



# Volunteer Handbook

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## **About This Handbook:**

This handbook provides general guidelines, policies and procedures about the Community Table (CT) and expectations for our relationship with you as a volunteer.

This document and any other documents provided for volunteer instruction, training or supervision are not an employment contract, express or implied. Volunteers are not “employees” of the Community Table. Volunteering with Community Table is at-will. Volunteers can end their relationship with Community Table at any time. Community Table has the same right. This non-inclusive handbook can change at any time by Community Table without notice.

If there are further questions, please speak to the Executive Director.

PLEASE COMPLETE THE **ACKNOWLEDGEMENT OF RECEIPT** (last page)  
AND RETURN IT TO THE VOLUNTEER COODINATOR OR ANOTHER STAFF MEMBER.

## WELCOME TO COMMUNITY TABLE

The COMMUNITY TABLE (CT) is a NON-PROFIT 501(c)(3) organization, serving Northern Jefferson County.

The service area extends from 26<sup>th</sup> Avenue to 120<sup>th</sup> Avenue and Sheridan Boulevard to Hwy 93. Community Table provides food to children, seniors and families in need regardless of their background, religion, or ethnicity.

The secret behind Community Table's success is our service-oriented, hardworking, dedicated, diverse and loyal volunteers and employees. Thank you for becoming a member the CT team.

### Mission Statement

We provide our neighbors with food assistance and other resources to foster self-sufficiency and achieve long-term success through innovation, compassion and community support.

### Vision Statement

We will empower our community by providing the tools to lift people from poverty.

### Core Values

- We are compassionate in all relationships
- We honor and respect the dignity of our clients
- We demonstrate integrity in all matters
- We are efficient stewards of all resources
- We value innovation for continual improvement
- We provide exemplary service to the community

### History of Arvada Community Food Bank/Community Table

In 1981, a group of concerned community leaders began convening stakeholders to discuss the lack of emergency food programs in Arvada and its surrounding communities. After gathering input from faith communities, city government, the county, the business community, civic organizations as well as human service providers, they recognized the need to start a community food bank. In 1982, Arvada Community Food Bank opened its doors and began distributing food. A dedicated volunteer board of directors composed of representatives from the business sector, government and the community at large govern the organization. In 2017, the organization's Board of Directors voted to approve an organizational name change to Community Table. Over 700 volunteers annually donate their time and expertise to help us serve those in need.

## Code of Conduct

The following Code of Conduct pertains to all Board Members, staff and volunteers. They summarize points laid out in more detail throughout this handbook.

- **Respect:** Staff, Volunteers and Board Members will act in a respectful manner to all. Disrespectful conduct in actions or words runs counter to Community Table's values.
- **Honesty and Ethical Behavior:** Community Table believes that a healthy environment is one that is open-minded, truthful and ethical in both business and personal conduct.
- **Lawful Conduct:** Community Table is committed to integrity beginning with complying with federal, state and local laws, rules and regulations where CT does business.
- **Proprietary Information:** It is important that Community Table and our representatives respect the property rights and confidential information of others.
- **Confidentiality:** We will not disclose any nonpublic information with respect to Community Table's business practices, client information or personal matters. All staff, volunteers, board members, contractors, and community agency representatives are required to sign CT's Confidentiality Agreement.
- **Conflicts of Interest:** Community Table and our representatives must avoid any relationship or activity that might impair, or even appear to impair, CT's ability to make objective and fair decisions when performing our responsibilities.
- **Accountability:** Each of us is responsible for knowing and adhering to the values and standards set forth in this Code and for raising questions if we are uncertain about company policy. If concerned we will contact the appropriate staff.

## **VOLUNTEER POLICIES, PROCEDURES AND GUIDELINES**

### **VOLUNTEER POSITION DESCRIPTIONS & TRAINING**

Volunteers will receive a position description and training for the tasks, they will do. Training may be in the form of group and/or classroom experiences, one-on-one-training by staff members or by shadowing experienced volunteers familiar with similar tasks. At management's discretion, certain trainings may be mandatory for task-specific development.

