

Volunteer Handbook



**SECOND
HARVEST
FOOD BANK**
FEEDING SOUTH LOUISIANA

Second Harvest Food Bank Volunteer Handbook

Thank You!

Whether the task is small or big; an act of volunteering is always special and important. It means that you need to act as a volunteer and help someone by adding your selfless extended support when you needed it most. Many people volunteer because of their personal choices and many people volunteer because of their profession and school preferences. It is something that people do for respect and remembrance in the society and when you volunteer for something it also indicates that you are aware about the rights of the society and aims towards making society better and better with each volunteering act.

Second Harvest Food Bank realizes that volunteers play a vital role in our mission to feed South Louisiana. We know that without the help of our incredible volunteers, we could not fulfill that mission. Therefore, it is our pleasure to have you as a volunteer and we look forward to this continued partnership now and in the future. Everyone here at Second Harvest appreciates your valuable support and we are happy that you are here.

This Volunteer Handbook will give you basic information you need to learn more at our organization. In it, you will become familiar with SHFB's Volunteer Program, Opportunities, Guidelines and Procedures as well as Important Policies.

We always encourage our volunteers to please visit our website at www.no-hunger.org and explore each section to become familiar with our organization.

Again, thank you for continued support of our mission and we look forward to working with you.

Sincerely,



Crystal B. Harris
Community Outreach and Repack Manager

Second Harvest Food Bank Volunteer Handbook

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About Us

Who We Are

THE FACTS

One in five households in Louisiana is at risk of hunger. Across our state and region, the rising cost of food, housing and utilities, coupled with high unemployment and low-wage jobs have increased the need for emergency food assistance. Many families are asking for help for the first time. When bills loom and impossible decisions must be made, grocery lists are often cut first. Meals are skipped. Parents go without to make sure their children are fed.

OUR RESPONSE

Second Harvest Food Bank leads the fight against hunger in South Louisiana by providing food access, advocacy, education, and disaster response. Second Harvest provides food and support to 700+ community partners and programs across 23 parishes. Our staff and volunteers distribute the equivalent of more than 32 million meals to 210,000+ people a year.

Through our food distribution programs, community kitchen meal service, nutrition education, and public benefits assistance, we are helping to create pathways out of poverty. Every year, Second Harvest secures millions of pounds of food that otherwise would have gone to waste. Our work helps ensure that these meals make it to the dinner tables of thousands of families struggling with hunger in South Louisiana.

Our Vision, Mission, and Values

VISION

A hunger-free south Louisiana

MISSION

The mission of Second harvest Food Bank is to lead the fight against hunger in south Louisiana through food distribution, advocacy, education, and disaster response.

VALUES

Integrity – conducting ourselves in a manner that maintains the highest ethical standards and conveys mutual respect for ourselves and others

Sustainability – ensuring that no initiative is undertaken without a plan to ensure its ability to thrive

Flexibility – building a strong operation that can leverage the greatest results and can accommodate change and growth

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Teamwork – valuing the development of the individual and enabling them to work together towards a common goal

Commitment – igniting a passion for service and accountability through dedication to the mission and to creating models of excellence

Second Harvest Food Bank History and Mission Today

OUR HISTORY

Second Harvest of Greater New Orleans was founded in 1982 by Archbishop Philip M. Hannan, Bishop Roger P. Morin, and Gregory Ben Johnson, Director of the Social Apostolate of the Archdiocese. By July 1983 the food bank was distributing food to 23 faith-based and nonprofit member agencies.

On September 13, 1985, Second Harvest Food Bank became a fully accredited member of America's Second Harvest – The Nation's Food Bank Network, allowing it to receive large donations from all over the country. A merger in 1989 with The Food Bank for Emergencies of Greater New Orleans, Inc. led to the addition of the emergency food box program to the food bank's efforts to reclaim food that was going to waste. After several name changes, we became Second Harvest Food Bank of Greater New Orleans and Acadiana in 2004.

In the aftermath of Hurricanes Katrina and Rita in 2005, Second Harvest established itself as a disaster response leader by distributing more than 75 million pounds of food over the next two years to the hundreds of thousands displaced and in need of emergency assistance.

