



Please read the following instructions to lead a group for the Southeast Texas Food Bank Volunteer Department.

These instructions are important and should be followed completely. You will also find attached the waiver for adults and youth, 13 to 17 years old. It is important to have these forms printed and completed BEFORE you arrive for your shift. If a young person is coming this must be completed by their parent or guardian BEFORE their shift. They will not be allowed to volunteer unless there is a form on file for them.

Please read our policy!

Please take note of our dress code:

- ❖ No open toed shoes.
- ❖ No headphones.
- ❖ No jewelry which is long or dangles.
- ❖ No drinks of the work floor except water. We have plenty and there is no need to bring any.
- ❖ Please remain in the work area you are assigned to.
- ❖ Please let your direct supervisor know if you are leaving the work area. They are responsible to keep a running head count of volunteers in case of an emergency. They must locate all volunteers and make sure they have left the building and report to the staging area. Your supervisor will instruct you in this area.

We welcome groups to wear their t-shirts and/or hats, jackets or whatever denotes them as a group. Pictures are welcome and we ask that you send us a couple so we can post them to our Facebook page or web site.

If you and your group would like a tour of the food bank it takes about 20 to 25 minutes and I will gladly conduct the tour. Please plan to stay a little past the shift time for this or arrive early. Please let me know ahead of time so I may adjust my schedule to accommodate your group. Please arrive a few minutes early for your shift and it is important that the volunteers understand that cleaning up the area following a shift is just as important as the actual work. This task which will take a whole group just a few minutes would take one staff person quite a while to do and it must be done. So pitch in and help. Everything you do as a volunteer to help us saves us money which can be used to buy food.

Did you know that \$1 will buy 4 meals? It does!

Did you know that \$175 will sponsor a child on the backpack program for every day they are out of school for a school year? It does!

Did you know that you may set up an ongoing donation through our web site now? Just enter how much and how often and it will draft from your account.

www.setxfoodbank.org
3845 S. M.L. King Jr. Pkwy
Beaumont, TX 77705
409-839-8777
volunteer@setxfoodbank.org



CERVIS Instructions for Groups

(SETX Food Bank volunteer management system)

To sign up to volunteer at the Southeast Texas Food Bank, you may follow these steps:

1. Go to [SETX Food Bank web site. www.setxfoodbank.org/get-involved/volunteer](http://www.setxfoodbank.org/get-involved/volunteer)
2. On the Volunteer page scroll down to the orange bar which says, "**Volunteer Application**" and complete the application.
3. Once you have a profile in the system it will look for you according to your FIRST NAME and EMAIL. If you lose or forget your password, just call the SETX Food Bank.
4. **BE SURE TO SEARCH AND CHOOSE (*Insert your group's name here*) as YOUR GROUP**. This way your group receives credit for their volunteer hours.
5. Every adult must sign a waiver attached to this document. The youth, age 13 to 17 must have their parent or guardian complete the youth waiver and info sheet, also attached to this document. **These waivers must be brought to the Food Bank the first time you come to volunteer.**
6. You may want to go back into the page to register for other events that you may attend individually. You may need hours for classes or groups you belong to, you may also want to show your volunteer service on a resume'. To do this, follow steps 1 and 2 but on step 3 instead of completing the volunteer application choose the next orange bar called "Event Registration" every event is listed there for the rest of 2017. The School Tools events for the school year 2017/2018 will be listed as soon as possible.
7. Anytime you need proof of your hours you may print them yourself from your home page.
8. If you have any problems contact Susan Detweiler, Volunteer Manager.

Tracking hours is very important to the SETX Food Bank. Not only for use by the volunteers but we use these numbers to write grants showing how much of the work done at the Food Bank is performed by volunteers.

Gratefully,
Susan Detweiler
Volunteer Manager
Southeast Texas Food Bank
3845 S. M.L. King Jr. Pkwy.
Beaumont, TX 77705
409-839-8777 ext. 116
sdetweiler@setxfoodbank.org



Volunteer Policy Agreement - Adult

Preparation:

1. Volunteers should schedule their shifts at least one day in advance, unless they are on a regular weekly schedule.

2. Volunteers must log in and out of the CERVIS System when they are on site here at the SETX Food Bank or with a staff person in the field. This process is critical for emergency accountability, as well as for proof of hours worked for court and General Assistance (GA) volunteers.

