



COMMUNITY  
FOOD BANK

OF SOUTHERN ARIZONA

# Volunteer Handbook

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*Mission Statement*

*We change lives in the communities we serve by feeding the hungry today, and building a healthy, hunger-free tomorrow.*

July 7<sup>th</sup>, 2017

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## *Overview*

The Community Food Bank depends on its hundreds of volunteers to bring food to Southern Arizona. Volunteering is rewarding, productive, and easy. There are opportunities to help with special events, or to volunteer on a regular basis. There are opportunities for groups and for individuals, both short term and longer term.

Many people volunteer on a re-occurring basis, devoting a morning or afternoon once a week or once a month. In addition, some volunteers work once or twice on a short term basis. Groups are also welcome. We ask that individuals work a minimum of three hours between the hours of 9 am and 4 pm on Monday (Monday's have limited work options), between 8:30 am and 4:30 pm Tuesday through Friday, or between 9 am and noon on Saturday. Each shift offers limited availability and needs to be scheduled in advance.

This Volunteer Handbook is an overall guide for volunteers. If you have any questions, please contact the Volunteer Coordinator's Office at [volunteer@communityfoodbank.org](mailto:volunteer@communityfoodbank.org).

## ***CFB Locations***

### **Main Warehouse:**

#### ***Community Food Bank***

***3003 S. Country Club Road / Tucson, AZ 85713***

***Phone: (520)622-0525 / Fax: (520) 624-6349***

***Tucson Volunteer Office: (520) 882-3292 [volunteer@communityfoodbank.org](mailto:volunteer@communityfoodbank.org)***

### **Branch Banks and Auxiliary Sites:**

#### ***Amado Community Food Bank***

***28720 South Nogales Hwy / Amado, AZ 85645***

***Phone: (520) 398-2942 / Fax: (520) 398-2261***

#### ***Caridad Community Kitchen***

***845 N Main Ave / Tucson, AZ 85705***

***Phone: (520)882-5641***

#### ***Green Valley-Sahuarita Community Food Bank***

***250 E. Continental / Green Valley, AZ 85614***

***Phone: (520) 625-5252 / Fax: (520) 625-5692***

#### ***Las Milpitas de Cottonwood Farm***

***2405 S. Cottonwood Lane / Tucson, AZ***

***Phone: (520) 882-3295 or (520) 622-0525, ext. 274***

#### ***Marana Community Food Bank***

***11734 W Grier Road / Marana, Arizona 85653***

***Phone: (520) 682-3001 / Fax: (520) 682-4136***

#### ***Nogales Community Food Bank***

***2636 N. Donna Ave. / Nogales, AZ 85621***

***Phone: (520) 281-2790 / Fax: (520) 281-2791***

#### ***Willcox Community Food Bank***

***931 N. Bisbee Ave. / Willcox, AZ 85643***

***Phone: (520) 766-3663***

## *Guidelines*

### **Equal Volunteering Opportunity**

The Community Food Bank provides equal volunteering opportunity does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

The Company will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified volunteers with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you need assistance to perform your volunteer duties because of a physical or mental condition, please let any Human Resources Team Member know.

The Company will endeavor to accommodate the sincere religious beliefs of its volunteers to the extent such accommodation does not pose an undue hardship on the Company's operations. If you wish to request such an accommodation, please speak to any Volunteer Services Team Member.

### **Harassment**

No form of harassment will be tolerated. The Community Food Bank is committed to providing a work environment where women and men can work together comfortably and productively, free from all forms of harassment, sexual or otherwise.

### **Drugs and Alcohol**

The Community Food Bank prohibits the use of alcohol or the unauthorized use of controlled substances by volunteers while acting in the scope of their volunteer duties or services. (See: Tobacco Free Environment.)

### **Tobacco Free Environment**

Community Food Bank is a tobacco-free environment. The use of tobacco, in any form, including e-Cigarettes, is prohibited in facilities occupied by the Community Food Bank, including, but not limited to, offices, warehouse, restrooms, vehicles, hallways, and elevators. Volunteers may use tobacco products outside at least 100 feet from the building. This policy applies to and includes all persons on the Community Food Bank premises and those representing the Community Food Bank at public events.

## Confidential Information

All matters pertaining to clients, whether shared by staff or otherwise disclosed, is strictly confidential (Confidential Information). Confidential Information will not be shared with anyone outside of CFB staff. Staff is able to assist volunteers with any questions regarding Confidential Information and the sharing of Confidential Information.

