

Harvest of Hope Pantry Volunteer Handbook

Harvest of Hope Pantry (HOH) is a place where anyone experiencing food insecurity is welcome to shop for free, healthy, supplemental food in a safe and non-judgmental environment.

We encounter a wide variety of individuals at the pantry, including those who may be using substances or experiencing mental health issues. It is expected that everyone will be treated with respect here. However, no one should ever endanger themselves, and if a situation arises that is unsafe, you should immediately get an HOH employee to assist.

Overview

HOH serves Boulder families and individuals, regardless of income, household size, or housing status.

We provide supplemental food in a client-choice grocery shopping experience, and are the only pantry in Boulder regularly serving single household individuals, college students, married couples with no kids, as well as those experiencing homelessness.

Programs

The AM program: Those *with* kitchens select from a variety of fresh, frozen and nonperishable food. They can shop for their household once a week, Monday-Friday 9-11am or Thursday evenings 4:30-6:30pm. Last orders are taken 15 minutes before closing. New clients for this program are asked for a form of identification and proof of residency in Boulder or the surrounding mountain towns. The quantities of most items offered are dependent on household size.

The PM program: Those *without* kitchens can come in for more ready-to-eat items every weekday, Monday - Friday 12-2pm.

Clients are eligible for only one service, they may not come to both programs.

Our Food

About half of the food we distribute comes from Community Food Share (the local Feeding America affiliated Food Bank). Other food sources include local farms and gardens, purchased food, and food drives. We give out over 7500 lbs of food during almost 500 shopping visits weekly.

Our Funding

The large majority of our funding comes from individual donors. The rest comes from grants, corporate sponsorships, and fundraising events.

Our History

HOH combined the rich traditions of two Boulder Catholic parishes: St. Thomas Aquinas Food Bank, established in 1970, and Sacred Heart of Jesus Food Box Program, established in 1983.

In 2012, Harvest of Hope Pantry was created as an independent, secular, nonprofit organization, in order to provide a sense of hope to Boulder families and individuals by relieving the stress of food insecurity.

Board and Staff

HOH has six staff members and a Board of Directors.

- The Executive Director works based on the directives from the Board of Directors to ensure HOH is growing and developing to advance its mission.
- The Director of Operations oversees programming, distribution, procurement and inventory.
- Our Inventory Associate assists with stocking and managing inventory.
- The Volunteer & Outreach Manager runs orientation sessions, schedules volunteers, and does outreach and marketing.
- The Client Services Manager oversees all client interactions and registration in the PM program, and is responsible for partner outreach efforts and client service data.
- And the Client Services Administrator oversees all client interactions and registration in the AM program.

The Board's role is to assist with governance, fundraising, and to develop and cultivate board members. Board members attend monthly meetings. For more information regarding the Board, please visit our website, www.hopepantry.org.

Volunteer Rules and Procedures

Volunteering at HOH is provided at-will, and does not create an employment relationship. Volunteers are not entitled to compensation or benefits from HOH, and HOH or the volunteer can cease services at any time, with or without notice. As a volunteer, you are not entitled to workers' compensation, and agree to hold HOH free of liability from any injury occurring as a result of volunteering.

Protecting the confidentiality of our clients and maintaining boundaries is crucial to ensuring healthy relationships between Volunteers/Staff and clients. It is our intent to serve without judgment, always keeping in mind that every person is to be respected for who they are. As a volunteer, you agree to honor the privacy of current and former clients.

