



Volunteer Policies and Procedures

Thank you for choosing to donate your time to help the North County Food Bank provide vital food assistance to individuals and families in need throughout North County. Volunteers are the backbone of our organization's mission, and we value your help feeding those in need. To ensure a safe and enjoyable visit, we have outlined important rules along with health and safety regulations that we request you read before your shift. Together, we are fighting hunger and feeding hope.

RULES AND SAFETY REGULATIONS FOR EACH VOLUNTEER SHIFT

1. Please wear comfortable clothing and closed-toe shoes to your shift. **NO SANDALS OR OPEN-TOE SHOES OF ANY KIND WILL BE ALLOWED DUE TO SAFETY REGULATIONS.**
2. Please **ARRIVE ON TIME.** Volunteers arriving more than 10 minutes after the start of a shift will not be allowed to volunteer and will have to reschedule.
3. Volunteers at the North County Food Bank must be 16 years of age or older. Those who are 15 years of age and under are encouraged to volunteer at the San Diego Food Bank's warehouse in Miramar under the supervision of a parent, guardian, or adult.
4. Volunteers must be registered for a shift prior to arrival using our online scheduling platform. **WALK-INS WILL NOT BE ACCEPTED** due to health and safety regulations.
5. Volunteers must provide 24 hours notice of cancellation, if they are unable to make a scheduled shift. Missing three warehouse shifts or one distribution shift without notice could result in an indefinite hold on your volunteer service with the Food Bank. This is because we rely on our volunteers to process food that must be distributed the next day or that week.
6. Volunteers, who are representing the Food Bank off-site at an event or food distribution, are expected to act responsibly and professionally.
7. Volunteers convicted of a felony, theft, violent crime, or any type of domestic abuse will not be permitted to volunteer.
8. Court-mandated volunteers are required to provide their date of birth and case number when creating their volunteer account or hours may not be eligible to receive credit for court-appointed hours.
9. Court-ordered time cannot be substituted for donations.
10. All matters pertaining to our volunteers and clients will be considered strictly confidential.
11. Volunteers must not report to the Food Bank under the influence of drugs or alcohol.
12. Cell phone and/or headphone use is not permitted in the warehouse. Cell phones can only be used in our Volunteer Center's orientation room.
13. Eating and drinking are only allowed in our Volunteer Center's orientation room or outdoors.
14. Food in the warehouse is not for volunteer consumption.
15. Smoking is **NOT ALLOWED** anywhere inside the building or warehouse. Smoking is only allowed outdoors at least 25-feet away from the building in accordance with city ordinances.
16. No forms of harassment will be tolerated.
17. All questions or concerns should be directed to a Project Coordinator or the Department Supervisor.

18. Any accidents or injuries, no matter the severity, should immediately be reported to a Project Coordinator or the Department Supervisor.
19. All volunteer information will be reviewed by the Food Bank. Any misrepresentations or omissions may be cause for rejection as an applicant or termination of work hours.

IN RETURN, THE FOOD BANK AGREES TO:

1. Work according to good safety practices as posted, instructed, and discussed.
2. Refrain from any unsafe act that might endanger oneself, the people we serve, or co-workers.
3. Report any unsafe situation or acts immediately to your project coordinator.
4. In case of emergency, please listen to instructions from your project coordinator.

SAFETY STANDARDS AND EMERGENCY PROCEDURES

The North County Food Bank strives to ensure a safe workplace, and it is the responsibility of each volunteer to adhere to the following:

1. Work according to good safety practices as posted, instructed, and discussed.
2. Refrain from any unsafe act that might endanger oneself, the people we serve, or Food Bank staff.
3. Report any unsafe situation or acts immediately to your project coordinator.
4. In case of emergency, please listen to instructions from your project coordinator.

Violation of any of the policies and procedures could result in immediate dismissal by Food Bank staff.

Our Food Bank team looks forward to seeing you at your scheduled shift!

Should you have any questions prior to your shift, please contact our staff.

Contact information is available below.



North County Food Bank - San Marcos

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CONTACT:

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NorthCountyFoodBank.org/Volunteer

Fighting Hunger Feeding Hope