



Second Harvest

Food Bank

of Northwest Pennsylvania

Volunteer Manual

Letter from the CEO

Dear Volunteer,

"Everyone can be great because anyone can serve," said Dr. Martin Luther King during the Civil Rights Movement. "You don't have to have a college degree to serve. You don't even have to make your subject and your verb agree to serve. You only need a heart full of grace. A soul generated by love."

When you walk through Second Harvest, you will see that all of our volunteers have a different story. There are the parents who will volunteer with their children; the college student who knows volunteer experience will help them in their future career; the senior citizen who enjoys the friendship he or she receives from the other volunteers; the client who volunteers to give back his or her time to the organization that has once helped them; the individual who volunteers several other places, knowing that what they are doing is making a difference. Second Harvest's volunteers come from all walks of life, different backgrounds, different life experiences and different heritages.

But what bonds these very different volunteers together? They all have "Hands that Serve, Hearts that Care" for the hungry members of our community. No matter what the volunteer experience—stuffing envelopes, sorting food, or packing boxes—the help that Second Harvest receives from volunteers is immeasurable. Without your help, we could not continue to carry out our mission of feeding people who are hungry and eliminating the waste of food.

We want your volunteer time at Second Harvest to be a rewarding experience. Welcome to our family and have a great time volunteering.

Sincerely,

Karen S. Seggi
Chief Executive Officer

Volunteer Information

Volunteer Orientation

Before an individual can begin volunteer work at Second Harvest, he/she must review the volunteer handbook. A copy of the volunteer handbook can be found in the volunteer lounge or online at <https://nwpafoodbank.org/get-involved/donate-time/become-a-volunteer/>. Each individual must also watch the introductory video which can be found online at the link above. Volunteers can meet with the Volunteer Coordinator by phone, email or in person to answer any questions. Volunteers are encouraged to take on new challenges if so desired. However, opportunities are never forced upon the volunteer. Second Harvest staff members who serve in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training for those volunteers assigned to them. Volunteers will be informed of materials, equipment, processes, or people that they may encounter while performing volunteer work. Volunteers will be trained and equipped in methods to deal with all identified risks.

Dress Code

All volunteers MUST wear closed-toed shoes in order to volunteer. Please wear comfortable clothes that can get dirty, as our product can be dusty at times. The warehouse tends to be hot in the summer and chilly in the winter, so layered clothing is suggested.

Volunteer Hours

Times vary depending on the season. Please check our registration platform at <https://nwpafoodbank.org/get-involved/donate-time/become-a-volunteer/> to see which shifts are available.

Group arrangements (10 or more individuals) can be made by contacting the Volunteer Coordinator.

Check the bulletin board in the Volunteer Lounge or the Volunteer Calendar at <https://nwpafoodbank.org/get-involved/donate-time/become-a-volunteer/> for dates on Saturdays, week nights, special events or gleanings projects.

Records

Every volunteer must sign-in when they start a shift and sign-out when they finish. All volunteer hours are entered into Second Harvest's record database. Each activity the volunteer is involved with and the number of hours are recorded in his/her file. Please notify the Volunteer Coordinator with change of address, phone, and e-mail as needed. If you would like a copy of your volunteer record, please place this request with the Volunteer Coordinator.

Absenteeism

Volunteers are expected to perform their duties when they are scheduled. When a volunteer expects to be absent from a scheduled day, a call to Second Harvest is appreciated as far in advance as possible. Each case of continual absenteeism will be reviewed to best determine course of action. If you will be late or absent, call the Volunteer Coordinator at 814-459-3663 x 113.

Childcare & Age Restriction

Childcare is not provided for volunteers during volunteer service. Parents wishing for their school-aged children to work alongside them when volunteering must receive prior permission from the Volunteer Coordinator.

Volunteers must be at least 10 years of age to volunteer. All volunteers under the age of 18 must attend volunteer shifts with an adult chaperone. If a child attends a volunteer shift and is being supervised by an adult who is not a legal guardian, a copy of ACT 153 Clearances– these include criminal and child abuse clearances must be provided to the Volunteer Coordinator prior to the first volunteer shift.

Volunteer Lounge

The break room and all of its facilities are available for use by all volunteers. Please wash any dishes you use and clean up after yourself. Coffee, beverages and snacks are available. If you want to hang an informational flyer on the bulletin board, please get permission from the Volunteer Coordinator. Second Harvest does provide locker and locks for volunteers to use. Second Harvest is not responsible for lost or stolen items.

Media

If a media representative approaches you while on Second Harvest property or at a Second Harvest event, please refer all media to a staff member.

If any media outlets contact you regarding information or an interview about Second Harvest, please refer them to a Second Harvest staff member.

Inclement Weather

In the event of inclement weather, use your best judgment. If you do not feel safe traveling to Second Harvest for your volunteer assignment, contact Second Harvest and inform us of the situation. In the event of inclement weather check local media outlets for closings.

