



Community Servings Volunteer Handbook

Updated May 11th 2017

Welcome to Community Servings!

We know that your time is extremely valuable, and we are tremendously grateful that you chose to volunteer with Community Servings. Whether it is episodic, or a lifetime of service, we are grateful for **your commitment to our mission, and promise to use your time effectively while you are here!**

As a volunteer at Community Servings you will join a passionate group of staff and fellow volunteers working together to prepare, package and deliver meals to our critically ill clients. Volunteers are the lifeblood of our organization, and without support from people like you, we would not be able to reach all those in need.

We strive to make Community Servings a safe, happy and diverse community. If you are ever feeling that this is not the case, we would like you to bring it to our attention. The volunteer department is **your resource so you should always feel welcomed to talk with them, as needed.**

Again, thank you for your time, dedication, and belief in our mission. It means the world to us that you are here!

Best,

David Waters

CEO

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I. COMMUNITY SERVINGS

1.1 Mission Statement

Community Servings is a not-for-profit food and nutrition program providing services throughout Massachusetts to individuals and families living with critical and chronic illnesses. We give our clients, their dependent families, and caregivers appealing, nutritious meals, and send the message to those in greatest need that someone cares. Our goals are to help our clients maintain their health and dignity and preserve the integrity of their families through free, culturally appropriate, home-delivered meals, nutrition education, and other community programs.

1.2 History

Community Servings was founded in 1989 by a diverse coalition of AIDS activists, faith groups, and community organizations to provide home-delivered meals to individuals living with HIV/AIDS. Over the past 28 years, Community Servings has evolved from a small neighborhood meals program delivering a hot dinner to 30 individuals struggling with HIV/AIDS to a regional program serving **medically**-tailored meals and providing nutrition education to thousands of people per year across Massachusetts -- all of whom are unable to shop or cook for themselves due to a critical illness.

In June 2004, we expanded our mission beyond the HIV/AIDS community and now serve as a meals program to the acutely ill, their dependents, and caregivers, regardless of illness.

Today, **we serve clients in 20 cities and towns who are battling more than 35 different types of illnesses**, including breast and other cancers, multiple sclerosis, AIDS, Parkinson's Disease, liver and kidney disease, hepatitis, and lupus. **Ninety-three percent of our clients live in poverty.** A transformative moment in our history came in June 2007, when we moved to **our state-of-the-art nutrition facility in Jamaica Plain.** This enabled us to significantly increase meal capacity to now produce **2,400 meals per day**, improve food quality, engage greater numbers of volunteers, expand nutrition services including on-site nutrition classes, offer a food-service job-training program and diversify our funding revenues through social enterprise.

II. VOLUNTEER OPPORTUNITIES

2.1 Individual

Kitchen Volunteering:

To volunteer in the kitchen, one must be 13 years or older. Kitchen volunteers work alongside our staff to peel, chop, assemble meals, and package in our industrial kitchen. The first step is to attend a volunteer orientation. Orientations take place every Wednesday night at 6pm. They are open to the public and there is no need to RSVP. The orientation consists of who we are and what we do, as well as a safe food training. Once you have completed the orientation, you will be sent a link via email to our volunteer profile and waiver. Once you complete this waiver you may contact the volunteer department and set up your shifts. Shifts can be a minimum of 2 hours and a maximum of 8 hours; most volunteers stay 3-4 hours at a time. Shifts can be Monday through Friday 8am-8pm and Saturdays 10am-2pm.

Saturday Meal Delivery:

Delivery Volunteers must be 17+ and have a valid driver's license and their own vehicle. Volunteers can bring children/families to deliver regardless of age. Volunteer Delivery Drivers only have shifts on Saturdays. We ask for a one Saturday a month and a 6-month commitment. We recommend this be done in pairs, for ease of the deliveries. If you are interested, you must come to an orientation on a Wednesday night at 6pm, and then consent to a CORI. CORI checks are required for any person who gains confidential client information, such as where they live and their diets. Once that is all set and processed we will assign you to a Saturday shift. Shifts start at 9:00 am and typically last three hours or less. Volunteers come to Community Servings, and receive a route and bags to deliver. Anything not delivered must be returned to Community Servings.

