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# Our Mission

The Arkansas Foodbank is the foundation in the fight against hunger. We find pathways to connect people, resources, and food to reach those in need, providing dignity, hope and a brighter future for all Arkansans.

# Our Vision

A stronger community where hunger needs are met with sufficient access to nutritious food.

# Our Values

Collaboration: We are stronger when we work together.

Respect:We value the dignity and diversity of those we serve, our partners, volunteers, and coworkers.

Innovation & Creativity**:** We seek, identify, and implement the best solutions to fight hunger, meeting people where they are.

Service: We are united in a belief to serve those in need.

Integrity: We achieve our goals by maintaining the highest degree of ethical standards and by putting our values into action.

**Diversity Statement**

Arkansas Foodbank values the individual diversity of all employees, volunteers, donors, and clients. Differences in age, race, ethnic heritage, religion, appearance, sexual orientation, and many others provide experiences, viewpoints, and ideas that can strengthen and enrich our organization. We strive to create an organizational culture that values different perspectives and that is based on our organizational values. Diversity is the uniqueness each of us brings to fulfilling these values and achieving our vision.

**Arkansas Foodbank Policies & Procedures for Volunteers**

Volunteer Eligibility:

* + In order for the Arkansas Foodbank to properly prepare projects and ensure space, volunteers should register for their desired shift before arriving. Volunteers can view all available opportunities at arkansasfoodbank.cervistech.com.
  + If an individual volunteer or volunteer group does not schedule in advance, Arkansas Foodbank staff may not be able to accommodate them during that shift.
  + Volunteers must be at least eight (8) years of age to work in our Volunteer Operation Center located at 4301 W 65th Street in Little Rock, AR, 72209. Volunteers 8-15 years old must be accompanied by an adult. Volunteers 16-18 years old do not require an adult to accompany them to volunteer.
  + If a scheduled volunteer time must be cancelled or rescheduled, please refer to your registration email to click on the cancellation link. If you cannot find your registration email, please contact the Volunteer Coordinator 48 hours in advance.
  + Any individual who needs functional support while volunteering at the Arkansas Foodbank must communicate that need to the Volunteer Coordinator during the registration process to decide as needed.
  + Terminated employees are not eligible to volunteer at the Arkansas Foodbank for a specified period (two years) following their termination. This policy applies to all staff members, including full-time, part-time, and temporary employees.
    - Exceptions to this policy may be granted on a case-by-case basis with the approval of the Chief Executive Officer or their designee. Such exceptions will be granted only if the terminated staff member's return as a volunteer is deemed to be in the best interests of the organization and does not compromise the organization's mission, safety, or the well-being of other employees and volunteers.
    - If a terminated staff member expresses interest in volunteering at the Arkansas Foodbank after the specified period of ineligibility has passed, they must follow the standard volunteer application and screening process.
    - Decisions regarding reinstatement as a volunteer will be made by the Volunteer Services Department in consultation with the Chief Executive Officer or their designee.

Arrival:

* Volunteers may park anywhere in the Food Bank parking lot except for handicapped spaces, unless the volunteer has a permit.
* Volunteers who participate at the AR Foodbank warehouse should sign in at the kiosks provided or via their mobile devices.
* Volunteers participating in off-site events should sign in via their mobile devices.
* In groups who are not registered as individual participants, only the group leader is required to sign in. Volunteers who are not registered individually should bring or email a completed consent form.

Handwashing Requirements:

* Volunteers must wash their hands prior to and after working on any volunteer project.
* Volunteers must wash their hands after using the restroom, after handling dirty pallets, trash, or contaminated products.
* Volunteer’s hands must be washed after eating or drinking, sneezing, coughing, blowing nose, and after smoking.
* While working a volunteer project, volunteers should avoid touching their noses and mouths.

**Handwashing How To:**

1. Wet hands with hot running water.
2. Apply Soap.
3. Run hands together for at least 20 seconds.
4. Clean under fingernails and between fingers.
5. Rinse hands thoroughly.
6. Dry hands with paper towel
7. Use paper towel to turn off faucet.

