



# VOLUNTEER HANDBOOK

Dated August 30, 2016

*"Because when you're hungry, nothing else matters."*

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## 1. Overview of Organization

Welcome to Volunteering at Fallbrook Food Pantry (FFP). Our volunteers are important to us and we value your contribution. Volunteers have been involved with our organization since it began in 1991 and have been pivotal in the success of FFP. We couldn't do it without you! Your time is appreciated and we encourage you to discuss any ideas or concerns you have with us.

This handbook serves as a guide; it contains useful information that will assist you in your role at FFP. The content is based on best practices, however should you require further explanation please discuss it with our Executive Director.

We hope you will enjoy your time with us; we aim to make your experience fun and will invite you to regular social occasions. Our workplace offers you flexible volunteer hours and a volunteer role that you will find enjoyable.

Thank you for joining us!

## Mission Statement

Fallbrook Food Pantry's Mission Statement is:

- to aid those in the community in need of food
- to refer those in need of shelter and medical care to appropriate agencies

## Board of Directors

### Executive Board

Barbara McLean, President  
Dale Mitchell, President-Elect  
Vi Dupre, Treasurer  
Catherine Sousa, Secretary  
Young Milton, Past President

### Board Members

Frank Russell, Arnie Willcuts,  
Jean Dooley, Peter Frederiksen, Onelia Lopez,  
Ron Stebner, Marty Warner, Cathy Monroe  
Mike Bongorz-Ambassador

### Staff

Jennifer Vetch, Executive Director

## 2. Volunteer Requirements

Fallbrook Food Pantry feeds, on average, 125 families per day or 625 families per week. We rely on our volunteers to inspect, sort, and package food for distribution every day. Our volunteers include individuals, families, senior citizens, corporate groups, religious organizations, school groups, and many others who help us feed the hungry in Fallbrook, Bonsall, De Luz, Rainbow and Pala.

There are no constraining time commitments on your part. You may volunteer one time, on a regular or irregular basis. Each shift lasts about three hours and involves a variety of projects and tasks.

You do not need any special training to volunteer, however, prior to beginning your first volunteer activity, the Executive Director or another designated volunteer will give you a general orientation about FFP. Then, depending upon what area you are asked to work, you will be given more detailed coaching on what to do and how to do it.

The minimum age to volunteer is ten years old. For the safety of volunteers ages 10-15, special arrangements must be made for volunteer opportunities outside of regularly scheduled distribution hours. For groups of children there must be one adult present for every ten children. All minors 16 and under must be accompanied by an adult.

We welcome middle and high school students to complete any school required service hours, but we would like to remind every volunteer that it is their responsibility to plan and schedule their visit well in advance, since registration is on a first-come, first-served basis.

Guidelines for **Court Mandated Service Hours (CMSH)**-- FFP accepts court mandated service hours, but a volunteer with ONLY misdemeanor offenses will be considered eligible. Each candidate fulfilling their CMSH must interview with the Executive Director and provide any additional documentation requested. FFP reserves the right to deny an application.

### ***Mandatory Volunteer Documents***

All volunteers MUST

- Fill out Volunteer Registration Form, page 12
- Agree to and Sign Fallbrook Food Pantry Volunteer Agreement, page 13
- Agree to and Sign Fallbrook Food Pantry Volunteer Waiver, page 14.

### **3. Volunteer Opportunities**

#### ***WEEKLY FOOD DISTRIBUTION***

Qualified clients are given food packages once per week. Menu items change weekly and are based on our available donations. Keeping a balanced diet in mind, menus are created with the intention of lasting 5 meals, or 2½ days. Fresh produce, bread, and dairy items that have been donated from local grocery stores are included when available. Produce including citrus and avocados that are donated from local growers in the community are also available seasonally.

#### ***EMERGENCY FOOD ASSISTANCE PROGRAM (EFAP)***

We are a point of distribution for governmental commodities which are delivered to FFP from the San Diego Food Bank the Thursday prior to distribution. The food items are then packaged and distributed the 3<sup>rd</sup> full week of each month during normal business hours Monday thru Friday. Volunteers commonly refer to this program as Commodities.

#### ***EMERGENCY FOOD ASSISTANCE PROGRAM (EFAP)-SENIORS***

The EFAP program is offered during extended hours to our seniors Wednesday afternoons of the scheduled distribution week from 1:00-3:00pm. Volunteers refer to this program as Senior Commodities.

#### ***SENIOR FOOD PROGRAM***

The Senior Food Program is a USDA program which works to improve the health of low-income seniors 60 years of age and older by supplementing their diets with nutritious foods. The San Diego Food Bank packs and distributes 30-pound food boxes at 45 locations throughout San Diego County. Fallbrook Food Pantry serves as a distribution site generally the last Monday of each month. Boxes contain canned and packaged food including vegetables, fruit juice, pasta, milk, cheese, cereal, canned meat, and a non-meat protein. Volunteers refer to this program as Brown Box.

