

**Share**  
**the** **JOY**  
**OF**  
**Loaves & Fishes**

**VOLUNTEER HANDBOOK**  
**FY 2019**

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# MISSION STATEMENT

To provide food and leadership in the community by uniting and mobilizing resources to empower people to be self-sufficient.

## CORE VALUES

**Community**

**Compassion**

**Dignity**

**Hope**

**Service**

**We value our volunteers.** Without them we would not be able to serve the families who depend on us for help in obtaining food and other services.

**We respect our clients.** All people deserve to be treated fairly and compassionately. Loaves & Fishes exists to serve those who are in need. We do not judge or condescend to anyone.

**We appreciate our donors.** We thank our donors, whether in person or by letter, and express how they aid us in the execution of our mission. All donors are treated with the utmost gratitude, regardless of the size of their donation.

**We honor the commitment of our staff and Board of Directors.** These special people work to realize the vision of Loaves & Fishes and ensure services are provided in the most expeditious and economical ways possible. They bring a wide range of skills and use them in the best interests of our clients.

# VOLUNTEERING

## **Entry Level areas of Volunteer Opportunities:**

Distribution - Assist clients with food choices during shopping hours.

Stocking - Sort boxes and/or shelve food donations.

Sorting - Screen food products.

Receiving - Accept food donations. Ability to lift 30+lbs.

Teen Time - Sort and shelve food. Ages 14-17.

Home Delivery - Deliver food to clients at government subsidized apartments.

Food Pick Up - Pick up food from local business partners (own vehicle needed).

## **Skilled areas of Volunteer Opportunities:**

Leadership over specific activity areas

CARES Programs- Resource Specialists, Emergency Assistance Reviewers,

CAR Donor program coordinator

## **Regular Adult Volunteers**

Volunteers contact Loaves & Fishes either by phone, e-mail, or walk in.

- All volunteers must complete an online application.(on the volunteer web page)
- All volunteers must complete an orientation and training session.

## **Teen Volunteers** (Volunteers between the ages of 14-17.)

- All teen volunteers must complete an online application. Parents must attend orientation with their teen.
- Teen volunteers 14-15 can volunteer during Mon/Thursday “teen time”. Teens 16 and 17 have additional Mon/Thur afternoon, and Saturday morning shifts.

## **Community Service Volunteers**

There are two types of community service volunteers, teens or adults wishing to complete requirements for a class or church activity, and individuals who have been issued a court order to complete community service. Court-mandated volunteers must provide their documentation for Loaves & Fishes to copy the charge. Loaves & Fishes does not accept charges of theft or any allegation of a violent or sexual nature.

# ATTENDANCE AND SCHEDULING

Once you have attended an orientation, you are ready to sign on for an entry level shift: sorting, stocking, parking, distribution or receiving. Your email will be added to our weekly Friday communication with our immediate volunteer needs and announcements of events and activities. If your contact information changes, please update in your profile so you will continue to receive communications.

After sign up you can review your schedule by clicking on the assignments tab. You can remove any shift if it occurs after 48 hours. Every evening, we email out the next day schedule with more than 75 volunteer names. The leaders of each activity area review and plan for their area based on the manpower on this list. As a result, we need to know if you are not able to fulfill your shift w days in advance, so that we can FILL your vacant space. You may use the "CONTACT" tab in the vol software (it sends an email), or call the office 630-355-3663 x113 and leave a message.

In order for our operations to run smoothly, it is necessary for you to be ready to begin at your scheduled time and complete the entire shift for which you are scheduled.

If you are late on a regular basis, you will be asked to change the area in which you volunteer to better accommodate your schedule. Volunteers who do not show up at their scheduled time, or leave early without notifying the volunteer leader, will be contacted to determine their interest in continuing to volunteer.

In case of any extreme weather conditions that may occur in the future, use this Emergency Closing Communication link: [www.emergencyclosingcenter.com](http://www.emergencyclosingcenter.com) so that if you wish to sign up, it will email you when Loaves & Fishes is closed due to snow, cold, rain, flood etc. To search for Loaves & Fishes, you must type in "Loaves & Fishes" not Loaves AND Fishes.

## **PARKING AND SIGN IN**

Volunteer parking is on the west side of the building. Volunteers may also park on High Grove Lane or in the vacant overflow lot west of High Grove Lane. Carpooling is encouraged!

Each time you volunteer, please clock in. Once signed in, please wear your name badge until you sign out. You will find temporary name badges until you have established a regular shift rotation. Then request a permanent badge on the request form on the clipboard.

You may use the coat rack in the volunteer break area, but please do not leave any valuables in the break area. There is no place to store purses.

## **POLICY CONCERNING STRANDED CLIENTS**

Under NO circumstances should a Loaves & Fishes staff or volunteer, take responsibility for transporting a client to their residence or to any other destination.

Safety and liability considerations are simply too great for you, personally, and Loaves & Fishes, as an organization, to incur the risk. Transportation is not a service or program that is provided by L&F. Anyone disregarding this policy will be acting on their own and be considered in violation of Loaves & Fishes policy.

## **VOLUNTEER DRIVERS OF L&F VEHICLES**

Volunteer drivers must maintain a current Driver's License, proof of insurance and be under 70 years of age. Loaves & Fishes provides insurance of the company vehicle.