Workspace & Food Safety Rules:

* Respect one another. Inappropriate behavior toward other people will be tolerated. No bullying or harassment of any kind or you will be removed from the volunteer center.
* No food or drinks of any kind are allowed in the Volunteer Outreach Center. The break room is available if needed.
* Donated beverages or food of any type, including products with expected spoilage dates, are not allowed to be consumed by staff­ or volunteers.
* Everyone in the Volunteer Outreach Center must wear closed-toed, closed-heeled shoes.
* Clothing should be comfortable and respectful.
* Volunteers may not run, throw food at each other, stand on tables, or climb inside boxes.
* Volunteers should be mindful of carrying heavy loads. It is best to avoid carrying product in your line of sight. If something is too heavy to carry, please ask for help from another volunteer or the Volunteer Supervisor.
* Volunteers are required to wear caps, visors, or hair nets when working with open food.
* Watch for forklifts. If in the warehouse, stay in the designated area behind the yellow floor lines. Never walk underneath or behind a forklift when it is operational. Stop and wait.
* All volunteers are required to wash hands and wear gloves when working with any food products. If a volunteer takes a break, they should dispose of their old gloves, re-wash their hands, and put on new gloves.
* Any volunteer who has been sick needs to be without symptoms (fever, vomit, diarrhea, or jaundice) for a minimum of 24 hours before volunteering.
* Volunteers must clean their work areas following the project as directed by the Volunteer Supervisors.

**Please let the Volunteer Supervisor or Volunteer Coordinator know if you had restrictions that would prevent you from lifting or if you are unable to stand for more than one hour. If you are asked to perform a task or project that is uncomfortable for you, please notify the Volunteer Supervisor or Volunteer Coordinator.**

Policy and Procedure Form:

Volunteers are to adhere to the Arkansas Foodbank policy and procedure documentation provided to them by the Arkansas Foodbank. Details on the following topics can be found in the policy and procedure manual (Appendix A).

* Scheduling Volunteer opportunities at the AR Foodbank
* Facility safety rules
* Food safety rules
* Core Values
* Dress Code

Volunteer Consent Forms (Appendix B):

All volunteers (youth and adult) must sign a consent form. Participants who register individually will submit a digital version of this consent form upon registration. Youth under the age of 18must have their parent or guardian sign a youth consent form prior to volunteering. All adults must sign an individual single consent form. All forms must be signed and submitted to the Volunteer Coordinator or Event Leader prior to starting a volunteer project. Volunteer consent forms can be viewed in Appendix B of this document.

Volunteer Issue Resolution Form (Appendix C):

All volunteers, visitors, agency members, and Arkansas Foodbank staff must be treated with patience and respect. If a volunteer has trouble with another volunteer, visitor, agency member, or Arkansas Foodbank staff member, please notify your immediate Volunteer Supervisor or Volunteer Coordinator. Any injury, accident, or incident you experience during a volunteer shift must be reported to the Volunteer Supervisor or Volunteer Coordinator.

Any time a volunteer is not able to find a resolution to address an issue or concern, the volunteer can request an Issue Resolution Form (Appendix C) from their direct supervisor. This form can be used to report any unresolved issues or concerns to work together with all parties involved to find a reasonable resolution.

Volunteer Incident Reporting Form (Appendix D):

If at any time, an Arkansas Foodbank staff member grows concerned over an incident involving a volunteer’s behavior or performance and the parties involved are unable to come to a resolution; the Supervisor must complete a Volunteer Incident Reporting Form (Appendix D) and submit the form to the Volunteer Engagement Manager or Chief Community Initiatives Officer for review. Corrective action will be provided by the Volunteer Engagement Manager and/or Chief Initiatives Officer to include but limited to training, reassignment, verbal or written warning, suspension, or dismissal. Volunteer behavior/performance will be monitored on a probationary period unless suspension or dismissal of the volunteer was completed.

