



2020 COVID Volunteer Handbook

Thank you for volunteering at TCV Food Bank + Thrift Store

Welcome to *TCV Food Bank + Thrift Store*! We would like to take this opportunity to tell you how pleased we are that you are able to volunteer on our team. With limited staffing, our food pantry relies on committed volunteers to operate. Volunteers contribute thousands of hours every month and have a key role in helping us fulfill our mission. As part of the *TCV Food Bank and Thrift Store* team, you will be making an important difference in the lives of a great many people. While our work is not easy, it is highly satisfying and extremely meaningful.

About this Handbook

The purpose of this handbook is to introduce you to TCV and provide an overview of the policies and procedures that help ensure our tradition of excellence. We strive to provide a safe work environment, supervision and recognition.

Who we are

TCV Food Bank + Thrift Store is a food/clothes source for people in need. Collaborating with Alameda County and the cities of Fremont, Newark and Union City, our organization provides resources to people who face significant food insecurity. TCV Food Bank + Thrift Store seeks to build a community solution to a community problem by leveraging produce from a multitude of sources and redistributing it.

Program Guiding Values

Compassion

- Above all else, we will be respectful and responsive to our clients and serve them in a caring and sensitive manner.
- We value and protect our clients' privacy and ensure a safe environment for our clients, volunteers, and staff.
- We honor our client's dignity by offering usable, nutritious food and distributing it in a convenient and equitable manner.

Resourcefulness

- We bring our full resources to bear on the problem of hunger and collaborate with other agencies to best serve our clients
- We are committed to providing quality healthy food at no cost to our clients.
- We will be well managed, sustainable and a good steward of resources.

Community Centered

- We believe in being culturally competent and understanding the needs of the diverse cultures representative in the clients we serve
- We acknowledge the accountability we have to our community and our partners by striving to maintain the highest reputation for integrity and respect for all people.
- We honor and appreciate the contributions of our donors and volunteers.

Volunteer Policies and Procedures

General Rules

- Please be on time. Our TCV Marketplace (warehouse) is always running and operating to serve clients. If you are more than 10 minutes late, we may ask you to reschedule your shift.
- We depend on our volunteers to make this organization run. Please set up schedules and let us know when things change.
- No eating or drinking in the TCV Marketplace (warehouse). Except water.
- No cell phones or ear buds. These compromise your ability to hear the moving parts of the warehouse and thrift store sorting area and present a safety concern.
- **Parking:** Volunteers cannot park in our front parking lot when here for a volunteer shift. Please park in the Tree of Life Church parking lot at the corner of Peralta and Maple, 4140 Peralta Blvd, Fremont. Ask our staff for a parking pass to put on your windshield. Parking pass must be displayed on the dashboard.

Who can volunteer?

- **Age Requirements:** Minors must have parental consent to work at the food bank. Those under 16 must also be accompanied by a parent/chaperone at all times. The minimum age for volunteering is 14 years old.

Attendance

At *TCV Food Bank + Thrift Store*, we depend on our volunteers to serve the community. We ask that you schedule ahead of time the dates and shifts you plan to work. We cannot promise there will be work for you to do if you do not set up a schedule. We also ask that you be **on time** for your shift. If you will be absent, please call (510-793-4583) or email (volunteer@tcvfoodbank.org) the Volunteer Coordinator to inform them of the change.

Right of Refusal

TCV Food Bank + Thrift Store (Tri-City Volunteers Inc.) reserves the right to refuse acceptance to any volunteer for any program.

Volunteer Shift Scheduling

Individual Volunteers

Setting a Volunteer Shift: Volunteers are welcome to immediately volunteer with TCV following orientation and we are flexible with your availability. The only commitment we request is that shifts are a minimum of two hours. We also request volunteers notify the Volunteer Coordinator 24 hours in advance by email (volunteer@tcvfoodbank.org), or phone (510-598-4066) to set up any volunteer shifts or cancellations.

Food Bank Available Times

Mondays to Thursday:
8:00am-3:00pm

Group Volunteers - Scheduled Appointments only

Community and corporate groups are scheduled by session and have specific projects prepared for them. Groups will receive an orientation and instructions on their day of service.