#### ***MONTHLY NEIGHBORHOOD DISTRIBUTION***

Fresh vegetables and fruits are distributed in collaboration with the San Diego Food Bank to anyone in the community who participates. It is scheduled for the last Wednesday of each month from 8:30am to 10:00am at the LifePointe Church parking lot, corner of West Hawthorne Street and North Pico Avenue, 1 block from the Fallbrook Library. The Pantry is closed that day.

#### ***BABY BOX PROGRAM***

Newborns are gifted a box donated by a volunteer. It is filled with baby necessities: blanket, clothes, hat, booties, etc.

### 3. Volunteer Opportunities (Continued)

#### ***BROTHER BENNO'S "Working Together for a Brighter Future"***

Fallbrook Food Pantry is working with Brother Benno's to help provide groceries to the local churches who distribute to those in their congregation in need of food.

#### ***HOMEBOUND DELIVERIES***

A few of our senior clients are homebound and cannot come to the Pantry to pick up food. Home delivery is available on a case-by-case basis.

#### ***ADOPT-A-FAMILY***

At Christmas time we pair groups or individuals who have sufficient resources with a family in need for a holiday meal as well as a gift for each child, or member, of the family.

#### ***SPECIAL EVENTS***

Our fun filled events bring the community together to raise much needed funds to help feed those in need:

- Thanksgiving 5k Walk/Run to Feed the Hungry.
- Benefit Concert
- Fashion Show
- Golf Tournament

## 4. Volunteer Rights, Responsibilities & Principles

As a volunteer you have the right:

- to work in a healthy and safe environment
- to be given accurate and truthful information about the organization for which you are working
- to be given a copy of Fallbrook Food Pantry volunteer policy and any other policy that affects your work
- to be provided with orientation to the organization
- to have your confidential and personal information kept private
- to be provided with sufficient training to do your job

Principles of Volunteering:

- Volunteering benefits the community and the volunteer
- Volunteer work is unpaid or compensated in any manner
- Volunteering is always a matter of choice
- Volunteering is a way in which citizens can participate in the activities of their community
- Volunteering is a vehicle for individuals or groups to address human, environmental and social needs
- Volunteering is an activity performed in the not for profit sector
- Volunteering is not a substitute for paid work
- Volunteering respects the rights, dignity and culture of others

Volunteers are expected to be responsible and accountable for the donations received from the community. Because the food is donated specifically to help feed the clients, FFP volunteers must ensure that these donations go only to the clients.

### **Equal Volunteering Opportunity**

FFP provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon one's ability to perform the job, as well as one's dedication to FFP's Mission and needs.

### **Gifts, Tips, Soliciting**

Do not accept any tips or gifts from clients. We do not want to create an atmosphere where our clients feel obligated to reward FFP staff and volunteers for their assistance. Promoting or soliciting your own business enterprise, political agenda or religious beliefs while volunteering with us is not permitted. Any posting to the Bulletin Board needs to be approved by the Executive Director.

## 4. Volunteer Rights, Responsibilities & Principles (Continued)

### **Expense Reimbursement**

You must have the Executive Director's authorization prior to incurring an expense on behalf of FFP. To be reimbursed for all authorized expenses, you must submit the original receipts.

### **Feedback**

If at any time you would like to share your thoughts, regarding your experience, do not hesitate to speak with the Executive Director. Usually, there are members of the Board available at various times throughout the day/week. We encourage you to talk to them. A Suggestion Box is also available at the Volunteer Sign-In area.

### **Parking**

FFP does not assume any liability for loss or damages your car may sustain while parked in the parking lot.

## 5. Code of Ethics

1. There should be proper and authorized use of FFP's equipment, time and property.
2. Removal of FFP property from the premises without permission is not permitted.
3. All safety rules must be adhered to at all times.
4. Safety equipment must be used at all appropriate times.
5. Volunteers will treat guests, clients, staff and other volunteers with respect at all times.
6. Threatening, aggressive or violent behaviour or language is not permitted and may lead to dismissal.
7. Discriminatory behaviour and language is not permitted.
8. Harassment of individuals, whether sexual or otherwise, is not permitted.
9. Bullying of individuals, in any form, is not permitted.
10. Behaviour or actions that would in any way jeopardize the safety or well-being of other volunteers is not permitted.
11. Unauthorized disclosure of confidential information concerning the work of FFP or its volunteers is not permitted.
12. Gambling on FFP premises is not permitted.
13. Smoking on FFP premises is not permitted.
14. Volunteers will dress in a manner suitable for the workplace to include closed toed shoes.

### **Attendance**

We require that you respect our time, as we will respect yours, by being punctual. If you are running late or need to cancel please give our office a call as far ahead of time as possible. Our phone number is 760-728-7608.