OUR MISSION TODAY

Today, Second Harvest is the largest anti-hunger network in South Louisiana. Our mission is to end hunger by providing food access, advocacy, education, and disaster response. We partner with more than 500 partner agencies across 23 parishes.

Through our food distribution programs, meal service for children and senior, nutrition education, and public benefits assistance, we are helping to create pathways out of poverty.

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Who We Serve

42,238,000 people in the United States are food insecure. 789,330 Louisiana residents are food insecure. 393,620 are food insecure in the 23 parishes we serve, including 135,600 children. 70,582,900 meals are lacking even after Louisianans provide for themselves and participate in nutrition programs.

Many with low incomes are forced to choose between food for themselves and their families and other vital expenses: 57% must choose between food and rent; 68% must choose between food and utilities while 69% must choose between food and medication.

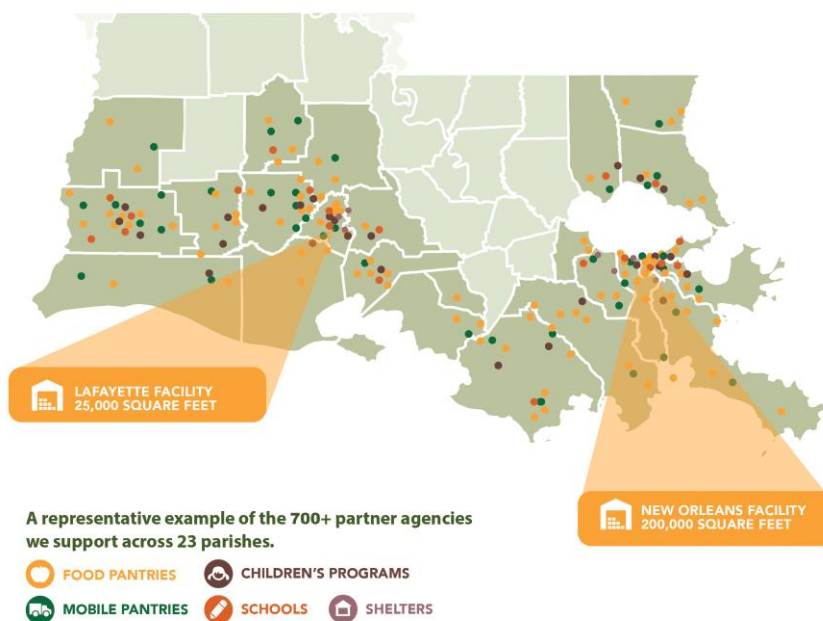
Because Second Harvest is the largest anti-hunger agency in Louisiana, our network partners depend on us so that people can depend on them. On average, we supply 81% of all food distributed by our community partners based in neighborhoods across South Louisiana.

How We Serve

Second Harvest Food Bank acquires food through 400+ food sources including: retailers, wholesalers, manufacturers, food brokers, growers/farmers, and shippers. The food is sorted, stored, packed, and prepared in our 200,000 square foot facility in Greater New Orleans (that houses our 8,500 square foot Community Kitchen) and our 25,000 square foot warehouse in Lafayette.

Food is redistributed to our network of 700+ community partners across 23 parishes in South Louisiana including: soup kitchens, shelters, local food pantries, schools, community centers, and hospitals. These partners distribute food locally to hungry children, seniors, and families.

Where We Serve



Second Harvest Food Bank serves in 23 parishes from the Mississippi border to the Texas border including: Acadia, Beauregard, Calcasieu, Cameron, Evangeline, Iberia, Jefferson, Jefferson Davis, Lafayette, Lafourche, Orleans, Plaquemines, St. Bernard, St. Charles, St. John the Baptist, St. Landry, St. Martin, St. Mary, St. Tammany, Tangipahoa, Terrebonne, Vermillion and Washington Parishes.