Arkansas Foodbank Harassment Policy (Appendix E):

Arkansas Foodbank strives to create and maintain a work environment in which people are treated with dignity, decency, and respect. The work environment should be characterized by mutual trust and the absence of intimidation, oppression, and exploitation. Volunteers should be able to perform in a safe atmosphere. The accomplishment of this goal is essential to the mission and values of the Arkansas Foodbank. For that reason, Arkansas Foodbank will not tolerate unlawful discrimination or harassment of any kind. Through enforcement of this policy, the Arkansas Foodbank will seek to prevent, correct, and discipline behavior that violates this policy. All volunteers are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken

# Confidentiality Policy

Arkansas Foodbank wishes to protect its confidential and proprietary information from unauthorized disclosure. Volunteers may have access to confidential and proprietary information. It is the responsibility of volunteers to keep such information strictly confidential. Such information may include information about donors and prospective donors and their contributions, special events, sponsors and sponsorships, and other information pertaining to the business and affairs of the corporation. Volunteers shall not publish, distribute, communicate, disclose, or divulge information of a confidential nature. The privacy of our donors is of utmost concern. At no time should a donation, or prospective donor, be discussed outside Arkansas Foodbank offices. Volunteers that work within fundraising and donor development will be required to sign a confidentiality policy and agree to abide by its terms.

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**Arkansas Foodbank Emergency Response Policies**

First Aid/Accident Response:

Any accident, injury, or illness to anyone which occurs or may be related to volunteering at or for Arkansas Foodbank must be reported to your supervisor immediately or to a Volunteer Engagement team member. Accidents involving Arkansas Foodbank vehicles, forklifts, equipment, property, fire, work on behalf of Arkansas Foodbank, whether on-site or at remote locations, personal vehicles while performing Arkansas Foodbank work, etc., must be immediately reported. In the event of an accident resulting in injury or in the case of illness; prompt and appropriate treatment must be sought.

* 911 should always be notified first if a severe injury occurs. Notify your immediate supervisor and a member of the Volunteer Engagement team as soon as possible after the injury. In the case of notifying 911, the person in need of the medical treatment may not decline this treatment with the person making the call. This can only be done by documented waivers obtained and signed by the Professional Responders and/or EMTs.
* Do not move an injured person.
* Avoid touching another person’s blood or other bodily fluids and do not to assist with the medical treatment unless given instruction to do so by 911 or other professional responders.
* Do not record or photograph any medical emergencies that occurs at the Foodbank or at an event on behalf of the Arkansas Foodbank.
* Any volunteer that is injured in a workplace related incident while at the Little Rock, Warren, or Lexa AR branch can file a claim against the AR Foodbank’s liability coverage policy. This does not cover injuries that occur outside of the Little Rock, Warren, or Lexa locations.
* Volunteers who seek their own medical advice and/or treatment for a known occupational injury or illness without prior Arkansas Foodbank authorization do so at their own expense.
* First Aid Kits are in the cold repack room, volunteer workroom, at the front desk by the mailboxes.
* Poison control number: 1-501-686-6161 or 1-800-376-4766

Emergency Building Evacuation Procedures:

In case of a fire, tornado, medical emergency, bomb or terroristic threat, safety guidelines have been laid out that must be followed to help secure the safety of guests at the Arkansas Foodbank.

* If you become aware of a fire or another emergency, you should activate the emergency system and immediately contact your immediate supervisor or a member of the Volunteer Engagement team immediately.
* In the event of a fire, pull the Fire Alarm which is located within 5’ of any building exit.
* In the event of an evacuation, the designated evacuation area is the parking lot located in the front of the building closest to 65th St.
* The designated safe area for severe weather is the stairwell just off the lobby next to the elevators.

During an evacuation, evacuate immediately, do not return to your workstation if you are elsewhere in the building. Do not stop to collect personal items or belongings. Do not wait for others.

