



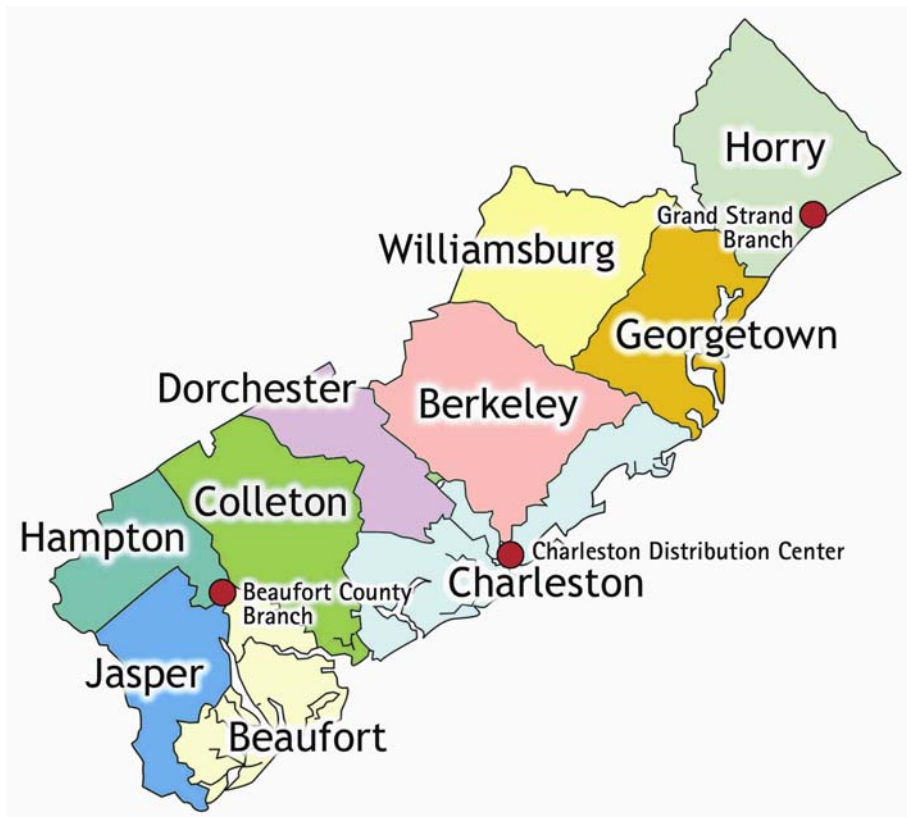
VOLUNTEER HANDBOOK

Our Mission

The mission of the Lowcountry Food Bank is to feed the hungry of the ten coastal counties of South Carolina by soliciting and distributing food and grocery products to nonprofit agencies serving the poor and by educating the public about the problems of and solutions to domestic hunger.

Our Vision

Eliminate hunger and its causes in the South Carolina Lowcountry by the year 2005 by creating a network of food security, becoming the catalyst for a just social policy and partnering with local agencies to build strong communities.



What you can expect from the Lowcountry Food Bank:

Lowcountry Food Bank volunteers have the right to:

1. Be assigned appropriate assignments according to skill, interest, availability, and training.
2. Be trusted with confidential information that will help carry out assignments.
3. Be given appropriate expressions of appreciation and recognition.
4. Receive orientation, training, and supervision for the jobs you accept.
5. Expect that your time will not be wasted by lack of planning, coordination and cooperation within the agency.
6. Contribute your suggestions about your assignment and our organization, Lowcountry Food Bank.
7. Expect volunteer records be kept documenting your volunteer experience.
8. Be treated as a fellow staff member who contributes to the Lowcountry Food Bank's goals through your volunteer work.
9. Have all these things done in a spirit of friendliness, cooperation and utmost respect so that the Lowcountry Food Bank retains its outstanding reputation and will continue to be known as "a great place to volunteer".

What the Lowcountry Food Bank expects from you:

As an organization, we have a right to expect:

1. You to know your own duties and how to do them promptly, correctly and pleasantly.
2. Cooperation with staff and fellow volunteers while maintaining a good team attitude.
3. You to grasp opportunities for personal development that are available and are offered to you.
4. To provide feedback and suggestions to continually improve the quality of the Lowcountry Food Bank.
5. You to attend any training sessions required for your assignment.
6. You to arrive on time and sign in each time you arrive for a work assignment.
7. You to inform your volunteer coordinator as soon as possible for any absence, tardiness or emergencies that may occur.
8. That you will wear closed-toed shoes and your name badge at all times.
9. All communications with or concerning clients is kept confidential.
10. Adherence of all policies and safety regulations outlined by the Lowcountry Food Bank.
11. To respect one another.
12. Your cooperation in understanding that this is a business and loud noise will not be tolerated nor any mischief, which could endanger oneself or others, even in the break room.

Theft

Theft is a serious concern at the Lowcountry Food Bank. We consider theft to be:

1. The consumption or possession of our inventory that is meant for those in need.
2. Being in the possession of property that belongs to the Lowcountry Food Bank or their employees.
3. The Lowcountry Food Bank is not responsible for personal items. Henceforth your belongings should be locked in your automobile. There is no place on the premises to safely store personal articles.

