



Loaves & Fishes

NW Oklahoma

Volunteer Policies

Loaves & Fishes of Northwest Oklahoma, Inc.

Approved by the Board of Directors
On March 10th, 2016

Introduction

Mission Statement

Fighting Hunger . . . Feeding Hope through healthy food choices.

Values

Loaves & Fishes NWOK is feeding people in northwest Oklahoma and engaging our community in this effort. It is our goal to add dignity to our client's lives through the client choice pantry and improve their health by offering healthier food choices and nutrition education.

Volunteer Relations

At Loaves & Fishes NWOK we value our volunteers and uphold our mission by committing to adhere to three principles:

- I. Create an environment of dignity
- II. Respect volunteers and their time
- III. Train volunteers with the client in mind

Volunteers are essential to the mission and daily operations of Loaves & Fishes NWOK. A volunteer is anyone who, without compensation or the expectation of compensation, performs a task at the direction of and on behalf of the organization. All volunteers will be adequately prepared for tasks assigned to them. All volunteers can expect to receive orientation, training, supervision and feedback from qualified individuals, either staff members or designated volunteers trained by staff.

Equal opportunity Policy

Loaves & Fishes NWOK maintains an equal opportunity policy. We recruit, accept, train, promote and dismiss volunteers on the basis of personal competence and position performance, without regard to race creed, color, religion, sex, sexual orientation, age, marital status or handicap. Loaves & Fishes NWOK assigns volunteer positions based on qualifications and reserves the right to determine whether or not a potential volunteer is qualified to perform necessary tasks.

Volunteer Rights and Responsibilities

Volunteers are a valuable resource for the clients and staff of Loaves & Fishes NWOK. As such, volunteers are extended the right to be given meaningful assignments, be treated fairly, receive sufficient training and supervision, be involved in the mission of the organization and be recognized for their contributions. In return, Loaves & Fishes NWOK expects that all volunteers remain loyal to the mission of the organization by actively performing the tasks assigned, maintaining open communication with the organization for scheduling purposes and to discuss any concerns the volunteer may have, and treating all clients, staff and other volunteers with respect and dignity.

Volunteer Procedures

Volunteer Age Requirements

Loaves & Fishes NWOK welcomes volunteers of various ages and encourages diversity among our volunteer group. Volunteers interact directly with clients and handle sensitive information about these clients. A certain level of maturity is expected in dealing with these situations. With this in mind, Loaves & Fishes NWOK has instituted volunteer age requirements. Volunteers aged 16 and older may work in the pantry, warehouse or intake as determined by staff. Volunteers ages 13-15 must be accompanied by a parent, responsible adult or older sibling at all times and will work in the warehouse. If the volunteers are found to be mature enough to interact professionally with clients and other volunteers and maintain client confidentiality, they may be approved by Loaves & Fishes NWOK staff to work as shopper helpers in the pantry. Some exceptions may be made to allow mature volunteers younger than 13 who are accompanied by a responsible adult to work in the warehouse. All exceptions are at the discretion of Loaves & Fishes NWOK staff.

Application Form

Prospective volunteers will be asked to complete an appropriate application depending on the type of volunteering and the number of planned volunteer hours.

Screening

After applications are received, potential volunteers will be screened by staff. Background checks are conducted on volunteers prior to service to determine volunteer eligibility. If an applicant has a criminal history, their application will be thoroughly reviewed by staff and the decision to accept or deny that applicant and where that applicant is allowed to work will be determined on a case-by-case basis. Volunteers who have been convicted of a felony are not allowed on premises when workers from 4RKids are in the facility. When approved, volunteers will be scheduled for a specific position and shift depending on the qualifications of the volunteer and the needs of Loaves & Fishes NWOK.

Orientation and Training

Upon arrival for their scheduled shift, all volunteers will receive a general orientation to the facility and a more detailed training specific to their position. Trainings will be conducted by staff or qualified volunteers. Volunteer position descriptions will be kept on hand for each of the different areas volunteers can serve in. These descriptions include the tasks and responsibilities of the job along with volunteer qualifications for each position. Training procedures are also kept on-hand to ensure that training for volunteers is thorough and consistent.

The following training must be completed by every volunteer annually:

1. Food Bank Distribution Agreement Guidelines
2. Agreement to Receive USDA Commodities
3. TEFAP Civil Rights Training
4. Anti-Fraud Policy
5. And others as specified by Loaves & Fishes NWOK board and staff.

Volunteer Record Keeping

Applications, contact information, records of communication, and records of hours worked will be documented and kept on-hand for each volunteer. Volunteers are responsible for documenting their time of arrival and departure for each shift they work on the sign-in sheet. These sign-in sheets will be used to determine the number of hours each volunteer has contributed to Loaves & Fishes NWOK.

Volunteer Appreciation

Appreciation gifts are awarded every 25 hours of service with designated t-shirts given at different benchmarks.

Annual appreciation events as well as spontaneous activities throughout the year will be conducted to recognize the contributions of time and effort that volunteers make to Loaves & Fishes NWOK.

Volunteer Conduct

Standards of Conduct

Volunteers are the face of Loaves & Fishes NWOK and serve an invaluable role within the organization. As such, volunteers should treat all clients, fellow volunteers and staff members with respect, striving to create an environment that is dignifying for clients and enjoyable for volunteers and staff.

Absenteeism

Volunteers are asked to notify the designated staff person in charge of scheduling as soon as possible if they are going to be late or need to miss a scheduled shift for any reason. Should a volunteer be absent from 3 scheduled shifts in a row without notifying appropriate staff, that volunteer will be removed from the master schedule until further notice.

