at their scheduled time, or leave early without notifying the volunteer leader, will be contacted to determine their interest in continuing to volunteer.

In case of any extreme weather conditions that may occur in the future, use this Emergency Closing Communication link: www.emergencyclosingcenter.com so that if you wish to sign up, it will email you when Loaves & Fishes is closed due to snow, cold, rain, flood etc. To search for Loaves & Fishes, you must type in "Loaves & Fishes" not Loaves AND Fishes.

PARKING AND SIGN IN

Volunteers working in the warehouse on non-distribution days can park in the west side of the parking lot. On distribution days, volunteers may also park on High Grove Lane or in the vacant overflow lot west of High Grove Lane. Carpooling is encouraged!

Each time you volunteer, please clock in. Once signed in, please wear your name badge until you sign out. You will find temporary name badges until you have established a regular shift rotation. Then request a permanent badge on the request form on the clipboard.

You may use the coat rack in the volunteer break area, but please do not leave any valuables in the break area.

POLICY CONCERNING STRANDED CLIENTS

Under NO circumstances should a Loaves & Fishes staff or volunteer, take responsibility for transporting a client to their residence or to any other destination.

Safety and liability considerations are simply too great for you, personally, and Loaves & Fishes, as an organization, to incur the risk. Transportation is not a service or program that is provided by L&F. Anyone disregarding this policy will be acting on their own and be considered in violation of Loaves & Fishes policy.

VOLUNTEER DRIVERS OF L&F VEHICLES

Volunteer drivers must maintain a current Driver's License, proof of insurance and be under 70 years of age. Loaves & Fishes provides insurance of the company vehicle.

DRESS CODE

The personal appearance of our volunteers is an important factor in the general impressions that are formed of our organization. Neatness and moderation in dress and grooming styles are required.

All volunteers are required to wear closed-toe shoes for their protection.

WORKPLACE ENVIRONMENT

Loaves & Fishes is a smoke-free, drug-free, violence-free work environment.

Respect for Property: We have a critical responsibility to maintain the security and integrity of the Loaves & Fishes buildings and their contents. If entrusted with securing a building, please follow all instructions. Please secure your personal belongings. L&F cannot assume responsibility in any way for personal property on the premises.

Safety: Loaves & Fishes is committing to maintaining a safe working environment. Everyone is expected to follow health and safety requirements established by law and by our organization. You are expected to know and follow all safety procedures relevant to your work.

Any hazards or potentially unsafe conditions and/or accidents that occur on the property must be reported immediately to staff. An Incident Form, available from staff, should be completed.

BEHAVIOR/CONFIDENTIALITY

The individuals who come to Loaves & Fishes are our neighbors and friends: the single parent who just lost his or her job, low-income families with children, the “working poor,” disabled residents, seniors, low-income individuals with a chronic illness, teens at risk, the mentally ill, and the homeless.

The identity of our clients is confidential and should not be released to the public by our volunteers. Likewise, if you recognize a client as someone you know, be sensitive to their privacy and possible embarrassment.

Because of the varying backgrounds of our clients and volunteers, we request that volunteers refrain from any off-color conversation, jokes or language, including profanity, while volunteering for Loaves & Fishes.

All volunteers are requested to follow the policies, including this handbook, as well as the instructions, either verbally or in writing, from a staff member or volunteer leader. For violations of an organization rule, a volunteer may be counseled, receive a correction action notice, as appropriate up to and including dismissal, even if it is the volunteer’s first violation. The circumstances of the event(s), history and other business related considerations will be used by management to determine what action, if any, is appropriate. It is not intended that these rules be all inclusive. They are intended to

serve as a guide for the treatment of all volunteers, and the orderly conduct of the organization's operations.

The following are examples of acts that are of such a serious nature as to generally warrant corrective action up to and possibly including dismissal:

- Repeated violation of safety rules or instructions.
- Continued failure to wear and use proper protective safety equipment in the areas specifically designated by either warning signs or as set forth in the organization regulations.
- Carrying or use of a weapon or anything else used or commonly perceived as a weapon on organization property or while on organization business.
- Stealing or theft of property from the organization, vendors, or another person.
- Being in a fight, assaulting, taunting, challenging or contributing to a fight or altercation. This includes attempting or threatening bodily harm to or intimidation of another person or organization.

