



## Volunteer Handbook

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# Volunteer Policies & Procedures

Individuals wishing to volunteer for Yolo Food Bank must agree to the following policies and procedures:

1. Yolo Food Bank reserves the right to refuse volunteer opportunities to any individual or group. Yolo Food Bank also reserves the right to terminate a volunteer.
2. We do not accept walk-in volunteers. All volunteers must sign up online for a scheduled shift at least two days prior to volunteering. If you do not have access to a computer, a Yolo Food Bank staff member will create an online profile for you and sign you up for a specific volunteer opportunity.
3. Yolo Food Bank volunteers receive no goods or monetary compensation for services rendered. Volunteers may not remove or take any donated items from Yolo Food Bank facilities.
4. Volunteers should confirm all scheduled shifts with the Volunteer Coordinator or their designated supervisor. Volunteers must contact the Volunteer Coordinator or their designated supervisor if they expect to be late or are unable to work their scheduled shift.
5. If volunteers are to take their lunch or break at Yolo Food Bank, please bring disposable items that are easy for cleaning up. There should be no residue leftover in any area.
6. Each volunteer is responsible for recording his/her own volunteer time. Volunteers must be honest about the time they check in and check out. Volunteer Sign-Ins are located at the front desk and in the warehouse.
7. Yolo Food Bank youth volunteers between the age of 10 and 15 must be accompanied by an adult at all times and/or be part of an organized group with adequate supervision. Youth volunteers between 16 and 18 must receive parental permission before volunteering at Yolo Food Bank.
8. Volunteers can receive food from a distribution program but the amount of food will be the same for all program participants. Volunteers are to receive food AFTER the distribution has ended. The Food Bank staff will be in charge of distributing food to each volunteer. **Volunteers may not set aside product for other volunteers or clients. No product is allowed to be pulled by volunteers once the distribution has started. ALL food should be available for clients to choose from first.**
9. If volunteering for a distribution, Volunteers must arrive at least 15 minutes before the distribution is set to start, stay until the distribution has ended and assist with clean-up.
10. Volunteers act as representatives of Yolo Food Bank and are expected to approach clients' needs with compassion, sensitivity and without judgement. See Guidelines of Sensitivity for additional information.

11. Volunteers are to hold the names and any personal information of Yolo Food Bank's clients' in the strictest confidence. Inappropriate use of confidential materials is sufficient grounds for immediate termination. See Confidentiality Agreement for Additional information.
12. Any questions regarding volunteer service may be addressed to the appropriate supervisor. If a volunteer feels uncomfortable doing so, questions or concerns may be addressed to the Volunteer Coordinator. All questions and/or concerns will be promptly investigated. If this does not generate a satisfactory response, volunteers have the option of expressing their concerns to the Director of Programs or the Executive Director.
13. Volunteers are required to sign in and sign out when volunteering. This information is used by Yolo Food Bank for statistical and fundraising purposes.
14. Volunteers are to wear appropriate attire when volunteering in all programs. Volunteers must wear closed-toe and closed-heel shoes when on-site for safety purposes.
15. Volunteers are to notify their supervisor if a change is to be made in their volunteer schedule. Volunteers must also notify their supervisor in the event they choose to resign from volunteer service at Yolo Food Bank.
16. Yolo Food Bank is committed to providing an environment free from harassment. Harassment of any kind, including harassment on the basis of sex, race, color, religion, gender, age, mental and/or physical disability, medical condition, national origin, marital status, veteran status, sexual orientation or other characteristic protected under federal or state law or local ordinance will not be tolerated at Yolo Food Bank.
17. Yolo Food Bank is not responsible for any lost, damaged, or stolen items. Yolo Food Bank recommends leaving personal or valuable items at home when volunteering.
18. No Volunteer may represent Yolo Food Bank to the media without prior consent.
19. Volunteers acknowledge that they are not acting as an employee of Yolo Food Bank. Volunteers understand that they have no legal claims for minimum wages, overtime, premiums, underemployment, compensation, worker's compensation, liability other provisions of law for Yolo Food Bank employees; rather, it is a volunteer's desire to help Yolo Food Bank accomplish its mission.
20. Volunteers accept personal responsibility for their actions and understand that failure to abide by these policies and procedures may result in termination of volunteer services.
21. As a volunteer, you are a representative of Yolo Food Bank and are expected to treat clients, staff and other volunteers with respect at all times. If a client or another volunteer is rude or upset, please notify a staff member and the issue will be addressed. *Swearing, offensive remarks and actions directed at clients, volunteers and staff will not be tolerated.*
22. Smoking is permitted in designated areas or at least 50 feet away from our facilities. If you smoke, please have a staff member direct you to designated smoking areas.
23. All volunteers are able to request a lunch break at any time and we encourage all volunteers to do so. If a volunteer is providing service for five hours, we ask that they

remember to take a 30 minute lunch break. However, if they are volunteering for less than six hours total, they can choose to not take a lunch break. Volunteers are asked to take 15-minute rest breaks for every four hours of volunteer service.

