



VOLUNTEER HANDBOOK

Dated January 2019

"When you are hungry, nothing else matters."

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1. Overview of Organization

Fallbrook Food Pantry (FFP) has served low income and disadvantaged families since 1991. Available to the community 5 days a week, FFP offers a well-balanced selection of food promoting wellness for every individual in our community. Our programs support an average of 25,000 household visits annually, distributing nearly 1,000,000 pounds of food to those in need in the greater Fallbrook area. Volunteers are pivotal in the success of FFP. Each year, volunteers serve nearly 15,000 hours through our organization helping those in need of food assistance.

This handbook serves as a guide for volunteers working in our pantry. It contains useful information based on best practices that will assist you in your role at FFP. We hope you will enjoy your time with us. Our goal is to make your experience enjoyable and meaningful.

Thank you for joining our team!

Mission Statement

The Fallbrook food Pantry is a not for profit organization primarily staffed by volunteers. Its specific mission is to provide an adequate and nutritious supply of food to individuals in our community who are in need.

Board of Directors

Executive Board Members

Dale Mitchell, President
Arnie Willcuts, President Elect
Vi Dupre, Treasurer
Cathy Conrad, Secretary
Young Milton, Past President

Board Members

Jeff Brantley, Ed Brennan, Jean Dooley, Peter Frederiksen, Rick Koole,
Cathy Monroe, Catherine Sousa, Ron Stebner, Arnie Willcuts, Hayley Brown,
Amy Hebb

Ambassador(s)

Jason Springston, Bonsall High School-Interact Club

Staff

Shae Gawlak, Executive Director
Donna Mills-Honarvar, Programs Manager

2. Volunteer Requirements

Fallbrook Food Pantry relies on volunteers to be the helping hands for our programs that assist approximately 500 households each week. Our volunteers include individuals, families, senior citizens, religious organizations, corporate groups, military members, school groups, scout troops and many others who help us feed those in need.

Before volunteering, we ask that you attend a New Volunteer Orientation session lead by a staff member or board member. You will be given additional detailed instruction in the area you choose to work when you volunteer.

Volunteer events are available in shifts ranging from 2 to 4 hours. Each event will involve a variety of responsibilities. It is required that all volunteers wear close-toed shoes and appropriate comfortable clothes are suggested.

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

We welcome middle school, high school and college students to volunteer and complete their required service hours. It is the responsibility of every volunteer to plan and schedule their visit well in advance. Registration is on a first-come, first-served basis.

FFP accepts volunteers who have Court Mandated Service Hours (CMSH)—ONLY misdemeanor offenses will be considered eligible. Each candidate who wishes to fulfil their CMSH must interview with the Executive Director and provide all additional documentation requested. FFP reserves the right to deny an application.

Mandatory Volunteer Documents

All volunteers MUST

- Complete the Volunteer Registration Form, page 12
- Read and sign the FFP Volunteer Agreement, page 13
- Read and sign the FFP Volunteer Waiver, page 14.

In order to maintain a harmonious environment, the Executive Director has the right to dismiss a volunteer at any time if it becomes necessary.

3. Volunteer Opportunities

Volunteers are the backbone of our programs and serve a vital role in our organization ensuring the success of our programs. Volunteers help in our offices as receptionist and interviewers as well as assist with administrative tasks. Some help as drivers to pick up or deliver food items. Many others are needed to inspect and sort food in the sorting area, store items in the warehouse or help clients select grocery items in the market area. The following are ongoing programs that are regularly staffed by volunteers.

WEEKLY FOOD DISTRIBUTION

Qualified clients may visit the pantry to receive food once per week. Menu items change weekly and are created keeping a nutritious, balanced diet in mind. Each household selects grocery items suitable to the number of individuals in their family. The intent is to offer 2 days of groceries. Fresh produce, bread, and dairy items are included as available. The pantry is open for distribution Monday through Friday from 9:30am-12:30 pm excluding the last Wednesday of each month and scheduled holiday closures.

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 distributed the 3rd full week of each month during normal pantry hours Monday thru Friday.

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.

SENIOR FOOD PROGRAM (CSFP)

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 on a monthly basis. Boxes contain canned and packaged food including vegetables, fruit, juice, pasta, milk, cheese, cereal, canned meat, and a non-meat protein. Qualified, registered clients may receive a Senior Food Box during a regular pantry visit.

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.

3. Volunteer Opportunities (Continued)

NEIGHBORHOOD DISTRIBUTION

Fresh vegetables and fruits are distributed on the last Wednesday each month in collaboration with the San Diego Food Bank. This event is open to everyone in the community beginning at 9:00-10:00am or until the food is gone. It is held at LifePointe Church parking lot located on the corner of West Hawthorne Street and North Pico Avenue, 1 block from the Fallbrook Library. The Pantry is closed on the last Wednesday of every month in order to support this offsite event.

