

**THE DUBLIN FOOD
PANTRY
VOLUNTEER
HANDBOOK**



Dear Volunteers,

THE DUBLIN FOOD PANTRY depends on the kindness in your hearts, the strength in your hands, and your commitment to respond to the needs of others. Volunteers empower us to provide food and a welcoming environment for our customers. We are excited you are here, and we are grateful for your service.

This handbook is a guideline for our expectations of your work. In return, we are committed to providing you with a fulfilling volunteer experience.

If you see something that you do not understand, please ask about it. We want you to be informed, engaged, and confident in the work you do. It is our goal that families and individuals leave **THE DUBLIN FOOD PANTRY** feeling better than when they came in. This can only happen with your help.

Welcome, and thank you for joining us. We look forward to working with you.

Kind regards,

The Dublin Food Pantry Staff and Board of Directors

The Dublin Food Pantry

MISSION STATEMENT: The mission of **THE DUBLIN FOOD PANTRY** is to provide food, hygiene products, and other helpful resources to individuals and families within our community who are experiencing food insecurity and other life challenges. **THE DUBLIN FOOD PANTRY** is a nonprofit organization that has served the Dublin Community since 1976. The organization receives support from many businesses, individuals, and community service groups.

THE DUBLIN FOOD PANTRY has 2 paid staff members, the Executive Director and the Director of Operations. A Board of Directors is responsible for oversight of the organization.

THE DUBLIN FOOD PANTRY is a **CHOICE** Pantry, which allows families and individuals to choose the foods they want. There is no charge for the services we provide. In addition to providing food and other useful products, we try to connect our customers with any community information they may need, including referrals to other social service organizations.

CHOICE FOOD PANTRY: Residents living in the Dublin City School District or the City of Dublin may shop in the pantry two times each month. The first visit is for a three to five (3-5) day supply of food. For the second visit, customers are limited to fresh produce only. Customers who come to the pantry from outside of our service area will receive food one time only. For future assistance, they will be referred to a pantry that serves their home address.

VOLUNTEERING AT THE DUBLIN FOOD PANTRY

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are essential in the fight against hunger. Volunteers are a critical resource to **THE DUBLIN FOOD PANTRY** staff, board of directors, and participants. Volunteers should expect:

- to be given meaningful assignments,
- to be treated fairly,
- to receive effective supervision, and
- to receive recognition for their work.

In return, volunteers shall agree to:

- actively perform their duties to the best of their abilities, and
- remain loyal to the mission, goals, and procedures of **The Dublin Food Pantry**.

EQUAL OPPORTUNITY

THE DUBLIN FOOD PANTRY maintains a policy of equal volunteer opportunity. We recruit, interview, train, and dismiss volunteers on the basis of personal competence and performance without regard to race, religion, sex, sexual orientation, age, marital status, or disability.

VOLUNTEER PROCEDURES AND DEVELOPMENT

- **Interviewing and Screening:** Prospective volunteers can request specific positions with the understanding that certain positions require specific skills or advanced training. In addition, volunteers may be asked to staff a position that they did not choose in order to aid operations and service to customers.
- **Completing Liability Waiver:** All volunteers must complete and sign a liability waiver and provide an emergency contact prior to volunteering. Waivers for minors must include a parent or guardian signature.
- **Orientation and Training:** Volunteers will receive an orientation to include procedures relevant to their assigned tasks.
- **Supervision:** The Executive Director and the Director of Operations are responsible for the management and guidance of volunteer work and shall be available to the volunteer for consultation and assistance.
- **Feedback/Evaluation:** Volunteers may receive periodic evaluations to review their work and progress that may include an assessment of their performance and a discussion of any suggestions the volunteer may have for the pantry.
- **Volunteer Record Keeping System:** Volunteers need to sign in each time they volunteer.

