

# Volunteer Handbook



## How it Works

We partner with food retailers, community-based agencies, and volunteer drivers to bring food directly to those experiencing food insecurity in Bergen County.

The food donor will alert the App Coordinator of a food donation, we then match the donation to one of our many partner agencies working with food insecure people within Bergen County, and we ensure that the donation is appropriate for the recipient.

The App Coordinator will then create a food rescue and upload it to the Table to Table I-Rescue app with all details (pick-up and drop-off address, quantity of donation, weight, contact information, and anything else that is necessary to complete the food rescue.) The app will alert volunteers of nearby food rescues, and the volunteer can check the details and if interested, they can claim the food rescue and begin their journey. The app will guide you step by step of where to go and what to do.

The donations that volunteers will pick up and deliver will be small enough to be transported by car. Table to Table relies on volunteers, to be our feet on the ground. Volunteers must be appropriately licensed and insured and have their own vehicle. Families and kids are also welcome to volunteer as long as the driver is over 18.

## COVID-19

In line with current health recommendations, volunteers must wear a face mask, practice social distancing (6 feet), and use hand sanitizer before and after handling food containers. Only healthy, symptom-free individuals who have had no contact with anyone who has tested positive for COVID-19 (or are awaiting test results) are able to volunteer right now. In addition, if you have travelled internationally in the past 14 days, you cannot volunteer at this time.

For more information about our Table to Table I-Rescue app please visit our website <https://tabletotable.org/our-partners/food-donors/i-rescue/>

## How to Become a Volunteer

Download the Table to Table I-Rescue app on iOS or Android. Review our mission and the volunteer handbook. Sign the volunteer agreement before beginning any volunteer work. The volunteer must have a valid driver's license, and their own insured vehicle.

## Code of Conduct

- Follow all food safety guidelines in handling and transporting donated food.
- Take donated items directly from donor to recipient without detour or stop.
- Learn about and uphold Table to Table's policies, programs and people.
- Maintain the dignity and integrity of community service through dress, language and demeanor.
- Be willing to learn and participate in orientations, training programs and meetings.
- Ensure confidentiality and privacy in regard to history, records and discussions about the people we serve.
- Understand accountability of volunteers to salaried Table to Table staff, maintain cooperative working relationships and stay within the bounds of volunteer authority and responsibility.

- Abide by all written and verbal agreements.
- Complete assignments in a prompt, reliable and professional manner.
- Notify the App Coordinator in a timely manner if it is not possible to meet a commitment as planned.
- Notify the App Coordinator of your desire to change or end your position with the organization.
- Speak up about your problems and concerns so that they may be discussed and resolved and to ask questions about things you don't understand clearly.
- Accept the guidance and direction of the App Coordinator.
- Be alert, sober and drug free while volunteering.

## **Volunteer Rights**

- Be respected, kept informed and listened to by salaried staff.
- Be provided orientation, training, continuing education, support, supervision and evaluation.
- Be given guidance and direction.
- Be heard and have a role in organizational planning.
- Be treated as a co-worker, and valued as a person who can make a unique contribution.
- Have a clear understanding of job expectations, including duties, responsibilities, support structure and time commitment.
- Participate in evaluation of their own performance and evaluation of the volunteer program itself.
- Be given opportunities for leadership and a variety of experiences.
- Have safe working conditions and have any possible risks explained.
- Have volunteer time used wisely.
- Be kept informed about organizational policy, procedures, people and programs.
- Recognition through regular expression of appreciation.
- Be able to freely discuss problems, ask questions, or make suggestions.

## **Confidential Information**

Table to Table has an obligation to volunteers, recipients of donations and donors to maintain their confidentiality and to respect their privacy. Table to Table deals with sensitive confidential client information. As such, all interactions with clients are held in the strictest of confidence. Additionally, all information, including financial and data reports, Board and Committee reports, and all other non-public documents and materials, are the property of Table to Table and must be treated in the strictest of confidence. Volunteers must follow established security policies and procedures to protect unauthorized modifications, destruction or disclosures. Upon separation from Table to Table, any information, not independently obtained or otherwise available to the volunteer from public sources shall be treated as confidential and shall not be used or disclosed without written permission of Table to Table.

## **Harassment and Discrimination**

Table to Table is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. Table to Table prohibits any actions, words, jokes or comments based on an individual's race, sex, sexual preferences, ethnic background, age, religion, physical condition, or other legally protected characteristic. Any conduct or action, whether overt or subtle, which creates an offensive or hostile work environment is prohibited and will be grounds for immediate disciplinary action. Table to Table prohibits any harassment between volunteers, employees, or other non-employees on the basis of sex. No volunteer, male or

female, should be subjected to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical. Misconduct applies to males and females, and includes harassment between individuals of both sexes and the same sex. Any volunteer who believes he or she is a victim of sexual or discriminatory harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been harassed must immediately report the matter to the Executive Director. You may also file a Grievance, utilizing the Grievance Procedure.

## **Drug Free Workplace Policy**

It is Table to Table's policy not to allow individuals to volunteers who use or traffic illegal drugs, or who abuse prescription drugs or alcohol. It is a violation of Table to Table's policy on drugs and alcohol for a volunteer to: (1) Be in possession of illegal drugs while on duty at Table to Table; (2) See or distribute illegal drugs on or off the job; or (3) Work while under the influence of drugs or alcohol or with illegal drugs in one's system. Volunteers are expected to report for their volunteer shift on time and in appropriate mental and physical condition for work.

## **Separation from Volunteering**

Upon occasion it is necessary for a volunteer to end their volunteer experience at Table to Table. Since we are dependent on volunteers for the day to day operations, we ask that you give us as much notice as possible so that a replacement can be found. At other times, it may be necessary for Table to Table to terminate a volunteer, and Table to Table has the sole discretion to terminate a volunteer for any or no reason. Typically (but not always), this would be done after the volunteer has been notified of problem area(s) and together an action plan created to correct these. A volunteer may be asked to leave immediately, however, if any illegal, dishonest, unethical or other conduct harmful to Table to Table has occurred while at or while representing Table to Table.

## **Grievance Procedure**

Table to Table has an open-door policy and we want you to feel comfortable in coming to us to discuss any problems, questions or concern that you may have about your volunteer experience. If you have a grievance, you should immediately notify the Executive Director. Under this policy, a grievance is defined as any event, condition, rule or practice which the volunteer believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. A grievance may also deal with an attitude, or an opinion or statement held by a staff member or fellow volunteer. Volunteer grievances are of great concern to Table to Table, regardless of whether the problem is large or small. To provide prompt and efficient evaluation of, and response to grievances, Table to Table has established a procedure for all volunteers. There will be no discrimination or retaliation against or toward anyone for his or her part in presenting a grievance. All grievances are handled confidentially.

The grievance procedure is:

1. If urgent action is needed, notify the Operation Director immediately.
2. If this is a non-urgent matter, attempt to discuss your grievance with the App Coordinator.
3. If you are unsatisfied with the response of the App Coordinator, submit your complaint in writing to the Executive Director.
4. Typically, a response to the grievance will be made in 5 business days.
5. If you are not satisfied within 5 days of how your grievance was handled, you may appeal by submitting your written complaint to the Chair of the Board of Directors.
6. The Board Chair will typically respond within 10 business days.