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Volunteer Program

Volunteer Hours of Operation

FOOD SORTING & PACKING VOLUNTEER SHIFTS (NEW ORLEANS):

Volunteer shifts are available on the following days and times:

Tuesday – Thursday 9am – 12pm and/or 1pm – 4pm

Friday 9am – 12pm and/or 1pm – 3pm

Saturday 8am – 11am and/or 11:30am – 2:30pm

Evening Shifts on 2nd Wednesday and Thursday of each month (excluding June & July)

Wednesdays – 5:30pm – 7:30pm

Thursdays – 5:30pm – 8:30pm

**We do not have a morning shift on a day with an evening shift.*

Summer Shifts (June and July)

Monday – Thursdays- 9am – 12pm and 1 – 4pm

Fridays – 9am – 12pm and 1pm – 3pm

**No Saturdays in June or July*

COMMUNITY KITCHEN VOLUNTEER SHIFTS (NEW ORLEANS)

Volunteer shifts are available on the following days and times:

Monday—Thursday 8:30am—11am, 10am—12:30pm & 12pm—2:30pm

Fridays 8:30am—11am

FOOD SORTING & PACKING VOLUNTEER SHIFTS (LAFAYETTE):

Volunteer shifts are available on the following days and times:

Monday—Thursday 9am—12pm and/or 1pm—3:30pm

Friday 9am—12pm and/or 1pm—3pm

Scheduling

All volunteers must schedule their volunteer experience and complete their volunteer waiver in advance by utilizing VolunteerHub, our online scheduling software. ALL volunteers must have signed the electronic waiver form prior to volunteering. Children under 18 must have waiver signed electronically by a parent or guardian.

1. Create a volunteer profile and sign the electronic waiver, www.no-hunger.org/volunteer.
2. Review the calendar for volunteer opportunities.
3. If looking for group opportunities, send a request to help@secondharvest.org
4. Schedule yourself for a shift that works for you.

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Notes:

- Please note that weekend volunteer slots are limited and fill up quickly (sometimes two to three months in advance).
- No one under the influence of drugs and/or alcohol will be permitted to volunteer.
- Questions/issues: Call our Volunteer Services Team to help you. Refer to contact us page of the handbook.

Parking and Entrance

Second Harvest Food Bank (New Orleans) is located at 700 Edwards Ave., New Orleans, LA 70123. Parking is available directly in front of the building. Additional parking can be found along “G” Street, just at the end of the corner. Volunteers can enter the building through the volunteer entrance located near the Community Kitchen.

Second Harvest Food Bank (Lafayette) is located at 215 E. Pinhook Rd., Lafayette, LA. Parking is available in the parking lot directly in front of the building. Volunteers can enter the building through the main warehouse entrance.

Volunteers Needing Documentation of Volunteer Hours

Volunteers who need documentation of hours for school requirements are responsible for maintaining a record of their volunteer hours. Generic Service Hours letters are offered to those who need them. Please give the Community Outreach Coordinator notice of your documentation letter prior to beginning your shift.

Court-Appointed Community Service Volunteers (CACS)

Second Harvest Food Bank will accept adult (18 years old and up) volunteers performing court-ordered or lawyer recommended community service. Volunteers who are performing this type of community service must disclose the nature of their conviction to the Community Outreach Manager or any other staff member of the Second Harvest Food Bank. Second Harvest Food Bank will not accept volunteers who have been convicted of violent crimes, crimes of a sexual nature and cruelty to juveniles and animals. Volunteers with this program may only volunteer in the Second Harvest Food Bank warehouse. Second Harvest Food Bank reserves the right to decline any volunteer or to limit which days or hours a volunteer can work. All court ordered volunteers must schedule and complete CACS orientation prior to scheduling a shift. To schedule an appointment for orientation, call our Volunteer Services Team or Refer to contact us page of handbook. Sealed Service Hours Letters are offered to those who need them. Court ordered individuals are expected to use the VolunteerHub Kiosk to clock in the warehouse to capture all hours. Please give the Community Outreach Coordinator 24-hours’ notice for your documentation letter.

Volunteer Opportunities

Warehouse Activities

Soft Sorting: Sorting through pallets of food donated from groceries like Wal-Mart and Associated Grocers and food drives. Food is evaluated to see if it is fit for consumption, paying special attention to expiration dates and the integrity of the packaging, then the food is categorized.