### **BACKGROUND CHECKS & REFERENCES**

For most volunteer engagements, background checks and references are not required. However, some positions that deal with confidential information (client, donor and personal data) may require additional scrutiny. Volunteers falling under these conditions will receive notification, before completion of the background checks.

### **PERFORMANCE FEEDBACK**

In an effort to achieve ever-higher standards of excellence, Community Table will endeavor to provide timely performance feedback to volunteers, as needed, or on an annual basis.

### **EQUAL EMPLOYMENT OPPORTUNITY (EEO)**

Community Table is dedicated to the principles of non-discrimination. This policy extends to volunteers as well as employees. CT does not discriminate based on age, ethnicity, sex, religion, disability, veteran status, marital status, sexual orientation, gender expression, genetic information, or any other status protected by applicable federal, state or local law. For safety reasons children 13 and under may not volunteer with CT unless under the direct supervision of a parent or guardian.

### **ADA AND RELIGIOUS ACCOMMODATION**

Community Table will make reasonable accommodations for qualified individuals with known disabilities and volunteers whose activity requirements interfere with a religious belief.

### **UNLAWFUL (EEO) HARASSMENT**

Community Table is committed to maintaining a positive volunteer environment free of unlawful harassment and is sensitive to the diversity of its volunteers, employees, customers/clients and board members. In doing so, CT prohibits harassment because of age, ethnicity, sex, religion, disability, veteran status, marital status, sexual orientation, gender expression, genetic information, or any other status protected by applicable state or local law.

Unlawful harassment includes verbal or physical conduct that has the purpose or effect of substantially interfering with an individual's performance or creating an intimidating, hostile, or offensive environment.

Prohibited harassing behavior includes but is not limited to the following:

- Written form such as cartoons, e-mails, posters, drawings, or photographs
- Verbal conduct such as epithets, derogatory comments, slurs, jokes, and gossip
- Disrespectful or inappropriate behavior
- Physical conduct such as assault, or blocking an individual's movements

This policy applies to all employees and non-employees such as volunteers, customers/clients, vendors, consultants, board members, etc.

## **SEXUAL HARASSMENT**

Because sexual harassment raises issues that are to some extent unique in comparison to other harassment, Community Table believes it warrants separate emphasis.

Community Table will not tolerate sexual harassment and/or inappropriate sexual conduct. The definition of Sexual harassment is unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of the individual's relationship to the CT, whether as a volunteer, customer, client, vendor, consultant or board member, etc.
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's relationship to the CT.
- Such conduct has the purpose or effect of substantially interfering with an individual's performance or creating an intimidating, hostile or offensive environment.

All employees and non-employees such as volunteers, customers/clients, vendors, consultants, and board members will conduct themselves in a professional and businesslike manner at all times and not participate in any form of inappropriate sexual conduct. Such conduct includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mail, Facebook, twitter, or any other electronic means of communication, etc.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling or kissing, massaging, and brushing up against another's body
- Inappropriate or suggestive dress

Community Table expects anyone who encounters sexual harassment to make a timely complaint to enable CT to investigate and correct any behavior that may be in violation of this policy.

- Report the incident to the Executive Director or staff member, immediately.
- If for any reason a person does not feel comfortable discussing the problem with the Executive Director, contact the President of the Board of Directors

## **VOLUNTEER CONSENT/RELEASE/WAIVER OF LIABILITY**

Before a volunteer begins her/his engagement with Community Table, s/he must sign CT's Volunteer Consent/Release and Waiver of Responsibility form. This applies to both adults and minors. Parents and/or legal guardians must sign for minors.