### **Confidentiality**

We require that you do not disclose confidential information regarding FFP to any other party without prior permission from the Board of Directors.

### **Drugs & Alcohol**

FFP is a substance-free environment; please respect this policy at all times. We ask that you please refrain from consuming alcohol or using other substances at FFP Events, including fundraisers and outreach programs. You may be asked to leave the event should this policy be broken.

## 6. Volunteer Drivers

Volunteers are required to observe all traffic laws. If failure to comply results in fines or other penalty, these are the responsibility of the staff member concerned and must be reported to the Executive Director. Smoking is not permitted in the FFP vehicle. Pets are not permitted in the FFP vehicle. Excluding an emergency, drivers other than FFP staff or approved volunteers are not permitted to drive the FFP vehicle. Volunteer drivers must supply a copy of their driving license first to be submitted to our insurance carrier.

### **Fuel**

The FFP vehicle uses unleaded fuel and it is expected that the fuel gauge will show that the vehicle is more than a quarter full at all times. In the event the fuel is running low, the volunteer is asked to use his own card and the purchase will be reimbursed upon presentation of the receipt.

### **Passengers**

Volunteer safety is of paramount importance to FFP, therefore, providing transport for passengers not associated with the organization's business is prohibited. Volunteers should also refuse to provide transport to persons associated with the organization's business who are intoxicated, under the influence of a prohibited substance, or wanting transport to a location not identified in the volunteer's work related itinerary. A volunteer has the right to refuse transport requests outside those stipulated above should they have concerns regarding personal safety.

### **Work Travel**

Volunteers must ensure that the vehicle and safety equipment are in good working order prior to commencing road travel required as a part of their work duties. Volunteers must ensure the tires, including the spare tire and tire-changing equipment, are serviceable and that oil, water and fuel levels are sufficient prior to travelling.

### **Off Road Travel**

In the interests of personal safety, volunteers are not permitted to take FFP vehicle on gravel or dirt roads without the prior approval of the Executive Director.

### **Vehicle Traffic Incident**

A copy of the **Traffic Incident Checklist** (page 16) can be found in the vehicle's glove box compartment. In the event of a traffic incident, please fill this out and give it to the Executive Director.

### **Vehicle Defects**

Any vehicle with operational faults must be reported to the Executive Director to enable defects to be repaired.

## 6. Volunteer Drivers (Continued)

### **Damage or Loss of Vehicles**

In the event of an accident or loss of a vehicle the driver will comply with all legal and insurance requirements. The driver should immediately obtain particulars of the other parties involved; notify law enforcement of the accident; and inform the Executive Director. The Executive Director will ensure that appropriate action is taken to enable the insurance claim to be processed or the vehicle to be repaired.

### **Personal Vehicle**

When using your personal vehicle for FFP's donations pick up, please provide the Executive Director with a copy of your auto insurance. For the safety of your pets we ask that you leave them at home.



## Volunteer Registration Form

Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone No. \_\_\_\_\_ Cell \_\_\_\_\_

Email \_\_\_\_\_

Birth Date \_\_\_\_\_

Past occupation if retired \_\_\_\_\_

Is this a required Community Service? \_\_\_yes \_\_\_no

Interested Hobbies, Talents, Travels, Etc. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

How did you hear about this volunteer opportunity?

\_\_\_\_\_

### **PREFERRED VOLUNTEER ACTIVITY (Please Check)**

\_\_\_ BAGGING AND BOXING FOOD

\_\_\_ DRIVER TO PICK UP FOOD (Large Vehicle Helpful)

\_\_\_ UNLOAD FOOD DELIVERY (Able to lift at least 50lbs.)

\_\_\_ NEIGHBORHOOD DISTRIBUTION \_\_\_ SPECIAL EVENTS

\_\_\_ DATA ENTRY \_\_\_ RECEPTIONIST \_\_\_ OFFICE AIDE

\_\_\_ GRANT WRITER \_\_\_ OTHER

NOTES \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



## Volunteer Agreement

Name of Volunteer \_\_\_\_\_  
Print Name

I have read and agree to uphold:

1. Volunteer Rights, Responsibilities & Principles, pages 7-8
2. Code of Ethics, page 9

*Misconduct will include breaches of any FFP policies which warrant disciplinary action up to and including Termination. Examples of misconduct include:*

- *Theft of property, donated food or funds from FFP*
- *Willful damage to FFP's property*
- *Intoxication through alcohol or other prohibited substance*
- *Verbal or physical harassment of any other employee, volunteer, Board Member or any other person*
- *Disclosure of confidential information regarding FFP to any other party without prior permission from the Board of Directors*
- *Falsification of any of FFP's records for personal gain or on behalf of any other employee/volunteer*
- *Being convicted of a criminal offense*
- *Slander against the FFP.*

