

Jacobs & Cushman San Diego Food Bank

Volunteer Policies & Procedures

1. Volunteers must provide 24 hours notice of cancellation, lack of notice on 3 occasions will result in a 1 month suspension.
2. Volunteers must schedule a shift online, **NO WALK-INS** will be accepted. Volunteers are expected to act responsibly and professionally when representing the Food Bank offsite.
3. Volunteers arriving more than 10 min. after the start of the shift will not be allowed to volunteer for that shift.
4. Individuals convicted of a violent crime or any type of domestic abuse will not be accepted as volunteers.
5. Court mandated volunteers must provide their date of birth and case number; **only misdemeanor** offenses will be considered.
6. Court ordered time **cannot** be substituted for donations.
7. All matters pertaining to clients will be considered strictly confidential.
8. Volunteers must not report to the Food Bank under the influence of drugs or alcohol.
9. Dress is expected to be appropriate. **Nothing that may be a safety hazard will be permitted (i.e. OPEN-TOED SHOES, loose fitting clothing or jewelry, high heels)**
10. Cell phone and ipod/headphone use is not permitted in the warehouse. All cell phone use must be done in the lobby.
11. Volunteers **must be 16 or older**; volunteers 11-15 must be accompanied by an adult (1 adult to every 4 kids if in a group).
12. Children volunteer groups 6-10 may tour the warehouse but cannot volunteer.
13. Eating and drinking is allowed only in the Food Bank lunchroom or outdoors. Food in the warehouse is not for volunteer consumption.
14. There is no smoking in the warehouse or lunchroom at any time; smoking is allowed outdoors 25 feet away from the building.
15. No forms of harassment will be tolerated. The Food Bank is committed to providing a work environment where men and women can work together comfortably and productively, free from all forms of harassment, sexual or otherwise.
16. All questions or concerns should be directed to the Project Coordinator or Department Supervisor.
17. Any accidents or injuries should be immediately reported to the Project Coordinator or Department Supervisor.
18. All volunteer information will be reviewed by the Food Bank, any misrepresentations or omissions may be cause for rejection as an applicant or termination without hours.

In return the Food Bank agrees to:

1. Provide adequate job training, space and good working conditions.
2. Provide references and/or confirmation of hours worked (with advanced notice).
3. Provide a record of volunteer hours and a log sheet to keep track of hours on (upon request).

Safety Standard and Emergency Procedures

The Jacobs & Cushman San Diego Food Bank strives to ensure a safe workplace, and it is the responsibility of each volunteer to adhere to the following:

1. Work according to good safety practices as posted, instructed and discussed.
2. Refrain from any unsafe act that might endanger oneself, the people we serve or co-workers.
3. Use all safety devices provided for your protection-failure to comply with safety requirements could result in immediate dismissal.
4. Report any unsafe situation or acts immediately to your supervisor.
5. Fires or emergencies should be reported to the supervisor. If evacuation is called for, volunteers should use the closest unaffected exit in a quick and calm manner. Move as far away from the building as possible for your safety and make room for emergency vehicles.