

**Community Servings Volunteer Handbook**

**Updated April 2018**

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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**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 21 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-four 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**2,600 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.

1. **VOLUNTEER OPPORTUNITIES**

**2.1 Individual**

Kitchen Volunteering:

To volunteer in the kitchen, one must be 13 years or older. Kitchen volunteers works 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 5:45pm, you can RSVP for our orientation via our online calendar. 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. Shifts must be set up with the Volunteer Coordinator at least two days prior.

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 5:45pm, 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.

**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, 4:00pm-6:00pm and 6:00 pm-8:00 pm Monday through Friday and 10:00 am-2:00 pm on Saturday. We can accommodate 3-12 people in the morning, 3-20 people in the afternoon, and 3-12 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 alongside 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 delivery 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.

1. **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 languageandalso 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. **Court Ordered Volunteering**: If you wish to fulfill your court-ordered service hours at Community Servings, you must schedule a short interview with the Volunteer Department after you have attended orientation and before your first day of volunteering.
5. **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. We cannot honor hours that are not recorded in our system.
6. **Orientation**: Individual orientations take place every Wednesday evening at 5:45pm, registration online is required before attending. 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.
7. **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 12:15pm-1:00pm. Any exception to the breaks should be at the kitchen staff’s discretion.
8. **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.
9. **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.
10. **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.
11. **Rights**: Volunteers have the right to:
    1. Work in a safe and healthy environment
    2. Be given accurate and truthful information about the organization
    3. Be engaged in accordance with equal opportunity and anti-discrimination legislation
    4. Be provided with an orientation to the organization and the volunteer position
    5. Be recognized for their work as a volunteer
    6. 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 people 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.*

