

**Westmoreland County Food Bank, Inc.
Volunteer Handbook
of
Policies and Procedures**

Mission: “To enable all Westmoreland County residents who are hungry or at risk of hunger to have ready access to food”

1. Volunteer/Staff Relations

Volunteers are critical to the success of the Westmoreland County Food Bank, and are essential to the organization’s day-to-day operations. Volunteers and staff are considered partners in implementing the mission and programs of the organization, each with complementary roles to play. Designated staff or volunteer coordinators can be expected to provide orientation, training, supervision, and feedback to volunteers.

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.

2. Equal Opportunity Policy

The Westmoreland County Food Bank maintains a strong policy of equal volunteer opportunity. 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.

3. Volunteer Rights and Responsibilities

Volunteers are viewed as a valuable resource to the Westmoreland County Food Bank, its staff, and its clients. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. Volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of Westmoreland County Food Bank.

4. Volunteer Program Procedures/Development

Volunteer Opportunity Requests

- Prospective volunteers shall make requests by phone or complete a volunteer request form for consideration for volunteer positions within the structure of Westmoreland County Food Bank and its partner agencies. Designated staff or volunteer coordinators will place volunteers, based on their ability and availability.

Interviewing/Screening

- Prospective volunteers for volunteer positions requiring special skills, such as office/computer/phone skills, will be interviewed to assess their level of knowledge in those areas.

Orientation and Training

- All volunteers will receive a general orientation to the nature and purpose of the Westmoreland County Food Bank and its partner agencies. Volunteers will receive specific training to provide them with the information and skills necessary to perform their volunteer assignment.
- All volunteers will have a position description for the work they perform.
- All volunteers will be given the opportunity to review and have access to the “**Volunteer Handbook of Policies and Procedures**”.
- All volunteers will be given a **Group or Individual guidelines/waiver form** to review and sign before volunteering.
- All volunteers, who are in direct contact with clients or are privy to confidential information about clients or donors, will be given a **Confidentiality Form** to review and sign before volunteering
- For those volunteers, whose photos are to be used for publicity a **Photo Release Form** will be signed

Food Safety

All volunteers shall follow WCFB food safety procedures, which includes the following:

- Safe Food Handling
- Good Manufacturing Practices
- Allergen Control
- Chemical Control
- Glass and Brittle Plastic Breakage

Supervision

- Every volunteer will have a clearly identified supervisor who will be responsible for support and direction. The supervisor will be responsible for the management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance.

Feedback and Evaluation

- Volunteers shall receive periodic evaluations to review their work and progress. Evaluations will include an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions the volunteer may have concerning the position or volunteer program.

Recognition

- Volunteer service is very valuable to the Westmoreland County Food Bank, and we will recognize volunteers on both an informal and formal level.

Volunteer Records

- Records will be maintained on each volunteer/volunteer group at WCFB for the following:
 - **Volunteer Request Form** (optional)
 - **Group /Individual Volunteer Guidelines/Waiver Form**
 - **Photo Release Form**
 - **Confidentiality Form**

Volunteer Tracking

- A volunteer sign-in sheet will be present at each volunteer program, pantry or event and volunteers should sign in and out each time they work on any project.
- The number of volunteers (including how many are new and/or clients) and the number of volunteers hours given are recorded monthly and are reported to WCFB staff and board.

5. Volunteer Conduct

Standard of Conduct

- The lasting impression that volunteers make on those they serve and work with reflects directly on all staff, volunteers and board members of Westmoreland County Food Bank. All actions should help build our volunteer program and its reputation for quality.

Absenteeism

- Volunteers should do their best to be present and on time for each event or activity for which they are scheduled. When volunteers know that they will be late or absent, they are requested to contact the person/s in charge of the event or their on-site supervisors at least 24 hrs. before they are expected to come or as soon as possible so that alternate plans can be made.

Grievance Procedure

- Volunteers and staff are expected to act professionally and in accordance with guidelines and position descriptions. When volunteers have a grievance concerning their work environment, they should report it promptly to their onsite supervisor, Volunteer Coordinator or the CEO. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated confidentially. (Confidentiality may not be guaranteed for complaints involving sexual harassment or child abuse).

Discontinuation of Volunteer Service

- If volunteers wish to leave volunteer service for any reason, it is requested that they contact the on-site Volunteer Coordinator so that appropriate arrangements can be made. Volunteers have the right to terminate their volunteer service for any reason. Westmoreland County Food Bank reserves the same right.

Media Conduct

- Volunteers should be careful not to represent themselves as a spokesperson or representative for the organization under any circumstances without prior approval. Only the board chairman, CEO, or development director may serve as spokes people for Westmoreland County Food Bank.

Whistleblower Policy

(Confidential Reporting of Financial Impropriety,

Misuse of Westmoreland County Food Bank Resources or Ethical Problems)

Section 1. Any employee, director or volunteer affiliated with the Westmorland County Food Bank with information about known or suspected financial improprieties, misuse of the Westmoreland County Food Bank's resources or other ethical problems is encouraged to report his or her concerns of violations or suspected violations in accordance with this Whistleblower Policy.