**Periodic emergency drills may be conducted to ensure compliance with evacuation procedures.**

Response to Inclement Weather

In the interest of safety, a determination will be made by the Arkansas Foodbank CEO or their designee to close the office or revise normal office hours due to hazardous weather conditions. During bad weather, volunteers will receive a message via email from a member of the Volunteer Engagement team and they can call the inclement weather hotline 501-569-4390 to learn if the office is closed. Volunteers should always practice safety first and not travel to the Foodbank or to Foodbank events if the weather is not safe.

In the event of a call to assemble in the designated safe area due to Tornado, Earthquake, and/or Hurricane; the designated safe area is the stairwell just off the lobby next to the elevators. This will also be the safe area for a second-floor call to assemble. It is imperative that you use these areas and only these areas in the event of an evacuation or decision to go to a safe area. We must be able to account for everyone that is in the building and these two areas are conducive to doing that.

**Appendix A**

POLICIES & GUIDELINES FOR VOLUNTEERS

The Arkansas Foodbank is truly a community supported food bank. Without the support of our volunteers, our fight against hunger would not be possible. To ensure a safe and a beneficial experience for everyone, we ask that all Volunteers follow these simple policies and guidelines.

Arkansas Foodbank Core Values

Here at the Arkansas Foodbank, our values are at the core of everything that we do and help to guide all our decisions and actions. We also expect that our volunteers will use these values to guide their behaviors and decisions while working with us. These values are:

* + Collaboration – We are stronger when we work together! We have volunteer groups from many backgrounds and skill levels, which we believe makes us unique from a lot of other organizations. Volunteers should be prepared to be mixed in with other groups and excited about learning from and sharing with others.
  + Respect – We value the dignity and diversity of ALL people. Staff, volunteers, and visitors alike should value others, be kind to one another, and keep appropriate tones of voice when speaking to other people in the building or when representing the Arkansas Foodbank.
  + Innovation & Creativity – We seek, identify, and implement the best solutions to fight hunger, meeting people where they are.
  + Integrity – We achieve our goals by maintaining the highest degree of ethical standards and by putting our values into action.

Volunteering

* + All volunteers must sign in upon arrival of their service.
  + Volunteers may not remove anything from the facility at any time. This includes items that are believed to be unfit and are designated for disposal. If special assistance is needed for a volunteer or loved one, please inform Arkansas Foodbank staff to go through the appropriate process to receive assistance.
  + If a record of service hour’s form needs to be completed, it is the volunteer’s responsibility to bring the form and have it completed by a supervisor. Your supervisor will not complete this form until the end of your shift. If your group, school, job, etc. does not provide a form to fill out, the Arkansas Foodbank has service hour forms on site for your use.

Volunteer Groups

* + Groups of children between the ages of 8 and 14 must have one adult per 5 children. Groups with children between the ages of 14 and 18 must have one adult per 10 children. Adult chaperones must always remain with the group and have emergency contact numbers and/or permission slips from a parent for each child.
  + Groups need to arrive 15 minutes prior to their scheduled volunteer shift. If the group is scheduled for an evening activity, please understand that anyone arriving after 15 minutes of scheduled time may not be able to get into the building.
  + Conference rooms at the Arkansas Foodbank are not allowed to be used by visitors unless prior arrangements have been scheduled with the Volunteer Coordinator. If you would like to use these spaces for your group, please email volunteer@arkansasfoodbank.org.

Attire (Volunteers must adhere to Foodbank dress code policies)

* + Volunteers will most likely be working in the Volunteer Outreach Center. This facility is temperature controlled, but the temperature may vary according to the season. Please dress accordingly.
  + If working in the Clean Repackaging Room or with open food products, caps, or some form of hair restraint (ponytail holders, hair nets, etc.) should be worn. Gloves and hair nets will be provided on site for your use.
  + All volunteers much wear closed toe, closed heel, secure shoes to work. If shoes are deemed unsafe, volunteers will not be allowed to work. Flip flops and sandals are not permitted.
  + It is recommended that volunteers leave purses or valuables in their car. The Arkansas Foodbank cannot be held responsible for any missing personal belongings. We do have available locker storage on site.

