



COMMUNITY FOOD BANK OF SAN BENITO COUNTY VOLUNTEER HANDBOOK

1133 San Felipe Road
Hollister, CA 95023
Phone 831 637-0340 Fax 831 637-0840
www.CommunityFoodBankofSBC.org

COMMUNITY FOOD BANK OF SAN BENITO COUNTY
VOLUNTEER HANBOOK
TABLE OF CONTENTS

Welcome 3

About Community Food Bank..... 4

Volunteer Opportunities 5

General Volunteer Polices 6

Safety Policies..... 8

WELCOME TO COMMUNITY FOOD BANK OF SAN BENITO COUNTY

Welcome to Community Food Bank of San Benito County (“CFB”). Our goal is to have each volunteer join us in making CFB a successful and rewarding place to work. We strongly believe our success is due to our most valuable asset – our volunteers. If you have any questions about this handbook, or CFB, please consult the Chief Executive Officer.

OPEN DOOR POLICY

CFB has an open door policy that encourages volunteer participation in decisions or ideas affecting them and their daily projects. Volunteers who have concerns or complaints are encouraged to talk with their Volunteer Coordinator or the Executive Director. CFB believes that volunteer concerns and ideas are best addressed through this type of informal, open, and direct communication

EXIT INTERVIEWS

This interview is intended to offer departing volunteers the opportunity to communicate their views regarding their work with CFB. At the time of the interview, volunteers are expected to return all CFB furnished property, such as, but not limited to, keys, credit cards, documents, and handbooks. This interview can be very helpful to both the volunteer and CFB management. Honest, constructive discussion of the volunteer’s experience with CFB is encouraged.

PURPOSE OF HANDBOOK

This handbook is intended to provide a summary of policies, procedures, and practices that apply to CFB’s volunteers. It is not intended to be a contract or to otherwise create any legally enforceable obligations on the part of CFB or its volunteers. CFB—at its sole discretion—may amend this handbook.

Please read the handbook carefully and keep on hand for future reference.

Your Contacts are:

Maria Lynn Thomas
Chief Executive Officer

Keesha Hall
Administration Director

MISSION STATEMENT

The mission of CFB is to provide food, nutritional education and advocacy for those in need within San Benito County through partner agencies and direct distribution.

ABOUT CFB

CFB is a non-profit, self-help supplemental food program for low-income families in San Benito County. It was established in 1989 by a group of concerned citizens who saw the need for community support for families who had come upon hard times and required assistance. When CFB began, we were able to service 35 families. Now 19 years later, we serve more than 1,700 families each month. The contents of the grocery bags can serve 91,000 meals per month. This is made possible through the support from community donations, grants and volunteer support.

Our work at CFB depends upon our ability to solicit funds from different sources and from monetary donations given by our local community. We are fortunate to live in a community that is willing to help others who are less fortunate than themselves. One hundred percent of all donations made to CFB serve people in San Benito County.

VOLUNTEER OPPORTUNITIES

BAG BUILD

Pack bags for our delivery program, kids' backpack program and/or USDA monthly distribution.
Wednesdays: 9 – 11am, 1 – 3pm

DRIVERS

Pick up food donations at local grocers.
Mornings- Seven Days a week: 7 -9am

Deliver food to individual homes and/or distribution sites.
Days / times vary: ask for details

HOLLISTER PANTRY

Food handling/prepping and distribute to clients.
Fridays: 9am – 1pm Saturdays: 9am - Noon

HOLLISTER OFFICE

Front office, accounting, and fundraising positions
Office hours: Tuesdays – Saturday Friday 8am – 4pm

SAN JUAN PANTRY

Food handling/prepping and distribute to clients.
Thursdays : 8am – Noon

PAT'S PLACE

Various departments at our retail thrift store in Hollister.
Store Hours: Mondays, Wednesday, Friday 10 am – 4pm

GENERAL VOLUNTEER POLICIES

EQUAL OPPORTUNITY

CFB maintains a policy of equal opportunity association for all volunteers and applicants. CFB does not unlawfully discriminate based on race, religion, creed, color, national origin, ancestry, physical or mental disabilities, medical condition, sex, age, marital status, military or veteran's status, or sexual orientation. CFB also makes reasonable accommodations for disabled volunteers. For more information about the types of conduct that constitute impermissible harassment, and CFB's procedures for addressing complaints of harassment, please see CFB's policy against harassment in this handbook.

VOLUNTEER CODE OF CONDUCT

Our commitment is to treat every volunteer, employee, and client with dignity and respect. Therefore, it is important that every volunteer is aware of the responsibilities of CFB volunteers. Violations of CFB's standards of conduct may result in disciplinary action, up to and including termination of association depending upon the nature, frequency, and severity of the infraction. The examples set forth below are intended to provide volunteers with a general idea of what is expected of them. However, they by no means identify every type of unacceptable conduct and performance. Volunteers should be aware that conduct not specifically listed below, but which is detrimental to CFB, its clients, or other volunteers, may also result in disciplinary action.

Safety and Security Violations

1. Failure to follow instructions or to adhere to prescribed safety procedures.
2. Being under the influence of liquor, narcotics, or abusive drugs; possessing, using, or distributing narcotics or abusive drugs; or bringing alcohol, narcotics or abusive drugs on CFB property.
3. Fighting, wrestling, fooling around, running, or engaging in horseplay.
4. Stealing.
5. Failure to report an accident or injury.
6. Any unauthorized use of telephones.

Code of Conduct Violations

1. Insubordination, refusal to do assigned work, or failure to carry out any reasonable request of a management representative.
2. Failure to follow time and attendance recording procedures.
3. Marking or defacing walls, toilets, machinery, or other CFB property, or willfully damaging or destroying CFB property in any way.
4. Repeated or continuous absence or tardiness, and absence without notice or with unsatisfactory reason.
5. Any undesirable conduct on CFB property.