Code of Conduct

- All clients must be treated with patience and respect. If you are experiencing difficulty with a client, please call on the staff supervisor where you are working.
- Be courteous, friendly and cooperative.
- Follow the instructions of your supervisor; be courteous to all staff and fellow volunteers.
- In the warehouse, you must follow the food distribution plan for the day. This plan was developed to help us ensure we are able to provide similar amounts of food on a continuous basis. Because of this we cannot provide extra food.
- **Any injury, accident or incident where you might have experienced harm while volunteering must be reported to your staff supervisor or the Volunteer Coordinator.**
- Please let us know if you have any restrictions that prevent you from lifting or if you are unable to stand for more than an hour.
- If you are asked to perform a task or have a situation that is uncomfortable for you, please speak with the Volunteer Coordinator.
- Assist all donors with their donations into the building. Welcome them and thank them for their donation. Inform supervising staff of donation received in order to provide a receipt or store the items appropriately.
- Monitor public areas for safety, cleanliness and order at all times. If you see something out of place either, clean it up or inform a staff member.
- No eating or drinking in the TCV Marketplace (Warehouse) or Thrift Store.
- Keep personal belongings in designated areas (we are not responsible for stolen items).

The following behaviors are not permitted. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future:

- Offensive or derogatory comments or jokes, including epithets or slurs.
- Yelling, intimidation or threats.
- Pushing, hitting or any physical contact with a client, staff or other volunteer.
- Questioning a client's right to food distribution or preventing a client from receiving food.

Use of Equipment

- All vehicles and transportation equipment will be used by authorized personnel only.
- Electrical equipment will be used by authorized personnel only.
- Company vehicles (trucks, trailers and forklifts) are to be utilized only by designated employees and licensed volunteers - no exception.
- Certain volunteers may be designated to use pallet jacks and scales. Do not use this equipment unless authorized to do so by a TCV staff member.

Solicitation

Solicitation by non-staff or staff members for any reason is not allowed.

Smoking Policy

According to the California Department of Industrial Relations (April 27, 2010), a rest period is not required for volunteers whose total daily work is less than 3.5 hours.

Tri-City Volunteers Inc. (TCV) maintains a smoke-and tobacco-free premise. No smoking or other use of tobacco products (including, but not limited to, vaping, cigarettes, pipes, cigars, snuff, or chewing tobacco) is permitted in any part of the building or in vehicles owned, leased or rented by the agency. Employees and volunteers may smoke outside during breaks **ONLY**, in the designated area which is a minimum of 20 feet from the side of our building on Joseph St.

When smoking or otherwise using tobacco products outside; do not leave cigarette butts or other traces of litter or tobacco use on the ground or surrounding area.

No additional breaks beyond those allowed under the TCV break policy may be taken for the purpose of using tobacco or similar products. Dispose of any litter properly in the receptacles provided for that purpose. All employees and volunteers are expected to abide by this policy in all respects while at work.

Dress Code

The majority of your time will be spent in the warehouse or outside and for this reason proper dress is required. Keep in mind the warehouse temperature changes with the temperature outside. Keep safety in mind as well when choosing your outfit for the warehouse.

- Shoes: Must be comfortable and practical. Boots or sneakers that tie. No open-toed shoes, heels, or sandals. No flip-flops.
- Pants: Long pants must be fitted at the waist. Must have **no** holes or rips and wear a belt if necessary. No sagging pants are allowed.
- Masks and gloves are required.
- Shorts and skirts: No short shorts or short skirts are allowed.
- T-shirts: No offensive pictures or slogans. No tank tops, or midriff-baring/low-cut tops.
- No gang-affiliated clothing is allowed.

Keep in mind that failure to adhere to the dress code may result in being sent home to change your clothes/shoes. Your safety is of the utmost concern to us, and as such, we require you to abide by these dress code rules.

Media/Press

On occasion, members of the press visit us with specific questions regarding our organization or about the work we do in our local area. We ask that you direct all members of the press to the Executive Director to field all those questions.

