

Volunteer Handbook



Our valued Volunteers,

Welcome to the Palm Beach County Food Bank

It is individuals like you, who have agreed to serve and commit your time, talent and energy to strengthening our nonprofit community, to whom we are so thankful. We extend our sincerest appreciation for your personal commitment and recognition of the value of this special work and your ability to impact the greater good of the community.

We have provided this manual to serve as a resource, and we welcome you to ask any additional questions you may have. We hope that you find your service to be a most rewarding experience!

PURPOSE OF THIS HANDBOOK

The Palm Beach County Food Bank is committed to fair, clearly stated, and supportive relationships with its volunteers. The purpose of the Volunteer Handbook is to clearly communicate information about the volunteer process, policies, responsibilities and operating procedures.

Volunteers are encouraged to keep this manual for reference throughout their volunteer service with the Palm Beach County Food Bank. As new policies and operating procedures are implemented, they will be provided for filing in this Handbook.

Unless specifically stated, these policies apply to all volunteers in all programs and projects undertaken on behalf of the Palm Beach County Food Bank and to all sites/locations at which the Palm Beach County Food Bank business is conducted. This Handbook is not intended to constitute, either implicitly or explicitly, a binding contract. The Palm Beach County Food Bank reserves the exclusive right to amend or modify these policies at any time without prior notice. Because it is impossible to anticipate every situation that may arise, the Palm Beach County Food Bank reserves the right to address a situation in a manner different from that described herein if, at its discretion, the circumstances so warrant.

Any questions about the information presented in this Volunteer Handbook should be directed to the Volunteer Coordinator or the Director of Administration and Human Resources.

MISSION AND VALUES

The Palm Beach County Food Bank is committed to being a strong leader for the other stakeholders and organizations that join us in addressing the issues combating hunger in Palm Beach County. There is a collective resolve in working together to help children, families and seniors in our community.

ORGANIZATION DESCRIPTION

The Palm Beach County Food Bank is working toward a healthy and food-secure Palm Beach County. We are focused on alleviating hunger in Palm Beach County through the following programs – Agency Marketplace, Benefits Outreach, and our Childhood Hunger Initiatives. We support close to 200 partner agencies in Palm Beach County with food, programs, resources and services.

KEY CONTACT INFORMATION

Gabrielle Bell
Volunteer Coordinator
Volunteer@pbccfoodbank.org
(561) 670-2518 ext. 314

Jennifer Chiarenza
Director of Administration and Human Resources
Jennifer@pbccfoodbank.org
(561) 670-2518 ext. 302

How to volunteer The Palm Beach County Food Bank

Recruitment

Volunteers shall be recruited proactively by the Palm Beach County Food Bank. Recruitment methods include, but are not limited to: websites, partnership with local organizations and community groups, and word of mouth. While individuals that are currently employed may be considered, particular attention will be given to the individual's current employment situation to ensure that a conflict of interest does not exist.

Eligibility

The general eligibility criteria for the Palm Beach County Food Bank volunteers are outlined below. Extenuating circumstances may be reviewed at the discretion of the Volunteer Coordinator if all eligibility requirements are not clearly met.

We can accommodate volunteers that are 14 years of age or older. Please note that these age minimums are for regular volunteer on-site opportunities in the food bank warehouse. Some special events have different volunteer age minimums.

The Palm Beach County Food Bank follows guidelines set forth by the Department of Labor for volunteers under 16, which include not working:

- More than 3 hours a day on a school day (i.e. one volunteer shift on a school day).
- More than 8 hours a day on a non-school day.
- More than 18 hours a week during a school week.
- More than 40 hours a week during a non-school week.
- More than four hours without a 30-minute, uninterrupted meal break.
- As an operator of a motor vehicle/power-driven machinery or service as helpers on such vehicles/machinery.
- Loading or unloading of goods or property onto or from motor vehicles.

Minor volunteer groups must be accompanied by a chaperone(s):

- One adult that is not a fellow student/peer (18 years or older) must remain present during a 14 or 15 year olds volunteer shift.
- One Adult (18 years or older) is required per five minors that are 14 to 17 years of age.
- No chaperone is required for a group of less than five minors that are 16 or 17 years of age.