3. Volunteers must review our mandatory policy agreement and agree to the terms therein prior to starting volunteer activities at the Food Bank.

4. Volunteers must wear appropriate clothing, including closed-toe shoes. Inappropriate clothing would include short shorts, tank tops, shirts which reveal midriffs and plunging necklines. Please keep jewelry to a minimum and none is preferable. Jewelry which dangles or hangs off the neck, ears or wrist have the chance to catch or snag of something and injuries result.

5. Volunteers who are tracking hours for school or community service are required to track their own hours. Each day, as they arrive they are to drop off their paperwork with the department head to be signed as they are working. When they leave, they may pick up their paperwork to be completed, such as have the ending time recorded and have the staff member, whom they have most closely worked with, sign off on their own form to document the hours worked that day. It is not the responsibility of the Food Bank to track hours for any volunteer. We also do not store paperwork for volunteers.

6. Remember this is a warehouse and you may get dirty, sometimes even very dirty while you are serving here. Please wear clothes you don't mind getting dirty. Gloves are a handy tool to have around too. You might want to leave a pair in your vehicle so they are there when you need them to work here.

Attendance:

1. We rely heavily on our volunteers. It is very important for volunteers to show up on time. If you are ill or otherwise need to modify your schedule, please call the Volunteer Coordinator at 409-839-8777 ext. 116.

2. Regular food sorting shifts are on Wednesday and Friday from 12:00 until 3:00 pm.

3. School Tool Saturdays are held on the 2nd Saturday from 8:30 to 11:00 am.

4. Family Box Day events are on the 2nd Saturday of the month from 8:30 until 11:00 am.

5. Reserved Group Food Sorting Saturdays are held on the 3rd Saturday of the month and are closed to regular volunteers unless they are a member of the group who has made the reservation. These events are held on the 3rd Saturday mornings from 8:00 until 11:00 am.

6. Some days there are office projects for volunteers; such shifts are scheduled between 8:30am to 3:00pm. These days are scheduled on an as needed basis and the volunteer should call in advance to see if any work is available for that day.

7. Non-food sorting is usually held on Tuesday mornings from 9:00 am until noon. Please check the schedule. If there is no non-food to sort the event will be canceled and you will be notified by email and or text.

8. Frozen food sorting is usually held on Monday mornings from 9:00 am until noon. Please check the schedule. If there is no frozen food to sort the event will be canceled and you will be notified by email or text.

9. If a volunteer should need to leave early due to illness or emergency, the volunteer must notify the Volunteer Coordinator (or other staff if the volunteer coordinator is not available) before leaving and sign out or have someone sign out for them. In the event of an emergency it is the volunteer coordinator or other staffs' duty to make sure all the volunteers are out of the building and safe. We cannot do this if the volunteer is not signed in. Or if someone failed to sign out we may be sending someone into a dangerous situation without need.

Conduct:

1. Volunteers must treat customers, other volunteers, and staff with dignity, compassion, and respect. Harassment of any kind will not be tolerated.

2. Water is the only drink approved to bring in the work area.

3. Volunteers must not eat or drink in the warehouse or office space, unless authorized to do so. Instead, please use the volunteer break room.

4. Volunteers must smoke in designated areas only. The designated area is in the back of the building at the picnic table.

5. We are a drug and alcohol-free workplace. Any volunteer who distributes, possesses, or is under the influence of any drug or alcohol, or whose behavior leads to suspicion of these conditions will have his/her service terminated immediately.

Safety Rules:

1. Volunteers must always be safety conscious. This includes preventing injuries by using proper lifting techniques and asking for help if needed. Volunteers must report any unsafe conditions or practices to their supervisor.

2. Volunteers must not operate any machinery or equipment unless authorized by their supervisor and approved by the director of operations.

3. Volunteers must immediately inform their supervisor if they suffer from fatigue, illness, discomfort due to repetitive tasks, side effects of medication, or any other causes that may affect workplace safety.

