

VOLUNTEER HANDBOOK

CORNER CUPBOARD FOOD BANK

NEIGHBORS HELPING NEIGHBORS.

881 Rolling Meadows Road
Waynesburg, PA 15370
(724) 627-9784

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WELCOME!

INTRODUCTION

Thank you for choosing to volunteer with the Corner Cupboard Food Bank (hereafter referred to as CCFB). Volunteers are a crucial link to the success of our organization.

With that, all volunteers must review and acknowledge receipt of our organization policies and processes. To retain necessary flexibility in the administration of policies and procedures, CCFB reserves the right to change, add to, or eliminate any of the policies and/or benefits described in the handbook.

We appreciate your service!

ABOUT THE HANDBOOK

This handbook is designed to introduce you to Corner Cupboard and to provide a basic overview of the policies and procedures that provide all of us guidance and direction at the agency. As a volunteer staff member, you are encouraged to familiarize yourself with the contents, as it will answer many questions concerning your service.

In return we expect you to honor your commitment to Corner Cupboard, respect other staff members and perform your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify policies, practices and other information in this handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact our Executive Director:

Corner Cupboard Food Bank
881 Rolling Meadows Road
Waynesburg, PA 15370
Phone: (724) 627-9784
Email: director@ccfb.comcastbiz.net

OVERVIEW

MISSION STATEMENT

Our mission is to feed hungry people by soliciting and judiciously distributing food and grocery products through a county-wide network of food pantries and agencies, and to educate the public about the nature of and solutions to the problems of hunger.

THANK YOU

Our agency could not operate without a group of committed, long-term community volunteers. Volunteers play a key role in helping us fulfill our mission. We are very happy you have joined our team of dedicated volunteers. Our volunteers come from all walks of life and join together to support the programs of Corner Cupboard.

BACKGROUND

The Corner Cupboard Food Bank was established in 1992. The Corner Cupboard currently supports a network of 11 pantry sites throughout Greene County to distribute monthly food boxes to food insecure households who meet income guidelines.

Today, the Corner Cupboard is committed to:

Feeding hungry people by securing and distributing food and grocery products through a countywide network of food pantries.

Increasing public awareness about the problems of hunger in our community and our solutions.

Educating proper nutrition to our clients.

RECIPIENTS

The Corner Cupboard serves more than 2000 residents in Greene County each month.

In Greene County:

Over 14% of residents live below the poverty level.

Nearly 13% of residents are food insecure.

Nearly 20% of families with children live in poverty.

10% of seniors over 65 live in poverty.

In 2013-2014, 867,604 pounds of food were distributed throughout the county.

PROGRAMS

The Corner Cupboard offers the following programs and services:

Emergency Boxes

This program is designed as a “one-time use” program, to help individuals and families who need assistance as an urgent need, rather than a regular basis.

Food Pantries

These programs regularly (once a month) provide groceries to people in need who meet the income guidelines for food assistance. CCFB has 11 pantry sites.

Senior Boxes

This USDA provided program distributes a free box of healthy, nonperishable foods to seniors over 60 who meet program income guidelines.

FUNDING

The Corner Cupboard receives funding from businesses, corporate and private foundations, civic organizations, religious groups, participating agencies, and individuals.

ACCREDITATION & AFFILIATION

The Corner Cupboard Food Bank is a 501(c)(3) not-for-profit organization registered as tax-exempt with the Internal Revenue Service (EIN: 25-1695625).

The official registration and financial information of Corner Cupboard Food Bank, Inc may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 1-(800) 732-0999. Registration does not imply endorsement.

VOLUNTEER POLICIES

The following Volunteer Policies have been developed in an effort to make your service with Corner Cupboard as fruitful and enjoyable as possible. They are designed to answer many of the questions about our practices and policies, such as what you can expect from CCFB, and what CCFB will expect from you. While volunteering with us, we ask that you carefully observe these standards and guidelines

The violation of any Corner Cupboard Food Bank Policy will result in the Volunteer's review and evaluation, and may result in the termination of a volunteer's service.

CONFIDENTIALITY

The Corner Cupboard Food Bank is committed to respecting the confidential nature of information collected from clients. All information concerning clients, former clients, staff, volunteers, financial data and business records of CCFB is confidential. Our clients rely on the board of directors, paid staff, and volunteers to conform to this rule of confidentiality.

DIGNITY AND JUSTICE

The Corner Cupboard Food Bank (CCFB) seeks to treat all individuals equally and fairly. Volunteers should strive to create an environment which is welcoming, friendly, and non-judgmental. Clients of CCFB may be experiencing hardship, and should be treated with dignity and respect in all aspects of their experience with CCFB.