Ride-Along Van Volunteer:

This volunteer opportunity is for 16+. A Ride-Along Van volunteer is someone who rides with our delivery drivers during the week to assist them on their routes. This requires an orientation, and a CORI. These shifts are during the week and we ask for a 6-8-hour time commitment; usually 9:00 AM -3:00 pm or 5:00 pm.

2.2 Groups

Group Volunteers work in our kitchen to chop, peel, and process produce, seal meals, label entrees, portion out soups, salads and snacks, pack bags and assemble meals. It is a fast-paced, high energy experience. Groups are able to book shifts in our kitchen from 9:00 am -12:00 pm, 1:00 pm-4:00 pm and 6:00 pm-8:00 pm Monday through Friday and 10:00 am-2:00 pm on Saturday. We can accommodate 5-10 people in the morning, 5-20 people in the afternoon, and 5-12 people for the evening shifts. Groups get a 30 minute orientation at the start of the shift which includes an overview of who we are and what we do as an agency, as well as a safe food training. Once everyone is suited up with hairnets, aprons and gloves, we get you right in the kitchen to work along side our kitchen staff.

Lunch is not provided to volunteer groups. If they would like to partake in our agency lunch they are welcome to pay for staff lunch at \$10 per person or \$12 per person for a catered lunch exclusively for the group.

To book a group, simply contact the volunteer department by phone or email. Shifts book up quickly, and Saturdays and evenings are usually first to go.

2.3 Special Events

Pie in the Sky:

This is our annual bake sale fundraiser which takes place in the month of October and November, ending on Thanksgiving. Kitchens all around Boston bake and donate thousands of pies that are purchased by the public. All proceeds go to Community Servings.

Volunteers are needed throughout the month leading up to and during the final days of the sale. All of these positions are posted on the website (www.servings.org) about a month prior to the opportunity with descriptions, dates and times, slots available and special requirements.

Volunteers are needed at our Box Party, quality control checking, pickup and delivery, and data entry. You can also sign up to be a pie seller, and sell pies on our behalf.

LifeSavor:

This is our annual cocktail party, silent auction and dinner which takes place in the spring each year. -Guests are invited to a cocktail party with a silent auction and balloon pop raffle before heading out to one of many top restaurants around Boston for a multicourse dinner. The meal is donated and the cost of the table goes to Community Servings.

Volunteer positions will be posted on the website about a month prior to the event. Volunteers are needed on that night to work registration, balloon pop, program distribution, coat check, silent auction and trolley drop-off and pick-up.

Thanksgiving Meal Delivery:

Volunteers must have a valid driver's license and their own vehicle. The day before Thanksgiving, Community Servings delivers special Thanksgiving meals to our clients. Throughout the course of the morning, these volunteers deliver Thanksgiving meal bags to the majority of our local clients. It is a great family volunteer experience, the shifts are about 2 hours, and each vehicle has several stops to make.

Holiday Baskets:

Holiday Baskets are given to clients around Christmas. They are care packages of requested items from our clients and their families. Volunteer positions are posted on the website about a month prior to their date. We need volunteers to sort and check the baskets, load and deliver them. This is a great family option around the holidays.

Holiday Meal Delivery:

Volunteers must have a valid driver's license and their own vehicle. The day before Christmas Eve we deliver our clients a special holiday meal bag. Throughout the course of the morning, these

volunteers deliver Holiday meal bags to the majority of our local clients. It is a great family volunteer experience, the shifts are about 2 hours, and each vehicle has several stops to make.