The Palm Beach County Food Bank will accept volunteers performing court ordered community service. Volunteers who are performing court ordered community service must disclose the nature of their conviction to the Volunteer Coordinator.

- The Palm Beach County Food Bank may also set certain pre-conditions for a court ordered volunteer to work, such as requiring an adult chaperone for a juvenile.
- The Palm Beach County Food Bank also reserves the right to dismiss a volunteer at any time during their scheduled time.
- The Palm Beach County Food Bank reserves the right to decline any volunteer or to limit which days or hours a volunteer can work.

Individual Volunteers

For efficiency and safety reasons, we are unable to accept walk-in volunteers. Volunteers must visit pbctfoodbank.volunteerhub.com to sign up for a volunteer shift.

Application Process

Acceptance and Placement

Volunteers may serve in multiple capacities and assignments will be made on a case-by-case basis. Volunteer placement should be selected via the available shifts listed on VolunteerHub, and determined for groups by the agency organizer.

Orientation and Training

All volunteers will receive a general orientation, which will introduce them to the history and structure of the Palm Beach County Food Bank, key staff members, volunteer roles and responsibilities and the benefits of volunteering. During the orientation, the volunteer will receive a copy of the organization's volunteer policies and procedures and a copy of the volunteer position description. The new volunteer will be asked to sign a receipt acknowledging that they have received, read, and understand the material provided during the orientation session.

Volunteers may be required to attend additional initial and ongoing position-specific trainings relevant to the volunteer opportunities in which they will be engaging.

Background Screening

Background screenings are not required for volunteers.

YOUR VOLUNTEER EXPERIENCE: SUPPORT AND SUPERVISION

On-Going Support/Guidance

All volunteers have access to the staff of the Palm Beach County Food Bank to provide guidance and information as needed for the successful completion of volunteer engagements. We encourage you to utilize the Volunteer Coordinator and the Director of Administration and HR as needed for supervision and guidance.

Monitoring

Volunteers are monitored on an on-going informal basis throughout their volunteer engagements and at the completion of individual projects. Areas evaluated include, but are not limited to: personal conduct, interactions with clients, thoroughness and quality of volunteer engagements, participation, attendance and punctuality.

In appropriate situations, additional training, counseling by the Volunteer Coordinator or another designated staff person, re-assignment of a volunteer to a new engagement, suspension of the volunteer, or dismissal from volunteer service may be required.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of the organization or who fail to satisfactorily perform their volunteer assignments may be dismissed. No volunteer will be dismissed until the volunteer has the opportunity to discuss the reasons for possible dismissal with appropriate staff.

VOLUNTEER RESPONSIBILITIES

Availability

If you have agreed to volunteer on a specific day, please inform the Volunteer Coordinator of any change in your availability on that date, including late arrivals and early departures. Volunteers must also remove themselves from the shift listing on VolunteerHub if unable to volunteer on the scheduled date.

Information Changes

Please notify the Palm Beach County Food Bank Volunteer Coordinator of any changes to your personal mailing addresses, telephone numbers, e-mail addresses, emergency contact(s), and other relevant information by updating your account on VolunteerHub.

Representation of The Palm Beach County Food Bank

Volunteers are authorized to act as representatives of the organization as specifically indicated within their volunteer descriptions and only to the extent of such written specifications. Volunteers are unable to enter into any relationships on behalf of the Palm Beach County Food Bank. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations or any agreements involving contractual or other financial obligations. Please refer any requests of this nature to the Volunteer Coordinator.

Donations for Hours

The Palm Beach County Food Bank will not, accept donations of any kind in exchange for hours or volunteer time; however, the Palm Beach County Food Bank is happy to accept monetary and/or food donations from volunteers while volunteering.