- Volunteers may not give clients money, gifts, rides, or provide any other special favors which might show favoritism.
- Volunteers may not bring a client to your home, or disclose your address.
- Refrain from talking specifically about confidential matters or situations that may easily identify a client.
- Personal and sensitive client information, including whether an individual is a client here, or any other information in their client record, should not be shared with anyone.
- Interact with clients in the most private, quiet and confidential manner possible when receiving names, registration information, and when discussing personal situations.
- Neither confirm nor deny a person's use of services and/or presence at the pantry. Refer calls regarding clients to the Client Services Manager or Administrator.
 - Exception: Calls related to ARES vouchers.
- Consult the Client Services Manager or Administrator when unsure about a situation that may breach client confidentiality.
- Direct any law enforcement agent or anyone requesting client information to speak with the Client Services Manager or Administrator.
- Mail may only be handled by staff and volunteers. Clients are not authorized to search through mail. Only distribute mail to the addressee, and only after seeing an ID. Written approval for an alternative person to pick up is required.

Volunteer Shifts & Absences

Please provide as much notice as possible about absences. If you are going to be absent from a scheduled shift, please remove yourself using the online system or send an email to the Volunteer & Outreach Manager. If it's less than 2 days before your shift, you need to email.

Please take breaks as needed, away from work areas. As a courtesy to our clients, refrain from talking on the phone, texting, or wearing headphones while on your shift.

Please wear comfortable, flat shoes. For your safety, closed toe shoes are required.

Eating and Food Policy

HOH, its employees, agents and volunteers may not consume, sell, barter or offer for sale any items supplied by CFS in exchange for money, property or services, or otherwise allow the items to re-enter commercial channels. Food may not be consumed by, or distributed to, staff members or volunteers, including using food as compensation or reward.

Food is to go to clients only. **CFS food may not be used for staff or volunteers.** CFS food that is 'extra' or 'leftover' may not be given to staff or volunteers. **Staff or volunteers may receive food if they legitimately qualify for programming, register as clients, and come to a regular shopping time as all other clients do.**

Safety and Security

- **HOH is not responsible for lost or stolen items.** Please be sure to leave any valuables at home or in your vehicle and place any other items downstairs and not on the pantry floor.
- **If you are a volunteer authorized to be at the Pantry before or after regular hours, all doors must remain locked and secured unless you are actively loading or unloading. At no time should a door remain open or unlocked if you or an HOH staff/volunteer is not present.**
- Any injury must be reported immediately to HOH staff. All parties involved must fill out an accident form, and submit it to a staff member.
- Any altercation must be reported immediately to HOH Staff and detailed in writing.

Driving Record

All volunteers authorized to drive the HOH van must provide a copy of their driver's license and written permission for HOH to annually request their DMV record. If an incident occurs while an HOH volunteer is using the HOH van, the Director of Operations must be notified immediately and the incident must be detailed in writing.

Holidays

New Year's Day, MLK Day, Presidents' Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, and Christmas.

For holidays which are not on the same "day" every year, and fall on a weekend, HOH may move the observed holiday to a weekday. This will be decided each year by the Executive Director.

Inclement Weather Policy

If both the Boulder Valley School District and the St. Vrain Valley School District are closed, HOH will close. If one school district is closed, the Executive Director will make the call. If neither school district is closed (or if school is not in session) but the weather is severe, the Executive Director may still make the call to close. The Volunteer & Outreach Manager will notify that day's volunteers of closures by email, so check your email if there is the possibility of a weather closure.

HOH Client Rules

Please familiarize yourself with the Client Rules. It is important that all clients abide by these Rules, and that all volunteers enforce the Rules uniformly for all HOH Clients. Client rules are included below.

HOH Client Complaints

If a Client wishes to make a confidential complaint, please direct them to an HOH staff who will have them fill out a Complaint form.

Food Safety Rules

- Wash your hands with soap and water, and put on a fresh pair of food-service gloves, when working with food.
- Gloves are one-time use only. Wash your hands and put on a new pair of food-service gloves when you return from the bathroom, food break, taking a phone call, etc.
- We are not allowed to prepare food here, so no food can be cut with a knife (tearing bread is allowed).
- Masks are required at all times inside the pantry.
 - Go outside to eat or drink
 - Go outside to blow your nose.
 - Go outside to remove your mask for any reason.

