

WELCOME

to Second Harvest ECI

Welcome to the Second Harvest family! We are thrilled to have you join our team in the fight against hunger. Your time, dedication, and compassion make a meaningful difference in the lives of individuals and families in our community.

At Second Harvest, our mission is to provide nutritious food to those in need while fostering a culture of kindness and service. Volunteers like you are the heart of our organization, helping us sort, pack, and distribute food efficiently and with care. Whether you are here for a single shift or as a long-term volunteer, your contribution is essential to our success.

This handbook is designed to provide you with essential information about our food bank, including our policies, procedures, and best practices. It will guide you in understanding your role, ensuring a safe and productive environment for everyone involved.

We encourage you to ask questions, share ideas, and connect with fellow volunteers and staff members. Together, we can make a significant impact in the fight against food insecurity.

Thank you for being a part of our mission. We appreciate your generosity and commitment to serving our community. We look forward to working with you and witnessing the positive change we can create together.

Sincerely,

Rachel Selke

ABOUT THIS HANDBOOK

This handbook is designed to introduce you to Second Harvest ECI and provide a basic overview of our policies and procedures for our variety of different volunteer opportunities. Much of the information presented in this handbook is located in our employee handbook, on-boarding presentation, and givepulse pages as well. As a volunteer of Second Harvest, we extend to you many of the same rights as our paid staff with regards to work environment, necessary job training (as it applies), supervision, and recognition.

In return, we expect you to honor your commitments to Second Harvest ECI, respect others and perform your assigned duties to the best of your abilities. If you are unable to do this, please communicate with our volunteer team so that we can assist you.

As our organization grows and changes, there may come a need to revise this handbook to modify policies, practices, and other information described in this handbook. When such changes occur, you will be notified by an announcement on givepulse, email notification, or update.

If you have any questions or need any clarification about the information within this handbook, please contact our Volunteer Program Manager.

ORGANIZATION OVERVIEW

Our Mission

To provide help for today by feeding the hungry and hope for tomorrow by addressing the causes of food insecurity while empowering people toward self-sufficiency.

Our Vision

To see people in East Central Indiana free from hunger and self-sufficient.

Our Values

- Dignity and compassion for all
- Striving for excellence in every effort and interaction
- Devotion to community and belief in human potential
- Responsible governance and fiscal stewardship
- Relationship-focused

Our Beliefs

- We seek partners who share our values and mission
- We can put a dent in poverty in all its forms
- We must address the root causes of food insecurity
- We will empower people toward long-term stability
- Donor and volunteer engagement must be intentional and meaningful
- We must advocate for those with no voice
- To change our communities we must be open to change

VOLUNTEER OPERATIONS

SHFB Volunteer STAFF:



Volunteer Program Manager

Rachel Selke

Phone: 765-287-8698 ext. 115

Email: rselke@curehunger.org



Volunteer Coordinator

Tina Clifton

Phone: 765-287-8698 ext. 144

Email: tclifton@curehunger.org

PARKING AT SECOND HARVEST FOOD BANK

At the Food Bank:

6621 Old State Rd 3

Muncie, IN, 47303

We ask all volunteers at the food bank to follow the signs to the back of the property where our offices and parking lot is located. You will enter through the office doors marked by the "Second Harvest" overhang.

PARKING AT MOBILE DISTRIBUTIONS

***Check the Givepulse page for the address of the mobile distribution you are volunteering at.

For mobile distributions, we ask that all volunteers park away from the flow of cars coming through the line to avoid impeding the flow of traffic and prevent any unwanted damage to their vehicle.

DRESS CODE

All volunteers should be aware that they represent Second Harvest ECI. Each volunteer should dress appropriately based upon the department/program they plan to be working in. For example, more professional attire would be appropriate while attending a Forward Steps graduation program while work clothes with long pants and close-toed shoes would be expected for working in the warehouse. As a rule, clothing in disrepair, unclean, “short” shorts, flip-flops (or any shoe that exposes your toes to potential injury), should not be worn while volunteering. Clothing that is inappropriate or discriminatory should not be worn during your volunteer hours.

Any dress code concerns will be directly addressed by your supervisor in a respectful and appropriate manner.

SUPERVISION

While Second Harvest ECI has a dedicated Volunteer Engagement Team, designated staff for each program also coordinate volunteers. These staff members run the program and in conjunction with the Volunteer Program Manager, provide things like schedules, project information, and training for each volunteer position. The Volunteer Engagement Team supports these supervisors with company policy, volunteer recognition, and recruitment and is available to volunteers to answer any questions that may arise.