III. POLICIES AND PROCEDURES

3.1 Volunteer Conduct

1. We are proud to welcome people from all walks of life, and as a volunteer, you will meet staff and volunteers of diverse religious affiliations, races, ethnicities, sexual orientations, genders, ages, etc. Volunteers are expected, as a condition of their affiliation with Community Servings, to treat all volunteers and staff with respect. **Harassment in any form will not be tolerated.** The definition of harassment includes, but is not limited to: vulgar or obscene language and also unsolicited remarks, gestures or physical contact, display or circulation of written materials or pictures that are derogatory on the basis of gender, sexual orientation, race, color, religion, national origin, age, disability, or veteran status.
2. We rely on our volunteers every day and, as such, we ask that you call the Volunteer Department with an estimated time of arrival if you or your group is running late. **If you must cancel**, please give the office as much notice as possible for individuals, and no less than a week for groups. We ask that you try to reschedule for a new volunteer date.
3. We strive to maintain a work environment that is 100% safe for all volunteers. In order to maintain your safety and the safety of others, all **accidents** must be reported immediately to the Volunteer Department or the most senior kitchen staff on duty. An accident report should be filled out before you leave the building. If the volunteer needs to be taken to the hospital or a doctor's office, liability issues prevent staff members from transporting the injured or sick party.
4. Community Servings is a **drug-free and alcohol-free workplace**. The unlawful manufacture, distribution, dispensing, possession, or use of drugs, controlled substances, and paraphernalia associated with illegal drugs or alcohol, or working under the influence thereof, is prohibited while on volunteer duty or on Community Servings property or premises, including the delivery vans.
5. Volunteers should not sit out due to the dislike of a certain task. If a volunteer does not want to perform a certain task, they need to find another way to be helpful to the kitchen. They are welcome to ask the volunteer department or kitchen staff. If there is nothing else to do besides the task at hand, volunteers should be willing to help the kitchen staff, even if it may be undesirable. We cannot honor hours for sitting out due to an undesirable task.

3.2 General Volunteer Policies and Procedures

1. **Insurance:** Volunteers are not covered under Worker's Compensation Insurance and must fill out a Volunteer Confidentiality Agreement and Waiver before beginning as a volunteer. Volunteers must use their own medical insurance if a medical situation occurs. Volunteers who are under 18 must have the waiver signed by a parent/guardian. Volunteers who are 18 and under can only volunteer in the Volunteer Kitchen, and are not permitted in the Production or Teaching Kitchen areas.

2. **Reimbursement:** Volunteers are not reimbursed for costs incurred relating to their volunteer work. This includes, but is not limited to, transportation or parking costs, meal costs, lost items, etc.
3. **Disabled Volunteers:** Our building is handicapped accessible. However, an industrial kitchen presents many safety hazards that may make it unadvisable as a workspace for some handicapped volunteers. If a handicapped volunteer is interested in volunteering, all reasonable accommodations will be made.
4. **Tracking Volunteer Hours:** Volunteers who are doing community service for school credit, SNAP benefits, or court mandated service are responsible for tracking their own hours by signing in and out on the sign-in kiosks. It is the volunteer's responsibility to check with the volunteer office if they feel there has been a malfunction with the kiosks or they forgot to sign in/out.
5. **Orientation:** Individual orientations take place every Wednesday evening at 6pm, they are open to the public. Any volunteer who has been absent from Community Servings for over 6 months must attend an orientation for update of policies, procedures and the safe food training.
6. **Breaks:** Volunteers are allowed one 15 minute break every 3 hours of service. If you are volunteering for 5 hours or more you are allowed to eat the staff lunch and enjoy a break from 12-1pm. Any exception to the breaks should be at the kitchen staff's discretion.
7. **Dismissal of a Volunteer:** Volunteers who do not adhere to the policies and procedures of Community Servings or who fail to perform their volunteer assignment satisfactorily may be subject to dismissal. This is at the discretion of the volunteer manager. No volunteer will be terminated without an opportunity to discuss the reasons for their dismissal with the Manager of Volunteer Services, the Volunteer Coordinator, or the Director of Client Services and Volunteer Services.
8. **Representation of the Organization:** Volunteers should seek prior approval from the CEO before taking any action or making any statement that might significantly affect or obligate Community Servings. These actions may include, but are not limited to, public statements to the press, lobbying efforts with other organizations, collaborations or joint initiatives, etc.
9. **Resignation:** Volunteers may resign from their volunteer service with the organization at any time. It is requested that the volunteer inform the Volunteer Department that they are no longer an "active" volunteer before their last day. Any volunteer who is on the schedule but does not volunteer for a month without informing the volunteer department will be considered inactive.
10. **Rights:** Volunteers have the right to:
 - a. Work in a safe and healthy environment
 - b. Be given accurate and truthful information about the organization
 - c. Be engaged in accordance with equal opportunity and anti-discrimination legislation
 - d. Be provided with an orientation to the organization and the volunteer position
 - e. Be recognized for their work as a volunteer
 - f. Feel comfortable and free of inappropriate or unlawful interference from others