Substitution Policy

We do not make substitutions between categories. For consistency and fairness to other clients, we ask all that volunteers abide by the specified limits. For example:

- No, I'm sorry. You can't take extra milk since you don't eat meat.
- No, I'm sorry. You can't have extra eggs since you didn't take any milk.

If a client is with a volunteer who is not enforcing the rule one week, and with a volunteer who is enforcing the rule the next week, this causes a bad experience for both the client and the volunteer. Consistency makes the experience better for everyone.

TERMS & RULES OF SERVICE

TO ENSURE THE PANTRY IS SAFE AND WELCOMING FOR ALL:

1. I understand that the Pantry is a safe place that is welcoming to all and I agree to do my part in keeping it this way.
- 2. I agree to treat all other clients, volunteers, staff, and the neighbors of HOH with dignity and respect.**
3. I understand that physical and verbal confrontation is not permitted, including hate speech, threatening or violent language.
4. I agree not to bring alcohol, drugs/drug paraphernalia, or weapons into HOH.
5. I understand that I am required to complete a registration form, and that I may be asked to update this at any time.
6. I understand that I must be fully clothed to enter the Pantry, including shirt and shoes.
7. I agree not to smoke (including e-cigarettes and vaporizers) within 50 feet of the building.
- 8. I know that I am able to shop Monday-Friday from 12-2 pm and agree not to be on the property more than 10 minutes before service starts and must leave the property once my allotted time has concluded and I have received food.**
9. I understand that I will be allotted a set amount of time to sign in, get coffee, use the restroom and phone, and shop for food. I also understand that I may not consume the food on-site and will be required to leave once my allotted time has ended.
10. I understand that I can check my mail only on Monday through Friday, from 12-2 pm with some form of ID and I will not hold Harvest of Hope liable for lost/stolen mail.
11. I agree to take all my personal belongings with me when I leave. Harvest of Hope is not responsible for stolen property that is left unattended.
12. I am responsible for cleaning up after myself, throwing away my trash, and being a good steward of this space (both inside and outside).
13. I understand that the restrooms are to be used only for their intended purpose.
- 14. I understand that if I violate any of the above terms there are consequences, up to permanent loss of services.** I know that I can ask for a list of rules and consequences at any time.

Signing this document signifies that I have read, understand, accept, and agree to abide by the above statements and terms of service at Harvest of Hope Pantry. NOTE: VIOLATION OF ANY OF THE ABOVE CAN RESULT IN PERMANENT LOSS OF SHOPPING PRIVILEGES.

CLIENT SIGNATURE: DATE: / /

CLIENT'S PRINTED NAME:

RULES & CONSEQUENCES

TIER 1

Asked to leave for the day with food

- Drugs, drug paraphernalia (including marijuana), alcohol
- Disrespectful behavior towards staff, volunteers and neighbors
- Misuse of restroom, including bathing and shaving
- Smoking within 50 ft
- Loud use of profane language
- Not following shopping rules (taking more items than allowed)

Habitual problem (3 strikes) moves to a week long suspension. If the problem persists, Staff will enforce additional sanctions

TIER 2

90 day suspension - may be asked to leave before food is received

- Using drugs on the premises
- Bringing weapons onto the property
- Refusing to leave when asked
- Physical altercations with other clients on HOH Property
- Damaging the building
- Loud, aggressive or belligerent language and/or behavior (including but not limited to intoxication, hate speech, name calling, inappropriate comments directed at others)
- Stealing from the Pantry or other Clients
- Direct threats toward staff and volunteers* (1 strike only)

After the 90 day suspension is up, clients will be asked to complete a written apology and re-sign the terms and rules for service Habitual problem moves to Tier 3 (2 strikes)

TIER 3

Permanent suspension

- Unwanted physicality/touching of staff or volunteers (including but not limited to hitting, kicking, elbowing, etc.)
- Exposing yourself/sexual assault
- Repeated violation of rules

You will no longer be able to receive services at Harvest of Hope, and may not be on the property.