Section 2. No employee, director or volunteer, who in good faith reports a violation or suspected violation, shall suffer harassment, retaliation or adverse employment consequences. An employee who retaliates against someone who has reported a violation or suspected violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns through internal channels prior to seeking resolution outside the Westmoreland County Food Bank.

Section 3. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Section 4. Violations or suspected violations may be submitted on a confidential basis or anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. The source of violations or suspected violations will be held in confidence unless the individual who reports the situation agrees to reveal his or her identity or the report leads to legal action and a court order is issued for information regarding the case.

Section 5. Violations or suspected Violations should be reported to the CEO of the Westmoreland County Food Bank, who will then be required to report the violation or suspected violation to the Chairman of the Board of Directors. In the event that the allegations involve the CEO, violations or suspected violations should be reported directly to the Chairman of the Board of Directors. The Chairman of the Board of Directors and the Governance Committee will investigate any allegations concerning the misuse of the Westmoreland County Food Bank's resources or other ethical problems. All reported concerns or complaints, regarding accounting practices, internal controls, auditing or financial improprieties, shall be investigated by the Chairman of the Board of Directors and the Finance Committee of the Board of Directors. The Chairman of the Board of Directors will acknowledge receipt of the reported violation or suspected violation within five (5) business days. All reports will be promptly investigated and corrective action taken if warranted by the investigation.

IT Security

- Volunteers shall be responsible for exercising good judgement regarding appropriate use of information, electronic devices and network resources in accordance with Westmoreland County Food Bank policies and standards, and local laws and regulation. Accessing data, a server, or an account for any purpose other than conducting Westmoreland County Food Bank business, even if you have authorized access is prohibited. Volunteers should only access approved websites as needed for data entry purposes. All passwords and sensitive/confidential information, as well as, portable electronic devices must be stored in a locked area, when workspace is unoccupied.

Alcohol/Drugs

- When participating in the Westmoreland County Food Bank activities, volunteers are prohibited from purchasing, transferring, using or possessing alcohol, illicit drugs, or non-prescribed prescription drugs in any way. Implementing this policy provides a drug and alcohol free work place in order to ensure a safe, healthy and productive environment for all volunteers and employees. If caught or suspected of breaking this policy,

disciplinary actions up to and including termination of volunteer service will result.

Tobacco Free Policy

- The Westmoreland County Food Bank recognizes the hazards caused by exposure to tobacco smoke and the life-threatening diseases linked to the use of all forms of tobacco.
- The policy covers the smoking of any tobacco product, including, but not limited to a lighted cigar, cigarette, pipe or electronic smoking device, and the use of any oral tobacco products (“spit” tobacco, chewing tobacco or snuff).
- No use of tobacco products is permitted within the facilities (i.e. common work areas, conference and meeting rooms, private offices, hallways, break rooms, restrooms, warehouses, and all other enclosed facilities) or on the property of Westmoreland County Food Bank at any time.
- There will be no use of any form of tobacco in vehicles owned by the Westmoreland County Food Bank.
- It shall be the policy of the Westmoreland County Food bank to provide a tobacco-free environment for all employees and non-employees of the Westmoreland County Food Bank, including clients, volunteers, contractors and visitors.

Theft Policy

- While volunteering at the Westmoreland County Food Bank or its partner agencies, volunteers are not permitted to take any products for their own use, under any circumstances without prior approval. Any volunteer doing so, can be terminated and/or prosecuted by the law.

Harassment Policy

- Volunteering should be an enjoyable experience. Harassment is not only illegal, but it also creates uncomfortable conditions and unpleasant experiences for everyone involved. Any volunteer who feels harassed should speak to his/her on-site supervisor or the CEO in attempt to reach a solution.

Confidentiality Policy

- While volunteering with the Westmoreland County Food Bank and its partner agencies, volunteers may be privy to private information about clients or donors and that information shall be kept confidential. Volunteers in this position shall sign a Confidentiality Form.

6. Safety and Liability

Safety

- Although Westmoreland County Food Bank and its partner agencies does their best to provide safe conditions for volunteers, it counts on volunteers

to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper equipment use. Volunteers should speak up if they have a safety concern and report any injuries to the person in charge as soon as possible.

Legal Liability

- **Waiver:** Volunteers agree to assume the risk of any accident or injury to person or property that they may sustain in connection with their participation with the Westmoreland County Food Bank. In addition, volunteers agree to release and discharge Westmoreland County Food Bank and any of its directors, officers, employees, partners, affiliates and successors from any and all liability or responsibility for any such accident or injury.
- **Insurance Coverage:** Westmoreland County Food Bank carries commercial general liability insurance, subject to any and all terms, conditions, stipulations and exclusions from coverage, as set forth in the insurance policy.

Members of Westmoreland County Food Bank's board of directors are covered by Directors' and Officers' liability insurance.

LW-12/2019 amended the Whistleblower Policy to the Volunteer Handbook.