

Effective Date: February 21, 2019

Approved by: Governing Board

Cancels: 11/20/13; 2/20/13; 2/2/2010; 11/18/15 Volunteer Policies, Guidelines & Authorizations

See Also: Procedure 5011: Conducting Background Checks; 5011 Forms A & B: Background Check Authorizations; 5011 Form C: KLF Guidelines for Background Checks

1. INTRODUCTION TO KALAMAZOO LOAVES & FISHES

A. Welcome to Kalamazoo Loaves & Fishes.

As a volunteer of Kalamazoo Loaves & Fishes (KLF or “the agency”), your work is essential to the agency and to the broader Kalamazoo County community. Volunteers help plan and implement programs and activities to meet KLF’s mission of feeding hungry people and engaging the community in the fight to end hunger.

KLF is proud of our service history and our contributions to the community. We are recognized as a leader in charitable food assistance in Kalamazoo County and this is due to the commitment and integrity of our employees and volunteers.

B. Purpose of KLF Volunteer Handbook

This handbook has been prepared as a guide to volunteers engaged in service both on and off site of the KLF Facility. We hope that it gives you an understanding of our goals and common practices and helps you feel more at home at Kalamazoo Loaves & Fishes.

C. History and Overview of Agency: Mission, Vision, Core Values

Kalamazoo Loaves & Fishes was organized in 1982 by several downtown churches concerned about increasing requests for food assistance. The congregations joined together to share resources and create an organized response to local hunger and formed Kalamazoo Loaves & Fishes. Over the years the number of congregations increased and the food distribution sites expanded to serve the entire County of Kalamazoo. Programs have expanded and though the Grocery Pantry Program is still the largest of our programs, KLF works with and through others to provide prepared meal support, senior commodity programs, agency food support, weekend food packs for kids, and other community food programs. KLF is the largest charitable food distribution system in Kalamazoo County and we work hard to reduce hunger through programs and anti-hunger advocacy.

Vision: Kalamazoo Loaves & Fishes’ vision is a hunger-free community.

Mission: Kalamazoo Loaves & Fishes will feed hungry people and engage the community in the fight to end hunger.

Core Values: Respect, Diversity & Inclusion, Stewardship & Accountability, Integrity, Collaboration, Urgency, and Service.

- 1) **Respect:** We respect the inherent worth and dignity of every person and treat all with justice, equity and compassion. We honor the lives, concerns and stories of people in need and expect our partners to do the same.
- 2) **Diversity & Inclusion:** We accept one another and encourage diversity of thoughts and ideas and actively seek greater discussion, learning and action to create inclusive learning environments within the organization and in the broader community.
- 3) **Stewardship and Accountability:** We keep faith with the public trust through the efficient and compassionate use of resources entrusted to us and are mindful that our mission is accomplished through the generosity of others. We maintain and communicate accurate and timely information on hunger needs, education, advocacy

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and service. We evaluate and account regularly for how resources are used and implemented and achieve our mission.

- 4) **Integrity:** We act with honesty, trust and openness and deliver on commitments. We act within the spirit of agreements, contracts and the law. Our intentions and actions will be transparent and above reproach.
- 5) **Collaboration:** We believe in the power of community. We collaborate and build strong relationships, based on trust, with and among those who share our vision of creating a hunger-free community. We work together to accomplish our vision, valuing each other's roles and using an open process and honest communication. We seek out and are responsive to the input and counsel of our partners.
- 6) **Urgency:** We operate with an acute sense of urgency that reflects the immediate needs of people struggling with hunger. We challenge our employees, volunteers and partners to embrace the same sense of urgency to accomplish our shared vision.
- 7) **Service:** We believe service to others is fundamental to creating a hunger-free community. We serve with excellence, compassion and responsiveness to meet the needs of those with whom we work, internally and externally. The better we serve the more people we bring together in commitment to our vision.

D. Definition of a KLF Volunteer

A volunteer is anyone who performs a task without compensation at the direction of and on behalf of KLF. KLF Volunteers complete a KLF Volunteer Orientation, provide updated contact and emergency information, and are expected to follow all KLF policies and procedures. KLF Volunteers may include those who work off-site in food distribution programs.

Individuals who work in KLF food distribution programs, who are recruited directly by and for partner agencies are NOT KLF Volunteers. KLF is not responsible for these individuals, nor is it liable for their actions or inactions. Per agreements signed with all partner agencies and KLF's responsibility to the Food Bank of South Central Michigan (on behalf of Feeding America), staff and volunteers at partner sites are expected to adhere to all KLF policies and procedures.

