

# 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-Let staff know if you are unable to make your shift so a sub can be assigned
- Respectful-treat clients, other volunteers and staff with respect
- 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 should not be shared with others
- A team player-work and communicate with other volunteers to make the UFP operate as smoothly as possible

## **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 by [protectmyministry.com](http://protectmyministry.com) 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 at least a freshman in high school or supervised by a relative or responsible adult when they work at the UFP. The volunteers must comply with OSHA standards in regard to working conditions, for example working with box cutters.

## **Volunteer Training:**

- Volunteers will undergo training for the task that they have been assigned.
- 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.

## **Interaction with Clients:**

- Volunteers must not give money or any other personal gifts to a client.
- Volunteers are prohibited from transporting clients to and from the food pantry unless prior approval has been received from the ED.

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

**Client Complaints or Abusive Clients:**

- Client complaints must be brought to the attention of the ED or Staff
- If a client becomes loud or abusive, volunteers should cease all interaction with the client and immediately seek help from the ED or Staff
- Policies for banning a client from the use of the UFP is under the discretion of the ED.

**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.

**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
- 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.

**Delivery / Food Rescue drivers:**

- Volunteers will pick up food or other donations from our community partners and deliver to the UFP. May be required to process their delivery on an as needed basis. Must be able to lift heavy loads

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

\_\_\_\_\_

Volunteer Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Supervisor's Signature

Updated: 2/19/2024

## Confidentiality Agreement

- 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.
- Volunteers must ask the ED before posting any pictures or information about the UFP to their private social media accounts.
- It is our preference that you do not acknowledge families that we serve in public unless they have acknowledged you first.

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

\_\_\_\_\_

Date

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Volunteer Signature

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Date

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Supervisor's Signature

Updated: 2/19/2024