Acceptance of Gifts

Non-cash Gifts

Volunteers may accept common courtesies or gifts of a nominal value (\$25 or less) usually associated with accepted business practices. In the event that you are offered a non-cash gift valued over \$25.00 (including tickets to special events, etc.) in association with the performance of the Palm Beach County Food Bank duties, please notify the Volunteer Coordinator within three (3) days of receipt of the non-cash gift. After review, you may be asked to return the gift and/or relinquish it to the Palm Beach County Food Bank.

Cash Gifts

Volunteers may not accept cash gifts. Volunteers are required to inform the Volunteer Coordinator or Director of Administration and HR of any offers of cash payments received in association with the performance of the Palm Beach County Food Bank duties and/or in an attempt to influence a volunteer in any way. Under no circumstances will a volunteer ever be allowed to keep any cash payments.

Any volunteer that fails to report accepting cash payments or non-cash gifts valued over \$25.00 is subject to dismissal from volunteer service.

Computer and Internet Usage

Computers, computer files, and software furnished to the Palm Beach County Food Bank volunteers are intended for business use only. You may be assigned a password for use in accessing software systems or files on the computer. Do not use a password, access a file, or retrieve any stored communication without authorization.

Internet access may be provided by the Palm Beach County Food Bank to assist its volunteers in completing volunteer engagements. All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of the Palm Beach County Food Bank, and as such, is subject to disclosure to law enforcement or other third parties. Consequently, you should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of the Palm Beach County Food Bank. As such, the Palm Beach County Food Bank reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our on-line connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if a volunteer did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet or shared with other parties.

Workplace-Safety

You are expected to obey safety rules and to exercise caution in all work activities at all the Palm Beach County Food Bank locations. All volunteers must comply with all occupational safety and health standards and regulations established by the Occupational Safety and Health Act (OSHA) and state and local regulations.

Please immediately report any unsafe condition to the Volunteer Coordinator or other designated staff. Volunteers who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including dismissal from volunteer service.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, please immediately notify the Volunteer Coordinator.

Volunteer Conduct and Work Rules

The Palm Beach County Food Bank expects volunteers to follow rules of conduct that will protect the interests and safety of all employees, volunteers and clients. It is not possible to list all the forms of behavior that are considered unacceptable in volunteer engagement. The following are examples of infractions of rules of conduct that may result in dismissal from volunteer service:

- a) Supplying false or misleading information when applying for a volunteer position or during volunteer engagement
- b) Theft or inappropriate removal or possession of property
- c) Volunteering under the influence of alcohol or illegal drugs
- d) Possession, distribution, sale, transfer, or use of alcohol or illegal drugs or abuse of prescription drugs during a volunteer engagement
- e) Fighting or threatening violence during a volunteer engagement
- f) Boisterous or disruptive activity during a volunteer engagement
- g) Negligence or improper conduct leading to damage of employer-owned or client-owned property
- h) Disrespectful conduct
- i) Engaging in unethical or illegal conduct
- j) Having an unreported or undisclosed conflict of interest
- k) Violation of safety or health rules
- l) Smoking in prohibited areas
- m) Sexual or other unlawful or unwelcome harassment
- n) Possession of dangerous or unauthorized materials, such as explosives or firearms, during a volunteer engagement
- o) Excessive absenteeism or tardiness or any absence without notice
- p) Unauthorized use of telephones, computers, fax machine, mail system, or other employer-owned or client-owned equipment
- q) Unauthorized disclosure of confidential information
- r) Conduct that reflects adversely upon the volunteer or the Palm Beach County Food Bank
- s) Making or publishing false or malicious statements concerning an employee, volunteer, client or the Palm Beach County Food Bank

- t) Violation of volunteer policies
- u) Unsatisfactory performance or conduct that does not meet the requirements of the volunteer position
- v) Other circumstances which warrant discipline

Attire

Prohibited Attire:

- Any attire, displays, or clothing which depicts, implies, suggests, or represents any political cause or affiliation is prohibited.
- Any attire, displays, or clothing that depicts, implies, suggests, or represents any discriminatory, hateful, or inciting imagery is prohibited.
- No Flip-flops or open-toed shoes permitted at any time.
- Hair must be pulled back away from face at all times in accordance with food safety protocols.
- Masks must be worn at all times.