First Aid/Emergency Procedures

First Aid Kits are located in the volunteer workrooms. In the event that someone is in need of first aid, direct them to one of the first aid stations, notify a staff person immediately or call 911 for an emergency.

If you are ever injured while volunteering at Second Harvest, report your injury to your supervisor. You may be asked to fill out an accident report.

Miscellaneous

For safety purposes, cell phone use is restricted to the volunteer lounge.

Phone Numbers

Andrea Velez
Special Events & Volunteer Coordinator
814-459-3663 x 113
avelez@nwpafoodbank.org

Chamere Henderson
Repack Worker
814-459-3663 x 106
repack@nwpafoodbank.org

Volunteer Jobs

Product Re-work

Second Harvest often receives product that needs to be sorted, labeled and repackaged for distribution to our member agencies.

Backpack Program

During the school year, volunteers pack 1,500+ bags of food per week for local school-aged children to help sustain them over their weekends at home.

CSFP

Each month volunteers pack approximately 2,600 boxes for the Senior Box Program. These boxes contain supplemental food items and are distributed to eligible, low income senior citizens in our area.

Office Work

This consists of typical office jobs: filing, typing, using the copier and bulk mailing.

Special Events

Throughout the year, Second Harvest has a variety of special events including: the Letter Carriers' Food Drive, Erie News Now Drive-Thru Food Drive, and Tops Food for Families. Volunteers can sign up to help us staff these special events.

Gleaning

Volunteers are needed during the months of July through October to glean (pick and gather) fruits and vegetables at farms throughout our region.

Policies and Procedures

Equal Opportunity

It is the policy of Second Harvest to utilize volunteers without regard to race, sex, color, religion, national origin, ancestry, age, marital status, citizenship, or disability. This basic policy of non-discrimination applies to all aspects of employment including, but not limited to, recruitment, hiring, training, promotion, transfer, assignment, disciplinary action and termination.

Harassment Policy

It is the belief of Second Harvest that volunteers have the right to work in an environment that is free from discriminatory harassment, including sexual harassment. Second Harvest does not condone and will not permit harassment of any volunteer based on race, sex, color, religion, national origin, ancestry, age, marital status, citizenship or disability.

Sexual Harassment: Sexual harassment includes any unwelcome or offensive behavior of a sexual nature. Such conduct may include sexual advances, requests for sexual favors and any other verbal or physical conduct of a sexual nature directed toward any other volunteer, particularly where:

1. Submission to such conduct is an explicit or implicit term or condition of employment; or
2. Submission to or rejection of such conduct is used as a basis for a personnel decision affecting the volunteer; or
3. The conduct has the purpose or effect of interfering with the volunteer's work performance; or
4. The conduct creates an intimidating, hostile or offensive work environment.

To Report an Incident of Harassment: The volunteer should report any incidents of harassment, a hostile work environment, sexual advances, or other discriminatory practices to his or her immediate supervisor. If the volunteer for any reason is not willing or is uncomfortable going to his/her supervisor, the volunteer should take the problem to the Director of Development, Chief Executive Officer or Board President. All reports of harassment shall be investigated in a private and confidential manner, by interviewing all involved parties and witnesses. If a person is found to be harassing another volunteer, appropriate disciplinary action will be taken, up to and including dismissal. No person will be adversely affected as a result of bringing complaints of harassment or discrimination if such complaint is made in good faith.

Drug-Free Workplace Policy

Second Harvest Food Bank believes that it is our responsibility to provide a safe and healthy workplace for all employees and volunteers. To reinforce our commitment for a safe workplace, we have established a drug and alcohol-free workplace policy. Prohibited activities include drug and alcohol use, reporting to work under the influence of drugs or alcohol or with the presence of drugs and/or alcohol in an volunteer's system, the manufacture, distribution, dispensation, possession, sale, purchase, and/or use of controlled substances, illegal drugs, prescription drugs, or drug paraphernalia. This policy applies to any prescription drugs that may have an adverse impact on an employee's ability to work safely while using these drugs

A volunteer may be required to submit to a drug and/or alcohol test prior to beginning employment, after an accident at work where personal injury or damage to property occurs, on a random basis, or when there is reason to believe that the volunteer may be under the influence of alcohol and/or drugs. Probable cause for testing may be based on such considerations as the volunteer's appearance, speech, behavior, or other factors in the sole discretion of Second Harvest.

Failure to submit to a drug and/or alcohol test, failure to cooperate with a drug and/or alcohol test, failure to pass a drug and/or alcohol test, and/or any other violation of this Drug-Free Workplace Policy may result in correction, up to and including discharge from volunteer duties at Second Harvest.

