We really **appreciate** your service! Volunteers play a key role in helping us fulfill our mission. As we grow and evolve our operations, it is crucial that we continue to promote a favorable and lasting impression of Caritas in the minds of everyone with whom we interact including, guests, donors, media, volunteers and the general community. With that, all volunteers must review and acknowledge receipt of the following:

All volunteers will uphold and create an environment that is:

- Free of judgement
- Just & equitable
- Hospitable, warm and welcoming

All volunteers will:

- Deliver exceptional customer service to our guests by treating them with patience and respect. If you are experiencing difficulty with a guest, please call on a staff person to intervene.
- Sign in/out upon arrival/leaving Caritas and must wear nametags.
- Follow the food distribution plan for the day you are volunteering. You may not provide extra food or substitute any items without staff approval.
- Let us know if you have any physical restrictions or injuries that limit your ability to perform tasks assigned.
- Take breaks when you need them, however let a staff person know first and do not leave your assigned station unattended without a replacement.
- Do not consume food or beverages in the pantry or warehouse.
- Use disposable gloves when handling raw foods.
• Dispose of all waste in appropriate receptacles.
• Smart phones are allowed, however, we ask that you refrain from using earbuds or taking pictures.
• Smoking is allowed in designated areas only.

**Volunteers who also have a need to take food home for themselves and their family will follow all guidelines that our pantry guests are asked to follow, including: ***

• Take food twice a month.
• Food must be collected at the beginning or end of volunteer shift and stored in the volunteer sign-in area only.
• Volunteers must follow distribution guides & may not take extra food or have food that is not part of that day’s distribution.
• Volunteers are not allowed to pick food from donations dropped off throughout the day for themselves. They may only take food that is out for distribution at the beginning or end of their shift.
• In the event a volunteer takes food out to their car or home, his/her shift will be considered done for the day.
• Volunteers are not allowed to consume food or beverages from the pantry during their shift. Please come prepared with your own snacks and beverages. You are welcome to use our kitchen. (There are times when food items are available to share with volunteers, however, please keep in mind this is upon approval of staff only.)
• *** The above rules only apply to Caritas. Off sight food pantry distribution is **strictly** for the intended recipients. (Ex: Merrill Pantry, Senior Housing, BSD students, etc....)

**The following behaviors are not permitted. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future:**

• Offensive or derogatory comments or jokes, including epithets or slurs.
• Yelling, intimidation or threats.
- Pushing, hitting or any physical contact with a guest, staff or other volunteer.

- Questioning a guest’s right to food distribution, preventing a guest from receiving food or displaying favoritism by providing extra food to friends.

I have reviewed and will follow these policies and procedures as a volunteer of Caritas. I understand that I will be asked to leave in the event of not upholding to these policies and procedures.

Name –

Date -