Termination of Relationship

Volunteers are expected to observe certain standards of job performance and good conduct. When performance or conduct does not meet CFB standards, CFB will attempt to provide the volunteer a reasonable opportunity to correct the deficiency. CFB reserves the right to end the relationship, without resorting to disciplinary steps, when CFB deems such action appropriate.

Policy against Harassment

CFB is committed to providing a work environment free of sexual harassment. This includes harassment based on gender, pregnancy, childbirth, or related medical conditions, as well as harassment based on such factors as race, religion, creed, color, national origin, ancestry, physical or mental disabilities, medical condition, sex, age, marital status, military or veteran's status, sexual orientation, or family care leave status. CFB will not tolerate harassment of volunteers by managers, coordinators, or co-workers. Similarly, CFB will not tolerate harassment by its volunteers of non-volunteers with whom CFB volunteers have a business, service, or professional relationship.

Harassment includes verbal, physical, and visual conduct that creates an intimidating, offensive, or hostile working environment or that interferes with work performance. Harassment can take many forms and includes, but is not limited to: slurs, jokes, statements, gestures, pictures, or cartoons regarding an volunteer's race, religion, creed, color, national origin, ancestry, physical or mental disabilities, medical condition, sex, age, marital status, military or veteran's status, or sexual orientation. Sexually harassing conduct, in particular, includes all of these prohibited actions, as well as other unwelcome conduct such as requests for sexual favors, conversation containing sexual comments, and unwelcome sexual advances.

Any incident of harassment, including work-related harassment by any CFB volunteer or any other person, should be reported immediately to the volunteer's coordinator, or to the Executive Director, who is responsible for investigating the matter. Coordinators who receive a complaint or who observe harassing conduct should inform the Executive Director immediately. CFB emphasizes that a volunteer is not required to notify their coordinator first, if that coordinator is the individual who is harassing the volunteer.

CFB will investigate all complaints in a manner it deems appropriate. In addition, CFB will not tolerate retaliation against any volunteer for cooperating in an investigation or for making a harassment complaint.

In the case of CFB volunteers, if harassment is established, CFB will discipline the offender. Disciplinary action for a violation of this policy can range from verbal or written warnings up to, and including, immediate termination of the relationship depending upon the circumstances. With regard to acts of harassment by or to customers or vendors, CFB will take appropriate corrective action

Attendance and Punctuality

In order to keep CFB running efficiently, it is important that volunteer attendance be regular and punctual. If a volunteer must be absent, due to illness or other reasons, or leave early, the volunteer should notify their coordinator as far in advance as possible.

Drug Free Workplace Policy

CFB is committed to providing a safe environment and to fostering the well being and health of its volunteers. That commitment is jeopardized when volunteers use illegal drugs or alcohol on the job, come to work with these substances present in their bodies, or possess, distribute or sell drugs in the workplace. If a volunteer must take prescription medication that will affect the volunteer's ability to perform their job, the volunteer should notify your coordinator.

No Smoking Policy

CFB is a non-smoking facility. Smoking is permitted only outside the building twenty (20) feet from doors and windows.

SAFETY POLICIES

CFB is committed to providing a healthy and safe environment for all volunteers. In return, volunteers are required to know and comply with the general safety rules and to follow safe practices at all times. Volunteers are also required to immediately report to your coordinator any potential safety hazards, and all injuries and accidents.

First aid stations and fire extinguishers are located throughout the building. Every volunteer should familiarize themselves with all safety procedures.

1. **Work Safely:** Safety is everyone's business. Coordinators will teach new volunteers safe working methods. Volunteers must know and observe all safety rules applicable to their activities. Each volunteer's compliance with all safety rules is a requisite for continued association with CFB.
2. **Lifting:** Hold your back straight, bend your knees, get a firm grip on the object, hold it close to your body, space your feet apart for good balance, and lift, exerting your stronger leg muscles as the lifting force, and not your weaker back muscles.
3. **Material Handling:** Do not throw objects – always carry or pass them. Use hand trucks or other equipment when possible and ask for assistance with heavy or awkward objects.
4. **Trash Disposal:** Keep sharp objects and dangerous substances out of the trashcan. Dispose of them in the large trash bin.
5. **Clean Up:** Remove refuse promptly to prevent slips and tripping.
6. **Prevent Falls:** Keep aisles, work areas, and stairways clean, clear, and well lighted. Report slippery or faulty floor surfaces.
7. **Walk – Do not Run:** Watch your step.
8. **Tools:** Handle and store knives carefully. Do not use burred, defective, or greasy tools. Use the proper tools for the job you are doing.
9. **Falling Objects:** Handle objects and tools carefully. Store them where they will not fall.
10. **Work Area Conditions:** Protruding nails, torn or sharp corners can cause serious cuts and bruises. Remove or pad them. Close all drawers.
11. **Ladders:** Use a ladder placed securely on the ground, not a chair, box, or other makeshift stepping device.
12. **Electrical Hazards:** Do not stand on wet floors while using any electrical apparatus. Keep extension cords in good repair. Do not make unauthorized connections or repairs.
13. **Prevent infection:** All cuts and scratches are dangerous. Get first aid immediately.
14. **Report injuries:** If someone is injured, report it immediately to the coordinator. Injuries will be investigated promptly and thoroughly and appropriate actions taken.
15. **Report:** All unsafe conditions are to be reported to your coordinator.
16. **Forklift:** All forklift operators must be approved to operate lift trucks.

* * * * *