VOLUNTEER CONDUCT

- **Standard of Conduct:** The impression volunteers make on those they serve and work with reflects directly on the staff, volunteers, and board members of **The Dublin Food Pantry**. All words and deeds should work to build our reputation for quality, kindness, respect, and compassion.
- **Absenteeism:** Volunteers should do their best to be present and on time for each event or activity to which they have committed. If volunteers know they will be late or absent they should email either jim@dublinfoodpantry.org or director@dublinfoodpantry.org as soon as possible, preferably at least 24 hours ahead.
- **Grievance Procedure:** If a volunteer has a grievance concerning their work environment, they should report it promptly to the Executive Director or the Board Chair. Every effort will be made to achieve a speedy and effective resolution, and all complaints will be treated and addressed without the volunteer experiencing retribution.
- **Media Contact:** Volunteers may not present themselves as a spokesperson or representative of **THE DUBLIN FOOD PANTRY** without prior approval of the Executive

Director or the Board Chair. Only the Executive Director, Director of Operations, and the Board Chair may serve as a spokesperson.

- **Alcohol and Drugs:** When participating in any activity at the food pantry, volunteers are prohibited from purchasing, transferring, using, or possessing illicit drugs, alcohol, or prescription drugs in any way that is illegal. Implementing this policy provides a drug and alcohol-free work environment in order to ensure a safe, healthy, and productive environment for all volunteers and employees. If this policy is violated, disciplinary action, up to and including termination, can result.
- **Dress Code:** Volunteers should wear clothing appropriate for their assignments and should maintain a neat and clean appearance. For their protection, volunteers should wear closed-toe shoes.
- **Cell Phone Usage:** If you need to use your phone, please do so in a way that it does not interfere with your ability to serve customers. If your role requires you to work directly with customers, please ask another volunteer or staff person to take over for you if you need to use your phone.
- **Conflict of Interest:** **THE DUBLIN FOOD PANTRY** abides by the board of directors' conflict of interest policy. While working on behalf of the pantry, no partisan information supporting or endorsing a political candidate or party is permitted.
- **Proselytizing:** **THE DUBLIN FOOD PANTRY** staff, volunteers, and customers hold various political, social, religious, and personal beliefs. Volunteers must be respectful of the views and opinions held by others they come in contact with while volunteering. Volunteers may not advocate or proselytize for a specific political, social, or religious belief while volunteering.
- **Workplace weapons policy:** To ensure a safe environment for employees and customers, the food pantry prohibits all persons who enter the pantry from carrying a firearm or weapon of any kind. This policy also prohibits weapons at sponsored functions. Possession of a valid concealed-carry weapon permit authorized by the State of Ohio or any other legislative body is not an exemption under this policy. The only exception will be police officers and security guards.
- **Smoking:** Smoking and other tobacco use is not allowed at the pantry.

SAFETY

Although the food pantry does its best to provide safe conditions for volunteers, the food pantry counts on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper usage of equipment. Volunteers should speak up if they have a safety concern and promptly report any equipment malfunctions or injuries to the Operations Director.

VOLUNTEER POSITIONS

Volunteer roles may include but are not limited to the following:

- **Volunteer Shift Leaders** help direct volunteers who carry out the daily operations of the pantry. This may include helping new volunteers become oriented, assigning tasks to volunteers, or responding to questions.
- **Registration Volunteers** sign families in for service when they arrive using cloud-based Pantry Trak database software.
- **Facilitators** assist customers while they shop for groceries and other items.
- **Donation Processors** sort and weigh food donations that come into the pantry.
- **Freight Handlers** unload trucks and other vehicles and store or stock incoming donations.
- **Stockers** make sure items are available for customers on shelves or in freezers and refrigerators.
- **Office Helpers** assist with clerical and administrative tasks.
- **Special Events Volunteers** assist with the planning and execution of special events, including fundraisers.

