

LCOC



Lubec Community Outreach Center

Working together for each other

Lubec Community Food Pantry
Volunteer Information Handbook

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Thank you for volunteering with the Lubec Community Food Pantry.

Our food pantry could not operate without committed volunteers. Volunteers have donated hundreds of hours every year and play a key role in helping us fulfill our mission. As we continue to grow and evolve, it is important that we continue to promote a favorable and lasting impression of the Lubec Community Outreach Center in the minds of everyone with whom we interact, including, clients, donors, media, other volunteers, and the general community. Our volunteers are important to us and we ask for your help in creating a safe and meaningful volunteer experience. With that, we ask all volunteers to review and acknowledge our organization policies and processes. We appreciate your service.

About the handbook

This handbook is designed to introduce you to the Lubec Community Outreach Center and to provide a basic overview of the policies and procedures that provide all of us with guidance and direction. As a volunteer staff member, you are provided with a safe work environment, necessary job training, supervision, and recognition. In return, we expect you to honor your commitment to the team, respect other staff members, and perform your assigned duties to the best of your abilities.

If you have any questions or need any clarification of the information contained in this handbook, please contact Cathy Arrington, the Lubec Community Outreach Center Executive Director.

Who We Are

Lubec Community Food Pantry offers food assistance at no cost to any area resident in need. Every second Wednesday, our team of volunteers work together to unload the truck delivery and stock the pantry's shelves. Food pantry hours are every third Wednesday of every month from 1-4pm.

We are a small facility with a big responsibility. Thanks to the donations of time, food, and money from community members, we can provide food to many each month.

Our Vision

The Lubec Community Food Pantry is a model for *community feeding community* by nourishing our residents and enabling additional resources. We strive to create opportunities for everyone in the community.

Our Mission

The mission of the Lubec Community Food Pantry is to provide the community with healthy, nutritious food at no cost to the residents of Lubec, while treating our clients with the highest level of dignity and respect.

Guiding Values

Compassion:

- We value the dignity and intrinsic worth of each person we encounter. We are committed to treating each individual fairly and with dignity and respect.
- We seek to enhance clients' capacity and opportunity to address their own needs while also meeting their needs to support their well-being.
- We value and protect our clients' privacy and ensure a safe environment for our clients.
- We honor our clients' dignity by offering usable, nutritious food and distributing it in a convenient and equitable manner.

Resourcefulness:

- We bring our full resources to bear on the problem of hunger and collaborate with other agencies to best serve our clients.
- We are committed to providing quality, healthy food in the most cost-effective manner.
- We will be well managed, sustainable and a good steward of resources.
- We will ensure we have the expertise to be effective; we are committed to learning and growing.

Community-Centered:

- We are committed to act responsibly toward the community in which we work and for the benefit of the community we serve.
- We are committed to be responsible, transparent and accountable for all our actions. We are committed to act honestly, truthfully and with integrity in all our transactions and dealings.
- We are "community driven" with neighbors working together to raise resources and awareness to meet our clients' needs.
- We honor and appreciate the contributions of our donors and volunteers. We treat each person in a caring and respectful fashion, mindful of individual differences and diversity.
- We value and respect the volunteer spirit and the people who give tirelessly of their time, talent and resources to help others.

Standard of Appearance

Dress appropriately for your duties. For instance, unloading the food truck and stocking shelves would require durable, comfortable clothing. Clothes cannot be torn, dirty, contain offensive graphics or words, and may not be too revealing. No open-toe shoes in the pantry or kitchen area.

Ending Volunteer Service

You may end your service at any time, but we would request you inform the Executive Director of your departure ideally two weeks prior to you leaving.

Disciplinary Procedures

The following guidelines may be used in some instances at the sole discretion of the Lubec Community Outreach Center:

Step 1: Oral warning with documentation in the volunteer file

Step 2: Written warning to individual and copy to volunteer file

Step 3: Dismissal

These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering with the Lubec Community Outreach Center is "at-will."

Dismissal

Dismissal of a volunteer may occur if a volunteer is unreliable, irresponsible, disruptive, shows inappropriate behavior, or fails to comply with the policies and procedures of the Lubec Community Outreach Center.

Confidentiality Agreement

All children, family, and staff information will be kept confidential. Do not discuss any community member with people outside of the program staff. All appropriate information will be shared with the Program Coordinator and/or Executive Director. Any breach of confidentiality will result in disciplinary action up to and including dismissal.

Emergency Evacuation Program

In case of fire or other emergency, volunteers are to evacuate the building by following the procedures listed below:

- Evacuate through the closest exit, either the main entrance or the doors at the end of the hallway.
- Gather by the playground. The Executive Director will ensure that everyone is out of the building and will provide further instructions.

Food Handling Safety

Safe steps in food handling and storage are essential to prevent food-borne illness. You can't see, smell, or taste harmful bacteria that may cause illness.