EQUAL OPPORTUNITY

The Corner Cupboard Food Bank (CCFB) is an equal opportunity organization and provides equal opportunities to individuals without regard to race, color, national origin, creed, sex, age, religion, citizenship status, sexual orientation, physical or mental disability, veteran status, political affiliation or any other characteristic protected by law.

CCFB will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship to the organization or unnecessary risk to the volunteer.

Any volunteer who has witnessed or experienced a violation of this policy should report the incident following the Grievance Procedure (pg 8).

ANTI-HARASSMENT AND NON-DISCRIMINATION POLICY

The Corner Cupboard Food Bank (CCFB) strictly prohibits discrimination or harassment based on race, color, national origin, creed, sex, age, religion, citizenship status, sexual orientation, physical or mental disability, veteran status, political affiliation or any other characteristic protected by law. CCFB will not tolerate conduct by any volunteer which harasses, disrupts, or interferes with another's work or creates an offensive or hostile work environment. Any volunteer who has witnessed or experienced a violation of this policy should report the incident following the Grievance Procedure (pg 8).

SEXUAL HARASSMENT

With regard to sexual harassment, CCFB strives to foster a work environment free of unlawful sexual discrimination, sexual harassment or retaliation. Sexual harassment includes unwelcome and/or unsolicited sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature. CCFB prohibits supervisors, employees, and non-employees including volunteers from the behaviors considered sexual harassment under Title 29, Part 1604, of the Code of Federal Regulations.

THEFT

The Corner Cupboard Food Bank (CCFB) has a zero tolerance policy regarding theft. If any volunteer is found stealing, they will be dismissed immediately. “Theft” is consuming or possessing our inventory that is meant for those in need unless directly given the items by Food Bank staff, or being in the possession of property of the Food Bank, its employees or other volunteers.

DRUG-FREE ENVIRONMENT

The Corner Cupboard Food Bank (CCFB) is committed to protecting the safety, health and well-being of all employees, volunteers and other individuals in our workplace. CCFB has established a drug-free environment which balances a respect for individuals with the need to maintain an alcohol and drug-free environment. CCFB strictly prohibits the use, sale, dispensing, possession, trade or manufacture of illegal drugs, alcohol, intoxicants or associated paraphernalia in the workplace or while engaged in CCFB activities.

WEAPONS

To ensure that The Corner Cupboard Food Bank (CCFB) maintains a workplace safe and free of violence for all employees, CCFB prohibits the possession of use of any unauthorized firearms or weapons on CCFB property or during service for CCFB. This includes but is not limited to, disabling tear gas dispensers (and similar disabling devices), guns, starting pistols, flare pistols, and pocket or hunting knife with a blade exceeding three (3) inches in length, and other objects that are intended for use as a weapon.

COURT-MANDATED VOLUNTEERS / COMMUNITY SERVICE VOLUNTEERS

Court-mandated or Community Service volunteers, wishing to serve with The Corner Cupboard Food Bank (CCFB) must disclose the nature of their conviction to the Executive Director and any other staff member of CCFB. CCFB will make every attempt to assist court-mandated volunteers to fulfill their sentence, but due to safety and integrity concerns, CCFB will not accept volunteers who have been convicted of violent crimes, crimes of a sexual nature or identity theft crimes. CCFB reserves the right to decline any volunteer, limit the days/hours a volunteer may work, set pre-conditions for service or to dismiss a volunteer at any time. Please follow the Court-mandated or Community Service volunteers Procedures (listed on pg 11).

GRIEVANCE POLICY

It is the policy of the Corner Cupboard Food Bank (CCFB) that a grievance procedure exist to allow for prompt, fair and orderly resolution of grievances with protection from unlawful discrimination, harassment and retaliation.

VOLUNTEER PROCEDURES

HOURS OF OPERATION

The Corner Cupboard Food Bank (CCFB) is open Monday – Friday from 8:00AM – 4:00PM. Opportunities for volunteers may be available outside of regular business hours, including some nights and weekends. Each volunteer decides how much time to give in volunteering at CCFB. Each volunteer works out his/her volunteer schedule and activities with the Executive Director.

SCHEDULING

Volunteers are scheduled by the Executive Director. For scheduling, call CCFB at (724) 627-9784. Volunteer opportunities are generally Monday – Friday from 8:00AM – 4:00PM. Evenings and Saturdays may also be scheduled as opportunities are available.

TRAINING

Volunteer training typically includes a tour of the facility and an introduction to the staff with whom you will be working. The Executive Director will meet with you at the beginning of your volunteer shift to explain rules, regulations and procedures. A staff person will be available to answer questions at all times. Each volunteer receives the volunteer handbook for his/her review.