In return, Fallbrook Food Pantry:

1. Will embrace FFP's Mission.
2. Will ensure you have the training and necessary tools to do your work.
3. Will honor and recognize your Volunteer service and commitment.
4. Will encourage open and honest feedback at all times.
5. Will provide reimbursements for all authorized Volunteer expenses.
6. Will ensure a safe, clean, and volunteer-friendly environment.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director Signature



## Volunteer Waiver

1. As a volunteer of Fallbrook Food Pantry, I hereby agree to hold harmless and waive any and all claims or causes of action against the FFP arising out of any cause whatsoever, including but not limited to claims arising out of negligence or intentional conduct of its volunteers or agents.
2. I attest that I am physically fit and prepared to perform the tasks assigned to me as a FFP volunteer. (Let us know if you have a disability and we will try to find an appropriate task for you.)
3. I further agree to use my personal insurance as the primary provider in the event of injury due to my work as a volunteer for the FFP.
4. I shall not operate a personal vehicle for volunteer activities unless I have at least the minimum amount of liability insurance required by California law.
5. The Fallbrook Food Pantry is not responsible for loss or damage to volunteer's personal property.
6. I also grant the Fallbrook Food Pantry full permission to use photographs of me for publicity and promotional purposes.
7. As a volunteer I do not expect to be compensated.

***I have read, understand and agree to the above Fallbrook Food Pantry policies, safety and emergency procedures, and waivers:***

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
If under 18, signature of parent or legal guardian is required

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Relationship



## **Grievance Policy**

A grievance is a real or perceived cause for complaint. You may have a grievance about how you have been treated by another volunteer or staff member.

FFP recognizes that open communication and feedback are essential elements of a satisfying and productive work environment.

Every effort will be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance. Volunteers are assured they will not be disadvantaged by the use of such procedures whether decisions are found for or against their grievance.

All formal avenues for handling grievances will be fully documented and the Volunteer's wishes will be taken into account. All complaints and questions will receive thoughtful consideration in a timely manner and will be discussed with the individual who raises them. Discussions held are confidential.

Volunteers at any time have the right to withdraw their grievance. It is required to be a signed and dated request and given to the Executive Director.

### **Grievance Procedure**

#### **Step 1**

The aggrieved volunteer is encouraged to explore the problem/situation directly with the person(s) involved; clearly outlining what he/she feels should be done to alleviate the situation.

#### **Step 2**

If this is not an option for you, discuss the matter directly with the Executive Director.

#### **Step 3**

The parties involved will be asked to comply with the best solution that has been identified by all involved. All information will be kept in the strictest confidence.



## Accident Checklist ✓

**Complete and submit a copy to the Executive Director**

Name of Injured \_\_\_\_\_

Male/Female \_\_\_\_ Age \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Cell \_\_\_\_\_

Work Status of injured (Volunteer, Client, Guest, etc.) \_\_\_\_\_

Incident Date \_\_\_\_\_ Time \_\_\_\_\_

Location of Incident \_\_\_\_\_

Nature of Injury & Part of Body \_\_\_\_\_

Describe How the Incident Occurred \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Witness Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Statement \_\_\_\_\_

\_\_\_\_\_

Witness Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Statement \_\_\_\_\_

\_\_\_\_\_

Who Administered First aid?

Name \_\_\_\_\_ Phone \_\_\_\_\_

Professional Medical Treatment Given? \_\_\_\_\_

Name of Medical Provider \_\_\_\_\_

Was 911 called? • Yes • No

If Yes, by whom: \_\_\_\_\_ Phone \_\_\_\_\_



## Traffic Incident Checklist ✓

**Complete and submit a copy to the Executive Director**

Incident Date \_\_\_\_\_ Time \_\_\_\_\_

Location of Incident \_\_\_\_\_

\_\_ Obtain the other Driver's Name \_\_\_\_\_

Address \_\_\_\_\_

Phone number \_\_\_\_\_

Insurance provider \_\_\_\_\_

Phone number \_\_\_\_\_

\_\_ Note their Car Make \_\_\_\_\_ Model \_\_\_\_\_ Year \_\_\_\_\_

License Plate # \_\_\_\_\_

\_\_ Note damages \_\_\_\_\_

\_\_ Note injuries \_\_\_\_\_

**\_\_ Alert FFP Executive Director at 760-728-7608.**

Describe the Incident \_\_\_\_\_

\_\_\_\_\_

Witness Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Statement \_\_\_\_\_

\_\_\_\_\_

Witness Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Statement \_\_\_\_\_

\_\_\_\_\_

Who Administered First aid?

Name \_\_\_\_\_ Phone \_\_\_\_\_

Professional Medical Treatment Given? \_\_\_\_\_

Name of Medical Provider \_\_\_\_\_

Your Contact Info: Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Cell \_\_\_\_\_