Facility Safety Rules

* + Anyone under the influence or in the possession of drugs and/or alcohol will not be allowed to volunteer.
  + Many of our volunteer projects take place in the warehouse. While walking to the designated volunteer area of the warehouse, please keep behind the yellow line for safety. Please understand that the warehouse is full of heavy machinery and to maintain safety it is important that volunteers remain in designated areas and use caution while in the warehouse.
  + Volunteers must wash their hands prior to and after working on a volunteer project, as well as throughout the projects as needed. There is a handwashing station in the volunteer center of the warehouse as well as two restrooms in the main building that can be used.
  + Volunteers must always enter and leave the building through front office doors. No one should enter or leave through the warehouse loading dock unless picking up or delivering food.
  + Volunteers are not permitted to operate electric pallet jacks, pallet stackers, forklifts, or other equipment. Manual pallet jacks may only be operated by volunteers 18 and older with the permission and supervision of the Volunteer Supervisor, Volunteer Coordinator, or a Volunteer Lead.
  + Running, climbing pallets, throwing food and supplies, and other horseplay is not permitted as it may cause injury. Doing any of these things will result in the removal of the volunteer from the premises.
  + Volunteers should not eat or drink in the Volunteer Center or the warehouse. During designated break times eating and drinking will be permitted in the break room only.
  + Tobacco products are not allowed in the warehouse. Smoking is only allowed in designated areas of the Arkansas Foodbank property. If you need to smoke, please ask the Volunteer Supervisor where this designated space is. Upon returning, you must rewash your hands.
  + If you see any activity of pests or notice any spills, please report these to either the Volunteer Supervisor, Volunteer Coordinator, or a Volunteer Lead.
  + Arkansas Foodbank requests that volunteers clean up their work area to the best of their ability to assist us in maintaining a clean and safe environment. The last 30 minutes of the shift will be designated for clean-up.
  + Bin or Tote Safety – Do not crawl inside of the bins or totes to retrieve food. Please notify the Volunteer Supervisor or Volunteer Leads if you need assistance with removing food from within the bins.
  + Do not carry boxes in front of your face to impede your line of sight when walking. It is important to be able to see where you are always walking while volunteering in the warehouse.
  + Do not carry items over 40lbs. Please pick a second volunteer to carry the item together. Children under the age of 16 should not carry over 20lbs without a second person.
  + Only adults over the age of 18 are permitted to use a box cutter or scraper. Children under the age of 18 can use scissors for cutting when needed but must follow safety instructions provided by the Volunteer Supervisor or Volunteer Lead.
  + Trash Compactor Use – Only staff approved volunteers are allowed to use the trash compactor or a volunteer must be accompanied by a staff member when always using the trash compactor.
  + Children under the age of 18 must be always accompanied by an adult when leaving the assigned volunteer work area; this includes going to the bathroom.

Food Safety Rules

* + Volunteers will need to wear a cap or hair net and gloves when working with open food (rice and bean pouring). Gloves and hair nets will be available on site for your use.
  + Hands and forearms must be thoroughly washed for at least 20 seconds with warm soapy water before starting volunteer projects, after returning from breaks, and at the end of your shift.
  + Any volunteer who has been sick needs to be without symptoms (fever, vomit, diarrhea, jaundice…) for a minimum of 24 hours before must notify supervisory personnel of any relevant infectious diseases or conditions to which they have been exposed. If you have had or been in contact with one of the six reportable illnesses (E. coli, Salmonella Typhi, Nontyphoidal Salmonella, Shigella, Hepatitis A Virus, or Norovirus) you will not be able to volunteer without a doctor’s note.
  + Long, false, and painted fingernails along with jewelry that could contaminate food should be covered with a food safe glove or removed if working with open food products in the Clean Repackaging Room.
  + Cuts and wounds should be washed, covered with a clean bandage, and finally covered with a food safe glove before handling ANY food. Volunteers are not allowed to participate with any improperly undressed boils, sores or wounds, or communicable diseases.
  + Donated food and beverages of any type, including products with expected spoilage dates, are not allowed to be consumed by volunteers or staff.