24. Volunteers are solely responsible for their own safety and well-being while volunteering at Yolo Food Bank or any event related to Yolo Food Bank. In the event that a volunteer is injured, the volunteer will hold harmless Yolo Food Bank, its parent corporations, its administrators, directors, executors, assigns and volunteers. Volunteers also agree to waive and release any and all right and claims for damages, which include any injuries incurred by the volunteer en route to and from any facility of Yolo Food Bank.

Taking the time to review the policies and procedures listed above and abiding by them during volunteer opportunities helps promote a safe and enjoyable environment for all volunteers at Yolo Food bank.

After you have read the Volunteer Policies and Procedures, please sign the agreement at the end of this handbook. Failure to sign the agreement will prevent an individual from volunteering at Yolo Food Bank.

## Court Mandated Volunteers

Individuals with felony or misdemeanor convictions are prohibited from volunteering in youth based programs at Yolo Food Bank. Individuals with criminal records involving **violence, abuse, and crimes against children, or assault, may not volunteer for Yolo Food Bank.** Exceptions to this policy may be made at the discretion of the Volunteer Coordinator.

Court mandated volunteers must:

1. Be appointed by a court in Yolo County
2. Complete an interview with the Volunteer Coordinator where you will show proof of your infraction (documentation from court, attorney, city or county)

\*Yolo Food Bank **is not** responsible for making opportunities for you to complete your hours. Our court mandated volunteer opportunities happen at specified times and days throughout the week and are filled on a first-come first-serve basis.

# Policy for Volunteer Working with Youth

- Individuals who are interested in volunteering in Kids Farmers Market where children are present must meet the following requirements:
  - Age 18+
  - Be interviewed by the Volunteer Coordinator
  - Complete a LiveScan background check (paid by Yolo Food Bank)

\*If you are a group looking to sign up to volunteer at a Kids Farmers Market, each group member **must** be supervised by an elementary school staff member **at all times**. Groups are not allowed to volunteer unless there is a school staff member on-site.

All of these policies are subject to change based on Yolo Food Bank's need. Yolo Food Bank may choose to relocate a volunteer to another program at any time. If you have any questions, please contact the Volunteer Coordinator.

# Photo Release

Yolo Food Bank occasionally captures photos of volunteers and staff onsite during volunteer hours to use for publications, outreach and fundraising. It is important to share that amazing work of our volunteers with supporters, potential volunteers and prospective clients.

As a volunteer, we ask that you agree to the following photo release guidelines;

- Give consent for and release photographs and/or videos taken of volunteers for the purpose of promotion or advertisement.
- Release Yolo Food Bank, its officers, directors and employees from any and all liability arising from the use of a volunteers' photographic image and or/volunteer's name.
- Volunteers under the age of 18 must have approval from their legal guardians to release their photo.

Taking the time to review the guidelines listed above and agreeing to uphold them helps volunteers share the amazing work accomplished at Yolo Food Bank with the rest of our community.

After you have read the photo release information, please sign the agreement on the back of your volunteer application.

If you do not agree to the photo release, please cross out the corresponding bullet point on your volunteer application and initial. You may still volunteer, however, in the event that photos are being taken, we ask that you alert staff that you would not like your photo used.

# Confidentiality and Reporting Policy

**Confidentiality:** Yolo Food Bank maintains a policy of honoring every client, volunteer and donor's right to privacy and confidentiality of their records. In an effort to achieve confidentiality, records are kept electronically and additionally in locked files. These records cannot be removed from the office area unless they are signed out by authorized personnel or a specific purpose. Information is shared on a need-to-know basis, only with appropriate staff, consultants and other authorized professionals. Confidential information may include, but is not limited to:

- Client's name, address, phone number, birth date, etc.
- Donor's address, giving history, address, e-mail, etc.
- Volunteer's birth date, volunteer schedule, phone number, e-mail, etc.

Volunteers do not have the right to share this information with individuals other than staff who need the information for records or resource and referral purposes.

Confidential information may be used in the following ways:

- For Yolo Food Bank staff to communicate with individuals.
- For needs assessment
- To share clients' stories with supporters
- To work cooperatively, on clients' behalf, with other agencies for resource and referral purposes.