Volunteers are not employees of the agency. KLF Volunteers may offer professional services, such as bookkeeping, grant writing and legal opinion without remuneration. Any paid contractual agreement shall be specified in writing and changes the relationship from volunteer to employee or contractual staff.

- 1) **Special Case Volunteers:** KLF accepts as volunteers those participating in student community service activities, student intern projects, corporate volunteer programs, and other volunteer referral programs depending on organizational needs and the availability of appropriate supervision. On occasion, KLF may accept community service volunteers through alternative sentencing or diversion programs.
- 2) **Youth Volunteers:** KLF welcomes volunteers under the age of 18 years, but may require supervising adults to accompany them, based on the volunteer assignment.

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To ensure the safety of young volunteers, youth 15 years of age and younger need parent/guardian supervision and the approval of the program supervisor prior to volunteering.

- 3) **Board and Board Committee Members as Volunteers:** Members of the agency's board of directors and board committees serve as volunteers to the organization. Board and committee members may also serve as direct service volunteers within the agency, distinguishing between the differing roles and respecting the boundaries inherent in serving in either capacity.

E. Representation of the Agency

Volunteers need training, consultation and approval from appropriate staff prior to representing the agency at a public event or making a public statement which might affect or obligate KLF. These actions may include, but are not limited to, public statements to the press, statements to government agencies or actors, coalition with other organizations, or any agreements involving contractual or other financial obligations.

Media Relations & Social Media Policy

The Resource Development Department is responsible for recommending, organizing, capturing, and directing media relations activities and social media postings. The Resource Development Department serves as a clearing house for information to the media and public about programs, events, and staff.

- 1) All "official" news to the public, in the form of news releases, statements, reports, etc., must be initiated or approved in advance by the Resource Development Department.
- 2) To ensure consistent messages, all media enquiries relating to KLF should be initially directed to the Resource Development Director, the Resource Development Department staff, or the Executive Director. This ensures that KLF can provide accurate, timely, and helpful information to the media. Please see Policy 6011, Media Relations, for the complete policy.
- 3) KLF social media postings are initiated and approved in advance by the Resource Development Department. No other employees or volunteers are authorized to make comments, post on blogs, or otherwise post on the Internet on behalf of, or that are attributed to, KLF without prior, formal, written authorization from KLF. Please see Policy 6051, Social Media, for the complete policy.

F. Changes to Handbook/Board Statement of Responsibility

Changes to the KLF Handbook of Volunteer Policies may be made at any time with the approval of the Board of Directors. The current version may be found on the KLF website and in KLF Shared Documents/Policies & Procedures; a hard copy is maintained in the administrative office.

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2. VOLUNTEER COORDINATION: RECRUITMENT, ORIENTATION, ASSIGNMENT & SUPERVISION

A. Role of the Volunteer Coordinator

The productive utilization of volunteers requires a planned and organized effort. The function of the Volunteer Coordinator is to provide a central point for effective volunteer utilization within KLF. The Volunteer Coordinator assists staff and volunteers in identifying productive volunteer roles, in recruiting and orienting suitable volunteers, establishing the initial link between volunteers and their supervisors, and for tracking, recognizing, and evaluating the contributions of volunteers within the agency.

B. Recruitment

The sole qualification for volunteer recruitment shall be suitability to perform a specific task on behalf of the agency. (See KLF Policy 9412, Nondiscrimination Policy.)

C. Orientation

New volunteers will receive a general orientation on the nature and purpose of KLF. The orientation includes information about the agency mission, its volunteer program, and a tour of the assigned volunteer facility. The Volunteer Coordinator maintains a schedule of general orientation sessions. Volunteers are accepted and oriented by the agency prior to performance of tasks, unless specifically stated.

D. Volunteer Assignments & Placements

In assigning and placing a volunteer, attention is paid to the interests and capabilities of the volunteer, to the requirements of the volunteer position and to the needs of the organization. It is possible that KLF will not have immediate need for all potential volunteers. The Volunteer Coordinator will assess agency need and may postpone orientation or assignments as needed and will alert potential volunteers as such occasions arise.

E. Volunteer Job Descriptions

Each role will have a written job description which will be reviewed periodically.