**Appendix B**

VOLUNTEER CONSENT FORMS

**Volunteer consent & release form**

The Arkansas Foodbank wants to ensure the safety and protection of our volunteers. Therefore, we require that all volunteers complete the following *Volunteer Consent & Release* form for each volunteer over the age of 18 prior to being allowed to volunteer. If you will be volunteering with anyone who is under the age of 18, they will need to have the *Youth Volunteer Consent & Release* form completed by their parent or guardian. All volunteers will be required to follow the *Arkansas Foodbank Volunteer Policies & Guidelines*, as well as the directions from Arkansas Foodbank staff members. Please review the *Arkansas Foodbank Volunteer Policies* prior to your arrival at the Arkansas Foodbank. Please call 501.565.8121 if you have any questions.

**Please note: Volunteers who register online will complete the following consent forms digitally upon registration.**

I request permission to enter the Arkansas Foodbank, including but not limited to the offices and warehouse, located at **4301 West 65th Street, Little Rock, AR 72209**, and to participate in volunteer activities to be held during **20\_\_\_\_ (year)**. This *Volunteer Consent & Release Form* is for all my volunteer and other activities with the Arkansas Foodbank or on Arkansas Foodbank property during that year. I know the risks of injury to my person and property that may be sustained in connection with the stated and associated activities in and about the premises. I understand that the Arkansas Foodbank cannot be held liable or responsible for any injury that may result from my participation.

In consideration of the permission granted to me to enter the premises and participate in the stated activities, I, for myself, my heirs, administrators, and assigns, forever release and discharge Arkansas Foodbank and the owners, operators, and sponsors of the activities and all equipment used in such activities as well as their respective agents, officers, and officials, and all other participants in the stated activities of and from all claims, demands, actions, and causes of action of any sort, for injury sustained to my person and/or property, during my presence on the premises and my participation in the stated activities due to negligence or any other fault.

I represent and certify that my true age is 18 years or over, and if I am under the age of 18 years, I represent and certify that I have the permission of my parent and/or guardian to participate in the stated activities, and that they have full knowledge of the stated activities.

I certify that my attendance and participation of the stated activities is voluntary, and that I am not, in any way, the employee or agent of the owner, operators, or sponsors of the premises and the activities, vehicles and equipment, in the same.

The Arkansas Foodbank also has my permission to use any photographs or videotape taken during volunteer activities in all publicity.

I have read and understand this consent and release and have reviewed the *Arkansas Foodbank Volunteer Policies & Guidelines* and understand my responsibility to follow these guidelines while I am serving at the Arkansas Foodbank.

**Please print the following required information:**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Birthday:

Contact Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_State: \_\_\_\_\_\_\_\_\_\_\_\_\_ Zip:

E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (required)

Emergency Contact Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (required)

Signature of Volunteer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:

**Volunteer Youth Consent & Release Form**

Dear Parent or Guardian:

The Arkansas Foodbank wants to ensure the safety and protection of your minor. Therefore, we require that all volunteers complete the following Volunteer Consent & Release form for each child under the age of 18 prior to being allowed to volunteer who wishes to volunteer at the Arkansas Foodbank. A child under the age of 16 must be accompanied by an adult, 18 years old or older, to volunteer unless volunteering in a group with adequate supervision. Volunteers who are 16 years old or older may volunteer independently. All volunteers will be required to follow the Arkansas Foodbank Volunteer Policies & Guidelines, as well as the directions from Arkansas Foodbank staff members. Please review the Arkansas Foodbank Volunteer Policies & Guidelines with your child prior to arrival at the Arkansas Foodbank. Please call 501.565.8121 if you have any questions.

Please note: Volunteers who arrive without a Youth Volunteer Consent and Release form or without one on file and who are not at least 18 years old will not be allowed to volunteer that day.