3.3 Safety and Sanitation

While cleanliness and safety are an important part of any kitchen, we must be especially cautious at Community Servings. Common illnesses like cold or flu might put otherwise healthy people out of commission for a day or two. For men and women battling a serious illness however, everyday bugs and germs can cause serious health complications and even death. Our kitchen and van guidelines are the result of many years of making volunteer and client safety an absolute priority. All volunteers in the Community Servings kitchen must follow the following procedures. We thank you for adhering to them at all times.

“Gearing Up”

1. A hat or hairnet-- hair must be completely contained
2. *Handwashing (43 seconds)
3. Apron
4. A pair of vinyl gloves

****Handwashing is scrubbing your hands with soap for 43 seconds, rinsing the soap off with warm water and drying with paper towels.***

In the Kitchen

The following rules/guidelines must be followed while volunteering in the kitchen:

1. Every time you change tasks, you must wash your hands and change your gloves.
2. Any item that hits the floor with the exception of equipment, must be thrown out.
3. Before entering the restrooms, please remove apron and gloves. Wash hands at the restroom sink and AGAIN at the hand washing sink. Apply new apron and gloves.
4. There is no smoking allowed in the building and you may only smoke at the designated smoking station in the front parking lot.
5. There is no eating, drinking, chewing gum, etc. in the kitchen. Please use the Community Room for these purposes.
6. Familiarize yourself with the whereabouts of fire extinguishers and medical kits.
7. Make others aware when you are carrying hot items, knives, or other sharp utensils.
8. Do not place knives or other sharp utensils in the pot sink; there are soaking containers available for them nearby.
9. There is a container of iodine sanitizing solution and a rag at every workstation. Counters must be kept clean, free of food particles, and left clean for the next person to work there.
10. Food containers and lids must be kept sterile. Any partially used or opened bags of containers must be wrapped in bags or clear wrap when a task is completed.
11. The kitchen can become warm at times! Wear layers so that you can cool down when necessary. The back door must remain shut when the prep station near the door is in use.
12. At the end of any task, volunteers should make sure that trash is swept up and disposed of before moving on to another task. Please break down any cardboard boxes.

First Aid:

1. The volunteer department has first aid supplies. Please exit the kitchen as soon as you need first aid, if you are bleeding, wash the area with soap and water in the Community Room and see the volunteer department for first aid.
2. The kitchen offices also have first aid if the volunteer department is closed.

3.4 Dress Code Policy

Everyone needs to wear either pants or a long skirt (to your ankles), shoes that cover and protect your toes and entire foot completely and a shirt that has at least a t-shirt length sleeve. ***Shorts, capris, ripped jeans, pajama pants, hospital scrubs, short skirts, open back or cropped shirts, any sleeveless top, flats, or sandals are not allowed in the kitchen. Remember, if you are not dressed appropriately you will not be able to participate in our volunteer experience!***

3.5 Health and Wellness Policy

Volunteers must be 100% healthy to volunteer in the kitchen. You CANNOT volunteer at Community Servings if you have experienced a fever, diarrhea, a persistent cough or runny nose in the last 24 hours. You CANNOT volunteer in the kitchen if you have open sores/cuts on your person. You CANNOT volunteer if you lack appropriate hygiene. If you are volunteering and suddenly feel unwell, please exit the kitchen and let the volunteer department know. ***The volunteer department maintains the right to assess a volunteer and dismiss them for the day if they feel the volunteer is not meeting our health and wellness requirements.***

3.6 Food Policy

Staff Lunch:

Each day at Community Servings the kitchen staff puts out a free staff lunch around 12:15pm. The Lunch hour is 12:00 PM-1:00 PM. Individual volunteers who volunteer at ***least 5 hours*** in the day are welcome to move through the lunch line. If volunteers are here during the lunch hour and do not want to eat the staff lunch, they are welcome to leave Community Servings to get lunch, or bring a labeled lunch and leave it in the mini fridge in the Community Room. Volunteers should NOT leave anything in the freezers or refrigerators in the kitchen. If things are left in the kitchen freezers or refrigerators they will be discarded.