F. Maintenance of Records

Records are maintained on each volunteer, including emergency contacts and special skills. Volunteers are responsible for submitting requested information and updating the information, on a yearly basis or as requested by the Volunteer Coordinator.

G. Volunteer/Staff Relationships

Once a volunteer is assigned, he or she reports to the department supervisor. Volunteers and staff are partners in implementing the mission and programs of the agency, each understanding and respecting the needs and abilities of the other. In addition, a volunteer may supervise other volunteers provided that the supervising volunteer is under the direction of a paid staff member.

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H. On-the-Job Training and Continuing Education

Program supervisors are responsible for on-the-job training of volunteer roles and take responsibility for the continued training of volunteers placed with them. Continuing education may include opportunities within KLF or provided by others. Prior supervisor approval is needed for reimbursement of expenses.

I. Scheduling and Absenteeism

Schedules are created between volunteers and their direct supervisor. If expecting to be absent, volunteers inform their supervisor as soon as possible so that alternative arrangements can be made. In addition, a phone call informing the supervisor of any sudden illness or inability to work as scheduled is requested. If the supervisor is not available, messages should be left with the KLF Receptionist, who will convey the information as needed. Continual absenteeism may result in a reassignment within the agency or dismissal from the volunteer assignment.

J. Emergency Closing

Emergencies such as severe weather, fires, or power failures can disrupt agency operations. In extreme cases these circumstances may require closing the agency, including both on-and off-site locations. Agency closings will be announced on the KLF website (www.kzoolf.org), its facebook page, and WWMT.

K. Holiday Closings

The KLF Office/Warehouse and its Grocery Pantries are closed on the following dates: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving and Christmas Day. Any other closing dates will be posted on site in advance as well as indicated on KLF website and social media.

L. Reassignments

Volunteers who would like to explore other areas of service are encouraged to talk with the Volunteer Coordinator about alternative or additional service opportunities. If a volunteer is unable to fulfill the requirements of a volunteer position, the Volunteer Coordinator will discuss alternative service opportunities.

M. 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.

Exit interviews may be conducted with volunteers who are leaving their positions to ascertain reasons why the volunteer is leaving the position, suggestions the volunteer may have to improve the position and possibilities of involving the volunteer in some other capacity with the agency.

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N. Dismissals

The relationship between the volunteer and agency is at-will and, as such, the volunteer or agency leadership may terminate the volunteer relationship at any time, with or without cause.

3. VOLUNTEER SUPPORT AND RECOGNITION

A. Insurance

KLF carries liability coverage for KLF volunteers on-site and off-site for KLF operations. Volunteer liability coverage does not extend to Worker's Compensation for volunteers. In addition, Michigan's No-Fault Auto Policy means that business auto insurance does not provide benefits to volunteer drivers; volunteers utilizing their own vehicles must carry their own auto insurance. Volunteers driving agency vehicles will be compliant with applicable regulations and policies.

B. Reimbursement of Expenses

It is not the policy of KLF to reimburse volunteers for expenses. However, KLF volunteers are encouraged to seek out programs such as the Retired and Senior Volunteer Program (RSVP) operated by Senior Services, Inc. RSVP volunteers 55 years and older may be eligible for reimbursement for limited mileage and meal reimbursement. Applications may be filed with Senior Services. Any other request for reimbursement must have prior approval of the KLF supervisor.

C. Recognition

The work undertaken by volunteers is highly valued by KLF and it is the responsibility of the Volunteer Coordinator and volunteer supervisor to ensure volunteers receive appropriate recognition. Volunteers are encouraged to let staff know what methods of recognition are most meaningful.

D. Volunteer Satisfaction/Evaluation

The Volunteer Coordinator may conduct periodic evaluation of volunteer satisfaction and/or volunteer utilization. Evaluation may include information gathered from volunteers, staff, and clients.

E. Open Door Policy and Problem-Solving Procedures

Volunteers are a valuable asset of the agency. To allow volunteer and paid staff to perform at their best, it is important that there be open communication among and between volunteers, employees and management. If a volunteer is having a dispute with a colleague, they should seek to resolve the situation themselves or talk it over with a supervisor if they are unable to resolve the situation themselves. Should a volunteer feel unable to address the matter with his/her immediate supervisor, the Volunteer Coordinator or the Director of Human Resources should be contacted. Should the volunteer be unable to take the concern to any of the above, he/she should contact the Executive Director. Any suspected harassment or

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discrimination must be reported to a volunteer's supervisor, or any of the persons identified above.