GRIEVANCE POLICY AND PROCEDURE

It is the policy of Loaves & Fishes Community Services to administer a grievance procedure for the proper review of Loaves and Fishes actions, including disciplinary actions, which an employee, volunteer or Board member believes to be incorrect or unjust. That person may also utilize the grievance procedure regarding consistent application of existing policies.

An employee, volunteer or Board member may utilize the grievance procedure without fear of reprisal or retaliation due to grievances filed. Employees, volunteers or Board members may discuss their concerns with the Chief Executive Officer or Board President prior to or during the grievance procedure. The complainant may obtain a grievance form on file in the Loaves & Fishes office.

The grievance procedure generally consists of 3 steps. If there is no ombudsman, it will go directly to step two.

1. A grievance must be presented, in writing, to the ombudsman within one week of the occurrence or knowledge thereof. The ombudsman will respond to the grievance within one week of its presentation.

2. If not satisfied with Step One response, the complainant may, within one week, request the Chief Executive Officer to review the grievance and response (if any). The CEO or Board President will respond to the complainant within one week of the receipt of the grievance.
3. If not satisfied with the previous responses, the complainant may, within one week, request the entire Board of Directors to review the grievance and responses. The Board will review the grievance at its next scheduled Board meeting. The response of the Board will be final.

A final report of all proceedings will be placed on file in the Loaves & Fishes Community Services office. The report will include all reports and responses.

All complaints will be held in strict confidence, with the information shared on a need-to-know basis only. An investigation will be made promptly. If the investigation leads to a determination that a complaint is well-grounded and true, appropriate corrective action will be taken.

EQUAL EMPLOYMENT OPPORTUNITY AFFIRMATIVE ACTION POLICY

In accordance with applicable law, Loaves & Fishes does not illegally discriminate. In particular, Loaves & Fishes Community Services:

Recruits, hires, promotes, reassigns, compensates and trains qualified persons without regard to race, color, religion, gender, sexual orientation, national origin, ancestry, age, disability, veteran status or any other basis prohibited by applicable laws;

Administers all personnel actions such as compensation, benefits, transfers, layoffs, partner-sponsored training, education, social and recreation programs without regard to race, color, religion, gender, sexual orientation, national origin, ancestry, age, disability, veteran status or any other basis prohibited by applicable laws;

Provides reasonable accommodations and otherwise treats equally, qualified individuals with disabilities; Provides a workplace free of harassment, including sexual harassment; Provides a drug-free and violence-free workplace; Adopts and administers an up-to-date affirmative action plan where required by law.

ANTI-DISCRIMINATION/HARASSMENT POLICY

Loaves & Fishes Community Services does not discriminate against any employee, volunteer or customer on the basis of race, color, cultural heritage, national origin, religion, age, gender, sexual orientation, marital status, physical or mental disability, political affiliation, source of income, veteran status or any other status protected under local, state, or federal law. This policy extends to all personnel decisions, terms and conditions of employment, vendor contracts and provision of services. Loaves & Fishes does not tolerate harassment for any reason. Respect for the dignity of others shall be the guiding principle for our relations with each other.

Every volunteer and employee is expected to avoid any action or conduct that could be viewed as harassment which interferes with the work of other volunteers or the employees or creates an intimidating, hostile or offensive environment for anyone at Loaves & Fishes.

What Conduct Constitutes Prohibited Discriminatory Harassment

Conduct relating to an individual's race, color, cultural heritage, national origin, religion, age, gender, sexual orientation, marital status, physical or mental disability, political affiliation, source of income, veteran status or any other status protected under local, state, or federal law, constitutes harassment when this conduct:

1. Has the purpose or effect of creating an unreasonably intimidating, hostile, or offensive environment; or
2. Has the purpose or effect of unreasonably and substantially interfering with an individual's work efforts.

In addition, regarding employees and volunteers of Loaves & Fishes, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, is also sexual harassment when submission to such conduct is made either explicitly or implicitly a term or condition of the person's employment, or submission to or rejection of such conduct by a person is used as the basis for employment decisions affecting that person.

Reporting and Investigating Alleged Harassment and Discipline

Any volunteer, client or employee who has a complaint of sexual or discriminatory harassment should immediately report such conduct to the Chief Executive Officer or to a member of the Loaves & Fishes Board of Directors

Loaves & Fishes Community Services
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