- Always wear gloves when in contact with food.
- Never cross-contaminate, for example, touching meat and then fruits and vegetables.
- Cover your mouth and nose when you sneeze or cough. Cough or sneeze into a tissue and then throw it away. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, not your hands.

- Clean your hands often. When available, wash your hands with soap and warm water, then rub your hands vigorously together and scrub all skin surfaces. Wash for 15 to 20 seconds. It is the soap combined with the scrubbing action that helps dislodge and remove germs. When soap and water are not available, alcohol-based disposable hand wipes or gel sanitizers may be used. If using a gel, rub the gel in your hands until they are dry. The gel doesn't need water to work; the alcohol in the gel kills germs that cause colds and the flu.
- Avoid touching your eyes, nose or mouth. Germs are often spread when a person touches something that is contaminated with germs and then touches their eyes, nose or mouth. Germs can live for a long time (some can live for two hours or more) on surfaces like doorknobs, desks and tables.
- Stay home when you are sick and check with a health care provider when needed. Remember: keeping your distance from others may protect them from getting sick.

Common symptoms of the flu include:

- Fever (usually high)
- Headache
- Extreme tiredness
- Cough
- Sore throat
- Runny or stuffy nose
- Muscle aches
- Nausea, vomiting and diarrhea

Policy Against Harassment

The Lubec Community Outreach Center is committed to maintaining a work environment free of unlawful harassment. The Lubec Community Outreach Center prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation. All such harassment is unlawful. The Lubec Community Outreach Center policy applies to all persons involved in the operation and prohibits unlawful harassment by any volunteer/employee of the Lubec Community Outreach Center including supervisors and co-workers.

Policy Against Sexual Harassment

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with an employee's job performance or create an intimidating, hostile, or offensive working environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Threatening, directly or indirectly, to retaliate against a volunteer, if the volunteer refuses to comply with a sexually oriented request;
- Engaging in sexually suggestive physical contact or touching another volunteer in a way that is unwelcome;
- Displaying, storing, or transmitting pornographic or sexually oriented materials using the Lubec Community Outreach Center equipment or facilities;
- Engaging in indecent exposure; or
- Making sexual or romantic advances toward a volunteer and persisting despite the volunteer's rejection of the advances.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Volunteers are prohibited from harassing other volunteers whether or not the incidents of harassment occur on Lubec Community Outreach Center premises and whether or not the incidents occur during working hours. Sexual harassment can involve males or females being harassed by members of either sex. Although sexual harassment typically involves a person in a greater position of authority as the harasser, individuals in positions of lesser or equal authority also can be found responsible for engaging in prohibited harassment

Volunteer Responsibility:

If a volunteer believes he/she has been subject to sexual harassment or any unwanted sexual attention, he or she should:

- Make unease and/or disapproval directly and immediately known to the harasser;
- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses; and
- Report the incident to the Executive Director.
- All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

Smoking

Smoking is not permitted on the premises.

Solicitation

Solicitation of anyone, staff or otherwise for any reason is not permitted on LCOC property.

Volunteer's Code of Conduct

All clients must be treated with patience and respect. If you are experiencing difficulty with a client, please call on another staff person or the Executive Director to intervene.

- Be courteous, friendly and cooperative.

- You must follow the food distribution plan for the day you are volunteering. This plan was developed to help us ensure we are able to continue to provide similar amounts of food on an ongoing basis.
- Any injury, accident, or incident where you might have experienced harm while volunteering must be reported to the Lubec Community Outreach Center Executive Director.
- Please let us know if you have any restrictions that prevent you from lifting or if you are unable to stand for more than one hour.
- If you are asked to perform a task or have a volunteer situation that is uncomfortable for you, please talk with the Executive Director.

The following behaviors are not permitted. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future.

- Offensive or derogatory comments or jokes, including epithets or slurs
- Yelling, intimidation, or threats
- Pushing, hitting or any physical contact with a client, staff or other volunteer
- Questioning a client’s right to food distribution or preventing a client from receiving food

Volunteer Task Description

- **Storage Assistant & Stocker-** In this position, you move and sort boxes of food, organize and stock food on shelves. This can be heavy work and you must be able to lift 50 pounds. As a storage assistant, you have less public interaction, and this job tends to be more physically demanding.
- **Receptionist-** We keep track of the number of people we serve. This position requires accuracy, speed, friendliness, and discretion. Ideally, we will have a pool of regular volunteers who can return often to fill this role. This is a key role, as it sets the tone and pace of service in the pantry.
- **Bagger-** We are a choice pantry and have modeled our set up like a store. A bagger will help each client pack up their selections when they are through with their “shopping.”

Acknowledgement of Volunteer Code of Ethics

Employees, volunteers and board members of Lubec Community Outreach Center may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of LCOC that such information must be kept confidential both during and after volunteer service.

I agree to treat as confidential all information about clients or former clients and their families that I learn during the performance of my duties as a volunteer. I understand that it would be a violation of policy to disclose such information to anyone without written permission.

Signature _____
 Print Name _____

Date

Email

Phone

Address