## **DRESS CODE**

The personal appearance of our volunteers is an important factor in the general impressions that are formed of our organization. Neatness and moderation in dress and grooming styles are required.

All volunteers are required to wear closed-toe shoes for their protection.

# ORGANIZATION ENVIRONMENT

Loaves & Fishes is a smoke-free, drug-free, violence-free environment.

Respect for Property: We have a critical responsibility to maintain the security and integrity of the Loaves & Fish's buildings and their contents. If entrusted with securing a building, please follow all instructions. Please secure your personal belongings. L&F cannot assume responsibility in any way for personal property on the premises.

Safety: Loaves & Fishes is committing to maintaining a safe environment. Everyone is expected to follow health and safety requirements established by law and by our organization. You are expected to know and follow all safety procedures relevant to your activity.

Any hazards or potentially unsafe conditions and/or accidents that occur on the property must be reported immediately to staff. An Incident Form, available from staff, should be completed.

# BEHAVIOR/CONFIDENTIALITY

The individuals who come to Loaves & Fishes are our neighbors and friends: the single parent who just lost his or her job, low-income families with children, the "working poor," disabled residents, seniors, low-income individuals with a chronic illness, teens at risk, the mentally ill, and the homeless.

The identity of our clients is confidential and should not be released to the public by our volunteers. Likewise, if you recognize a client as someone you know, be sensitive to their privacy and possible embarrassment.

Because of the varying backgrounds of our clients and volunteers, we request that volunteers refrain from any off-color conversation, jokes or language, including profanity, while volunteering for Loaves & Fishes.

All volunteers are requested to follow the policies, including this handbook, as well as **the instructions, either verbally or in writing, from a staff member** or volunteer leader. For violations of an organization rule, a volunteer may be counseled, receive a correction action notice or be dismissed. The circumstances of the event(s), history and other related considerations will be used by management to determine what action, if any, is appropriate. It is not intended that these rules be all inclusive. They are intended to serve as a guide for the treatment of all volunteers, and the orderly conduct of the organization's operations. Formal conversations concerning inappropriate behavior will

be conducted by 2 people aside from the volunteer and will be documented in the volunteer record. A final warning prior to dismissal of a volunteer will be clearly stated to the volunteer.

The following are examples of acts that are of such a serious nature as to generally warrant corrective action up to and possibly including dismissal:

- Repeated violation of safety rules or instructions.
- Creating a negative environment for other volunteers.
- Continued failure to wear and use proper protective safety equipment in the areas specifically designated by either warning signs or as set forth in the organization regulations.
- Carrying or use of a weapon or anything else used or commonly perceived as a weapon on organization property.
- Stealing or theft of property from the organization, vendors, or another person.
- Being in a fight, assaulting, taunting, challenging or contributing to a fight or altercation. This includes attempting or threatening bodily harm to or intimidation of another person or organization.

## GRIEVANCE POLICY AND PROCEDURE

It is the policy of Loaves & Fishes Community Services to administer a grievance procedure for the proper review of Loaves & Fishes actions, including disciplinary actions, which a volunteer believes to be incorrect or unjust. That person may also utilize the grievance procedure regarding consistent application of existing policies.

A volunteer may utilize the grievance procedure without fear of reprisal or retaliation due to grievances filed. Volunteers may discuss their concerns with the Chief Executive Officer prior to or during the grievance procedure.

The grievance procedure generally consists of 3 steps.

1. A grievance must be presented, in writing, to the Vice President of Operations or Director of Volunteer and Corporate Engagement within one week of the occurrence or knowledge thereof. Staff will respond to the grievance within one week of its presentation.



2. A volunteer advocate can be provided at the request of the complainant. The advocate can listen to the concern, relate the grievance to staff and provide suggestions. The advocate does not have the power to unilaterally implement change or promise a specific resolution.
3. If not satisfied with staff response, the complainant may, within one week, request the Chief Executive Officer to review the grievance and response. The CEO will respond to the complainant in a timely manner upon receipt of the grievance.

A final report of all proceedings will be placed on file in the Loaves & Fishes Community Services office. The report will include all reports and responses.

All complaints will be held in strict confidence, with the information shared on a need-to-know basis only. An investigation will be made promptly. If the investigation leads to a determination that a complaint is well-grounded and true, appropriate corrective action will be taken.

# ANTI-DISCRIMINATION/HARASSMENT POLICY

Loaves & Fishes Community Services does not discriminate against any volunteer or client on the basis of race, color, cultural heritage, national origin, religion, age, gender, sexual orientation, marital status, physical or mental disability, political affiliation, source of income, veteran status or any other status protected under local, state, or federal law. Loaves & Fishes does not tolerate harassment for any reason. Respect for the dignity of others shall be the guiding principle for our relations with each other.

Every volunteer is expected to avoid any action or conduct that could be viewed as harassment which interferes with the activity of other volunteers or creates an intimidating, hostile or offensive environment for anyone at Loaves & Fishes.

## Reporting and Investigating Alleged Harassment and Discipline

Any volunteer or client who has a complaint of sexual or discriminatory harassment should immediately report such conduct to the Chief Executive Officer or to a member of the Loaves & Fishes Board of Directors

Loaves & Fishes Community Services  
1871 High Grove Lane  
Naperville, Illinois 60540  
630-355-3663