Social Media

We are aware of the power of social media today! We would definitely appreciate your assistance in spreading the word of who we are and what we do! Please *like* us on Facebook and Instagram. We do ask, however, if you should see negative information or discussions that you do not participate and let appropriate staff manage the dispute. We want to maintain a high reputation of being a light in the community and this is best done by letting staff members handle difficult conversations.

Volunteers who are also clients of the food pantry:

1. Please pick up your food at the beginning of your volunteer shift and store it in your vehicle.
2. Volunteers may not take extra food or have food that is not part of that day's distribution.

Health and Safety

Your health and safety are very important to us. Please make sure you understand these rules and follow them. Failure to practice safe work habits can result in dismissal.

- Our warehouse is both the heart of our operation and the area of our greatest need. You will be trained to **conscientiously** check, clean, label, sort, and box food items, which will then be made available to our clients. You will also help keep the warehouse and thrift store organized and clean
- No running or pushing
- No throwing carts. Always walk them to their destination.
- Bend at the knees when lifting boxes. For items greater than 25 lbs., find someone to help you. Proper body mechanics is important to avoid injury. Lift with your legs rather than your back. If you are asked to lift anything heavier than you are comfortable with, please inform a supervisor or ask for help in carrying it.
- Be aware of your surroundings! We often have a motorized forklift moving throughout the warehouse, and you must pay attention to its location when it is in motion. Give the forklift driver room to maneuver and stay away from the forklift or move out of the way and stand still if the driver needs to pass by.
- Do not move too quickly around the warehouse, so as to not endanger others.
- Keep aisles, walkways and doors clear of clutter and obstructions.
- Work stations and counters must be cleaned and wiped down when you are finished with them.
- Keep floors swept, mopped, and clean of debris, food and trash at all times. Wet floor cones/signs must be used any time a floor is mopped or if there is a spill.
- If a spill occurs or you notice a mess, clean it up as soon as it happens!
- Wear protective gear like gloves or eye protection when necessary.
- Anyone who has been assigned to handle food **MUST** wear gloves at all times.
- Always wash your hands before and after working, eating, or using the bathroom.
- Any injuries must be reported immediately to a TCV Food Bank staff member or the Executive Director.

Volunteer commitment:

- Adhere to all preceding requirements, responsibilities, TCV's sexual harassment policy, confidentiality agreement, and other rules.
- Clear communication with staff.
- Serve community with dignity and respect.

Our commitment to you:

- Orientation covering program and emergency procedures and a facility tour.
- Supervised training from our Warehouse or Thrift Store staff. Committed staff members who will support you and happily answer all questions.
- A safe and supportive environment for you to serve in.
- Potential referrals or letters of recommendation for exceptional volunteers.
- Providing Certificate of Completion upon finishing your community service with us.

Dispute Resolution/DISCIPLINARY PROCEDURE FOR VOLUNTEERS

1. Introduction and Purpose of the Procedure

TCV Food Bank + Thrift Store (Tri-City Volunteers, Inc.) is committed to creating an environment where all volunteers are able to perform to their best ability and achieve job satisfaction. TCV Food Bank + Thrift Store (Tri-City Volunteers, Inc.) also recognizes that there will be occasions when disciplinary and/or performance problems arise. The purpose of this policy is to ensure that if such problems do arise, they are dealt with fairly and consistently. This policy sets out the action that will be taken when problems occur.

The aim of the policy is to encourage improvement in individual conduct and performance and to minimize disagreements about disciplinary matters thereby reducing the need for “counselling out”.

2. Principles

If a volunteer is subject to disciplinary action:

- The procedure is designed to establish the facts quickly and to deal consistently with disciplinary issues.
- At every stage the volunteer will be advised of the nature of the complaint and given the opportunity to state their case in a meeting before any decision is taken on whether to impose a warning or other disciplinary sanction.
- In some cases, an investigation may be required before any final decision is taken on whether to impose a warning or other disciplinary sanction.

3. Informal Discussions/Counselling

Most disciplinary problems can be solved by informal discussions or counselling. Before taking formal disciplinary action, the Volunteer Coordinator will make every effort to resolve the matter by informal discussions, which may include mediation, additional training, or support for the volunteer. This would not be recorded as disciplinary action and would be seen as a process of constructive dialog.