Once an issue has been raised with a member of management, the matter will promptly be brought to the Executive Director, who will direct a prompt and thorough investigation of the matter. Once the matter has been investigated, the volunteer will be informed of the results of the investigation, normally within 2 weeks of the issue being raised. If it is not possible to complete the investigation and determination of next actions within this 2-week period, the supervisor, Human Resources Director, or Executive Director will get back to the volunteer with the expected completion time, prior to the end of the 2 weeks.

F. KLF Volunteers needing Assistance

KLF Volunteers needing to utilize KLF's Grocery Pantry Program or other food assistance programs are encouraged to access KLF services directly through routine client procedures (ideally during times not scheduled to volunteer at KLF). In unique circumstances, volunteers may privately request food assistance from their direct Supervisor. The Supervisor will assess the situation and either schedule an appointment at a convenient pantry location or discreetly serve the volunteer directly through the KLF pantry. Records will be maintained as with routine client services and client confidentiality will be respected.

4. HEALTH, SAFETY, & SECURITY

A. Safety & Security: KLF is concerned about the safety and security of employees, volunteers, clients, and visitors and complies with all applicable federal, state, and local health and safety regulations and provides a work environment as free as possible from recognized hazards. Volunteers are expected to comply with all safety and security requirements. If volunteers observe unsafe practices and/or safety hazards, they must immediately report them to their supervisor or the Volunteer Coordinator. All accidents, injuries, or illnesses, no matter how minor, occurring either while the volunteer is at KLF or in the course of their volunteer work must be immediately reported to their supervisor or to the Volunteer Coordinator, who will assist in completing an Incident Report.

- 1) Background checks will be conducted as appropriate for volunteer duties and may or may not disqualify an individual from certain roles. An individualized assessment by the program supervisor, Human Resources Director and Executive Director will consider, among other factors, the nature and age of occurrence and the relevance to the role under consideration.
- 2) Volunteers may be required to participate in training programs, as appropriate for volunteer duties, including how to recognize and address suspected abuse and molestation. Please see Policy 3300, Sexual Abuse & Molestation Training and Reporting, for the complete policy.

B. First Aid & Emergency Care: First aid kits are provided in the warehouse and in the main office; off-site volunteers should locate first aid kits as provided by the host site. For more severe injuries, 9-1-1 will be called. Emergency contact information is critical; volunteers are required to keep such information up-to-date with the Volunteer Coordinator.

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C. Safety Practices & Training

- 1) Vehicular Safety: A driver's license check is required for positions that require use of agency vehicles. A Driver's License check and auto insurance verifications are conducted periodically as required by the insurance carrier. Drivers can have no health conditions that would prevent Department of Transportation certification.
- 2) Phone usage while operating agency vehicles is strictly prohibited.
- 3) Equipment: Volunteers utilizing equipment that requires special certification to operate, such as forklifts, must be certified prior to use.
- 4) Protective clothing and equipment: Staff and volunteers are expected to dress appropriately for the work they are conducting. Warehouse personnel are required to wear closed-toe shoes for safety reasons. In addition, warehouse staff and volunteers are trained in the proper use of equipment and safety practices.
- 5) SDS Access: Safety Data Sheets are maintained outside the Clean Room for quick access in case of emergency. An electronic file is maintained in Shared Documents.

D. **Emergency Procedures:** Emergency preparedness plans are posted at several locations throughout the KLF facility. Volunteers review the plan, particularly regarding emergency evacuation procedures, with their supervisor as a part of volunteer training. Off-site volunteers should know the emergency preparedness plans of their host site.

E. **Incident Reports:** An Incident Report must be completed any time a KLF employee, volunteer or visitor is involved in an event that resulted or could have resulted in injury to people or damage to property or equipment. The Incident Report must be written at least within 24 hours of occurrence or knowledge of the occurrence and provided to the Department Director or Human Resources Director. The Volunteer Coordinator will be made aware of any incident involving volunteers. Please see Policy 1701, Incident Reports, for the complete policy.

F. **OSHA & MIOSHA:** KLF follows the Occupational Health and Safety Act and the Michigan Occupational Health and Safety Act requirements.

5. ADDITIONAL RESPONSIBILITIES & WORKING CONDITIONS

Volunteers should actively perform their duties to the best of their abilities, volunteer at their assigned times, and remain loyal to the mission, core values and procedures of KLF. It is the volunteer's responsibility to inform supervisors if unable to undertake or complete a task due to any medical condition or any other reason and to report all accidents, hazards or incidents to supervisors as soon as possible.