The Corner Cupboard Food Bank (CCFB) staff members who serve in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training of those volunteers assigned to them.

Volunteers will be informed of hazardous aspects, materials, equipment or processes that they may encounter while performing volunteer work. Volunteers will be trained and equipped in methods to deal with all identified risks.

CONFIDENTIALITY PROCEDURE

You are free to discuss CCFB and about your program and position, but you are not permitted to disclose clients' names or talk about them in ways which make their identities known. No information may be released without appropriate authorization.

FIRST AID/EMERGENCY

First Aid Kits are located in the break room. In the event of an accident or injury, notify a staff person immediately. You may be asked to fill out an accident report.

In the event of a fire, you are instructed to take the nearest exit, proceed out of the building immediately, and congregate at the far end of the parking lot.

Call 911 for an emergency.

SMOKING

The Corner Cupboard Food Bank (CCFB) is a non-smoking facility. Designated smoking areas are located outside for smoke breaks.

BREAK ROOM

The break room and all of its facilities are available for use by all volunteers. Please wash any dishes you use and clean up after yourself.

ABSENTEEISM AND SUBSTITUTION

Volunteers are expected to perform their duties on a scheduled basis. When a volunteer expects to be absent from a scheduled day, the volunteer should inform the Executive Director as far in advance as possible so that alternate arrangements can be made. Continual absenteeism will result in a review of the volunteer's work assignment. Weekly volunteers who wish to modify their schedule are asked to notify the Executive Director. If you will be late or absent, call (724) 627-9784.

INCLEMENT WEATHER

In the event of inclement weather, including but not limited to, snow, ice, rain, or sleet, use your best judgment. If you do not feel safe traveling to the Corner Cupboard Food Bank (CCFB) for your volunteer assignment, contact the Executive Director and inform him/her of the situation. You are not required to report to CCFB in the event of inclement weather. In some cases CCFB may close due to inclement weather. Call (724) 627-9784 for more information or to determine if CCFB is open. If CCFB is closed, do not report for your volunteer assignment.

MEDIA

If any media outlet contacts you regarding information or an interview, please refer them to a Corner Cupboard Food Bank (CCFB) staff member. If a media representative approaches you while on CCFB property or at a CCFB event, please refrain from answering any questions or sharing your opinions on an agency matter. Refer all media to a staff member.

NON-SOLICITATION

Solicitation by non-staff or staff members for any reason on company property is not allowed.

CHILDCARE

Childcare is not provided for volunteers during volunteer service. Parents wishing for their school-aged children to work alongside them when volunteering must receive prior permission from the Executive Director. Any volunteer under 13 must be supervised by an adult to volunteer in the CCFB warehouse.

COURT-MANDATED VOLUNTEERS / COMMUNITY SERVICE VOLUNTEERS

All court-mandated volunteers must meet with the Executive Director prior to beginning their service. It is the responsibility of the court-mandated volunteer to maintain his/her own records; and at the completion of the volunteer's service, CCFB will produce a letter indicating the total number of hours worked by the volunteer.

REVIEW, EVALUATION, AND TERMINATION OF VOLUNTEER SERVICE

Each volunteer is encouraged to review and evaluate each activity that he/she is involved in at the Corner Cupboard Food Bank (CCFB). CCFB believes in constructive evaluation of projects and welcomes new ideas from volunteers. Each volunteer activity involves CCFB staff in some capacity. These staff persons evaluate the project or activity and use of volunteers. CCFB strives to utilize volunteers efficiently and in a way that creates the most positive outcome for both the volunteer and CCFB. Volunteers are encouraged to bring to the attention of the Executive Director any issues concerning volunteer matters. Volunteers have an opportunity to present their concerns and complaints through an open communication procedure.

If at any time a volunteer at CCFB is in conflict over a CCFB volunteer position, staff or volunteer behavior, and/or general problem, CCFB has the authority to request written complaints from all parties, discuss termination of volunteer activity, move the

volunteer to a new position, or request the volunteer to discontinue volunteering at CCFB.

Volunteers who do not adhere to the rules and procedures of CCFB may be subject to dismissal. Possible grounds for dismissal include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol, tobacco, or drugs, theft of property, food or other donated items, misuse of organization equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by organization policies and procedures, failure to meet mental or physical standards of performance, and failure to satisfactorily perform assigned duties.

GRIEVANCE PROCEDURE

If you have a problem or complaint, you should feel free to submit a complaint, preferably in writing, to the Executive Director or to your project supervisor. You are encouraged to bring your concerns up for discussion. If your concerns cannot be settled at this level, you have the option of filing a complaint, preferably in writing, to the Board of Directors. The Corner Cupboard Food Bank will take complaints very seriously. Action will be taken within five working days after the submission.