I grant permission for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (print child’s name), who is currently \_\_\_\_\_\_\_\_\_\_\_\_ (age) years old to enter the Arkansas Foodbank, including but not limited to, the offices and warehouse, located at 4301 West 65th Street, Little Rock, AR 72209, and to participate in volunteer activities to be held during 20\_\_\_\_ (year). This Volunteer Consent & Release Form is for all my volunteer and other activities with the Arkansas Foodbank or on Arkansas Foodbank property during that year. I know the risks of injury to my person and property that may be sustained in connection with the stated and associated activities in and about the premises. I understand that the Arkansas Foodbank cannot be held liable or responsible for any injury that may result from his/her participation.

In consideration of the permission granted to me to enter the premises and participate in the stated activities, I, for myself, my heirs, administrators, and assigns, forever release and discharge Arkansas Foodbank and the owners, operators, and sponsors of the activities and all equipment used in such activities as well as their respective agents, officers, and officials, and all other participants in the stated activities of and from all claims, demands, actions, and causes of action of any sort, for injury sustained to my person and/or property, during my presence on the premises and my participation in the stated activities due to negligence or any other fault.

I represent and certify that my true age is 18 years or over, and if I am under the age of 18 years, I represent and certify that I have the permission of my parent and/or guardian to participate in the stated activities, and that they have full knowledge of the stated activities.

I certify that my attendance and participation of the stated activities is voluntary, and that I am not, in any way, the employee or agent of the owner, operators, or sponsors of the premises and the activities, vehicles and equipment, in the same.

The Arkansas Foodbank also has my permission to use any photographs or videotape taken during volunteer activities in all publicity.

I have read and understand this consent and release and have reviewed the Arkansas Foodbank Volunteer Policies and Guidelines with my child. My child has agreed to comply with these guidelines while serving at the Arkansas Foodbank.

**Please print the following required information**:

Child’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Child’s Birthday:

Parent/Guardian Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship to Child: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Parent/Guardian Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_State: \_\_\_\_\_\_\_\_\_\_\_\_\_ Zip:

E-mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (required)

Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (required)

Signature of Parent or Guardian: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:

**Appendix C**

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| --- |
| ISSUE RESOLUTION FORM TO BE COMPLETED BY THE VOLUNTEER |
| Confidentiality is required by all of the parties involved. The Arkansas Foodbank prohibits retaliatory behavior against anyone seeking resolution through this process. |
| Volunteer Supervisor Name/Title:  Date Form Submitted: |
| Volunteer Engagement Team Member: |
| **Section 1: To be completed by the Volunteer** |
| Please Describe Your Issue/Concern Including Any Relevant Facts Or Person (S) Involved. |
| Please Describe Any Steps You Have Previously Taken To Address Your Issue. EX: Reviewed with Immediate Supervisor Or Next Level Supervisor If Immediate Supervisor Is A Part Of Your Concern. |
| What resolution are you seeking? |
| Names of individuals with direct knowledge of your issue/concern: |
| **Section 2: To be completed by Volunteer Engagement Team member** |
| Review of Issue provided by Volunteer Engagement Team member: |
| Issue Resolution Provided to parties involved: |
| **Section 3: To be completed by Volunteer Engagement Team member** |
| Does Volunteer accept the resolution as provided? Yes No  If not, please describe next steps to resolve the issue. |

**Appendix D**

VOLUNTEER INCIDENT REPORTING FORM TO BE COMPLETED BY VOLUNTEER SUPERVISOR’S

|  |  |
| --- | --- |
| **Volunteer Supervisor Name/Title** |  |
| **Date Report Completed** |  |
| **Volunteer Engagement Team Member Name/Title** |  |
| **Volunteer Name (Position if applicable)** |  |
| **Date/Location of Incident** |  |
| **Description of Incident or Complaint (please use separate piece of paper as needed).**  **Describe what happened, how it happened, factors leading to the event.** |  |
| **Corrective Action Provided**  **Date/Name of Volunteer Engagement Member** |  |
| **Corrective Action Review Follow-up**  **Date/Name of Volunteer Engagement Member** |  |

