

## **VOLUNTEER GENERAL INFORMATION AND POLICIES**

Hands of Hope Fresh Foods Bank (HOH) and Operation Feed Back Fresh Foods Bank (OFB) will not tolerate any form of harassment (verbal or physical) exploitation or intimidation of any nature from volunteers, interns, staff members, program participants or guests. We are a food bank that provides assistance for the hungry and food insecure. Please maintain a friendly but respectful and professional interaction with our guests and participants. Do not assist any client with money, medication, gifts or transportation. *Do not give out personal contact information, including email addresses or phone numbers. Should a participant request to contact you personally, please report to the Volunteer Coordinator.* Please be sensitive to the personal space of our participants (men, women and children). Ask permission before touching any client for any reason.

### **DRESS CODE/SAFETY ISSUES**

- First and foremost, our volunteers are expected to arrive clean and tidy. You are representing HOH/OFB to our participants and the community.
- Administrative volunteers may wear casual clothing appropriate for a professional business environment.
- All non-administrative volunteers must wear closed-toe and closed-heel shoes. Wear modest clothing you are comfortable moving in and don't mind getting a little dirty! Dress warm during our cold months. If your hair falls below your shoulders please tie it back. Gloves are available for use during your volunteer duties, and should be changed regularly. **We also have a HOH logo volunteer apron available for \$10.**
- All volunteers should be aware that by volunteering in any area assigned, you may be subjecting yourself to wet floors, sharp tools, and all such related safety issues of that workspace, and if not careful could potentially result in bodily harm to you or others around you. HOH/OFB is not responsible for any accidents that may occur while you are volunteering at this facility or any of the offsite locations where we conduct outreach or special activities.

### **GENERAL CODE OF CONDUCT RULES**

As a volunteer you represent HOH/OFB to the participants and our community. You accept responsibility for this status and will conduct yourself in a professional manner. You are expected to be clean and presentable when participating as a HOH/OFB volunteer. You must maintain the confidentiality of all volunteers, participants, guests, food partners and donors about whom you have personal or identifying information. You must not participate in and will report any and all instances of any sort of harassment, exploitation, and/or intimidation. You must maintain an atmosphere of physical and emotional safety for everyone associated with HOH/OFB including but not limited to employees, volunteers, participants, guests, and visitors. HOH/OFB is an organization assisting men, women and children. As a volunteer, your activities may include potential hazards, including but not

limited to (a) physical activity (including without limitation work with heavy bins or materials), (b) contact with unidentified and unfamiliar persons, (c) other potential risk of injury. You must be willing to provide volunteer service with the knowledge of the potential hazards involved and agree to accept any and all risks of injury without any recourse to or against HOH/OFB. **You must take care with HOH/OFB equipment and vehicles that you use and come in contact with. Keep work areas clean and neat, use equipment properly.**

If you are not sure how to do something, please ASK!

### **PHOTO/MATERIAL RELEASE**

By filling out the forms and signature, I hereby give HOH/OFB the absolute and irrevocable right and unrestricted permission concerning any photographs that are taken or may be taken of me or in which I may be included with others, to use, reuse, publish, and republish the photographs in whole or in part, individually or in connection with other material, in any and all media now or hereafter known, including the Internet and websites, and for any purpose whatsoever, specifically including illustration, promotion, art, editorial, advertising, and trade, without restriction as to alteration; and to use my name in connection with any use if they so choose. I release and discharge HOH/OFB from any and all claims and demands that may arise out of or in connection with the use of the photographs, including without limitation any and all claims for libel or violation of any right of publicity or privacy. This authorization and release shall also inure to the benefit of the heirs, legal representatives, licensees, and assigns of HOH/OFB, as well as the person(s) who took the photographs. I am a legally competent adult and have the right to contract in my own name. I have read this document and fully understand its contents. This release shall be binding upon me and my heirs, legal representatives, and assigns.

I wish to volunteer for Hands of Hope Fresh Foods Bank (HOH) and/or Operation Feed Back Fresh Foods Bank (OFB). I agree and release HOH/OFB as follows: I have read, understand and will observe HOH/OFB's Volunteer General Information and Policies, as may be updated from time to time. I understand that my activities as a volunteer may include potential hazards and risk of physical harm. I am voluntarily participating in this service with the knowledge of the potential hazards involved and hereby agree to accept any and all risks of injury without any recourse to or against HOH/OFB. I hereby release HOH/OFB, its directors, officers, partners, agents, employees, successors, assignees, licensees, sponsors, donors, representatives, guests and affiliates from all actions, claims, suits or demands that I, my assignees, heirs, guardians and legal representatives now have or may hereafter have arising out of, based upon or relating to my participation as a volunteer. I have carefully read this agreement, and the Volunteer General Information and Policies referenced herein, and fully understand their contents. I am aware that this is a release of liability and I sign it of my own free will.

**Print Name:**

**Date:**

**Signature:**