SPECIAL EVENTS

Our fun filled events bring the community together to raise much needed funds to help feed those in need. Some events are sponsored by groups or businesses with the proceeds benefiting FFP programs. Volunteers may be asked to help promote events, gain sponsors, sell event tickets or work the event.

BACKPACK GIVE-A-WAY

Our friends at St. John's Episcopal Church raise funds to purchase backpacks filled with school supplies. Each fall, the backpacks are given to school aged children of registered Pantry clients.

ADOPT-A-FAMILY

At Christmas time we pair groups or individuals as sponsors for a family in need. Sponsors provide a holiday meal for the entire family as well as a gift for each child under 18 years old.

THANKSGIVING 5K WALK/RUN TO FEED THE HUNGRY

Usually held on the Saturday morning two weeks prior to Thanksgiving. This FFP event begins and ends at the pantry.

MURPHY & MURPHY CHARITY DINNER & GOLF TOURNAMENT

Held in May at the Pala Mesa Resort, this large scale charity event is presented by Murphy & Murphy Realty of Southern California.

FOOD & FUNDS DRIVES

Held by individuals, groups, schools, churches or businesses, who donate items and financial contributions to stock the shelves at the pantry.

As you can see there are many ways to serve at Fallbrook Food Pantry. Thank you for sharing your time, talents, and treasures through our organization.

4. Volunteer Rights, Responsibilities & Principles

As a volunteer you have the right:

- to work in a clean, 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 personal information kept confidential
- 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 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. Volunteers do not receive food from the pantry.

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

Your time is greatly appreciated and we encourage you to discuss any ideas or concerns you have with us. If at any time you would like to share your thoughts regarding your experience, do not hesitate to speak with the staff. 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. Volunteers are asked to park along the fence on the north side, the area along the south side leaving room for the dumpsters or offsite allowing our clients to utilize the parking spaces nearest to the client entrance and exit doors.

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. Volunteers will treat guests, clients, staff and other volunteers with dignity and respect at all times.
5. Threatening, aggressive or violent behaviour or language is not permitted and may lead to dismissal.
6. Discriminatory behaviour and language, bullying or harassment of any kind is not permitted.
7. Behaviour or actions that would in any way jeopardize the safety or well-being of other volunteers is not permitted.
8. Unauthorized disclosure of confidential information concerning the work of FFP, its clients or its volunteers is not permitted.
9. Gambling on FFP premises is not permitted.
10. Smoking on FFP premises is not permitted within 100 feet of the building.
11. Volunteers will dress in a manner suitable for the workplace to include closed toe 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. If you have registered online, you are asked to cancel your registration for the event.

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 valid driver's 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. Pets are not allowed during food pick up or deliveries. There will be no reimbursement for any costs related to using a personal vehicle while volunteering.



Volunteer Registration Form

Date _____

Name _____

Address _____

Phone No. _____ Cell _____

Email _____

Birth Date _____

Past occupation if retired _____

Is this a required Community Service? ___ No ___ Yes ___ # of hours

Interested Hobbies, Talents, Travels, Etc. _____

How did you hear about this volunteer opportunity?

PREFERRED VOLUNTEER ACTIVITY (Please Check)

___ SORTING AND PACKAGING 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 ___ NUTRITION EDUCATOR ___ OTHER

SCHEDULE _____

NOTES _____



Volunteer Agreement

Name of Volunteer _____
Print Name

I have read and agree to uphold the following:

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 clients, volunteers, board members staff members, donors or any other person*
- *Disclosure of confidential information regarding FFP or its clients 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 volunteer, staff member or client.*
- *Slander against 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.

I have read, understand and agree to the above Fallbrook Food Pantry policy. As a volunteer I do not expect to be compensated.

Volunteer Signature _____

Date _____



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 FFP.
4. I shall not operate a personal vehicle for volunteer activities unless I have a valid Driver's License and at least the minimum amount of liability insurance required by California law.
5. 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.

I have read, understand and agree to the above Fallbrook Food Pantry policy and waiver.

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. The written submission is required to be a signed, dated and submitted to the Executive Director. 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 kept confidential.

Volunteers at any time have the right to withdraw their grievance.

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 confidential.



Accident Checklist ✓

Complete and submit 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 _____

Was First aid administered? • Yes • No
If Yes, by whom: _____ Phone _____

Was 911 called? • Yes • No
If Yes, by whom: _____ 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 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 any damages _____

Note injuries _____

Alert FFP Executive Director at 760-728-7608.

Describe the Incident _____

Witness Name _____ Phone _____

Address _____

Statement _____

Witness Name _____ Phone _____

Address _____

Statement _____

Was First Aid administered? • Yes • No Who Administered First aid? _____

Was 911 called? • Yes • No Name _____ Phone _____

Professional Medical Treatment Given? _____

Name of Medical Provider _____

Your Contact Info: Name _____

Address _____

Phone _____ Cell _____