## **MINOR VOLUNTEERS**

- Parents or guardians must sign a Consent/Release and Waiver of Responsibility to release Community Table of any liability before a minor (17 and under) can volunteer at Community Table.
- Court ordered Community Service (CS) volunteers must be 16 years of age or older.
- Minors under the age 18 may only volunteer inside the building and must volunteer in an area easily observable by staff members or other volunteers.  
Minors age 13 and under must be under the direct supervision of a parent or guardian.
- Minor volunteer activity outside the building (parking lot) requires that volunteers must participate in pairs or groups and under adult supervision.
- Minors may not leave the premises without a parent or guardian.
- Adult volunteers are to be observant for signs of inappropriate behavior by or to minors by other minor or adult volunteers. Any questionable behavior requires immediate reporting to staff.

## **COMPLAINT/PROBLEM RESOLUTION**

If a volunteer has an organizational problem or concern, they are encouraged to use the following procedure. In order to address questions, complaints, and resolve issues in an orderly fashion, volunteers should address issues based on staff responsibilities.

- If the issue pertains to other volunteer “personnel” issues including conflicts, harassment, staffing, and behavioral issues, contact the Volunteer Coordinator or the Pantry Supervisor.
- With regard to operational issues, including: safety, sorting, stocking, physical/environmental conditions, inventory, and quality control, contact should be made with the Pantry Supervisor or the Director of Food Programs.
- If a volunteer has a concern about the operations, internal controls, or accounting practices of the Organization, then contact the Director of Finance.

If a volunteer has a complaint, an investigation will take place and remain confidential. Community Table prohibits retaliation against a volunteer for filing a complaint under this policy or for assisting in a complaint investigation. If a volunteer perceives retaliation for making a complaint or participating in the investigation, the conflict procedures will be followed.

Volunteers agree to serve at the pleasure of the Community Table (CT). On rare occasions, it may be necessary to relieve a volunteer from service at the CT. This will be done when it is determined the individual’s performance does not comply with the expectations of the CT. Further, if the volunteer does not support the mission or operations of CT, adversely effects the CT’s ability to provide a safe, healthful work environment, or effects the performance of other volunteers, or the operation of the Food Bank. All decisions to relieve a volunteer from service will be determined at the discretion and consideration of the appropriate staff.

## **ETHICS**

Community Table requires directors, officers, employees and volunteers to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As volunteers and representatives of CT, volunteers must practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations.

All Community Table volunteers will follow all procedures concerning inventory control, handling cash contributions, expense reporting, and maintenance of a secure environment.

Dishonesty and theft will not be tolerated and if witnessed should be reported immediately to the Pantry Supervisor, or Director of Food Programs. If asked to violate Community Table guidelines, the volunteer should address this with any of the above-mentioned individuals. Volunteer cooperation and confidentiality is required in the investigation. The organization prohibits retaliation against a volunteer or other person for filing a report or for assisting in an investigation.

## **CONFIDENTIALITY**

Community Table practices confidentiality with regard to volunteer, employee and client information. Volunteers are required to adhere to the same confidentiality standards.

## **DONATED FOOD/OTHER ITEMS**

All food (and other items) donated, to Community Table is for distribution to clients not volunteers or staff unless designated for volunteer and staff consumption by the Pantry Supervisor and Director of Food Programs.

## **ABSENCES FROM REGULAR SHIFTS**

Community Table depends on volunteer commitment for maintaining the flow of activity required to meet CT's goals and clients' needs. With the exception of an illness, CT asks that volunteers provide a one week notice if they will not report to volunteer. Communicate planned absences to the Volunteer Coordinator or Director of Food Programs.

## **EXTENDED LEAVES**

Community Table volunteers enjoy opportunities that are consistent and ongoing. Extended absences can sometimes create gaps in service that are difficult to manage. CT will attempt to hold open a regularly scheduled volunteer assignment for volunteers who have been with CT for more than two years provided the absence is no longer than 90 days. Volunteers who exceed the 90 days and who wish to return may be reassigned. Final determination of each instance will be made by Staff.