Food Sorting & Packing (New Orleans Only): Working in the repack room using the conveyor belt to separate food into basic categories. Both salvaged food donations and food drive donations go through the repack room. These categories include: Beverages, Condiments, Dry Goods, Canned Goods, etc.

Produce Triage: Volunteers work to prepare fresh produce for distribution, this often requires packing vegetables from totes into produce bags. Sometimes this project is done in the cooler to protect the integrity of the product. Volunteers will be notified ahead of time so they are prepared and dressed for the cooler.

Order Selection: Volunteers assist our warehouse staff in our fundamental mission – to feed the hungry in South Louisiana. You’ll help pull orders that will be distributed to community partner in all 23 parishes we serve.

Community Kitchen Activities

Community Kitchen volunteers help assist SHFB with meal preparation and/or plating for various programs that are offered through our Community Kitchen. These programs include the Kids Café program which operates during the school year to provide after-school meals and snacks to children attending approved after-school sites. The Summer Food Service Program runs during the summer months to provide meals for children attending approved summer sites. Volunteers also assist SHFB Community Kitchen staff with meal preparation for seniors and with catering orders.

The Community Kitchen works most efficiently with volunteers who are willing to make a weekly commitment of at least one shift a week for at least six weeks. Community Kitchen volunteers must be 15 and over.

Meal Preparation: Preparing meals and snacks for various programs, rescues donated produce and assisting with other kitchen prep work including dish washing.

Meal Plating: Plating hot meals that will be placed on an “Oliver” machine for sealing or packing shelf-stable meals and snacks for shipment.

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Special Events

These include food drives, food shows, fundraisers, citrus gleanings, 50/50 Raffles and Rubber Duck Derby. The days, times and locations for these events vary and volunteers work on an as-needed basis.

Administrative Experiences

Volunteers who fulfill administrative activities are scheduled on an as needed basis. The type of activities can include letter folding, answering phones, data entry, scanning, filing and/or other administrative needs.

Large Group Accommodations

Request for Donations Guidelines & Procedures

Second Harvest Food Bank does offer volunteer activities at no charge, however, we encourage groups who come to volunteer with us to consider helping in other ways as well as with time. Volunteer groups that make a request to volunteer with Second Harvest that have more than 25 members in their group and do not have an existing financial (monetary or in-kind) relationship with Second Harvest will be asked to make a financial (monetary or in-kind) donation to the organization.

Requested Donation Amounts

- *School Groups*—School Groups from Grade School to University level, that have more than 25 members in the group and do not have an existing relationship whereby they have contributed \$1,000 or an in-kind donation of 1,000 pounds or more to Second Harvest within the current fiscal year, will be asked to make a monetary contribution of \$10 per person or an in-kind donation of 1,000 pounds (excluding soda and sugary drinks).
- *Corporate Groups*—Corporate Groups that have more than 25 members in the group and do not have an existing relationship whereby they have contributed \$5,000 or an in-kind donation of 1,000 pounds within the current fiscal year, will be asked to make a monetary contribution of \$20 per person or an in-kind donation of 1,000 pounds (excluding soda and sugary drinks).
- *Non-Traditional Requests*—for large groups requesting volunteer opportunities that will require additional support and resources beyond Second Harvest's traditional volunteer opportunities, donation request will be determined accordingly.

Volunteer Bill of Rights and Expectations

Volunteer Services will ensure that an appropriate job description is developed and matched accordingly with a volunteer who has job-appropriate skills, interests, and capabilities to assist with the task in an efficient manner. The “Volunteer Bill of Rights and Expectations” should serve as a guideline for staff in outlining a project or job description for short term and long term volunteer experiences.

Volunteer Bill of Rights—Every Volunteer has the right to . . .

1. An environment in which the volunteer is treated as a professional and as a valued asset—not just “free labor”.
2. Receive respect, recognition and reward for attitude and performance.
3. Know as much as possible about the organization, policies, people and programs.
4. Sound guidance, supervision and direction with a job description clearly defined.
5. Suitable assignments according to his/her abilities, knowledge, location, experience and desires.
6. Be heard and participate in planning.
7. Receive periodic feedback and evaluations, written and/or verbal.
8. Frequent expressions of appreciation from the organization and the community.

