

ArmInArm

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VOLUNTEER AGREEMENT

Thank you for choosing to work with Arm In Arm. We consider our volunteers to be partners in service, and we share certain responsibilities and expectations, detailed below.

CORE VALUES

Arm In Arm seeks to create a warm and welcoming environment for our clients. Service, hospitality, and client dignity are our core values, and we expect our volunteers to conduct themselves in a professional and ethical manner that reflects those values.

FOOD PANTRY GUIDELINES AND PROCEDURES

1. Hospitality, dignity, and preservation of choice are the foundation on which the food pantry is built. We strive to make the customers' experience as similar as possible to shopping at a retail grocery store. Always greet clients cordially and introduce yourself by name. Speak to clients with respect, and avoid entitlement phrases like "you get...", "You're entitled to...", or "you can have...". Instead use empowerment statements like **"you are welcome to choose..."**, **"today we are offering..."** or **"you have a choice of..."**. Finally, show clients that you appreciate their patronage by, for example, thanking them for coming in or wishing them a good day.
2. To best manage our inventory and ensure fairness to all of our customers, all food shopping must adhere to the household size on the customer's shopping card and may not be added to or adjusted at the discretion of the volunteer/shopping assistant. Any deviations from the shopping card must be approved by an Arm In Arm staff member.
3. There may be times when the pantry is not busy. If you prefer to stay engaged, please ask if there is something else you might do. Volunteers are not permitted to sit in the client waiting areas, on check-out tables, or at computer intake desks.
4. A clean work environment is appreciated by all. Eating is not permitted in the food pantry or at the intake workstations during the 9:30am through 12:00pm pantry hours. Please note spills, debris, or refuse on floors or other surfaces and clean accordingly. Make use of trash receptacles.
5. Permission to use the computers is granted by the Hunger Prevention Program Director or Hunger Prevention Coordinator. Computers are to be used for official Arm In Arm business only. Use of Facebook, Instagram, or YouTube, shopping on line, etc., is not permitted.
6. Volunteers may not answer Arm In Arm phones unless authorized to do so by a staff member.
7. Volunteers are not permitted to play personal music devices (iPods, phones, etc.) or wear headphones or ear buds while serving clients in the food pantry.
8. Volunteers who are in need of food are eligible to shop in the pantry in accordance with the Volunteer Shopping policy. Please see a Program Director or Coordinator for more information. No food or beverages may be removed from the shelves, set aside, or consumed by a volunteer unless permitted by a staff member.
9. Use or possession of drugs or alcohol in or about this building is strictly prohibited. If there is an indication of intoxication or impairment the volunteer will be asked to leave and not return.
10. When available, Arm In Arm provides free parking while you are volunteering. Parking passes must be returned at the end of the volunteer experience. A \$15 fee will be imposed for lost cards.
11. To ensure an organized and welcoming experience for our clients, please arrive by 9:00am.

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The following policies, quoted from our Personnel Manual, are applicable to all Arm In Arm staff members, interns and volunteers.

EMPLOYEE OR VOLUNTEER PROTECTION (WHISTLEBLOWER) POLICY

Arm In Arm upholds the following employee or volunteer protection (whistleblower) policy:

If any employee or volunteer reasonably believes that some policy, practice or activity of Arm In Arm is in violation of law, a written complaint must be filed by that employee or volunteer with the Executive Director or the Board Chair. It is the intent of Arm In Arm to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees and volunteers is necessary to achieving compliance with various laws and regulations. An employee or volunteer is protected from retaliation only if the employee or volunteer brings the alleged unlawful activity, policy or practice to the attention of Arm In Arm and provides Arm In Arm with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees or volunteers that comply with this requirement.

Arm In Arm will not retaliate against an employee or volunteer who, in good faith, has made a protest or raised a complaint against some practice of Arm In Arm, or of another individual or entity with whom Arm In Arm has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.

Arm In Arm will not retaliate against employees or volunteers who disclose or threaten to disclose to a supervisor or a public body, any activity, policy, or practice of Arm In Arm that the employee or volunteer reasonably believes is in violation of a law, a rule, or a regulation mandated pursuant to law or is in violation of a clear mandate of public policy concerning the health, safety, welfare or protection of the environment.

SEXUAL HARASSMENT POLICY

Arm In Arm is committed to providing a work environment that is free of discrimination. In keeping with this commitment, the program maintains a strict policy prohibiting unlawful harassment, including sexual harassment. It is important for all staff and volunteers to understand that jokes, stories, cartoons, nicknames, and comments about appearance may be offensive to others.

Sexual harassment of volunteers, employees, supervisors, or vendors is prohibited. Unlawful sexual harassment includes unwelcome flirting, sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature that creates an intimidating, hostile, or offensive work environment.

Volunteers who believe they are being harassed in any way should report the facts of the incident(s) to their supervisor, Program Director, or Executive Director immediately, without fear of reprisal. In determining whether the alleged conduct constitutes unlawful harassment, the totality of the circumstances, such as the nature of the conduct and the context in which the alleged incident occurred, will be investigated.

POLICY FOR CLIENT CONFIDENTIALITY

All staff members, interns, and volunteers of Arm In Arm, shall strictly adhere to the terms, conditions, and provisions of this Policy for Client Confidentiality (hereinafter referred to as this Policy).

The client has the right to expect that all aspects of client service will be treated as confidential.