Groups should not eat lunch unless specific arrangements have been made with the Volunteer Department and Executive Chef.

Extra Food and Containers:

Volunteers are allowed to take one or two items from the speed rack designated for left over/extra food. The speed rack is the first rack on the right hand side when you walk through the door of Walk-In II, located in the Volunteer Kitchen. If there are items on that rack, they are left over or returned meals/snacks and can be eaten as an alternative to the lunch, or for a snack. These are to eat in house, and not to be taken home.

Volunteers are not allowed to use any CS containers and/or package or take home any food that is being served or packaged that day.

Volunteers are allowed to take food home with them, only if the food is given to them by a supervisor. It must leave Community Servings in a pink plastic bag, and must be approved by a supervisor before it leaves the building. Supervisors are: Executive Chef Kevin Conner, Kitchen Manager John Ebersole, Manager of Volunteer Services Alexandra Fioretti, or Supervisor on staff on Evening or Weekend shifts.

Any food left out in the Community Room is considered free and available for anyone in the building to take. For example, a box of donuts left out on the counter. Please be mindful when storing personal food in the communal refrigerators.

Please note: all food at Community Servings is for our clients. We purchase and order food from an approved budget. While we want everyone to stay satisfied while they are here, please note that it is not our job to feed volunteers, we ask that you please be conscientious of our food and respectful of our organization.

3.7 Liability Release

By submitting this form, I understand that as a volunteer for Community Servings, Inc., I will not receive any monetary compensation or any other form of remuneration from Community Servings, Inc. I agree to hold Community Servings, Inc. blameless if, in the course of my volunteer work, I am injured, become ill and/or require medical treatment. I hereby waive any claim against Community Servings, Inc. resulting from such circumstances.

I further understand and agree that I will perform my volunteer services in the best interest of, and with the utmost respect for, Community Servings' clients and employees, and in full compliance with the Policies of Community Servings. I understand that Community Servings may discontinue my role as a volunteer at any time, for any or no reason.

3.8 Privacy and Confidentiality Policy

I understand that during the course of my volunteer work, I may learn privileged medical, personal and financial information about Community Servings employees and clients ("Confidential Information"). Such Confidential Information shall not be used for any purpose other than the fulfillment of my volunteer duties with Community Servings, Inc., and I will not disclose Confidential Information without the express written consent of Community Servings.

Protection and preservation of the individual rights of all Community Servings, Inc. clients and agents is a requirement of my association, and by submitting this form, I understand and agree to this Privacy & Confidentiality Policy.

3.9 Harassment Policy

The harassment of others because of their race, color, religion, sex, marital status, sexual orientation, age, national origin, physical or mental disability, or disabled or veteran status will not be tolerated at Community Servings. In particular, an atmosphere of tension created by ethnic or religious remarks or animosity, unwelcome sexual advances, requests for sexual favors, or other conduct of a sexual nature does not belong in our workplace.

The policy of Community Servings is to forbid all unlawful harassment. This policy extends to each and every level of our operations. Accordingly, harassment whether by an employee, manager, supervisor, client, or volunteer will not be tolerated and, after being thoroughly investigated, can lead to disciplinary action up to and including termination. Any complaints regarding harassment should be directed toward your Volunteer Coordinator, COO or the agency Human Resources Department.

3.10 Media Release and Authorization

I hereby grant to Community Servings full and complete permission to photograph, record, tape and otherwise reproduce in any manner my performance, appearance, photographs, voice, name and likeness and to include all or any thereof in a video to benefit their meals program, and/or in related programming, throughout the world, in all media, in perpetuity and for the purposes of promotional material related to the Community Servings. This Release & Authorization constitutes a full release as to any licenses or other agreements that may be derived from this project. All of the said releases and waivers shall be binding on my heirs, successors, representatives, assigns, agents, and attorneys. I understand that this release may only be altered by submission of a signed writing addressed to Community Servings, but that such writing shall not change or revoke any prior use or disclosure of media. By submitting this form, I attest that I understand and agree to Community Servings Media Release & Authorization and have not relied upon any representation made by Community Servings in executing this form.

