

## GENERAL VOLUNTEER POLICIES

The Urbandale Food Pantry (UFP) relies on volunteers to accomplish its stated mission: *“The Urbandale Food Pantry is a collaborative community effort to reach out to our neighbors to provide food assistance with dignity and compassion.”*

### **Our volunteers need to be:**

- Reliable-work the shifts they are assigned
- Timely-arrive on time for the shift they are assigned
- Respectful-treat clients, other volunteers and staff with respect
- Polite-be courteous to clients and other volunteers
- Professional-act in a manner appropriate for a business setting
- Mindful of confidentiality-client data must be kept confidential at all times; personal data about volunteers and clients cannot be shared with others
- A team player-work and communicate with other volunteers to make the UFP operate as smoothly as possible
- Green- conserve our resources by making sure doors are closed; lights are turned off at the end of the day; recycle all that can be recycled and reuse paper bags that can be reused.

### **Non-discrimination policy:**

The UFP will not engage in discrimination or harassment against any person because of race, color, religion, sex, national origin, ancestry, age, order of protection order, genetic information, marital status, disability, sexual orientation, including gender identity, unfavorable discharge from the military or status as a protected veteran and will comply with all federal and state nondiscrimination, equal opportunity and affirmative action laws, orders and regulations.

### **Application:**

- Volunteers will be required to complete an application in order to be considered for work at the UFP.

### **Background Check:**

- All volunteers will be subject to a background check prior to being accepted as a volunteer. Criminal convictions relating to the work of the pantry, such as, but not limited to theft, crimes to other persons and forgery will disqualify applicants.

### **Underage Volunteers:**

- All volunteers must be 14 years old or supervised by a relative or responsible adult when they work at the UFP. The volunteers must comply with OSHA standards in regards to working conditions, for example working with box cutters.

### **Volunteer Training:**

- Volunteers will undergo training for the task that they have been assigned.
- Training will be done by matching a new volunteer with a seasoned volunteer in a mentoring program.
- Volunteers who have extended periods (months or years) between volunteer assignments will be given refresher training when assigned to a task.

### **Personal Consumption of Food:**

- While volunteering volunteers may only take food items from the UFP at the discretion of the Executive Director (ED).
- Volunteers may not set aside any food items for themselves unless expressly approved by the ED.
- Volunteers may receive DMARC food assistance but not during volunteer hours.
- Volunteers may not give items to a friend or relative who has not checked in at the front office.

**Transporting UFP Clients:**

- Volunteers are prohibited from transporting clients to and from the food pantry unless prior approval has been received from the ED.

**Food Delivery:**

- Volunteers may deliver food to clients' homes with the permission of the ED.

**Interaction with Clients:**

- Volunteers must not give money or any other personal gifts to a client.
- Volunteers should not assist clients in jump-starting vehicles, repairs, or towing.
- Volunteers should introduce themselves or others with a first name only.
- Volunteers should not discuss personal information with clients.

**Client Complaints or Abusive Clients:**

- Client complaints must be brought to the attention of the ED.
- If a client becomes loud or abusive, volunteers should cease all interaction with the client and immediately seek help from the ED.
- Policies for banning a client from the use of the UFP will adhere to any policy set forth by DMARC.
- The ED or the volunteer, if the ED is not available, may call 911 if necessary.

**Volunteer Grievance Procedure:**

- All conflicts or problems should be resolved between all parties when possible.
- If the conflict is not able to be resolved among the parties, then the volunteer should ask the ED for assistance.
- If the ED is a party to the conflict or is unable to resolve the conflict the volunteer should contact the president of the UFP's Board of Directors.

**Confidentiality:**

- Volunteers are responsible for maintaining the confidentiality of all proprietary, private, confidential or privileged information to which they are exposed while serving as volunteer, whether this information involves a single staff, volunteer, client or other person or involves overall UFP business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the agency or other corrective action.
- Confidential information shall include, but not be limited to, all proprietary information not known by, or generally available to, the public at large that concerns the business or affairs of the UFP and/or its affiliates (including, without limitation, donor lists, donor contact information, patrons or client lists, patron or client contact information, client files, vendor lists, executed contracts, source of suppliers, business arrangements, business plans and methods, and employee lists, salaries and benefits and any other documents or information marked "confidential" or "private" or so designated by the Executive Director of the UFP or so designated by any officer of the UFP or designated as private or confidential under any other UFP policy.)
- Each volunteer will hold all such confidential information in the strictest confidence, and not disclose, communicate or divulge the same to, or use the same for the direct or indirect benefit of any person or entity except as required in the performance of his/her duties and responsibilities; and, upon termination of his/her volunteering for any reason whatsoever, he/she will immediately return to the UFP all documents or other tangible records, and any and all copies thereof, within his/her possession, custody and control, containing or reflecting any confidential information.

**Suggestions:**

- Volunteers who have suggestions as to additional services should submit these to the ED.

**Evaluation of Volunteers:**

The UFP reserves the right to request at any time that a volunteer not return. Problems that may lead to dismissal include, but are not limited to:

- A breach of confidentiality
- Abuse of clients and/or fellow workers
- Dishonesty or unreliability

**Food Pantry Volunteer Responsibilities:**

Volunteers may be asked to do the following activities based on their ability:

- Assist clients in filling their food orders in accordance with a pre-determined list of items.
- Stock shelves as needed
- Carry bags to clients' cars
- Greet clients in a positive and receptive manner as they come into the Urbandale Food Pantry
- Monitor distribution of fresh produce (when available), miscellaneous items, and bread.
- If detecting a need, provide the client with a list of other services or refer them to the ED or other employees for further assistance.

**Delivery drivers:**

- DMARC: This volunteer will drive to the DMARC warehouse to pick up bulk foods and then deliver the food to the UFP. They must have a truck or large vehicle and be able to lift heavy loads.
- Iowa Food Bank: This volunteer will pick up items and deliver them to the UFP. They must have transportation and be able to lift heavy loads.
- Wal-Mart: This volunteer will drive to the Jordan Creek Wal-Mart to pick up items donated from the store. They must have transportation and be able to lift heavy loads.
- Panera Bread: This volunteer will drive to Panera Bread to pick up their day-end donation. This volunteer will deliver it to the UFP prior to the following day's operation; they may bag the bread before delivering to the UFP.
- Whole Foods: This volunteer will drive to Whole Foods on their assigned day to pick up items donated by the store and deliver the items to the UFP. Must have transportation and be able to lift heavy loads.
- Miscellaneous: Volunteer will pick up food or other donations at the request of the ED.

I have received and read a copy of the General Volunteer Policies and have the opportunity to ask questions about the policies as stated.

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Date

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Volunteer Signature

\_\_\_\_\_

Date

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Supervisor's Signature

Updated: 6/25/2015