## Media

Volunteers are not permitted to discuss CFB business with any outside media without the permission of the Public Relations Manager. All contact by media must be referred to the Public Relations Manager. Any questions regarding media should be referred to a staff supervisor.

## Applications

Volunteer applications are found online on the CFB website and in the Volunteer Reception area located on the first floor at the Tucson Main Warehouse. Branch Banks and Auxiliary Site applications are also found on the CFB website and at their locations. **Volunteers must have a completed application on file with Volunteer Office prior to starting any volunteer work.**

## Orientation

All potential volunteers interested in working on a regular, on-going basis, are asked to attend an orientation. The orientation includes a tour of the facility, review of programs, volunteer opportunities, and completion of an application (if not completed online prior to Orientation). The Volunteer Office will schedule volunteers in positions that are acceptable and beneficial to the volunteer, while meeting the CFB's needs. The CFB meets the basic needs of the volunteer with the same standard given to paid employees. This includes providing adequate job training, supervision, space and good working conditions.

## Volunteer Newsletter

A monthly volunteer newsletter is distributed in-house at the Tucson Warehouse and is available via email. The newsletter contains important updates and announcements and reviews of programs. If you do not receive the newsletter via email, and would like to, please contact the Volunteer Office at [volunteer@communityfoodbank.org](mailto:volunteer@communityfoodbank.org).

## Volunteer Assignments

Volunteers are best able to determine their abilities, interests and availability. The Volunteer Office will work with staff and 'regular' volunteers to best match these factors to provide a meaningful, rewarding and productive experience for each volunteer. No regular volunteer will be assigned to work with a staff person without the consent of that staff person or against the wishes of the volunteer.

Short term volunteers will be assigned as needed in specific departments.

### *Records of Volunteer Time*

**Volunteers must sign in.** Volunteer hours are essential for grant-writing and funding purposes. **Volunteers are responsible for accurately submitting their hours worked in a timely manner.** Volunteer hours are then recorded in their Volunteer Record. The CFB will keep an accurate account of hours provided the volunteer signs in as required. **If you fail to sign-in, there will be no record of your time worked on that day.**

At the Tucson Warehouse, sign-in sheets and a kiosk to electronically sign-in are located in the Volunteer Waiting Room. If you are unable to sign in on the kiosk, you must sign in on the sign-in sheet located next to the kiosk and contact the Volunteer Office to have the issue resolved.

### *Name Tags*

All volunteers will wear a name tag, prominently displayed, at all times while working at the CFB.

Volunteers can request a permanent name tag after a minimum of a month's work at the Tucson CFB. A Name Tag Request Form is located in the Volunteer Waiting Room. The completed form should be put in the black box next to the Request form. After the name tag is completed, volunteers may pick up their tag on name tag rack in the volunteer reception area. New tags will be in upper portion of the rack.

After the volunteer shift is completed, return the name tag to the rack where the active volunteer name tags are stored.

If you don't have a permanent name tag, you will be asked to wear a disposable tag available from the downstairs receptionist.

## ***Group Volunteers***

Groups of volunteers may participate in activities such as packing boxes, sorting donated food, gardening, and other special events. Group applications are located on the CFB website, and must be submitted to the electronically.

Group volunteers will sign in on the group timesheet found in the Volunteer Waiting Room.

## ***Community Service Volunteers***

Community Service Volunteers must complete the court-ordered application, available online or at the RECEPTION AREA. CSVs must be at least 16 years old, and the offense cannot be violent in nature. A copy of the court document showing the charge must be presented to the RECEPTION AREA before the volunteer can begin their service.

At the beginning of each shift, CSVs are required pick up a Work Pass from the RECEPTION AREA. At the end of their shift, CSVs must have the Work Pass signed by their supervisor and the CSV Coordinator.

## ***Youth Volunteers***

Volunteers MUST be at least 16 years of age in order to offer their services in the Tucson warehouse. Volunteers under the age of 16 are welcome to work in the Nuestra Tierra Demonstration Garden, Las Milpitas de Cottonwood farm or at appropriate special events. In addition, CFB offers family volunteer opportunities, details of which can be found on the CFB website.

Age limits at Branch Banks vary. Please contact the Volunteer Representative of the branch bank you are interested in for specific age requirements.