Smoking Policy

No smoking is allowed anywhere on the premises of the Palm Beach County Food Bank. No smoking shall be permitted during the sessions of any meeting, conference, seminar or assembly being held under the sponsorship of the Palm Beach County Food Bank, regardless of location. Smoking is only permitted outside the building in designated smoking areas. Volunteers should adhere to the smoking policies of any agency at which they are conducting a volunteer engagement.

Workplace Violence

The Palm Beach County Food Bank is committed to providing a safe and healthy environment for all volunteers, employees and clients. To that end, it is the policy of the Palm Beach County Food Bank that workplace violence, in any form is unacceptable. For the purposes of this policy, 'workplace' is defined as any location in which a volunteer engagement occurs. Any form of violence by a volunteer against another volunteer, employee, client, vendor or visitor, including but not limited to physical attack, intimidation, threats or property damage, will be cause for disciplinary action up to and including dismissal from volunteer service.

Confidentiality

The Palm Beach County Food Bank is committed to adhering to the highest standards of operation and governance. The Board of the Palm Beach County Food Bank asks all volunteers to maintain strict confidentiality in order to assure that business is conducted with the primary and best interest of affiliated nonprofit organizations. The Palm Beach County Food Bank asks all volunteers to maintain strict confidentiality with respect to our internal workings, and to limit communications regarding confidential matters with parties who are directly working with our agency. A "party" is defined as any staff member, board member/committee member, or Volunteer working directly with our agency.

Solicitation

The Palm Beach County Food Bank prohibits volunteers from engaging in, either directly or indirectly, competing with, or soliciting any customer, client, or account of the Palm Beach County Food Bank on behalf of himself or on behalf of any other person, firm, or corporation, while engaged in volunteer service by the Palm Beach County Food Bank and within six (6) months following termination of volunteer engagement with the Palm Beach County Food Bank, without express prior consent of the Palm Beach County Food Bank's CEO.

Volunteers agree to not, either directly or indirectly, solicit, induce, recruit or encourage any of the Palm Beach County Food Bank employees to leave its employment, personally or for any other person or entity for a period of six (6) months immediately following termination of volunteer engagement with the Palm Beach County Food Bank. Also, volunteers agree to not, either directly or indirectly, interfere with or solicit the Palm Beach County Food Bank's contracts and relationships, or prospective contracts and relationships, including, the Palm Beach County Food Bank's customer or client contracts and relationships.

The Palm Beach County Food Bank

Volunteers are essential resources to the clients and staff. You have the right to be given meaningful assignments, to receive effective training and support, and to be recognized for your efforts.

Access to Resources/Trainings

As appropriate, you will have access to property and materials necessary to fulfill your duties, and will receive training in the operation of any equipment.

Liability Insurance

Liability insurance is provided for all volunteers. Specific information regarding such liability insurance is available from the CFO. You are encouraged to consult with your insurance agent regarding the extension of your personal insurance to include community volunteer work.

Open Door Policy

The Palm Beach County Food Bank believes that open communication is essential to a successful professional environment and volunteer experience and all volunteers should feel free to raise issues of concern without fear of reprisal.

During your volunteer service, you may have suggestions or complaints about volunteer engagements or volunteer service. The most satisfactory solution to a volunteer-related problem or concern is usually reached through a prompt discussion with the Volunteer Coordinator, the Director of Administration & HR, or the CEO. You should feel free to contact these individuals with any suggestions and/or complaints.

Volunteer Grievances

If you do not feel comfortable contacting the Volunteer Coordinator, or are not satisfied with the response, you may submit your complaints or suggestions in writing to the CEO of the Palm Beach County Food Bank. The CEO will review the written submission and will schedule a meeting, as soon as is practical, to discuss the matter, and to provide a final resolution.