IV. USE OF FACILITY

4.1 Parking

If you drive to Community Servings we have parking available on a first come first served basis. Our parking lot is located in front of our building on Marbury Terrace. If this lot is full when you arrive there is free street parking on surrounding streets- please be sure to read street signs before parking.

4.2 MBTA Access

Community Servings is located right behind the Stony Brook T stop on the Orange Line, and we highly encourage all volunteers to use public transportation. When leaving the station take a left and another quick left onto the small paved pathway, follow this path all the way through until you see the ice skating rink on your left and the road on your right. At the road proceed to the right and you will arrive at Community Servings.

4.3 Doorbell

When you arrive please ring the doorbell once, you will either be buzzed in by the front desk or the kitchen. If you are waiting for longer than one minute you may ring the bell another time, but please be mindful of how many times you ring the bell. During weekends and evenings it may take longer to be buzzed in as our kitchen is in charge of the bell, please be patient- you will be buzzed in.

4.4 Signing in

When you arrive please stop at one of our touch screen kiosks and sign in. To sign in follow this process: 1. Type in your phone number and click the check mark, you will be taken to the next screen.

2. Press search on the next screen, your shift will pop-up and the screen will prompt you to 'sign in', please click this button.

3. You have now successfully signed in. Please either hit 'log out' or the 'home' button to leave this screen.

4. On your way out please do the same process by hitting the "sign out" button.

If you have any issues signing in or out please stop into the volunteer office and we will assist you. If you do not sign in and out we cannot honor your hours- please remember to do so each time you come to volunteer.

4.5 Locker Use

Community Servings has coin operated lockers available for volunteer use. The volunteer office, the receptionist, and the kitchen all have quarters provided for you to operate the lockers. Please plan what you put in your locker strategically as we will only provide you with two quarters per shift. As there are more volunteers than lockers we ask that you share lockers whenever possible. Lockers are only to be used when you are actively volunteering, you cannot use the lockers for overnight storage. Please do not lose the locker keys or bring them home with you, if you have a problem with a locker, contact the volunteer department. To keep the lockers clean, we ask that if you are storing wet shoes in the lockers you put them in plastic bag provided by the volunteer department.

4.6 Community Room Use

General: Volunteers may use the Community Room for the following purposes; getting ready, taking a break and eating lunch. The Community Room is a shared space and all volunteers are expected to respect it as such. Volunteers are expected to clean up after themselves and not leave any trash on the floor or tables. If something needs to be replaced or is running low, let the volunteer department know. Please do not enter the Community Room if both doors are closed for an orientation or class. You can get ready in the kitchen if the doors are closed. Additionally, if an orientation is about to happen as you are getting ready for your shift, please exit the Community Room and continue getting ready in the kitchen.

Refrigerator: There is refrigerator space in the Community Room for volunteer use. Please use one of these to store your perishable foods, do not store food of any sort on the supply shelves above the sink. When storing your food please be sure to label and date everything- if you do not put your name on your food it will be assumed the food is to share with all volunteers. Food that is more than a day old will be thrown out, please keep track of what you bring in.

Computers: Computers are available for kitchen staff so they may check their professional emails through the day. Volunteers may use the computers on their lunch break if they are open. Any guests of volunteers may use the computers at the discretion of the staff. The password to log onto the computers can be found on the computer table. Our building's Wi-Fi password is 6175227770.

Telephone: Volunteers may use the telephone in the Community Room for emergencies only- you may not receive calls on this line.

4.7 Cell Phones

Volunteers may not use cell phones during orientations or while working in the kitchen, unless there is an emergency. If you need to take a call or send a text message, please do so in the locker hallway or outside of the building where you will not disturb others. You may only use your cell phone in the kitchen if you are taking photographs, in which case you must notify other volunteers so that they can move out of the way if they do not wish to be photographed. Cell phones carry a significant amount of germs, if you choose to take photographs or need to take a call while volunteering, you must do a 43 second hand wash and get a new pair of gloves after touching your cell phone. There are no cell phone chargers or phones to be charged in the Kitchen. If volunteers need to charge a personal device they can use the outlets in the Community Room or volunteer office, devices cannot be charged inside the kitchen.