- **Transport Drivers** bring food donations from partner businesses to **THE DUBLIN FOOD PANTRY**.
 - Each partner business has a scheduled day and time for their donations to be picked up and procedures for drivers to follow while at the business location.
 - All Transport Drivers will wear a DFP Badge, drive their own vehicle to the partner business, and act as an ambassador for the Pantry.
 - Donations will be collected and loaded into the Driver's vehicle. After donations are collected, they will be brought back to the Pantry where they will be unloaded, weighed, recorded, and stored appropriately.
 - Some donations are heavier, and potential Volunteers will be advised of the need to be able to lift heavy boxes. In addition, some partner businesses donate in greater volume than others. A larger vehicle, such as a van or SUV, is necessary to service these businesses.

SCHEDULING

Many Volunteers help during a specific time slot. We also welcome individuals and groups that are looking for additional opportunities to serve. To request a specific date and time, email jim@dublinfoodpantry.org or director@dublinfoodpantry.org for assistance.

Civil Rights Training

Civil Rights Training is Required for Volunteers Who Assist with USDA/TEFAP (The Emergency Food Assistance Program)

Volunteers must read and sign the [Civil Rights Training](#).

Goals of civil rights:

- Provide fair and equal treatment of participants and benefit delivery.

Legal prohibitions:

- Discrimination is prohibited on the basis of race, color, national origin, age, sex, sexual orientation and disability in special nutrition programs funded by the USDA, Food and Nutrition Service. (The Food Stamp Program and Food Distribution Program on Indian Reservations also prohibits discrimination based on religion and political beliefs in addition to the bases listed above).

Types of Discrimination

- Disparate Treatment (intentional)
- Disparate Impact (neutral rule impacts disproportionately on a group)
- Reprisal/Retaliation (actions or statements against complainant or their family, associates or others involved in complaint process or exercising civil rights).

Exceptions

- Congress can establish a program that is intended for certain groups of people, and it is not discrimination to exclude those who do not meet eligibility requirements. For example, Congress can set age limits and this is not age discrimination or disability for those who do not meet the age limits.

When do civil rights rules apply?

- Civil rights rules apply any time there is Federal financial assistance. Federal financial assistance is receiving anything of value from the federal government – not just cash. It can include commodities, training, equipment, and other goods and services.

Special Circumstances

- Make sure to accommodate people with disabilities. Sites should be accessible to people with all types of disabilities (mobility, sight, hearing, other) or alternate means of service delivery should be advertised and provided.

- Provide other language assistance to persons with limited English proficiency who could not gain meaningful access to the program without other language assistance. LEP households must always have assistance provided. However, the level or type of assistance can vary based on circumstances.

Other requirements

- Treat all people with dignity and respect
- Display the USDA “And Justice for All...” non-discrimination poster in a place where it can be seen by all who visit the premises
- Include the USDA non-discrimination statement on all materials that mention USDA funded programs and make sure the statement is also on web sites that mention USDA funded programs.
- Conduct outreach to ensure that potentially eligible persons and households are aware of the program and have information on how to apply. Provide suggestions about how to make more people aware of the program and how to receive benefits.
- Maintain confidentiality. It is not appropriate to talk about who is receiving benefits and to make remarks about them. Never share information regardless of an expression of good intentions. Refer all requests for information to the Director of Operation, Board President, or Executive Director. The exception is any illegal or inappropriate behavior that should be reported to state or federal officials
- Collect racial/ethnic data (except TEFAP) and use it to target outreach and to assess participation. Keep individual data confidential. If people refuse to provide, you **must** code them based on perception.
- Cooperate with State and Federal reviewers. They are required to conduct periodic compliance reviews that help to ensure that program and civil rights rules are being obeyed.
- If there is non-compliance, correction of problems and voluntary compliance is sought. Failure to abide by civil rights rules can lead to loss of Federal financial assistance.
- Sexual harassment is prohibited. Do not engage in or tolerate unwanted or unwelcome sexual behavior including jokes, touching, requests for sexual favors, etc. Please report violations to the Director of Operations, Board President, or Executive Director and or state or federal officials as soon as possible.
- Advise people who allege discrimination how to file a complaint. They may write to:

USDA
Director
Office of Civil Rights

1400 Independence Ave., SW
Washington, D.C. 20250-9410

Or:

Call toll free: (800) 795-3272 or
(202) 720-6382 (TTY)

In the Midwest Region, they may also write to:

Regional Director
Civil Rights/EEO
77 W. Jackson Blvd. FL 20
Chicago, IL 60604-3591

Or

Call: (313) 353-3353

Almost all complaints are referred to the Chicago office for investigation and are actually investigated by staff from FNS field offices located in a State where the complaint originated.

- If conflict occurs, remain calm. Call for assistance immediately if you feel threatened. Consider mediation or a third party to help resolve the situation.
- Follow the platinum rule – treat people the way you would like to be treated (or be aware of what that is).

Anti-Harassment Policy

The policy of **THE DUBLIN FOOD PANTRY** forbids illegal discrimination, harassment or retaliation in the workplace. It is a violation of our policy for any customer, guest, vendor, visitor, staff, or board member to harass another or discriminate in word or action against an employee or applicant for employment on the basis of race, color, sex, national origin, religion, age, sexual orientation, physical or mental disability, or any other characteristic protected by applicable law. This policy prohibits the use in the workplace of language or actions which, by their nature or effect, degrade or insult a person, or any group of persons, on the basis of race, color, sex, national origin, religion, age, sexual orientation, physical or mental disability, or any other characteristic protected by law.

Harassment: This policy includes, but is not limited to, prohibition of sexual harassment, which is defined as unwelcome sexual advance, requests for sexual favors, and other verbal or physical conduct of a sexual nature, especially when the following conditions apply:

- Submission to conduct is either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual;
- Such conduct creates an intimidating, hostile, or offensive work environment which seriously affects the psychological well-being of the employee; and,
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance.

Reporting Procedure Employees or Volunteers believing that they have witnessed violations of this policy or that they are being subjected to conduct prohibited by this policy must report the conduct under this policy. Such report, if possible, should be made to the Executive Director, Board President, or Director of Operations. If the behavior being complained about is from the Executive Director the person should report to the Board President. If the behavior being complained about is from the Director of Operations, the person should report to the Executive Director. No other person is authorized to receive or deal with such matters or to act as the complaining person's spokesperson or representative.

Investigation and Corrective Action: **THE DUBLIN FOOD PANTRY** will promptly investigate any complaints brought under this policy. While the pantry cannot promise confidentiality, information provided in any complaint or subsequent investigation will be communicated only as necessary to promote the goals of this policy.

Whether sexual or other harassment has occurred can only be determined on a case-by-case basis after reviewing all of the circumstances. Those employees or individuals who are found to have violated this policy will be dealt with in relation to the seriousness of the offense, up to

and including dismissal or removal from the facilities, as appears appropriate under the circumstances.

The complaining employee or volunteer will be protected from retaliation as a result of any complaint brought in good faith under this policy. Complaints found to have been brought in bad faith, however, may lead to disciplinary action or a bar to further volunteer services.

Duties of Other Employees and Volunteers: Any employee or volunteer who becomes aware of any conduct which they believe is prohibited under this policy is to report same immediately to the Executive Director or Board President or Director of Operations. No employee or volunteer who becomes aware of any such conduct is to undertake any personal involvement beyond reporting it to one of those authorized to receive such reports. Each employee and volunteer also has a duty to completely and truthfully cooperate in any investigation under this policy. Failure to do so may lead to disciplinary action, discharge or a bar to further volunteer activities.