IT SUPPORT INFORMATION AND TECHNOLOGY NEEDS

Some volunteer roles may require use of Second Harvest technology or software. Please contact the Volunteer Program Manager at rselke@curehunger.org OR call 765-287-8698 for assistance. You may also choose to message Rachel Selke or the page admin on GivePulse. GivePulse utilizes a great IT support at <https://support.givepulse.com/hc/en-us>. There are FAQs and a support button that links to a chat feature.

VALUABLES

Please do not bring valuables to your volunteer work location, as we cannot be responsible for their damage or loss. Lockers are provided in the community room for personal belongings during your volunteer time on-site. If volunteering at a mobile distribution, it is recommended to leave personal belongings in your locked vehicle or ask the driver to keep them in the truck.

CELL PHONE USE

Please limit your cell phone use during your volunteer time. If you are working in the community room/warehouse your phone should be kept away to avoid distractions around the forklifts. If you are working at a mobile distribution there should be no use of phones around moving vehicles, for your safety. If you need to take a phone call during your volunteer time, please move to a private area. Please coordinate these breaks with your fellow volunteers and supervisor to ensure we have coverage in your work area. Constant use of your cell phone during your volunteer hours may result in the dismissal of your volunteer impact hours.

SNACKS AND BEVERAGES

Snacks and beverages may be provided while volunteering. You are welcome to take a break and enjoy a snack or beverage while volunteering with us. Please coordinate these breaks with your supervisor and only consume food or drink in designated areas.

ILLNESS

Volunteers are asked to stay home if they are ill to help stop the spread of disease. COVID guidelines can be found on our website. Please notify your supervisor as far in advance as possible if you need to miss a shift due to illness. We work with neighbors who may be elderly or immunocompromised so keeping everyone safe is paramount.

VOLUNTEER CODE OF CONDUCT AND POLICIES

Volunteers are essential to the work of Second Harvest Food Bank in communities across East Central Indiana. Our community relies on the generosity of volunteers to sort, package and distribute food and other resources to our neighbors facing food insecurity. Because of this we ask that you honor the shift/distribution arriving on time and being present in the moment.

If you are unable to attend for any reason, we ask for 24-hour notice via phone, email, or GivePulse (*unless you are ill, then let us know as soon as possible*).

SHFB Volunteers are always expected to:

- Treat volunteers, neighbors, guests, and staff with respect and dignity.
- Create intentional relationships and operate out of a place of kindness, seeking to understand those you interact with.
- We strive to make a space that is safe for everyone; a place where anyone can contribute their talents and give their time.
- Affirm other life experiences, identities, and cultures different from your own.
- Assume best intentions and find respectful, calm ways to address concerns.
- Learn from each other; if you don't understand or are confused about something, please ask.
- Respect our neighbor's right to privacy, keeping the knowledge of their interaction with us private.

FOOD ALLOTMENT POLICY

Mobile distribution volunteers are welcome to pick up the same allotment of food that we are passing out to neighbors in line. Many of our volunteers themselves fall into the category of needing additional resources or have

neighbors who are in need. We appreciate your efforts to help eliminate resource insecurity.

Step 1: Inform the driver you would like an allotment.

Step 2: Collect your allotment from the pallets and set onto the designated pallet by the truck OR put your portion into your car.

- ★ No holding items aside and shopping from palletted items during your shift.
- ★ You must log each allotment on the car count and TEFAP sheet, in accordance to the state and federal requirements we must abide by. Not following this procedure can lose this food for our neighbors.

SAFETY POLICY

- Please do not operate the pallet jack, unless trained and authorized by our staff to do so.
- Practice safe lifting with a buddy for heavy or awkward items.
- Practice safe food handling (including never smoking around food items or neighbors, keeping food off the ground, etc.).
- Personal food and drink should be kept away from food being distributed, in accordance with federal food safety expectations.
- ★ If at any time there is conflict, please let a staff member know.
- ★ If working with a neighbor, calmly tell them you need to get a staff member who can help them. These conflicts should also be reported to the Volunteer Program Manager.

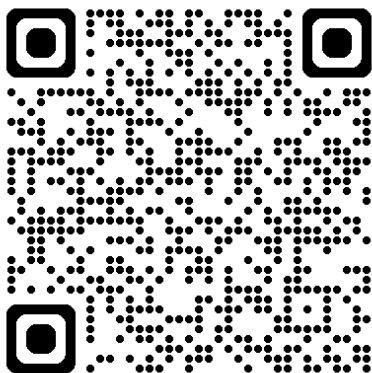
GIVEPULSE

GivePulse is our Volunteer Management System that we use to track volunteer hours for our board, grants, volunteer appreciation, etc. We also use it to communicate with volunteers, sign up for volunteer opportunities, receive feedback and track waivers. If you register for a shift, it will also remind you of the upcoming shift.