4.8 Restroom Use

Restrooms are located across from the volunteer lockers. You **MUST** discard your gloves and apron before entering the restrooms. Please do your part to keep the restroom tidy and do not flush any foreign objects down the toilets. If anything is running low or needs attention, please let the volunteer department know right away.

4.9 Smoking

There is a designated smoking area for those who wish to smoke. This is located out the front door of the building, at the end of the red awning that runs the length of the parking lot. Please ask the receptionist to be directed there if need be.

V. VOLUNTEER DEPARTMENT

5.1 Who we are

Manager of Volunteer Services:

Alexandra Fioretti
afioretti@servings.org
617-522-7777 x 228

Volunteer Coordinator:
Taylor Stevens
tstevens@servings.org
617-522-7777 x 227

5.2 Hours of Operation

The Volunteer office is open:

Monday 9:00 AM – 7:00 PM
Tuesdays 9:00 AM- 5:00 PM
Wednesdays 9:00 AM – 7:00 PM
Thursdays 9:00 AM – 5:00 PM
Fridays 9:00 AM – 5:00 PM

5.3 Scheduling a Shift

In order to sign up for a shift you must call or email the Volunteer Coordinator at least one week before the shift. In your request please include both the dates and times you want to volunteer. The volunteer department will then either confirm your schedule or suggest alternative shifts if we are at capacity on the days you requested. If you want to set up a recurring schedule please email or call with the day(s) of the week and time(s) you want to come, also include the start date and projected end date of the recurrence. ***Please do not come to volunteer if you have not first set up a shift with the volunteer department.***

If you would like to bring a group of five or more volunteers during the same shift you must 'Adopt-a-Shift'. To do this, email or call the Manager of Volunteer Services to find a shift that works for your whole group. During this shift the volunteer department will provide your entire group with an orientation.

5.4 Cancelling a Shift

If you need to cancel a shift for any reason, please contact the Volunteer Department via phone or email as soon as you know you need to cancel. Contacting the Volunteer Department at least a day ahead of your shift is preferable.

5.5 Documentation of Hours

You are responsible for documenting your own hours by using our kiosks at the front desk. If the kiosks are out of service please sign the paper on the front desk or let the Volunteer Department know when you come in and again when you leave. If you do not sign in and out of shifts we **cannot** honor your hours.

5.6 Volunteer Appreciation

Community Servings recognizes that each of our volunteers is extremely vital to our organization, for this reason we try to appreciate them throughout the year. Community Servings celebrates National Volunteer Appreciation Week each year. During this week we invite all past and present volunteers to special lunches and lunchtime activities. During this week we also host an evening party for volunteers that takes place in our community room.

5.7 Volunteer Concerns

If you have a concern at any point during your volunteering, please contact the Volunteer Department immediately-- we will be able to talk through a solution with you and take appropriate actions. No matter how big or small the situation may be, the Volunteer Department is here to listen and help. Please do not hesitate to talk to us.

VI. COMMUNITY SERVINGS DATES CLOSED

Community Servings closes each year on the following holidays, regardless of what day of the week they fall on.

- New Year's Day
- Martin Luther King, Jr. Day
- President's Day
- Patriot's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas

*Community Servings also has Quarterly Staff Meetings on a Friday 4 times per year. When these dates occur, we will post signage and alert volunteers that we are closed for volunteering.

VII. VOLUNTEER WAIVER & ACKNOWLEDGEMENT OF HANDBOOK

Volunteers will be sent a link via email after attending the individual orientation. The link will contain our Community Servings waiver to volunteer, as well as an acknowledgement that you have read and understand our volunteer handbook. Both forms must be completed and signed before you are able to contact the volunteer department for shifts. Volunteers under 18 must have a parent or guardian sign the waiver. The handbook is available in hard copy in the Volunteer Office for reference, and is available on our website to read at your convenience.