A. Nondiscrimination

No person shall be excluded from KLF services, employment or volunteer participation because of ethnicity, race, national origin, age, height, weight, genetic status, gender identity, sexual orientation, marital status, economic circumstance,

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veteran status, physical and/or mental abilities/characteristics, philosophy/religion, or any other status that is protected by State of Michigan or federal law or by local ordinance for those jurisdictions where KLF operates. (Policy 9412, Non-Discrimination Policy, updated 1/25/17.)

B. Anti-Harassment

Creating and maintaining a well-functioning work environment is essential to the success of our mission. Behavior that undermines this environment can be perceived as harassing to any employee, volunteer, client or visitor and will not be tolerated. It is the policy of KLF to maintain a work environment free from behavior that is disruptive, abusive, or harassing or which interferes with the ability to perform assigned duties. Included in this area of offensive behavior is sexual harassment. Sexual harassment includes behavior such as comments or gestures with sexual overtones, sexually suggestive objects or pictures, unnecessary physical contact, or requests for sexual favors and need not be confined to work hours or the workplace and will not be condoned. Violators of this policy will be subject to disciplinary action up to and including discharge.

C. Smoking Policy

KLF and the State of Michigan recognize that smoking in the workplace can adversely affect employees, volunteers, and clients. Accordingly, smoking is prohibited at all times on KLF property, including KLF vehicles.

D. Confidentiality

All information and images concerning clients and their families is considered confidential and private and may not be released to anyone. All personal information on staff, volunteers and donors is also considered confidential and may not be disclosed. Volunteers should report all requests for confidential information to their KLF supervisor. The Executive Director will respond to requests for confidential information by orders, court orders, court subpoenas, administrative subpoenas, or as otherwise required by law. Failure to maintain confidentiality of information and images may result in ending the volunteer's relationship with KLF.

E. Duality of Interest

KLF maintains a Duality of Interest policy for employees and volunteers to gain awareness and sensitivity to the various roles and interactions of each individual. In general, volunteers are asked to disclose to the Volunteer Coordinator or supervisor any duality of interest they may have with any agency activity or program, whether personal, philosophical, or financial. (See Policy 9413, Duality of Interest.)

F. Use of Agency Equipment & Communication Systems

KLF maintains a variety of equipment, which may be used only for agency business. Exceptions may be granted at the discretion of a department director. Such equipment includes, but is not limited to: cars, vans, mail, email, computer systems, KLF provided

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Internet access, telephone and cellular phones, copier machines, facsimiles, and janitorial equipment. Use of agency email and Internet access is prohibited as follows: any use that violates state or federal law; any use that violates existing agency policies; and use that is inappropriate, offensive or that negatively affects a person's ability to perform his or her job – or has that effect or may have that effect on others. The agency maintains the right to access and monitor both business and personal messages and files on its computer system.

G. Violence in the Workplace:

KLF is committed to preventing workplace violence and making the agency a safe place to work. Volunteers are expected to treat staff, clients, fellow volunteers and visitors with courtesy and respect at all times. Behavior that threatens, intimidates, bullies or coerces another person is not allowed, nor is any act of harassment. Report any suspicious person or activities to management. Volunteers should immediately report a threat of violence or an act of violence by anyone to any member of the management or to the Board President. If any volunteer has a protective restraining order on file with a law enforcement agency, the volunteer should report this to his/her supervisor or to the Volunteer Coordinator. If volunteers commit a violent act, threaten violence or violate these guidelines in any way, they will be subject to disciplinary action, up to and including termination of volunteer assignment.

H. Weapons

Firearms, weapons, ammunition and other dangerous or hazardous devices and substances are not allowed on the premises or at agency functions without proper authorization by the Executive Director.

I. Drug-Free Work Environment

KLF will make every effort to maintain and promote a drug-free work environment. In such an environment it is understood that the agency will not tolerate possession, transfer, or use of, Schedule 1 controlled substances – as defined by the Controlled Substances Act of 1970 - on the work site, any KLF property or pantry, or while conducting KLF business. Failure to comply with this policy will result in dismissal of the volunteer.

J. Fitness for Duty

The agency will make every effort to maintain and promote a productive and safe work environment. Volunteers unable to safely perform their duties will not be allowed to work until safe performance expectations are met.