

Volunteer Handbook 2021



COMPASSION
DIGNITY HEALTH
HOPE SERVICE



Loaves & Fishes
Community Services

1871 High Grove Lane • Naperville, IL 60540 • 630.355.3663

VISION

Ending hunger. Transforming Lives.

MISSION

To provide healthy food and impactful programs to promote self-sufficiency.

loaves-fishes.org

WHO WE ARE AND WHAT WE STAND FOR

Vision

Ending hunger. Transforming lives.

Mission

To provide healthy food and impactful programs to promote self-sufficiency.

Core Values

Compassion | Dignity | Health | Hope | Service

Who We Serve

Loaves & Fishes serves neighbors and friends in need in our community. We serve the low income residents of DuPage, Kane, Kendall and Will counties.

VOLUNTEER OPPORTUNITIES & REQUIREMENTS

Thank you for your interest in supporting our mission! Volunteers are the backbone of Loaves & Fishes. We cannot serve the many families in need without our volunteers. Our volunteers are essential in providing 4.2 million lbs of food and CARES Programs to over 5,000 client families a year. We offer a variety of volunteer opportunities, for both teens (ages 14-17) and adults. We encourage you to try different opportunities to find one(s) that you love!

Initial Opportunities

All activities require the ability to stand and move throughout the shift.

Role	Description	Requirements
Teen time	Sort and shelf food; teen only shifts, as well as shifts with general volunteers	Ages 14-17 Ability to move and lift 20 lbs repeatedly
Distribution	Putting pre-packaged food into grocery carts for immediate distribution to clients	Ability to repeatedly lift boxes 10 - 40 lbs and put into grocery carts
Receiving	Unloading trucks, helping in receiving area, and responding to those donating food at the receiving door	Ability to lift 30 lbs repeatedly
Food box packing	Constructing and taping boxes; filling boxes with grocery items	Ability to move and lift 20 lbs repeatedly
Sorting	Sorting produce for quality and/or bagging bulk items into client sized portions	Ability to move and lift 20 lbs repeatedly
Courtesy patrol/ Lifting	Loading groceries into cars at curbside pickup (a bright vest is provided by us)	Ability to repeatedly lift boxes 10-40 lbs from grocery carts and transfer to vehicles; dress appropriately for weather
Courtesy patrol/ Traffic	Help direct traffic for curbside pickup (a bright vest is provided by us)	Dress appropriately for weather

Skilled Areas of Volunteer Opportunities

We also have volunteer opportunities that first require understanding of the entry level role and/or development of specialized skills. A frequent commitment is expected for these roles. These include:

- Driver
- Food delivery to homebound seniors
- Volunteer Leader over various activities
- Program Desk Assistant
- Registration
- Emergency Assistance Intake

SCHEDULING, ATTENDANCE & HOURS REPORTING

Scheduling

You can select and schedule shifts through the Loaves & Fishes website or by downloading and using the [MyImpact](#) app. You may view opportunities by calendar or activity and use filters to tailor the search to your preferences.

Canceling & Attendance

We count on you to be able to serve our clients! If you need to cancel a shift, we ask that you make every attempt to do so with sufficient advance notice. Every evening, we email the next day's schedule to our volunteer leaders so they may review and know who to expect.

If you are cancelling **MORE** than 24 hours prior to your shift, cancel online or through the app.

If you are cancelling **LESS** than 24 hours prior to your shift, please contact us through the "CONTACT" tab online or through the app, or leave a message for the volunteer department at 630-355-3663 x113.

Volunteers who are "No Shows" more than twice, (i.e., those who fail to show up to a scheduled shift without notification of cancellation) will be subject to removal from our volunteer pool. Your participation is critical to our ability to serve our clients!

Hours Reporting

Did you know that the number of volunteers and volunteer hours is an important consideration for nonprofits when applying for grants and funding? So, regardless of whether you need to report your community involvement hours for church, school or some other reason, please be sure to record your time for us. Thank you!

Logging your hours is easy. Simply do it online or through the [MyImpact](#) mobile app. Navigate to the Hours Tab online or through the app, select the date and activity, and enter your time. From here you can also see your most recent entries if you want to confirm whether you have logged your time for a shift.