Personal Safety Guidelines for Volunteers

Observe good housekeeping practices by keeping your work area neat and clean at all times. Do not place objects so that they could fall. Do not obstruct aisles, doors, fire exits, or stairs by placing work materials in the way.

1. Check In
 - Volunteers will sign in at the front door and wear a designated name tag which states name and tour guest, volunteer, community service, etc.
 - Volunteers once assigned to a job must stay in that area of the warehouse. Volunteers will not wander through the warehouse unless on assignment by their direct supervisor.
 - Tour groups should stay together. The tour guide with the group will be responsible for them.
2. Cleanliness
 - All staff and volunteers working with food should wash their hands before starting work, and after smoking, eating, using the bathrooms, or coming into contact with a toxic material such as bleach.
 - No person infected with a communicable disease, infected wounds, sores or respiratory infection should work in the salvage, food-drive, or repack areas.
 - No one shall knowingly be permitted to work while their ability or alertness is so impaired by fatigue, illness, prescription drugs or other causes that might expose the volunteer or others to potential injury.
3. Clothing
 - Only volunteers wearing closed-toed shoes will be allowed to work in the warehouse.
 - Pants or jean hemlines should not drag on the floor.
 - Volunteers should not wear overly long necklaces or belts.
 - No offensive styles of clothing: i.e. baggy pants, short shorts, see-through clothing, etc.
4. Food and Drink
 - Absolutely no food or drink will be carried or consumed in the warehouse.
5. Equipment
 - Warehouse volunteers must use caution and clear the area when forklifts are in use.
 - No person shall use forklifts or any powered equipment without proper training or authorization.
 - All volunteers shall follow proper lifting technique. If you need help, ask a co-worker or a supervisor.
6. Emergency Procedures
 - Volunteers will follow all directions given by staff in an event of an emergency. No exceptions or deviations will be allowed.

7. Feedback
 - Please always feel free to contact your volunteer coordinator with any feedback, positive or negative, you feel is important. We will give full consideration to your opinions and ideas. Feedback will be shared with the organization's directors who will consider making changes if necessary. You may also drop your comments in the suggestion box found at the sign-in table.

8. Parking
 - You are encouraged to use any free parking slots along the side of the building. PLEASE DO NOT BLOCK THE FREEZER. Additional parking is available in the parking lot adjacent to the warehouse. Remember to lock your car every day and park within the specified areas. If you should damage another car while parking or leaving, immediately report the incident, along with the license plate number of the vehicle and any other pertinent information to your volunteer coordinator.

9. Personal Phone Calls
 - We request that any and all cell phones be turned off while working in the Lowcountry Food Bank. You, of course, may use your phones during your breaks. Calls should not interfere with your volunteering and the safety of you and others at the Lowcountry Food Bank.

10. Sign In
 - The Volunteer Sign In Sheet is on the desk inside the front door. Please sign in and out at the end of your shift each day. NOTE: THIS IS VERY IMPORTANT WHEN VERIFYING PROOF OF VOLUNTEERISM OR COMMUNITY SERVICE.

11. Smoking
 - The Lowcountry Food Bank is a non-smoking facility. If you smoke, there is an outdoor designated smoking area that is an appropriate place for you to enjoy a short break. Please be courteous and help keep this area clean.

12. Alcohol/Substance Abuse
 - The possession, sale or use of mood altering substances while volunteering shall be a violation of safe volunteer practices and will be subject to disciplinary action, including dismissal.

Volunteer Application



Name: _____

Group that you are affiliated with if any: _____

Address: _____

Phone Number: _____

E-Mail: _____

May we contact you about other volunteer opportunities: _____

Emergency contact:
Name: _____

Telephone Number(s): _____

Special medication or medical needs: _____

Restrictions for work: _____

Valid driver's license number: _____

Special talents/interests: _____

Check volunteer programs that you are interested in learning about:

Reclamation (sorting food): _____ Kids Cafe®: _____

Community Kitchen: _____ Food Bank Office: _____

Special Events: _____

Days and times that you wish to volunteer: _____

"Lowcountry Food Bank thanks you for giving of your time and effort to feed the needy in the ten coastal counties of South Carolina. Lowcountry Food Bank is a private nonprofit 501©3 organization. You agree that you will assume all risk of such volunteer engagement and will hold Lowcountry Food Bank harmless for the same. Lowcountry Food Bank also reserves the right to use any photos and video taken during volunteer events for the promotion of Lowcountry Food Bank programs. Again, thank you for your time in helping to end hunger in South Carolina.

Signature/Signature of legal guardian

Date

Receipt & Acknowledgement
Lowcountry Food Bank Volunteer Handbook

This Volunteer Handbook is an important document intended to help you become acquainted with Lowcountry Food Bank. This Handbook will serve as a guide; it is not the final word in all cases. It will illustrate our Mission and our Vision that will serve our clients.

Please read the following statements and sign below to indicate your receipt and acknowledgement of the Lowcountry Food Bank Volunteer Handbook.

I understand that the policies, roles and benefits described in this handbook are subject to change at the sole discretion of Lowcountry Food Bank at any time.

I further understand that my volunteerism is terminable at will, either by myself or the Lowcountry Food Bank regardless of the length of my volunteering.

I understand that my signature below indicates that I have received a copy of the handbook and that I agree to read it prior to my first volunteer assignment.

Volunteer's Signature

Date

Volunteer Coordinator's Signature

Date