Smoking Policy

For health and security reasons, smoking is permitted only outside the building and away from building entrances. No smoking is permitted at any time in Second Harvest vehicles or facilities.

Weapons Policy

Second Harvest prohibits all persons who enter the property from carrying a handgun, firearm, or weapon of any kind onto the property, regardless of whether the person is licensed to carry the weapon or not.

This policy applies to all regular, contract and temporary employees, visitors, customers, volunteers and contractors on Second Harvest property, regardless of whether or not they are licensed to carry a concealed weapon. All volunteers are also prohibited from carrying a weapon while in the course and scope of performing their jobs, whether they are on Second Harvest property at the time or not, and whether they are licensed to carry a weapon or not. The only exceptions to this policy are police

officers, or other persons who have been given written consent by Second Harvest to carry a weapon on the property.

Safety Hazards Policy

Most of us are aware of safety hazards in the workplace. Please take time to report any fire hazards, dangerous machinery, loose carpeting or electrical problems, spills, leaks, etc. Also report all vehicle accidents. For your safety please do not walk past the orange painted lines located on the warehouse floor.

Confidential Information Policy

Second Harvest exclusively owns all company information including volunteer and donor lists in Second Harvest's files and computer systems. Use of this information is restricted to Employees of Second Harvest in performing their duties. All such information may not be removed, copied, or mailed, faxed, emailed or distributed in any way to persons or companies outside of Second Harvest without specific authorization to do so. All other use of this information is prohibited. Second Harvest will seek recovery for the loss of any proprietary information that may be incurred by current and previous employees.

Conflict of Interest Policy

No volunteer at Second Harvest is permitted to participate in any activity in which they derive benefit, directly or indirectly, due to the giving of privileged information derived as a result of knowledge gained from their position. You are not allowed to make deals on the side or make sales and be rewarded for that action with money or favors of any kind. When it is unclear whether a conflict of interest exists, please see the Chief Executive Officer for clarification.

Second Harvest Food Bank of Northwest Pennsylvania Whistleblower Policy

General

The Second Harvest Food Bank of Northwest Pennsylvania requires directors, officers, employees and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees, volunteers and representatives of Second Harvest, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting Responsibility

It is the responsibility of all directors, officers, employees and volunteers to report ethics violations or suspected violations in accordance with this Whistleblower Policy.

No Retaliation

No director, officer, employee or volunteer who in good faith reports an ethics violation shall suffer harassment, retaliation or adverse employment consequence. A volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of service. This Whistleblower Policy is intended to encourage and enable volunteers and others to raise serious concerns within Second Harvest prior to seeking resolution outside of Second Harvest.

Reporting Violations

Second Harvest has an open door policy and suggests that volunteers share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, a volunteer's supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with Director of Development, Chief Executive Officer or anyone in management whom you are comfortable in approaching. Supervisors and managers are required to report suspected ethics violations to the Chairperson of the Board Finance Committee or the President of the Board of Directors, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with following Second Harvest's open door policy, individuals should contact Second Harvest's Chairperson of the Finance Committee or Board President directly.

Chairperson of the Board Finance Committee

The Chairperson of the Board Finance Committee is responsible for investigating and resolving all reported complaints and allegations concerning violations and, at his/her discretion, shall advise the Chief Executive Officer and/or the finance committee. The Chairperson of the Board Finance Committee has direct access to the Finance Committee of the Board of Directors and is required to report to the Finance Committee at least annually on compliance activity.

Accounting and Auditing Matters

The Finance Committee of the Board of Directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Finance Committee Chairperson shall immediately notify the Finance Committee of any such complaint and work with the committee until the matter is resolved.

Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

Handling of Reported Violations

The Chairperson of the Board Finance Committee will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Person responsible for Compliance:

Chairperson of the Board Finance Committee

Thomas R. Kirkwood

Supportive Living Services

210 East 2nd Street

Erie, PA 16507

814-454-1252

thomaskirkwood@sls-erie.org

President of the Board of Directors

Douglas Starr

ECCA, Inc.

1600 Peninsula Drive

Erie, PA 16505

814-835-2222 ext. 109

dstarr@goecca.com

Second Harvest Food Bank of Northwest Pennsylvania staff

Chamere Henderson, Repack Worker, 814-459-3663 x 106, repack@nwpafoodbank.org

Andrea Velez, Special Events and Volunteer Coordinator, 814-459-3663 x 113,

avelez@nwpafoodbank.org

Zachary Webb, Development Director, 814-459-3663 x 114, zwebb@nwpafoodbank.org

Beth Keil, Chief Operating Officer, 814-459-3663 x 110, bkeil@nwpafoodbank.org

Karen S. Seggi, Chief Executive Officer, 814-459-3663, x 112, kseggi@nwpafoodbank.org

Policy Approved by the Second Harvest Food Bank of NW PA Board of Directors on June 15, 2009.