4. Volunteers must not engage in any horseplay, running or scuffling at the Food Bank.

5. Volunteers must keep the workspace, restrooms, and break-room clean and orderly. Volunteers are to stack objects so as to ensure they do not fall or obstruct aisles, doors, fire exits, or stairs. Volunteers are expected to pick up any trash they find and dispose of it properly. This includes, as part of the volunteer task, cleaning up the work area following the event. Please help put the space back into a clean and orderly state for use by the next volunteer shift.

6. Volunteers must wash their hands after eating, smoking, touching their face or hair, or using the restroom. Handwashing is encouraged as they sort items due to contamination they may encounter while working.

7. Volunteers must not use cellular/smart phones, headphones, iPods, MP3 players, or other electronic devices while performing volunteer activities as these devices may impede awareness and alertness. If you must take a call or answer a text or email while at work, please excuse yourself from the work area. If you find you will be more than 15 minutes please log out and log back in when you return to work.

8. Any volunteer between the ages of 13 to 17 must be accompanied by an adult and that adult must volunteer with the teen. Children 8 to 12 years old will only be allowed to volunteer in situations which Food Bank management determines will not present a safety issue for them or other volunteers and staff. Please contact the volunteer coordinator for more on this policy. Children under 8 are not allowed in the warehouse unless with a guided tour or with staff. Children under 8 are not allowed to volunteer at the SETX Food Bank.

The Food Bank reserves the right to terminate service of any volunteer who violates our policies, or whose work and/or conduct is found to be unacceptable by his or her assigned supervisor.

I acknowledge I am familiar with the policies associated with volunteering at the Southeast Texas Food Bank and accept them.

Print Name

Sign Name

Print parent or guardian's name for volunteers under 18 years of age

Sign parent or guardian's name

A medical release/waiver must accompany this form when the volunteer is under 18 years of age.



Southeast Texas Food Bank

Parental Consent for Child to Volunteer

The Southeast Texas Food Bank, a 501(c)(3) nonprofit organization dedicated to leading the fight against hunger in Southeast Texas, encourages and appreciates the efforts of volunteers under the age of 18.

Before a child begins volunteering, however, we require consent from the parent(s) or legal guardian(s). To consent, please read and sign the form below. Thank you, and don't hesitate to contact us with questions.

Volunteer Resource Department
Southeast Texas Food Bank
409-839-8777

Child's name: _____

Child's date of birth: _____ Child's age: _____

Parent/legal guardian's name: _____

Parent's address: _____

Parent's home phone: _____

Parent's work phone(s): _____

Parent's mobile phone(s): _____

Alternate contact in case of emergency:

Name: _____

Relationship to child: _____

Home phone: _____

Work phone: _____

Mobile phone: _____

Parental Consent for Child to Volunteer (cont.)

By signing this form, I, the parent, or legal guardian of the child named above, consent to the child's participation in volunteer activities organized by The Southeast Texas Food Bank. I understand that the child will be provided with orientation and training necessary for the safe and responsible performance of the volunteer duties and will be expected to meet all the requirements of the position, including compliance with The Southeast Texas Food Bank's policies and procedures. I understand that my child will receive no monetary compensation for this work. I also understand that inherent risks may be associated with volunteer activities, including but not limited to broken bones, contusions, sprains, concussions, paralysis, and death, and will not hold The Southeast Texas Food Bank accountable or liable for any injuries that unintentionally result from the child's participation, or that arise during time spent volunteering due to any underlying physical condition.

Parent/Legal Guardian's Signature(s) _____

Date: _____

My child has the following health limitations: _____

Medical Treatment Authorization

Parent(s)/Guardian(s), initial one of the following:

_____ I/we give

or

_____ I/we do not give

The Southeast Texas Food Bank permission to authorize medical care for my child, _____ (child's name)

if, in the reasonable judgment of The Southeast Texas Food Bank, the need arises.

Such medical treatment shall be provided upon the advice and supervision of any physician, surgeon, dentist, or other medical practitioner licensed to practice in the United States.

Parent/Legal Guardian's Signature(s)

Date

Leading the fight against hunger in Southeast Texas!