Expectations

What the **VOLUNTEER** can expect from **SECOND HARVEST**

1. Receive a job description for their assignment
2. Be assigned appropriate assignments according to skill, interest, availability, and training
3. Be trusted with confidential information that will help carry out assignments
4. Be given appropriate expressions of appreciation and recognition
5. Receive orientation, training, and supervision for the assignment accepted
6. Expect that their time will not be wasted by lack of planning, coordination and cooperation within the agency
7. Give your suggestions about your assignment, SHFB Volunteer Program and our organization
8. Expect that volunteer records will be kept; documenting volunteer experience, jobs performed, positions held, training, and commendation
9. Be treated as a fellow staff member who contributes to SHFB’s goals through your volunteer work
10. Have all these things done in a spirit of friendliness and cooperation so that SHFB retains its upstanding reputation and will continue to be known as a “great place to volunteer”

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What **SECOND HARVEST** can expect from the **VOLUNTEER**

1. You know your own duties and how to do them promptly, correctly, and pleasantly
2. You cooperate with staff and your fellow volunteers and maintain a good team attitude
3. You grasp opportunities for personal development that are available and are offered to you
4. You provide feedback and voice your opinions and contribute suggestions to continually improve the quality of SHFB
5. You will attend any training sessions required for your assignment
6. You will arrive on time and sign in each time you arrive for a work assignment
7. You will inform your Community Outreach Coordinator as soon as possible of any planned absence, lateness, or emergencies that occur
8. You will wear closed toe shoes while working in the warehouse and your nametag at all times
9. You will keep all communications with or concerning clients and donors confidential
10. You will follow all policies and safety regulations outlined by SHFB

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General Guidelines & Procedures

Check-In

Upon arriving to volunteer, volunteers are required to check-in with the appropriate staff member to clock-in for their volunteer shift. Volunteers will receive a name tag at this time.

Dress Code

Volunteers should dress casually and wear comfortable, closed toe shoes such as sneakers, work shoes, or boots. Volunteer work sometimes gets messy! During the warm months, all volunteers must wear sleeved shirts (no tank tops); no sandals/flip flops allowed.

Please leave personal belongings at home or locked in your car. Necklaces and long earrings pose a safety concern; please remove if necessary. Second Harvest will not be responsible for any missing personal belongings.

Hydration is important especially in the summer months; therefore, water will be provided for you. We do encourage and welcome volunteers to bring a water bottle with them when they come to volunteer.

Smoking Area

We have designated smoking areas at our facilities. Please ask the staff member supervising your experience where the designated smoking area is.

Important Policies

Youth Policy

Volunteer Services will ensure that all youth volunteers return a completed and signed permission slip prior to their first volunteer shift. A permission slip should be updated by the parent/guardian once per year. Under no circumstances are children younger than 9 years old allowed to volunteer in the warehouse. With special permission and appropriate chaperones, children younger than 9 are permitted to tour the warehouse only or assist with certain off-site special events/projects such as gleanings, food collections, etc. Volunteer Services will ensure that all youth groups or youth individuals are accompanied by the appropriate number of adult chaperones.

- The minimum age for volunteers in the Repack Room is 9 years old.
- The minimum age for volunteers in the Community Kitchen is 15 years old.
- The minimum age for volunteers for Order Selection is 18 years old.
- The minimum age for volunteer for the 50/50 Raffle is 21 years old.
- All court appointed community service volunteers must be 18.

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ORGANIZED YOUTH GROUPS CHAPERONE REQUIREMENT

Groups with youth must have chaperones over the age of 18. Chaperones per routh requirements based on age are:

1 chaperone per 5 youth between the ages of 9—13 (4th—8th grades)

1 chaperone per 10 youth between the ages of 14—18 (9th—12th grades)

Individual youth volunteers between the ages of 9—12 should be accompanied by an adult to volunteer. Youth ages 13—17 are able to volunteer independently on-site at the warehouse. For off-site special events, chaperone requirements will be judged on a case by case basis.