## ***Internships/Service Corps***

Interns or Service Corps Volunteers such as Job Corps, Tucson Youth Development, etc. must comply with the volunteer process. Interns and Service Corps volunteers should complete an application and attend a scheduled Intern Orientation. Every attempt will be made to place a volunteer in an area which meets their training program needs. Volunteers will record their hours worked on timesheets which can be obtained via the Volunteer Office or simply sent in via email to [volunteer@communityfoodbank.org](mailto:volunteer@communityfoodbank.org).

## **Breakroom, Snacks & Personal Property**

Volunteers should bring snacks or lunches, as needed. Refrigerators and lockers (bring your own lock) for personal property are available in the breakroom. The Community Food Bank follows strict rules regarding food safety therefore food may only be consumed in the breakroom. Food safety in the break room affects the entire Food Bank - please clean up when you finish. Personal property must also be removed from lockers and the refrigerator at the end of each volunteer shift. All lockers and the refrigerator are cleaned out at the end of each day.

The breakroom bulletin board is for the volunteers' benefit and use. It is monitored by the Volunteer Office for appropriateness and timeliness, however posting does not require approval.

Due to IRS Regulations regarding donations, all donated items, with the exception of water and coffee, are prohibited from being consumed by staff or volunteers. Products may only be distributed to clients or agencies.

## **Inventory Days**

The CFB Warehouse in Tucson is closed on the first business day of each month for inventory in Food Plus and in the Food Pantry. We are closed to Volunteers in Sorting, Agency Market, and Emergency Food Boxes for the first and second business days of the month. Volunteers should not report to work on those days. The department manager and Volunteer Department are responsible for notifying volunteers of such closings. **The schedule of closings can be found on a calendar in the reception area and the department you work in.**

Branch Banks and Auxiliary Sites may hold inventory closures as well. Please check with staff at your location for schedule.

## **Schedules**

**Work coverage in all areas of the CFB is essential in providing services to the community.** The Volunteer Department Staff will give regular volunteers a schedule and assignment that is mutually agreed upon. Should a schedule change be needed, for any reason, notify the Volunteer Office and direct supervisor so that proper coverage can be maintained in each department. Volunteers are encouraged to work out a different assignment should they no longer be able to continue with their current one.

## **Assignment Changes**

Volunteers are highly encouraged to work with the Volunteer Department staff about any schedule or department changes. A volunteer may request a change in duties by discussing a possible change with the Volunteer Department staff, who will review available options with

the volunteer and notify the supervisor should a change occur. A transition time of two weeks is recommended before an actual change is made to allow for a replacement to the volunteer's current responsibilities.

## **Absenteeism**

'Regular' volunteers are expected to perform their duties on a regular scheduled and timely basis. If you are going to be absent from a scheduled shift, inform the staff supervisor and the Volunteer Office, as far in advance as possible, so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

## **Resignation**

Volunteers may resign from their volunteer service with the agency at any time. It is requested that volunteers who intend to resign provide advance notice of their departure and a reason for their decision.

## **Proof of Hours Worked**

Volunteers may request proof of hours worked from the Volunteer Office, 48 hours in advance. A letter stating the time-frame, total number of hours worked, and a brief description of the worked performed will be provided to volunteers if volunteers sign in. **This letter will be based on the volunteer's signing in and recording of time.**

## **Volunteer Personnel Record**

Records will be maintained on each volunteer with the CFB, including application, date of service, positions held, duties performed, and any formal grievances. Volunteer personnel records shall be accorded the same confidentiality as staff personnel records. Access to personnel files will be on a need-to-know basis.

## **Releasing References**

Volunteer verification requests should be sent to the Volunteer Manager who will disclose only the volunteer's date of service, position, and eligibility for reappointment.

Information requested by a law enforcement agency will be provided if it is believed that an applicant, volunteer or former volunteer has been engaged in illegal activities; if actions of the individual threaten physical injury to CFB property, other volunteers or persons served; or to protect the legal interests of the CFB. In such cases, any release of information will be made only if approved by the CEO of the Community Food Bank.

## **Electronic Communications**

The Community Food Bank expects volunteers to exercise good judgment and courtesy in their usage of company provided communications devices and personal cell phones. Electronic communications resources including computers, the internet, e-mail systems, phones, fax machines and cell phones are to be used in business related, ethical and lawful manners. Improper use of communications devices includes, but is not limited to electronic transmissions which a reasonable person may view as harassing, offensive, demeaning, insulting, defaming, intimidating or sexually suggestive. Volunteers who engage in such action are subject to dismissal.