## **FACILITY CLOSURES**

When inclement weather (snow, ice, extreme cold) occurs, Community Table may close. If Jefferson County Schools are closed, so will the CT. Volunteers are encouraged to provide an email address so staff might also contact them should the need arise.

## **CONFLICT OF INTEREST**

Volunteers must conduct their volunteer activities without creating any actual or perceived conflict of interest. A conflict of interest can arise when a volunteer is involved in an activity for personal gain, which for any reason is in conflict with Community Table's interests.

Volunteers cannot use Community Table equipment, materials, resources, or "inside" information for any purpose unrelated to CT's operations.

## **CONTRACTUAL AGREEMENTS**

Volunteers may not enter into contractual or any other business agreements on behalf of Community Table without prior authorization of the Executive Director.

## **ALCOHOL AND DRUGS**

Community Table is committed to a safe, healthy, and productive environment for all volunteers and employees free from the effects of illegal (according to federal and/or state law), prescribed drugs, and alcoholic beverages. The possession, use, and/or sale of drugs and alcohol on CT premises is grounds for dismissal.

## **SMOKE-FREE ENVIRONMENT**

No one may smoke on Community Table property, pursuant to state law and local ordinance, within 25 ft. of the building. A designated smoking area is located south of the building near the parking lot.

## **ANTI-VIOLENCE**

Community Table strives to maintain a safe environment free from intimidation, threats, or violent acts. Volunteers must not engage in intimidation, bullying, threats or hostile behaviors, physical/verbal abuse, vandalism, arson, sabotage, use of weapons, carrying weapons onto CT property, bizarre or offensive comments or any other act, which in management's opinion, is inappropriate to the environment.

Volunteers should immediately report any such conduct to the appropriate staff.

## **WEAPON-FREE ENVIRONMENT**

In the interest of maintaining an environment that is safe and free of violence, Community Table prohibits the possession and/or use of dangerous weapons on CT property whether licensed or unlicensed to carry. This prohibition applies to all CT employees, volunteers, contractors, visitors and customers on CT property.

Dangerous weapons include, but are not limited to, handguns, firearms, explosives, knives (blade over 3.5") and other weapons further defined by Colorado statute and/or local ordinance. Reimbursement of Business expenses generally, expenses reimbursed by CT include those pre-approved by appropriate staff as reasonable and/or necessary to conduct CT business.

## **REIMBURSEMENT OF BUSINESS EXPENSES**

Volunteers may request reimbursement by filing an expense report. Expense reports are due within one month from the time the expense. Original receipts supporting expenses for reimbursement must accompany expense reports. Volunteers must document the purpose of the expense and the nature of the business conducted.

Community Table may reimburse Volunteers when using their personal vehicle for business purposes. They may report the Internal Revenue Service's allowable rate per mile on their personal income tax filing. This applies to those who pick up and deliver food on CT's behalf. This reimbursement will be limited to 50 miles a day.

## **COMPANY PROPERTY**

The Organization may provide volunteers access to property for use in day-to-day CT activities.

## **DRESS CODE AND APPEARANCE**

Personal appearance, hygiene, and attire are very important. Depending on the activities volunteers participate in, they are required to dress appropriately.

For safety purposes, volunteers spending part or all of the day in the warehouse may not wear sleeveless tops/shirts, open toed shoes or sandals, or go barefoot.

Client Choice volunteers will wear attire that is publicly presentable as they are Community Table's ambassadors to the clients.

## **SAFETY**

Community Table is committed to maintaining a safe environment for volunteers, employees and all who visit CT. Therefore, volunteers are required to comply with all applicable safety rules and regulations. If injured, a volunteer must report the incident immediately in writing to the appropriate staff and an accident report filled out. Volunteer will arrange for prompt medical attention with the volunteer's own provider. CT does not cover volunteers under Workman's Compensation. Appropriate staff will investigate all accidents.

Report unsafe conditions or practices immediately to appropriate staff.

Volunteers must operate all equipment according to safety standards.