Whistleblower Policy

The Palm Beach County Food Bank requires volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. If you suspect that any Board member, employee, or volunteer has engaged in any illegal or unethical conduct, you may report it and will be protected against any form of harassment, intimidation, discrimination, retaliation or any other adverse consequence for making such a report in good faith. A volunteer who retaliates against someone who has reported suspected illegal or unethical conduct in good faith is subject to discipline up to and including dismissal from volunteer service.

Illegal or unethical conduct includes but is not limited to:

1. Forgery or alteration of documents;
2. Unauthorized alteration or manipulation of computer files;
3. Fraudulent financial reporting;
4. Pursuit of a benefit or advantage in violation of the organization's conflict of interest policy;
5. Misappropriation or misuse of organization resources, such as funds, supplies, or other assets;
6. Authorizing or receiving compensation for goods not received or services not performed; and
7. Authorizing or receiving compensation for hours not worked.

Reports may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of suspected illegal or unethical conduct will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

The organization's open door policy suggests that volunteers share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, a volunteer's supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with the aforementioned individual, or are not satisfied with the response, you are encouraged to speak with anyone in management whom they are comfortable in approaching. Supervisors and managers are required to report suspected illegal or unethical conduct to the organization's CEO who has specific and exclusive responsibility to investigate all reports.

The CEO will notify the sender and acknowledge receipt of the report within five (5) business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Anyone filing a report must be acting in good faith and have reasonable grounds for believing the information disclosed indicates suspected illegal or unethical conduct. 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.

Anti-Retaliation Provision- No volunteer who, in good faith, reports a violation of this policy shall be subjected to retaliation. Any employee or volunteer who retaliates against a volunteer for reporting a violation or participating in an investigation will be subject to corrective action up to and including termination.

Equal Opportunity and Non-Discrimination

In order to provide equal opportunities to all individuals, decisions regarding volunteer engagement at the Palm Beach County Food Bank will be based on merit, qualifications, and abilities. The Palm Beach County Food Bank does not discriminate in volunteer opportunities or practices on the basis of race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, familial status or any other characteristic protected by Federal and/or State law.

The Palm Beach County Food Bank Bank will not tolerate any discrimination, and any such conduct is prohibited. The Palm Beach County Food Bank also prohibits any form of discipline or retaliation for reporting discriminatory incidents.

If you have a disability that may require special attention or services, reasonable accommodations may be requested by contacting the Volunteer Coordinator, the Director Administration & HR, or the CEO.

Sexual and Unlawful Harassment Policy

Harassment is any unwanted attention or action prohibited by law by someone in the workplace that creates an intimidating, hostile, or offensive work environment. The procedure for reporting and dealing with this very sensitive issue is as follows:

- a. If a person's behavior makes a volunteer uncomfortable, the volunteer should feel free to immediately advise the person that, in the volunteer's opinion, the behavior is inappropriate and that the volunteer would like it stopped.

b. If the volunteer is not comfortable discussing the issue with the person, or if the person fails to respect a volunteer's request, the volunteer should report the incident to the Volunteer Coordinator. If, for whatever reason, the volunteer does not feel that the Volunteer Coordinator is a suitable person to whom to report the incident, the volunteer should contact the Director of Administration & HR or the CEO.

In all instances, a prompt, thorough and, fair investigation will take place, giving careful consideration to protect the rights and dignity of all people involved. No retaliation of any kind will occur because a volunteer has, in good faith, reported an incident of suspected harassment.

Termination of Volunteer Service

Volunteers who do not adhere to the rules and procedures listed in this agreement are subject to termination of volunteer service. The Palm Beach County Food Bank reserves the right to terminate an individual, or group's volunteer service at any time. The Palm Beach County Food Bank reserves the right to terminate an individual, or group's volunteer service, and prohibit terminated volunteers from participating in any internal or external volunteer events hosted by or associated with the Palm Beach County Food Bank.

Disaster Preparedness and Emergency Closings

At times, emergencies such as severe weather, fires, or power failures, can disrupt scheduled operations. When operations are affected and a scheduled volunteer engagement cannot be completed as planned, the Palm Beach County Food Bank will notify volunteers as soon as possible.