## **First Aid/Emergency Procedures**

First Aid Kits are located on the wall by the Volunteer Office and in the Receiving Department at the Tucson Warehouse. All sites also have First Aid Kits. Check with any staff member for their location. In the event that someone is in need of first aid, direct them to one of the first aid stations. In the event of an accident or injury, notify a staff person immediately. Call 911 for an emergency. If you are ever injured, report your injury to your supervisor. You may be asked to complete an Incident Report Form.

## **Injury**

If you are injured, go to your physician for care. If it's an emergency, call 911 so you can be transported to an urgent care facility or emergency room that is covered by your personal insurance. You will be asked to complete an Incident Report Form as soon as possible. Staff members and volunteers are discouraged from transporting anyone in emergency situations in their personal vehicles.

## **Incident Report Form**

All incidents and accidents need to be formally reported through an Incident Report Form. Forms can be found near the First Aid kits or staff members can access and print one from the Hub. Forms need to be filled out completely and turned into the volunteer's supervisor.

## **Insurance Covering Volunteers**

Volunteers must sign the waiver included in the application releasing liability against the CFB, and they must agree to use their personal insurance as the primary provider in the event of injury. While the CFB maintains a volunteer insurance policy through the CIMA Companies, Inc., it only provides coverage after the volunteer's personal

insurance pays. If the volunteer does not have insurance, then the CFB insurance becomes the primary insurance. The insurance will only provide coverage for injuries sustained while performing volunteer duties.

## **Safety**

The Community Food Bank complies with all federal, state, and local health and safety regulations to provide a work environment as free as practical from recognized hazards. Volunteers are expected to comply with all safety and health requirements whether established by the Community Food Bank or by law. In addition to the general rules below, some departments have additional safety rules due to department-specific hazards and/or food safety. These rules are found in Attachment A.

1. Volunteers will follow safety rules:
2. No smoking in the warehouse (including e-cigarettes)
3. No eating or drinking except in the break room
4. No gum or toothpicks in warehouse
5. No running
6. Be aware of power equipment and pallet jacks - follow the green footprints when walking through the warehouse
7. Cell-phones to be used only in designated areas
8. Only trained, authorized staff may operate power equipment
9. No playing on or with the pallet jacks
10. No standing, sitting, or walking on pallets
11. Unsafe acts must be reported
12. Dress appropriately (closed toed shoes, sleeves that reach at least midway to the elbow required; some departments may have additional requirements)
13. Report any accidents or injuries to your immediate supervisor or the Volunteer Manager and fill out an Incident Report Form. Report all injuries including minor injuries such as bruises and scrapes.

## **Concerns & Grievances**

The grievance procedure is based on the fundamental values of respect and fairness. Volunteers who have concerns, problems or complaints are asked to speak with the Volunteer Manager who is their advocate and representative to management. Staff members are encouraged to speak directly to the Volunteer Manager regarding any incidents or problems they are having with a volunteer. Volunteers who have concerns, problems, or complaints are asked to:

1. Discuss the matter with their supervisor within ten working days of the time the matter arises.
2. If a satisfactory resolution is not reached in this discussion, the volunteer shall, not later than ten working days after the conclusion of the discussion, submit his/her grievance to the Volunteer Manager for a decision. The Volunteer Manager shall consider the grievance and render his/her decision within ten working days.

The Volunteer Manager is an advocate for the volunteers and representative to management. If a volunteer is uncomfortable discussing a grievance or complaint with their supervisor, they may speak directly with the Volunteer Manager.

Every effort will be made to solve the problems cooperatively, informally, and in the best interests of both volunteer and the CFB.

## **Dismissal of a Volunteer**

Volunteers who do not adhere to the rules and procedures of the agency, or who fail to satisfactorily perform their volunteer assignment, are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Dismissal of volunteers will normally follow a progressive discipline process based on performance standards established for each position and including a sequence of verbal and written warnings. Grounds for immediate dismissal may include, but are not limited to the following: gross misconduct or insubordination, theft of property or misuse of agency materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by policies and procedures, and failure to satisfactorily perform assigned duties. Volunteers may be discharged without warning for cause. The CFB has the right to request that a volunteer leave CFB property or community based event immediately. The Volunteer Manager will inform the concerned staff of any dismissals.