Absent Policy

In the event that you will not be able to make your scheduled volunteer time please contact any member of the Volunteer Services Team via phone call or email. Please refer to the contact us page of the handbook.

Inclement Weather Policy

Second Harvest Food Bank usually follows the Jefferson Parish Public School's closings and delays. Volunteers will be notified the evening before (whenever possible) if we close operations and cancel volunteer experiences. No volunteers or staff may be on site without express permission from the President and CEO. Please check our website and social media for current updates.

Non-Discrimination and Anti-Harassment Policy

SHFB is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, SHFB expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

SHFB encourages reporting of all perceived incidents of discrimination or harassment. It is the responsibility of SHFB to promptly and thoroughly investigate such reports. SHFB prohibits retaliation against any individual who reports discrimination or harassment or who participates in an investigation of such reports.

Definitions of Harassment

Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. Sexual harassment is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; b) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such

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individual; or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment may include a range of subtle and not-so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

Harassment on the basis of any other protected characteristic is also strictly prohibited. Harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, citizenship, or any other characteristic protected by law or that of his/her relatives, friends or associates, and that a) has the purpose or effect of creating an intimidating, hostile or offensive work environment; b) has the purpose or effect of unreasonably interfering with an individual's work performance; or c) otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group and that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment via e-mail, phone (including voice messages), text messages, tweets, blogs, social networking sites or other means.

Individuals and Conduct Covered

This applies to all applicants and employees, whether related to conduct engaged in by fellow employees or someone not directly connected to SHFB (e.g., an outside vendor, consultant or customer).

Conduct prohibited in this handbook is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

Reporting an Incident of Discrimination, Harassment, or Retaliation Complaint Process

Individuals who believe they have been the victims of conduct prohibited in the handbook or who believe they have witnessed such conduct should discuss their concerns with their immediate supervisor, Human Resources or any member of management.

When possible, SHFB encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and request that it

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be discontinued. Often this action alone will resolve the problem. SHFB recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

SHFB encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, although no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation and, like harassment or discrimination itself, will be subject to corrective action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately.

False and malicious complaints of harassment, discrimination or retaliation may be the subject of appropriate corrective action.

Food Policy

All donated product (food, beverage, and otherwise) is to be used solely for the intended purpose of serving food recipients through appropriate Second Harvest Food Bank channels (mobile distribution, partner agency distribution, and Community Kitchen programming). Staff and volunteers are prohibited from using any and all donated product for personal consumption. Any violation of this policy will result in immediate termination or removal from volunteer duties.

Second Harvest Food Bank is a non-profit, 501c3 organization that receives donated products in accordance with IRS Code 170 (e) (3), which defines the tax deduction that donors are eligible to receive if the donation is used according to the regulations, defines the organizations eligible to receive those donations, and defines allowable uses of those donations. All donated product (food, beverages, and otherwise) is to be used solely for the care of the ill, needy, or infants. All products donated to SHFB are considered as having been donated under the provisions of Section 170(e) (3) of the U.S. Internal Revenue Code, unless the donor clearly provides verification to the contrary in writing.

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Second Harvest Food Bank is committed to keeping high standards in regards to use of donated product. We have a commitment and accountability to the people that we serve and to our donors, who make this work possible. Our community has bestowed a great amount of trust and good-faith in our work and mission. Furthermore, personal consumption of food and beverages is not a benefit of employment or perk of volunteering.

Volunteer Dismissal Policy

Volunteers are an invaluable resource to Second Harvest and our primary aim is to encourage and support their contribution to feeding South Louisiana. However, it is also recognized that there may be times when a volunteer needs to be counselled and perhaps dismissed.

Volunteers may voluntarily leave the organization at any time and may be asked to leave the organization at any time. Volunteers who do not adhere to the policies and procedures outlined below are subject to dismissal.

Conduct that Second Harvest finds unacceptable:

- Consistent failure to be on time or “no showing” for a shift.
- Unable to commit to the time requirement that was set forth in the position description.
- Inability to comply with any of the standards presented herein; including performance standards, policies, and guidelines found within the Volunteer Handbook.
- Failure to comply with staff decisions.
- Failure to be respectful to recipients, visitors, donors, volunteers and staff.
- Distributing confidential information about recipients, volunteers or staff.
- Use of Second Harvest name or trademarks, without prior permission from the Director of Communications.