Volunteer Supervisor Signature

Volunteer Signature

Volunteer Engagement Team Member Signature

**Appendix E**

ARKANSAS FOODBANK HARASSMENT POLICY

1. For purposes of this policy, harassment is any verbal or physical conduct designed to threaten, intimidate, or coerce, any person volunteering for the Arkansas Foodbank. Verbal taunting (including racial and ethnic slurs) that, in the employee’s opinion, impairs his or her ability to perform his or her job is included in the definition of harassment.  
The following examples of harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

* Verbal harassment includes comments that are offensive or unwelcome regarding a person’s nationality, origin, race, color, religion, gender, sexual orientation, age, body, disability, or appearance, including epithets, slurs and negative stereotyping.
* Nonverbal harassment includes distribution, display or discussion of any written or graphic material that ridicules, denigrates, insults, belittles or shows hostility, aversion, or disrespect toward an individual or group because of national origin, race, color, religion, age, gender, sexual orientation, pregnancy, appearance, disability, sexual identity, marital or other protected status.

2. Sexual harassment is a form of unlawful employment discrimination and is prohibited under Arkansas Foodbank’s anti-harassment policy. According to the Equal Employment Opportunity Commission (EEOC), sexual harassment is defined as “unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature . . . when . . . submission to or rejection of such conduct is used as the basis for employment decisions . . . or such conduct has the purpose or effect of . . . creating an intimidating, hostile or offensive working environment.

* Hostile work environment is where the harassment creates an offensive and unpleasant working environment. A hostile work environment can be created by anyone in the work environment, whether it be supervisors, employees, volunteers, or customers. Hostile environment harassment consists of verbiage of a sexual nature, unwelcome sexual materials, or even unwelcome physical contact as a regular part of the work environment. Texts, e-mails, cartoons, or posters of a sexual nature; vulgar or lewd comments or jokes; or unwanted touching or fondling all fall into this category.

Sexual harassment may take different forms. The following examples of sexual harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

* Verbal sexual harassment includes innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks, and threats; requests for any type of sexual favor (this includes repeated, unwelcome requests for dates); and verbal abuse or “kidding” that is oriented toward a prohibitive form of harassment, including that which is sexual in nature and unwelcome.
* Nonverbal sexual harassment includes the distribution, display or discussion of any written or graphic material, including calendars, posters and cartoons that are sexually suggestive or show hostility toward an individual or group because of sex; suggestive or insulting sounds; leering; staring; whistling; obscene gestures; content in letters and notes, facsimiles, e-mail, photos, text messages, tweets and internet postings; or other form of communication that is sexual in nature and offensive.
* Physical sexual harassment includes unwelcome, unwanted physical contact, including touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, and fondling and forced sexual intercourse or assault.
* Courteous, mutually respectful, pleasant, non-coercive interactions between volunteers, including men and women, that are appropriate in the workplace and acceptable to and welcomed by both parties are not considered to be harassment, including sexual harassment.

3. If you believe you have been the subject of harassment by anyone, including supervisors or paid staff, report the problem to your immediate supervisor or to any member of the Volunteer Engagement Team. If the problem involves someone in your direct line of command, then go to another supervisor or the Volunteer Engagement Manager.

4. Your complaint will be promptly investigated. Filing a complaint will in no way be used against the volunteer or have an adverse impact on the individual’s volunteer status.

5. All volunteers are expected to cooperate fully in such investigations and as feasible, all investigations and/or actions taken to resolve complaints of harassment shall be confidential.

6. Discrimination or retaliation against any volunteer for making a complaint under this policy or for providing information during an investigation is strictly prohibited and will not be tolerated. Any volunteer who violates this policy as well as any supervisor who knowingly permits harassment will be subject to appropriate discipline, up to and including dismissal.