## **SAFETY AND INJURY**

Community Table is committed to maintaining a safe environment for volunteers, employees and all who visit CT. Therefore, volunteers are required to comply with all applicable safety rules and regulations. Unsafe conditions or practices should be reported to management immediately, so that corrective actions can be taken to prevent accidents and injury.

For volunteer safety, periodic safety meetings are held to discuss the environment in which employees and volunteers participate. All equipment should be operated according to safety standards.

If injured, a volunteer must report the incident immediately in writing to their immediate supervisor and an accident report must be filed. Prompt medical attention should be pursued with the volunteer's own provider. Volunteers are not covered under Workman's Compensation. Incidents where liability may rest with CT will be investigated.

CT provides accident medical expense coverage on an **Excess Basis**. Benefits are paid under this plan after an individual's personal or group insurance (including Health Maintenance Organizations) has paid out its benefits. The policy provides coverage for medical expenses with a limit of \$25,000 and a \$100 policy deductible. CT does not accept responsibility for any expenses incurred outside of these parameters. CT reserves the right to suspend, terminate, or change this coverage at any time, with or without notice.

Any volunteer sustaining an injury should contact his/her supervisor immediately and request the appropriate injury report and claim form(s).

## **SOLICITATIONS**

No solicitation will take place at Community Table not related to our work.

## **COMMUNICATION AND INFORMATION TECHNOLOGY SYSTEMS**

Use of Community Table's computer networks, access to Internet, e-mail, and phones are limited to CT business use.

Community Table prohibits the display, transmittal, or downloading of material that, in the opinion of management, is offensive, pornographic, obscene, profane, discriminatory, harassing, insulting, derogatory or otherwise inappropriate or unlawful at any time.

- PC Software  
CT will purchase all PC software, Any software or files downloaded via the Internet into the company network must be approved by the appropriate staff and become the property of CT and may be used only in ways that are consistent with their licenses or copyrights. CT retains the copyright to any material posted to any forum, newsgroup, chat or website by any employee or volunteer in the course of his or her duties.
- Personal Use of Network Internet and Email  
Use of the Internet via CT equipment is for business purposes only. CT reserves the right to monitor record and/or analyze usage patterns of all Internet usage. No one may solicit, promote, or advertise any outside organization, product, or service on the CT internet or email. There will be no use of unauthorized encryption keys or passwords to gain access to protected files or email message.
- Unauthorized Use  
Unauthorized persons cannot install, de-install, move, or otherwise change the configuration of CT computers, visit websites or send electronic mail. We reserve the right to determine when a volunteer is using the CT communication systems inappropriately. In addition, computer equipment must remain at the CT.
- Telephones/Cell Phones  
Personal telephone calls, including those made with cell phones, texting, email, use of social media, etc. must not interfere with volunteers' performance of their volunteer responsibilities. CT does not allow personal long distance calls made on agency phones. For safety reasons, volunteers must not use cell phones while driving on CT business but should pull over to make calls or text.

## **PETS**

No pets can be at Community Table with the exception of service animals.

## ACKNOWLEDGMENT OF RECEIPT

I have received a copy of the Community Table Volunteer Handbook.

I understand that neither Community Table nor I is committed to my volunteer relationship for a fixed period. Volunteering with Community Table is at-will. Both the management and I have the right to end the engagement at any time for any reason.

Further, I understand that the contents of this handbook are summary guidelines for volunteers and therefore not all-inclusive. Community Table reserves the right to suspend, terminate, interpret or change any or all of the guidelines mentioned, along with any other procedures, practices, benefits or other programs of Community Table. These changes may occur at any time, with or without notice.

\_\_\_\_\_  
SIGNATURE (Volunteer)

\_\_\_\_\_  
DATE

\_\_\_\_\_  
PRINTED NAME (Volunteer)

\_\_\_\_\_  
CT REPRESENTATIVE SIGNATURE

\_\_\_\_\_  
DATE