When staff members, interns, or volunteers are examining, interviewing, or sharing information, they shall do so in as private a space as possible in as private a manner as possible. Discussions about personal information will be held in privacy and limited to appropriate staff members, interns or volunteers.

Staff members, interns, and volunteers will have user privileges to access computer records in accordance with their job responsibilities. Computer records are secured from unauthorized access by a series of passwords.

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Paper copies of client information shall be printed out only as necessary and shredded when no longer needed.

In the event of release of information over the telephone, great care must be made to assure that information is not released inappropriately. For example, if a client calls for information regarding his/her case, he or she must be asked for identifying personal data, such his/her address and date of birth.

If desired, prior to the release of information, the client may review the records with the staff so that parts of the record not specifically relevant to the needs of the receiving agency will be redacted. Paper copies of client records may be given directly to a requesting client.

In order to release client records to outside entities, staff members, interns, and volunteers must (i) obtain authorization from the client and (ii) note the authorization in the client's file. Outside entities include:

- a. Social service agencies
- b. Government agencies (except when the client's direct aid is funded by the agency requesting information)
- c. Courts without a Subpoena Duces Tecum
- d. Attorneys
- e. Financial institutions
- f. Schools
- g. Law enforcement agencies (a court order or search warrant is needed if client consent is not expressly authorized)
- h. Immigration and Naturalization Service
- i. Employers
- j. Media

If information is requested by subpoena or for other case preparation, legal counsel of Arm In Arm will review forms to assure appropriate release.

Prior authorizations are **NOT REQUIRED** for release of client information when the client information is needed for **DIRECT EMERGENCY CARE** of the client. All efforts will be made to protect client confidentiality, **EXCEPT** in cases where the client poses an imminent threat of harm to himself/herself or others.

Each staff member, intern, and volunteer of Arm In Arm will be required to read and sign a copy of this Policy. The signed statements are to be kept by the Administrator.

Please initial to indicate your agreement:

_____ I have read the policy for client confidentiality and have been provided with a copy of the same. I acknowledge and agree that my failure to strictly adhere to the terms, conditions and provisions of this policy may result in the immediate termination of my employment, internship or volunteer status.

VOLUNTEER AGREEMENT & RELEASE FROM LIABILITY

Please initial to indicate your agreement

_____ **Voluntary Participation:** I acknowledge that by initialing here, I will not be paid for my services, I will not be covered by any medical or other insurance coverage provided by Arm In Arm, and that I will not be eligible for any Workers Compensation benefits.

_____ **Release:** I further acknowledge that all services are performed at my own risk. On behalf of myself, my heirs, personal representatives, and executors, I hereby release, discharge, indemnify, and hold harmless Arm In Arm, its board of directors, officers, staff, and all other persons and organizations in any way connected with Arm In Arm from any and all claims, causes of action, or demands, of any nature or cause, including costs and attorney's fees incurred by Arm In Arm in connection with the same, based on damages or injuries which

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may be incurred or sustained by me in any way connected with my services for Arm In Arm. Without limiting the generality of the foregoing, I hereby waive and release any rights, actions, or causes of action resulting from personal injury or death to me, or damage to my property, sustained in connection with my participation at Arm In Arm.

_____ **Permission to Photograph or Videotape:** As a volunteer for Arm In Arm, I hereby provide permission to record, duplicate, and redistribute my image for purposes of publicity and education; including but not limited to website, print materials, audio and/or video recording, presentation, and handouts. I grant to Arm In Arm the right and permission to use my likeness and photograph(s) and video footage, in whole or in part, either alone or accompanied by other material, throughout the world, for the purpose of education and publicity. I will not hold Arm In Arm, or anyone who receives permission from Arm In Arm, responsible for any liability resulting from the use of my likeness and photograph(s) and video footage or the publication and distribution of my presentation, in accordance with the terms hereof.

I have read and understand the above policies and understand that I must follow them to participate as a volunteer at Arm In Arm.

Name (Printed): _____

Signature: _____ Date: _____

FOR VOLUNTEERS UNDER 18 YEARS OF AGE:

Parent or Legal Guardian Signature: _____

Name (Printed): _____ Date: _____

In light of current CDC Guidelines and the most recent directives from federal, state, and local government regarding the prevention of exposure to and transmission of COVID-19, acknowledging that Arm In Arm provides an “essential service” of providing food to our neighbors in need, Arm In Arm has temporarily moved to a 100% mobile delivery food service model. As such, Arm In Arm continues to seek the help of volunteers in connection with the bagging of food, the delivery of food in bulk quantities to key sites, and/or the hand delivery of pre-bagged food door to door in pre-arranged remote appointments through a “knock, drop and walk” method, which would offer the most minimal risk of exposure to COVID-19 to staff, clients, and volunteers. While we will train volunteers using these best practices mentioned above in an effort to minimizing risk as much as possible, we acknowledge that no form of direct food delivery is without risk, and ask that potential volunteers acknowledge their acceptance of this risk by signing below.

Name (Printed): _____

Signature: _____ Date: _____

CONTACT INFORMATION

Name: _____

Phone: _____ Email Address: _____

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EMERGENCY CONTACT INFORMATION

First Contact Name	Phone Number(s)	Relationship
Second Contact Name	Phone Number(s)	Relationship
Preferred Local Hospital: _____		

INSURANCE INFORMATION

Company: _____ Policy Number: _____

Special medical or personal information you want an emergency care provider to know (i.e. allergies, current medications, etc.)

