



## Volunteer Policies and Procedures

In order to work well with the staff, volunteers and to present Prodisee Pantry in the best possible light, we ask that you adhere to the following policies and procedures while you are on duty as a volunteer. Failure to comply may result in disciplinary action or termination.

**Qualifications:** Volunteers must be at least 16 years of age to work without parental supervision, and must enjoy working with all types of people. Volunteers must show a genuine concern for Prodisee Pantry and our clients as well as a willingness to work hard, get dirty, and pitch in wherever needed. The ideal volunteer is self-motivated, mature, sensitive, dependable, a team player and reliable.

**Requirements:** Volunteers must complete a basic tour and orientation session as scheduled before reporting to their first assignment. Additional training may also be required.

Volunteers must agree to represent Prodisee Pantry and perform in a professional manner whenever doing so, and not to allow personal views and opinions from clouding (overshadowing) or conflicting with the Prodisee Pantry's purpose. Volunteers must refrain from engaging in excessive political or religious discussions with other volunteers and clients to maintain a welcoming atmosphere for all.

Volunteers should direct all media inquiries about services and/or events to the Executive Director or other staff member. Volunteers may only comment to the media about Prodisee Pantry when requested by the Executive Director or staff.

**Time commitment and scheduling:** We ask each of our volunteers to sign up for as many duties (hours) as commitments permit. A minimum (average) of two hours of service per week is requested, but not required. Volunteer hours are flexible. With the exception of holidays, our volunteers are welcome to come in any time from 8 am to 3 pm, Monday – Thursday and 8 am to Noon on Fridays.

Once you have agreed to be available for a particular shift, we count on you to be here. In the event you are unable to be at your shift, please call the volunteer coordinator at 626-1720.

**Signing in:** You must sign in each time you come to volunteer and sign out each time you finish your shift.

**Dress protocol:** You are as much a representative of Prodisee Pantry as our paid staff. Your appearance and conduct will reflect on Prodisee Pantry. **We require that all volunteers wear closed-toe shoes with good traction. This is for your protection. Volunteers with inappropriate attire (sandals, tank tops, etc) may be prohibited from volunteering that shift. Volunteers are also required to wear name tags** while on duty at the facility or off-site. For the first few hours of service, you will be wearing a basic stick-on name tag. After a few service times, you will be issued a formal volunteer name tag. In the event you cannot find your name tag or if you lose your name tag, please inform the staff so a new one can be made. If you have a Prodisee Pantry shirt we ask that you wear it when volunteering.

**Customer relations:** The success of our organization depends upon the quality of the relationship between Prodissee Pantry, employees, volunteers, clients and general public. Our client's impression of Prodissee Pantry and their interest and willingness to utilize our services is greatly formed by the people who serve them. Regardless of your position, caring and compassion are key. The more goodwill you promote, the more our clients will respect and appreciate all that is done for them at Prodissee Pantry.

**Smoking policy:** Smoking is **PROHIBITED** inside and around the building.

**Workplace safety:** Safety is important to all of us. Volunteers should conduct themselves in a way that promotes safety of themselves, volunteers, and clients. Volunteers must realize that they are in a warehouse environment and accept the risk associated. Those risks include but are not limited to; movement of heavy equipment, freezers and coolers, food items that may cause allergic reactions, cleaning supplies, pests, moving of heavy loads, as well as active vehicle movement in parking areas, and engagement with the public.

If you are sick or under a physician's care, please stay home.

Volunteers should never put themselves or others into a situation that makes them fearful or uncomfortable. If you feel uncomfortable, please notify a staff member immediately.

**Misappropriation of information:** Each client's personal information is not to be shared or removed from Prodissee Pantry's facility. All information provided is considered confidential as well as the client's visit to Prodissee Pantry. **As a volunteer, you may not give cash, rides or any outside assistance to clients. If you would like to help a client with additional resources seek Executive Director's approval. Volunteers are not allowed to provide financial or other assistance to clients of Prodissee Pantry without the knowledge and approval of the Executive Director.**

**Misappropriation of supplies:** There will be no removal of Prodissee Pantry's property without the approval of the Executive Director.

**Volunteer injury:** Any personal injury that occurs while volunteering at Prodissee Pantry should immediately be reported to a staff member. Volunteers are not covered by the organizations health insurance or any other insurance policies of the organization and should make sure they have health insurance coverage for any injuries that may occur while acting as a volunteer for Prodissee Pantry.

**Volunteer feedback:** Prodissee Pantry encourages volunteers to make suggestions, voice concerns and give ideas about how the agency fulfills its mission to the community. We are always looking for new ideas so if you have any ideas to share, please speak with the staff.