Steps taken by Second Harvest to enforce outlined policies:

1. The first infraction of above policies will result in the staff member involved verbally addressing situation with volunteer along with notifying the Community Outreach Manager. The infraction will then be documented in the volunteer file.
2. In the event of a second infraction, the volunteer will meet with the program staff member involved and the Community Outreach Manager. At this meeting, the volunteer will be asked to sign a probationary letter that will explain infraction and outline any action steps.
3. In the event that a third infraction takes place, the volunteer will be asked to immediately relinquish their position as a volunteer with Second Harvest Food Bank.

Conduct that permits immediate release of Volunteer:

The following is a list of inappropriate conduct that will result in the immediate cancellation of volunteer status. Even if a staff member does not, personally see the below infractions take place, if reasonable belief exists that the infraction occurred it will result in immediate release of volunteer. Examples cannot be listed to cover every situation. Other offenses may be deemed serious that are not specifically mentioned here.

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- Falsifying reports, records or expense
- Sexual Harassment
- Physical or Verbal Harassment
- Negligent or willful damage of property
- Theft
- Unlawful discrimination
- Illegal or unethical behavior
- Negligent or willful endangerment of the safety of others
- Working while impaired by intoxicants – alcohol or drugs
- Insubordination
- Breach of conflict of interest

Volunteer Safety Rules

The following rules are enforced for all staff and volunteers in the warehouse. Failure to follow these rules may result in dismissal.

- No person is permitted in the warehouse or Community Kitchen while under the influence of drugs or alcohol
- Headphone use is not permitted
- Cell phone use is not permitted
- Horseplay is not permitted
- No open-toes shoes are permitted in the warehouse or Community Kitchen
- Maintain proper personal hygiene. All staff and volunteers working with food must meet the following expectations:
 - Free of communicable disease with no active fever
 - Clean skin, teeth, hair and hands
 - Hands properly washed immediately prior to starting work or resuming work after other activities
 - Hair must be neat and controlled
 - No open sores, boils or uncovered cuts
 - Any band aids on hands must be covered by a finger cot or glove
- Clothing must be neat, clean and without loose sleeves or dangling accessories
- No eating, drinking, or using tobacco products in the warehouse or Community Kitchen. (However, water in a clear plastic bottle with a cap is allowed).
- Personal items and food must be stored in designated areas
- No glass or ceramics are permitted in the warehouse
- Follow all posted signs/instructions
- Use proper clothing and safety gear or personal protective equipment provided for various jobs (gloves, safety goggles, vest, etc.)
- Use correct lifting techniques: bend with your knees when lifting

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- Only trained SHFB staffer are permitted to operate forklifts and powered pallet jacks
- Riding on carts, pallet jacks (manual or powered), or forklifts is not permitted
- All spills must be cleaned up immediately
- Dock areas, warehouse and Community Kitchen floors are to be maintained free of debris and spills
- Report damage or malfunctioning equipment to SHFB staff immediately
- Report all accidents and injuries immediately to SHFB staff
- Should you see an unsafe act or have any questions, immediately contact SHFB staff
- Certain portions of the warehouse are restricted to authorized personnel only. Please remain in assigned areas only
- Food safety is a top priority of Second Harvest Food Bank. When in doubt, throw it out. Food quality and safety is always more important than quantity.

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Contact Us



700 Edwards Avenue New Orleans, LA 70123
215 East Pinhook Road Lafayette, LA 70501
Office: (504) 734-1322 or (337) 237-7711
Fax: (504) 733-8336 or (337) 237-7794
www.no-hunger.org



Crystal B. Harris

Community Outreach & Repack Manager

Office: (504) 729-6337

Mobile: (504) 258-2103

Email: charris@secondharvest.org

Manages Volunteer Services and Repack Teams



Vanessa Cave-Herazo

Community Outreach Supervisor

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Community Kitchen, Administration, and CACS Volunteers



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Lafayette and Acadiana Region