Only where this fails to bring about the desired improvement will the formal disciplinary procedure be implemented.

4. Formal Verbal Warning

If, despite informal discussions or training, the conduct or performance still does not meet acceptable standards, the volunteer may, following an appropriate disciplinary meeting, be given a formal verbal warning by their manager. The volunteer will be told:

- The reason for the warning
- What the volunteer needs to do to improve the situation
- Any support or training that TCV Food Bank + Thrift Store might provide to support must be implemented immediately.
- That the verbal warning is the first stage of the disciplinary procedure

A brief note of the warning will be kept but it will lapse after 6 months, subject to satisfactory conduct and/or performance.

5. Written Warning

If there is no improvement in standards within the prescribed time, or if a further offence occurs, the volunteer will receive a letter from their manager. The letter will contain:

- Details of what the volunteer has alleged to have done wrong
- The reason why the current behavior or performance is unacceptable
- An invitation to attend a disciplinary meeting with their manager at which the problems can be discussed
- Copies of any documents that will be referred to at the disciplinary meeting

The disciplinary meeting should take place as soon as is reasonably possible but with sufficient time for the volunteer to consider their response to the information contained in the letter. The meeting will be an opportunity for both the volunteer (with their representative) and the Manager to talk about the allegations being made, review the information with a view to establishing whether to progress the disciplinary action.

Where, following the disciplinary meeting, it is decided that no further action is warranted, the volunteer will be informed in writing.

Where, following the disciplinary meeting, the volunteer is found to be performing unsatisfactorily or their behavior is deemed unsatisfactory, they will be given a written warning which will set out:

- The performance and/or behavior problem
- The improvement that is required
- Any support that TCV Food Bank + Thrift Store will provide to assist the volunteer must be implemented immediately.
- A statement that failure to improve could lead to a final written warning and ultimately dismissal
- A review date

A copy of the written warning will be kept on file, but the warning will lapse after 12 months subject to satisfactory conduct and/or performance.

Where a written warning is given, the Executive Director will be advised and kept up to date with any progress.

6. Dismissal

If the volunteer's conduct or performance still fails to improve or if further serious misconduct occurs, the final stage in the disciplinary process may be instituted and the volunteer dismissed. The decision to dismiss will be taken by the Volunteer Coordinator, the Operations Manager or the Executive Director.

7. Gross Misconduct

Where a volunteer is found guilty of gross misconduct, they will normally be subject to summary dismissal and the above procedures regarding progression of warnings will not apply. Where there is an allegation of gross misconduct, senior management will carry out an immediate investigation. The volunteer will have an opportunity to participate in that investigation and put their case and answer the allegations of gross misconduct. While the alleged gross misconduct is being investigated, the volunteer may be suspended. Such suspension is not to be regarded as a form of disciplinary action and will be for as short a period as possible. Any decision to dismiss will be taken only after an investigation and a disciplinary hearing.

If, after investigation and disciplinary hearing, it is deemed that the volunteer has committed an offence of gross misconduct, the normal consequence will be an immediate dismissal. The volunteer will be notified of the dismissal as soon as possible.

The following list is a non-exhaustive list that indicates the type of actions that may constitute gross misconduct:

- Theft, fraud, deliberate falsification of company documents
- Violent behavior, fighting, assault on another person
- Deliberate damage to company property
- Harassment
- Being unfit for work through alcohol or illegal drugs
- Gross negligence
- Gross insubordination.

Thank you for being a volunteer with us! We appreciate your help, and hope you enjoy your time helping us eliminate hunger in the Tri-City area. Please do not hesitate to ask us if you need anything or have any questions!

Appendix A

SEXUAL HARASSMENT PREVENTION POLICY

TCV Food Bank + Thrift Store prohibits sexual harassment of its employees, volunteers and applicants for employment by any employee, non-employee or applicant. Such conduct may result in disciplinary action up to and including immediate dismissal. This policy covers all employees, volunteers, clients and associates. TCV will not tolerate, condone or allow sexual harassment, whether engaged in by fellow employees, volunteers, associates, clients or other non-employees who conduct business with us.