Grievance Procedure

Should a volunteer have a grievance concerning the work environment, other volunteers, clients or staff members at Loaves & Fishes NWOK they should report the issue to the executive director or volunteer coordinator promptly. Loaves & Fishes NWOK strives to provide a pleasant environment for all volunteers.

Media Conduct

Volunteers should be careful not to represent themselves as a spokesperson or representative for Loaves & Fishes NWOK under any circumstances without prior approval from the executive director and board president. Only the executive director and board president serve as spokes people for Loaves & Fishes NWOK.

Use of Volunteer Images

By signing the volunteer application volunteers give consent for their image to be used by Loaves & Fishes NWOK in various forms of media. If a volunteer does not want their image displayed or published they must indicate this on their application and inform Loaves & Fishes NWOK staff at the initiation of volunteer service.

Alcohol and Drug Policy

The purpose of this policy is to help ensure a safe, healthy, and productive work environment for all employees, volunteers, and clients of Loaves & Fishes NWOK; to protect Loaves & Fishes NWOK property and assets; and to ensure the efficient operation. Loaves & Fishes NWOK is committed to providing a safe and productive workplace free from the effects of substance abuse.

Loaves & Fishes NWOK will enforce the following rules uniformly with respect to all volunteers:

- A. Volunteers are prohibited from using or being under the influence of alcohol or illegal drugs during working hours.
- B. Volunteers are prohibited from manufacturing, selling, possessing, transferring, or purchasing illegal drugs on Loaves & Fishes NWOK property.
- C. No alcoholic beverage will be brought to or consumed on Loaves & Fishes NWOK premises without board approval.
- D. No prescription drug will be brought on Loaves & Fishes NWOK premises by any person other than the one for whom it is prescribed. Prescription drugs may be used only in the manner, combination, and quantity prescribed. All prescription drugs must be kept in their original container.

For purposes of this policy, an “illegal drug” is any drug or controlled substance the sale or consumption of which is illegal. A “prescription drug” is any substance prescribed for individual consumption by a licensed medical practitioner. “Alcohol” or “an alcoholic beverage” is any beverage that may be legally sold and consumed and has an alcoholic content in excess of 3% by volume.

Violation of any of the rules set forth above will result in volunteer dismissal and possible criminal prosecution.

Dress Code

Volunteers are asked to maintain a neat, well-kept appearance and advised to wear comfortable, close-toed shoes. Volunteers are the face of Loaves & Fishes NWOK and should remember that their appearance and conduct reflect directly on the organization.

Ride Policy

No volunteer is allowed to give a client a ride to or from the facility or to any location at any time. Loaves & Fishes NWOK is not responsible for any issues that arise or expenses incurred should a volunteer go against this policy. A volunteer who provides a client with a ride may be asked to terminate their service to Loaves & Fishes NWOK.

Confidentiality

Volunteers at Loaves & Fishes NWOK have access to sensitive, personal information regarding clients. Volunteers are asked to be respectful of client privacy and not discuss the details of a client's case or their information outside of Loaves & Fishes NWOK. Volunteers will also be required to sign a confidentiality agreement, located on the volunteer application form.

Safety and Liability

Safety

At Loaves & Fishes NWOK we do our best to maintain a safe environment for volunteers, but volunteers must be aware of their surroundings and are responsible for their personal safety and belongings. Volunteer lockers are provided for volunteers to store purses, coats, and any other valuables they bring with them. If a volunteer does not feel comfortable leaving their things in the lockers they can store their belongings in a designated staff office.

Volunteers should be aware that some positions involve heavy lifting and standing/walking for extended periods of time. Volunteers should not perform any task which is beyond their physical capacity, against medical advice or which they feel may cause them harm.

Volunteers working in the warehouse must pay special attention to safety guidelines, especially when operating machinery or lifting heavy items. Volunteers should not attempt to perform tasks beyond their physical capacity, against medical advice, or which they feel may cause them harm. No volunteer is allowed to operate machinery including, but not limited to, the warehouse forklift without proper training and certification.

Certificate of Ability

Any potential volunteer who indicates they are under the care of a physician for any physical or psychological ailment which may impede their ability to work or causes certain activities to pose a health hazard may be asked to present a certificate from their physician detailing their ability to perform given tasks. Any active volunteer who enters a course of treatment which may adversely impact their ability to work should consult with their physician and the volunteer coordinator to determine the best course of action regarding their volunteer service. Volunteers are ultimately responsible for their personal health and Loaves & Fishes NWOK cannot be held responsible if the activities of volunteering adversely impacts or aggravates the health of a volunteer with medical conditions.

Volunteer Events

Throughout the year, Loaves & Fishes NWOK will coordinate group volunteer events. These include regularly scheduled events such as Family Volunteering Days, Third Thursday Pantry Partners, Garden Work Days, as well as the Spring and Fall Food Drives. Other events can occur as scheduled by leadership staff. Volunteers for these events must be scheduled ahead of time by a designated Loaves & Fishes NWOK event coordinator. Volunteer applications are not required for these one-time volunteering event opportunities, however tracking the total number of volunteers and the hours contributed should be collected the day of each event. Children of all ages are welcome to participate in these events given they are accompanied by adequate adult supervision.

Please refer to the Food Drive Procedure Manual for more information on coordinating volunteers for the annual Spring and Fall Food Drive Events.