PARKING AND PERSONAL ITEMS

Volunteer parking is around the building, please do not park in “Staff” spots. Also, do NOT park in the lots of neighboring businesses. Please leave your purse or any valuables locked in your vehicle. You are invited to use the coat rack in the volunteer break area, but please do not leave car keys, phones or any valuables in the break area. Loaves & Fishes is not responsible for lost or damaged belongings.

HEALTH, SAFETY AND SECURITY

The health, safety and security of our staff, clients, volunteers, and the broader community are very important to us. Loaves & Fishes is a smoke-free, drug-free, gun-free and violence-free environment.

Everyone is expected to follow health and safety requirements established by law and by our organization. Any hazards or potentially unsafe conditions and/or accidents that occur on the property must be reported immediately to staff.

General Warehouse Safety Requirements

- Wear closed toes shoes
- Wear gloves when handling food
- No headphones
- Please follow all safety procedures relevant to your activity (e.g., wear your parking vest if working courtesy patrol). If you are unsure about a procedure, ask your volunteer leader or any operations staff.
- Wash your hands well before touching food (even if wearing gloves), and when touching frequently used surfaces.
- Stay home if you are not feeling well for any reason.

COVID-19 Policy

We follow CDC guidelines and update as protocols change.

VOLUNTEER EXPECTATIONS AND POLICIES

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 is requested. All volunteers are required to wear closed-toe shoes in the warehouse for their protection.

No Solicitation

Please refrain from solicitation of any kind – business, personal, political, religious – on Loaves & Fishes premises. Please do not provide petitions, pamphlets, or conduct acts of fundraising.

Client Confidentiality & Treatment (Including of Stranded Clients)

Compassion and Dignity are two of our core values. Volunteers should:

- **Keep the identity of our clients confidential.** Do not discuss clients by name, their circumstances or with sufficient identifying information that their identity becomes known outside of Loaves & Fishes.
- Remember that our clients are our neighbors. If you recognize a client, be sensitive to their privacy and possible embarrassment.
- Refrain from inappropriate conversation, jokes or language, including profanity, while volunteering for Loaves & Fishes. We are an inclusive organization where all should feel welcomed and valued.
- Do **NOT** transport a client to their residence or any other location under any circumstance. This poses a safety and liability risk to both you and Loaves & Fishes; anyone disregarding this policy will be acting on their own and be considered in violation of Loaves & Fishes policy.

Anti-Discrimination / Harassment Policy

Based on our core values of compassion, dignity, health, hope and service, Loaves & Fishes strives to provide services with dignity to all individuals regardless of race, ethnicity, religion, disability, gender, sexual orientation or citizenship. We strive to have an inclusive environment where **all** feel welcome.

Every volunteer is expected to avoid any action or conduct that could be viewed as discriminating or harassing, which interferes with the activity of other volunteers or creates an intimidating, hostile or offensive environment for anyone at Loaves & Fishes. Any volunteer who has a complaint of sexual or discriminatory harassment should immediately report such conduct to the Volunteer Department or Cary Gilkey, Vice President of Operations: CGilkey@loaves-fishes.org. These concerns can also be brought to the attention of Ann Zediker, Director of Human Resources Azediker@loaves-fishes.org without fear of reprisal.

VOLUNTEER EXPERIENCE

We greatly value our volunteers! We are only able to accomplish our mission with the unique talents and compassionate service provided by volunteers. It is very important to us that our volunteers are treated fairly and appropriately.

You can expect:

You are requested:

To be treated with respect and have a pleasant experience while volunteering	To follow organizational policies and procedures and respect client confidentiality
To receive orientation, appropriate training and adequate supervision	To notify us ASAP if you are unable to attend. Please be reliable, punctual and trustworthy, as well as accept guidance
To feel your efforts have real purpose and contribute to the organization's mission, vision and values	To perform the tasks assigned to you to the best of your ability
To be safe	To adhere to the smoke-free, drug-free, gun-free, violence-free environment and follow general safety requirements
To have your feedback and suggestions about your volunteer experience valued	To speak to the Volunteer Department to address areas of conflict or grievances

CONNECT WITH US

Want to be more connected with our Loaves & Fishes community? We have a private Facebook: "[L&F volunteer family](#)" page for our Volunteers! Follow us on our public [Facebook](#), [Instagram](#), [Twitter](#) and/or [LinkedIN](#). Sign up for our monthly newsletter at loaves-fishes.org.

Thank You