Sexual harassment is any behavior that includes unwelcome sexual advances and other verbal or physical conduct of a sexual nature when:

1. Submission to, or rejection of, such conduct is used as the basis for promotions or other employment decisions;
2. The conduct unreasonably interferes with an individual's job performance or creates an intimidating, hostile or offensive work environment.

TCV volunteers are entitled to work in an environment free from sexual harassment and a hostile or offensive working environment. We recognize sexual harassment as unlawful discrimination, just as conduct that belittles or demeans any individual on the basis of race, religion, national origin, sexual preference, age, disability, or other similar characteristics or circumstances.

No manager or supervisor shall threaten or imply that a volunteer's refusal to submit to sexual advances will adversely affect that person's employment, compensation, advancement, assigned duties, or any other term or condition of employment or career development.

Sexual joking, lewd pictures and any conduct that tends to make employees of one gender "sex objects" are prohibited.

Volunteers who have complaints of sexual harassment should (and are encouraged to) report such complaints to the Executive Director. If this person is the cause of the offending conduct, the employee may report this matter directly to the Chairman of the Board of Directors. Your complaint will be promptly and thoroughly investigated. Confidentiality of reports and investigations of sexual harassment will be maintained to the greatest extent possible. Any manager, supervisor, volunteer or employee who, after appropriate investigation, is found to have engaged in sexual harassment of another employee or tutor will be subject to disciplinary action, up to and including immediate dismissal.

TCV will not in any way retaliate against any individual who makes a report of sexual harassment nor permit any employee to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to appropriate disciplinary action, up to and including immediate dismissal

Appendix B

CONFIDENTIALITY AGREEMENT

This agreement is made between *TCV Food Bank + Thrift Store (Tri-City Volunteers, Inc.)* and the volunteer.

Confidentiality means being entrusted with someone's personal information. That information is not to be passed through written, electronic or spoken word.

Throughout your time here at *TCV Food Bank + Thrift Store* you will be privy to information such as: names, addresses, telephone numbers, email addresses, health card numbers, and other personal information. This information must always be considered private and confidential.

When and if a volunteer receives codes for computers or other electronic equipment, or keys for filing cabinets and other repositories containing private information, or even simply exposure to private information contained in files and folders, information and codes are to be kept secret and never shared.

All information received while at *TCV Food Bank + Thrift Store* is confidential. Any breach of this confidentiality will result in you being asked to leave the organization permanently and immediately.

I am aware that *TCV Food Bank + Thrift Store* is using closed circuit television to monitor the premises for safety and security. Video will be recording 24 hours a day. Access to recordings will be limited to the executive director, the human resources manager, and any appropriate authorities. *TCV Food Bank + Thrift Store* will hold my privacy in the highest regard.

ACKNOWLEDGEMENT

I HAVE RECEIVED A COPY OF THE *TCV FOODBANK + THRIFT STORE (TRI-CITY VOLUNTEERS INC.)* VOLUNTEER HANDBOOK. I UNDERSTAND AND AGREE THAT IT IS MY RESPONSIBILITY TO READ IT AND ASK QUESTIONS IF THERE IS ANYTHING IN IT THAT I DO NOT UNDERSTAND. I UNDERSTAND AND AGREE THAT *TCV FOODBANK + THRIFT STORE (TRI-CITY VOLUNTEERS INC.)* RESERVES THE RIGHT TO REFUSE ACCEPTANCE OF MY VOLUNTEER SERVICES TO ANY PROGRAM AT ANY TIME. I ALSO UNDERSTAND THAT *TCV FOODBANK + THRIFT STORE (TRI-CITY VOLUNTEERS INC.)* HAS THE RIGHT TO DISCIPLINE OR TERMINATE MY VOLUNTEER SERVICES IF I AM IN VIOLATION OF *TCV FOODBANK + THRIFT STORE (TRI-CITY VOLUNTEERS INC.)* CODE OF CONDUCT.

Volunteer - Print Name

Volunteer - Signature

Date