Volunteers may share their experiences, ideas, and general information about situation that take place at Yolo Food Bank with individuals outside of Yolo Food Bank, but understand clients' names and contact information must be kept confidential and not discussed.

If any of the following situations occur, volunteers in any program agree to immediately report this information to appropriate Yolo Food Bank staff member.

- If there is reason to believe a client has done harm to a child (child abuse).
- If there is reason to believe a client has done harm to a dependent adult (elder abuse).
- If there is reason to believe a client may cause harm to themselves or someone else.

Taking the time to review the policy listed above and upholding our confidentiality and reporting policy helps promote a safe environment for all individuals receiving services at Yolo Food Bank.

After you have read the Confidentiality and reporting Policy, please sign the agreement on the back of your volunteer application.

Thank you for keeping Yolo Food Bank clients' information confidential.

# Guidelines of Sensitivity

Yolo Food Bank maintains a policy of respecting clients and their situations, serving them in a nonbiased and sensitive manner. All of our clients face some form of hardship and/or crisis and we are in a position to help them overcome these hardships.

As a volunteer, we ask that you abide by the following guidelines:

- Keep an open mind and refrain from judgement
- Make an effort to be conscious and aware of your verbal, physical and facial expression
- Treat clients the same way that you would want to be treated
- Help maintain a nonbiased, helpful and supportive environment for people of need
- Treat clients with respect.
- Refrain from using harsh, vulgar or offensive language.

Taking the time to review the guidelines listed above and upholding our sensitivity policy helps promote a safe and welcoming environment for all individuals receiving at Yolo Food Bank.

After you have read the Guidelines of Sensitivity, please sign the agreement on the back of your volunteer application.

Thank you for showing sensitivity towards individuals who visit Yolo Food Bank.

## YOLO FOOD BANK'S COMMITMENT TO YOU

Yolo Food Bank recognizes that our volunteers are the lifeblood of our organization. We are not able to end hunger and malnutrition in Yolo County without the unselfishness of our volunteers. Our volunteers provide time, talent, and treasures that allow our organization to better serve the community.

Yolo Food Bank is committed to ensuring you have a safe, supportive and fulfilling volunteer experience. All Yolo Food Bank staff, volunteers and other agents are here to guide you through every volunteer task. Yolo Food Bank is dedicated to finding the right volunteer opportunity for you. We are committed to actively recruiting volunteers that reflect the cultural diversity and needs of our community.



# VOLUNTEER INFORMATION

**Contact Information:**

Please print clearly

Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Occupation: \_\_\_\_\_

How did you hear about Yolo Food Bank? : \_\_\_\_\_

**Availability (Check and circle all that apply):**

<p><input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Weekends*</p> <p><input type="checkbox"/> Mornings (8am-12pm) <input type="checkbox"/> Afternoons (12pm-5pm) <input type="checkbox"/> Evenings (5pm on)** If availability is very specific please write in below:</p> <p>_____</p> <p>Are you available to work in: <input type="checkbox"/> Woodland <input type="checkbox"/> Davis <input type="checkbox"/> West Sacramento <input type="checkbox"/> Other: _____</p> <p>*Opportunities are M-F unless otherwise indicated – ask for Weekend schedule ** Opportunities are 8am-5pm unless otherwise indicated</p>
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**Type of Volunteer (Check one):**

One-time  On-going  Community service requirement  On-call  Intern

Do you need to complete a certain number of hours?  Yes  No

If so, how many? \_\_\_\_\_

Are you completing community service hours for court?  Yes  No

**\*If you are completing court ordered community service hours, please show proof of your court order. In order to volunteer, the hours must be ordered by a court in Yolo County.**

**Emergency Contact**

<p>Name: _____ Relationship: _____</p> <p>Phone: _____ Alt. Phone: _____</p>
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**Please initial each policy/procedure and sign below to acknowledge the following:**

- 1. \_\_\_\_ I understand and agree to the Volunteer Policies & Procedures.**
- 2. \_\_\_\_ I understand and agree to the Policy for Working with Youth.**
- 3. \_\_\_\_ I understand and agree to the Guidelines of Sensitivity.**
- 4. \_\_\_\_ I understand and agree to the Confidentiality & Report Policy.**
- 5. \_\_\_\_ I understand and agree to the Photo Release Form.**

\_\_\_\_\_  
Signature of volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent or Guardian of Volunteer  
(If Under 18 Years Old)

\_\_\_\_\_  
Date