When you volunteer your time with us, you can pre-register through the givepulse event page you plan on attending and sign-in at the event. If you sign in through the app, your hours are automatically logged as an impact hour associated with your user account. If you physically sign in, the volunteer coordinator will log your hour(s) using the attendance sheet with your name and email. If you do not sign in, your hours will not be counted. It is the only way we can verify your attendance.

You can find events on Givepulse at this link or the QR code below:

<https://givepul.se/e3btia>



END OF YOUR VOLUNTEER SERVICE

DISCIPLINARY ACTION MUST BE TAKEN WHEN:

Any volunteer:

- Is unable or unwilling to comply with the above Code of Conduct and/or Policies.
- Uses language that is racist, sexist, homophobic, transphobic, or discriminatory in any way to fellow volunteers, to staff, guests, or our neighbors.
- Is yelling, intimidating, bullying, or abusive.
- Is under the influence of any substance that inhibits their ability to perform tasks or adhere to safety standards (includes but is not limited to alcohol, prescription and/or street drugs).
- Intentionally destroys or damages SHFB property.
- Theft

DISCIPLINARY PRACTICES

The following guidelines may be used in some instances at the sole discretion of Second Harvest ECI. Depending on the severity of the behavior, steps may need to be progressed.

Step 1: Oral warning with documentation in the individual's personnel file

Step 2: Written warning with individual and copy to personnel file

Step 3: Written warning with suspension – documentation to personnel file.

Step 4: Termination/Dismissal

RESIGNATION & DISMISSAL

Volunteers and Second Harvest have a mutual right to terminate the relationship at will, with or without reason, and to outline grounds and procedures for resignation and dismissal.

The volunteer may resign from SHFB at any time. A volunteer may be dismissed from their service at any time.

1. When a regular volunteer resigns from SHFB, they should provide a reason for their decision in writing with as much notice as possible to their volunteer supervisor.
2. Volunteers who do not adhere to the rules and procedures of SHFB or who fail to satisfactorily perform their volunteer assignments are subject to dismissal. Possible grounds for dismissal may include, but are not limited to: use of drugs or alcohol while on duty; theft of property; misuse of SHFB equipment, donations, or materials; abuse or mistreatment of clients, staff, or other volunteers; and breaking confidentiality.
3. The Volunteer Program Manager will record reason(s) for dismissal and any other pertinent information in the volunteer's personnel file.

EXIT SURVEY

The Volunteer Program Manager will follow up with an Exit Survey via email after a volunteer has provided notice that they will be ending their relationship with Second Harvest Food Bank. We ask that you complete the form honestly and thoughtfully about your volunteer role - all feedback is reviewed and will be taken into consideration.

POLICIES & PROCEDURES

To see full policies referred to within this form, please contact the Volunteer Program Manager at 765-287-8698.

Anti-Theft Policy:

SHFB has a zero-tolerance policy for theft.

Alcohol, Drugs, and Tobacco Policy:

SHFB has a zero-tolerance policy for volunteers under the influence of drugs or alcohol during their volunteer time. Use of tobacco in any form is strictly prohibited within our facilities or around food at mobile distributions; volunteers who use any form of tobacco may use the designated areas outside of food/neighbor areas.

Attendance and Punctuality Policy:

Regular attendance is expected for volunteers. If you need to cancel, please do so as far in advance as possible (preferably 24 hours). If you are running late, please call SHFB at 765-287-8698 or contact your volunteer supervisor directly.

Civil Rights Policy:

In accordance with federal law and US Department of Agriculture policy, SHFB staff and volunteers are prohibited from discriminating on the basis of race, color, national origin, sex, age, ability, or religion.

Impartiality Policy:

While acting as a representative of SHFB, volunteers shall remain impartial/neutral in their role, particularly as it relates to political, social, and religious viewpoints.

Non-Discrimination/Anti-Harassment Policy:

SHFB prohibits harassment of any type and pays particular attention to harassment of protected classes; also prohibited is sexual harassment of volunteers and those working with volunteers.

Open Door Policy:

SHFB has specific guidelines for managing grievances between volunteers and Second Harvest if they occur.

Personal Use of Donated Items:

Volunteers are not permitted to remove donated food or non-food items from the building for personal use or consumption. See the Allotment Policy for mobile distribution procedures.

Reference Policy:

SHFB representatives can provide verification of hours and dates of service. Only observing supervisors may provide character references, at their discretion.

Resignation & Termination:

SHFB has specific terms under which it and its volunteers proceed in discontinuing the volunteer relationship.

Workplace Violence Policy

SHFB prohibits the use of guns, weapons, and violent behavior in its facilities.

Signature:

Date:

Print Name:

POSITIVE FEEDBACK OR COMPLAINTS

If there is a situation, good or bad, that you feel needs addressed, please reach out to our volunteer manager: 765-287-8698 ext. 115. This feedback will be logged and followed up on in a timely way once it is received.