Release and Waiver of Liability for Volunteers

I, the undersigned volunteer (hereinafter, "Volunteer"), desire to work as a volunteer for Dublin Food Pantry and engage in activities related to being a volunteer (the "Activities"). The Volunteer does hereby freely, voluntarily, and without duress execute this Release and Waiver of Liability ("Release") under the following terms:

1. RELEASE AND WAIVER: Volunteer, for him/herself and his or her legal representatives, spouse, heirs and assigns, does hereby release and forever discharge and hold harmless Dublin Food Pantry and its officers, directors, trustees, employees, agents, insurers and representatives, successors and assigns, and their volunteers (collectively, "Releases") from any and all claims, damages, suits, liabilities, and other obligations (including attorneys' fees and costs), including without limitation, claims or damages for bodily injury, death, illness, or property damage, that are suffered or incurred by Volunteer, whether direct or indirect, known or unknown, fixed or contingent, liquidated or unliquidated, and/or foreseeable or unforeseeable, and that, in each case, relate to or occur as a result of, or arise in connection with, Volunteer's participation in the Activities, whether caused by the negligence of Releases or otherwise. Volunteer hereby waives, releases and discharges any such claims, damages, suits, liabilities and other obligations that Volunteer may now have or hereafter acquire in connection with Volunteer's participation in the Activities.

2. MEDICAL TREATMENT: Volunteer does hereby release and forever discharge Releases from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the Volunteer's Activities with Dublin Food Pantry. Volunteer authorizes Dublin Food Pantry to act, in its best judgment, on Volunteer's behalf in case of an emergency. Volunteer understands that volunteer is solely responsible for all costs related to any medical treatment and/or medical transportation which relates to or occurs as a result of, or arises in connection with, Volunteer's participation in the Activities.

3. ASSUMPTION OF THE RISK: The Volunteer understands that the Activities may include work that may be hazardous to the Volunteer, including, but not limited to, pantry setup and cleanup, loading and unloading of food or supplies, interacting with clients, operation of equipment or motor vehicles, and providing clerical support. Volunteer hereby expressly and specifically assumes the risk of injury or harm in the Activities and releases from all liability for injury, illness, death, or property damage resulting from the Activities.

4. VOLUNTARY SERVICE: Volunteer understands and acknowledges that he/she may decline any volunteer role or position at any time if he/she feels such role or position presents a risk to health or safety or for any other reason.

5. INSURANCE: Volunteer understands that **THE DUBLIN FOOD PANTRY** does not assume any responsibility for or obligations to provide financial assistance or other assistance, including

but not limited to medical, health, or disability insurance, in the event of injury, illness, death or property damage.

6. OTHER: Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Ohio, and that this Release shall be governed by and construed in accordance with the laws of the State of Ohio. Volunteer agrees that in the event any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable.

7. PHOTOGRAPHIC RELEASE: Volunteer does hereby grant and convey unto Dublin Food Pantry all right, title and interest in any and all photographic images and video or audio recordings made by Dublin Food Pantry during the Volunteer's Activities with Dublin Food Pantry, including, but not limited to, any donations, proceeds, or other benefits derived from such photographs or recordings.

This Waiver and Release shall bind the undersigned and the undersigned's heirs, personal representatives, executors, successors, and assigns and shall inure to the benefit of Dublin Food Pantry and other Releases.

THE UNDERSIGNED ACKNOWLEDGES THAT I HAVE READ AND UNDERSTOOD ALL OF THE TERMS OF THE *RELEASE AND WAIVER OF LIABILITY FOR VOLUNTEERS* AND THAT BY SIGNING THIS FORM I AM GIVING UP SUBSTANTIAL LEGAL RIGHTS AND REMEDIES, INCLUDING THE RIGHT TO SUE THE RELEASEES.

VOLUNTEER SIGNATURE FORM

This form must be signed and returned to THE DUBLIN FOOD PANTRY DIRECTOR OF OPERATIONS before beginning any volunteer activities.

I, _____

(Please print your name)

Have received a copy of THE DUBLIN FOOD PANTRY Volunteer Handbook and agree to follow the policies and procedures as listed in the handbook. I have read the Civil Rights Training for Volunteers and understand how to file a civil rights complaint.

Signature

Date