## **Driving**

Volunteers driving for the CFB must be 25 years of age, provide a copy of a valid Arizona Driver's License, demonstrate a good driving record and complete background check and a Driving Waiver. Each volunteer will be screened by the CFB's insurance company for their driving record and will not be allowed to drive should there be problems. All information will be kept confidential. It is the volunteer's responsibility to keep this information up-to-date, including reporting to the Volunteer Manager any moving violations or changes in driving status within five (5) days of the violation or change.

### ***Safe Driving Practices***

Safe driving practices, speed limits, and other driving laws must be observed at all times. The Community Food Bank is not responsible for fines incurred by volunteers while driving on CFB business. Volunteers are responsible for reporting any accidents, no matter how minor, to the police before leaving the scene of the accident and as soon as possible to the Volunteer Manager or their direct staff supervisor.

In the event of any accident while on CFB business, the individual should stop as near to the scene as possible and gather the necessary insurance and contact information of the parties involved. An Incident Report Form must be filed.

### ***Driving CFB Vehicles***

Drivers must file appropriate documents in order to be approved and covered under CFB's insurance policy. Please read: Driving and Safe Driving Practices sections.

AZ Commercial MVD requires that intrastate truck drivers need medical cards if they drive truck larger than 18,001 pounds. Therefore, volunteers without a CDL or medical card cannot drive our large trucks (which weigh 25,999 pounds) and are restricted to driving our small trucks (typically weighing 14,500 pounds) and vans. Our small trucks include the Chevy/Isuzu 14ft. box trucks. Volunteer drivers must also adhere to all other CFB volunteer driver policies currently in place.

### ***Driving Personal Car for CFB Business***

Volunteers who drive their personal vehicle for CFB business will provide the Volunteer Office a copy of their driver's license. The CFB is not responsible for providing insurance coverage to volunteers who drive their own vehicles on CFB business. Volunteers driving their own vehicle must carry a minimum of 100/300/50 liability insurance and provide proof of insurance. Note: Volunteers will **not** be reimbursed for travel expenses unless previously approved.

### **Volunteers Leaving the Warehouse for Work Assignment**

Volunteers under the age of 18 (minors) cannot leave the warehouse on work assignments for any reason as it creates a liability for the CFB. This includes, but is not limited to, assisting drivers, assisting with deliveries, picking up food from food drives, and assisting with gleaning.

Minors are also not allowed to drive CFB vehicles nor use their own vehicle under our direction once they have already reported for duty at their worksite (e.g. running errands). If the minor reports to an alternative site initially (as in the case of special events) either in their own vehicle or as driven by someone other than a CFB employee, then the CFB is not liable because it is of the volunteer's own direction. This policy does not apply to employees, volunteers who are not minors, or other adults who have reason to be here.

**Attachment A**  
**Department-Specific Safety Rules**

<b>Department</b>	<b>Requirement</b>	<b>Mandatory</b>	<b>Why</b>
CNP (Child Nutrition Program)	1. Gloves 2. Sleeves covering arms to wrists	1. Yes, when using box cutter, otherwise recommended 2. Recommended	1. Prevent cuts <sup>1</sup> 2. Prevent paper cuts <sup>2</sup>
Food Plus	1. Gloves	1. Yes	1. Food safety - prevent cross-contamination <sup>3</sup>
Sorting	1. Gloves 2. 50lb limit on lifting 3. Use legs when lifting (not back)	1. Yes 2. Yes 3. Yes	1. Food safety - prevent cross-contamination <sup>3</sup> 2. Prevent injury 3. Prevent injury
TEFAP	1. Gloves 2. Sleeves covering arms to wrist	1. Yes, when using box cutter, otherwise recommended 2. Recommended	1. Prevent cuts <sup>1</sup> 2. Prevent paper cuts <sup>2</sup>

<sup>1</sup> Glove must be worn on free hand when using box cutter

<sup>2</sup> Paper bags and cardboard boxes can lead to paper cuts. Paper cuts can bleed and lead to possible cross-contamination

<sup>3</sup> Fresh produce, eggs, and meat are among items sorted, leading to the potential for cross-contamination of bacteria, pathogens, and allergens

**Please address any questions about these requirements or any other safety concerns to the department supervisor.**