1. **Dress requirements for Kitchen work**
   1. The following dress requirements are designed to protect everyone:
      1. Shoes - must completely cover and protect the feet.
      2. Pants or Skirt – must be ankle length without rips or tears.
      3. Shirts - must be long sleeves if individuals have arm hair.
      4. Not allowed: *Shorts, capris, ripped jeans, pajama pants, hospital scrubs, short skirts, open back or cropped shirts, any sleeveless top, flats, or sandals.*
2. **Covering hair** 
   1. Items to cover hair are required for all individuals entering the Kitchen, whether or not they are working with food.
   2. A hat is acceptable for short hair that is fully covered by the hat. For long hair that is not fully covered by a hat, a hair net is also required with a hat.
   3. A hair net without a hat is acceptable.
   4. Hair nets should be placed in a manner that all hair is covered
   5. Individuals with facial hair exceeding ¼ inch are required to wear a facial hairnet.
   6. Individuals with arm hair are required to wear long sleeves while preparing food.
3. **Nail hygiene**
   1. Nail polish and fake nails are prohibited for Team Members and Trainees who work regularly in the Kitchen. Nail length should be short, and nails should be clean.
   2. Volunteers with fake nails or nail polish must wear gloves at all times within the Kitchen, no exceptions. Fake nails that break through gloves will disqualify a Volunteer from working in the Kitchen.
4. **Jewelry**
   1. All wrist jewelry, including watches, must be removed unless they are able to be securely covered by a glove during work in the Kitchen.
   2. Long necklaces or earrings that can extend into food must be removed.
   3. Team Members and Trainees are allowed to wear one (1) banded ring under gloves. (This policy is standard in food service.)
5. **Handwashing** 
   1. Handwashing requires 43 seconds of scrubbing and includes fingers, hands, wrists.
   2. Handwashing must be done before entering Kitchen.
   3. Handwashing must be repeated in the Kitchen when changing tasks and/or when gloves are changed.
   4. When using the lavatory, handwashing must be done before leaving the restroom. Handwashing must be repeated again in the Community Room before entering the Kitchen.
6. **Gloves**
   1. Wearing gloves
      1. Gloves are a critical barrier to preventing the spread of bacteria and must be worn at all times when handling food. This is to protect our clients who have compromised immune systems. Policies from other Kitchens that allow for food preparation with bare hands do not apply here.
      2. Gloves must be worn when handling ice.
      3. Gloves must be worn when sanitizing tables.
      4. Gloves must be worn when handling any clean equipment, including utensils.
      5. Gloves must be worn when stacking and bagging food items.
      6. Cutting gloves must be worn when cutting vegetables unless an exception is made by the Executive Chef or Chef Manager.
   2. Changing gloves
      1. Gloves must be changed after they make contact with a radio, waste bin, floor, door or wall.
      2. Gloves must be changed after they make contact with clothing, skin, hair or body part.
      3. Gloves must be changed each time a new task is started. Examples of changing tasks include:
         * Moving from chopping vegetables to handling meat
         * Moving from scooping soups to washing vegetables
         * Moving from sanitizing a table to packaging salads
         * After doing one continuous task for 4 hrs
      4. Gloves must be changed after stepping outside Kitchen for use of a phone.
   3. Not wearing gloves
      1. Gloves are not required when placing labels on meal packages.
      2. Gloves are not required when working in the ware washing area.
      3. Gloves are not required when mopping or sweeping floors.
   4. Glove dispenser areas
      1. Glove dispensers are located throughout the Kitchen and Community Room. Please do not place cell phones, drinks or other items near glove dispenser areas. This is to prevent any transfer of bacteria to these clean items.
7. **Disposable aprons (Volunteers only)**
   1. Aprons must be worn at all times when handling food in the Kitchen.
   2. Volunteers will be provided with plastic, disposable aprons.
   3. Volunteers must remove aprons every time they leave the Kitchen.
   4. Volunteers may not enter the restroom with an apron.
   5. Volunteers working with meat must change apron before starting a new task.
8. **Cloth aprons and chef coats (Team Members and Trainees only)**
   1. Clean cloth aprons and chef coats must be worn at all times when handling food in the Kitchen by Team Members and Trainees.
   2. Team Members and Trainees will be provided with access to a clean cloth apron and chef coat on each work or training day.
   3. Aprons and chef coats must be changed when soiled.
   4. Aprons and chef coats must be removed when using the restroom. They are to be placed on the designated rack which is conveniently located outside of each restroom. If either item is worn while using the restroom, it is considered soiled.
   5. Aprons and chef coats must be removed when going outside the building. They are to be placed on the designated racks which are conveniently located in the Chef Manager’s office.
   6. During a break time or lunch, aprons must be removed. Chef coats may remain on the person, providing that the break is taken inside the building.
   7. Chef coats (and aprons) become soiled when they are left on chairs, tops of lockers, in community room or in the board room and must be changed.
   8. Smoking in a chef coat is prohibited.
   9. When ending a shift, Team Members are to return soiled chef coats and aprons to the laundry basket in Dry Storage for cleaning
   10. When ending a shift, Trainees are to return soiled chef coats to the laundry basket in Dry Storage and place soiled aprons into the washing machine. Trainees are responsible for starting the washing machine to clean aprons at the end of each shift. The evening Utility worker will move aprons to the dryer.
9. **Nametags**
   1. Nametags are part of the uniform for Team Members and Trainees. These are intended to offer helpful customer service to all working in the Kitchen.
   2. Nametags are to be placed on aprons in a visible location on the person before handwashing is completed.
10. **Phones**
    1. Phones carry significant bacteria and are not permitted in the Kitchen.
    2. Phones can be used in the Community Room, Break Room, hallway or outside.
    3. After using a phone, all Kitchen preparation requirements (except hair and beard nets) must be repeated: (1) wash hands (2) put on a clean new apron and (3) put on new gloves.
    4. Charging phones inside the Kitchen and near the handwashing/glove station that is located in the Community Room glove station is prohibited.
    5. Individuals are encouraged to charge phones before coming to work in the Kitchen. Community Servings is not responsible for any loss of a phone and strongly advises against leaving a phone charging in any public area.
    6. Volunteers or Team Members who are interested in using phone for photographs may do so with permission from the manager on duty. Anyone who uses the phone for photographs and who then returns to Kitchen work must follow the handwashing protocols after using the phone.
11. **Eating and drinking in the Kitchen** 
    1. The Kitchen is designed for food preparation only. Please do not eat or drink in the Kitchen. Chewing gum, candy and/or cough drops are also not permitted while in the Kitchen.
    2. Break time is intended to provide an opportunity for eating and drinking outside the Kitchen. Individuals who may have special hydration needs due to a medical condition should discuss this need with a Supervisor at the start of employment or training.
    3. Volunteers and Trainees are welcome to enjoy food and drink in the Community Room.
    4. Team Members are welcome to enjoy food and drink in the office areas, Break Room and Community Room.
    5. Kitchen Team Members and Trainees may taste food as needed during the recipe preparation using a disposable utensil.
    6. Food presentations and lunch
       1. Food that is provided for Trainee presentation or lunch may be plated in the Kitchen but must be enjoyed outside the Kitchen.
       2. Plates and utensils that have already been used for a helping cannot be used again for a second helping. Return the used items to warewashing and obtain clean items for the additional helping. (Please consider other and be sure that all Team Members and Volunteers have been served before taking a second portion.)
12. **Storing food and drinks in the Kitchen** 
    1. The Kitchen is not intended to store personal food or drinks. Personal food or drinks cannot be stored in the Kitchen, including refrigerators, freezers or any cold storage.
    2. Personal food or drinks, including tumblers, cannot be left unattended in the Community Room or board room on tables, counters, etc.
    3. Volunteer and Trainee food and drink storage
       1. Volunteers and Trainees may store personal food and drinks inside their locker or in the refrigerator located in the Community Room. All items must be removed from both areas at the end of the day. Items left overnight will be disposed of the next day as we have many people who use this amenity.
       2. Volunteers who store drinks in a locker or in a refrigerator must have a tightly sealed cover that is leak-proof.
    4. Employee food and drink storage
       1. Team Members may keep personal food in a locker, desk area or inside the break room refrigerator.
       2. All food items in the break room fridge must be labeled with the date. Items more than 3 days old will be tossed.
       3. Team Members who store drinks in a locker or in a refrigerator must have a tightly sealed cover that is leak-proof.
13. **Sneezing and coughing**
    1. Anyone sneezing, coughing, or showing signs of any communicable illness is not permitted in the Kitchen.
    2. Sneezing during a work task creates a food hazard. Food in the area must be disposed. Equipment must be placed in warewashing and the area must be cleaned with Sanitizer. Handwashing must be repeated, and the apron and gloves must be replaced before proceeding with the task.
14. **Dropped or spilled food**
    1. Prepped food or food items that are dropped on floor must be picked up and thrown away. The affected area must be cleaned.
    2. Spills must be mopped or wiped up immediately. If floor is wet and slippery, place a yellow caution sign in that area.
    3. The Supervisor or Utility Team Member should be contacted for help if there are any concerns about the process for safety or cleaning.

**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 12:45 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.

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.

*If you would like to opt out of our media release, please see the Volunteer Department.*

1. **USE OF FACILITY**

**4.1 Parking**

If you drive to Community Servings we have parking available on a first come first served basis. Our main parking lot is located in front of our building on Marbury Terrace, our overflow lot is right above the main lot next to the green house 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.

**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 begin 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 this refrigerator to store your perishable foods, do not store food of any sort the glove table or in bag bins. 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.

**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.

**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.

* 1. **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. If you are going outside to smoke, you must first discard your apron and gloves.

1. **VOLUNTEER DEPARTMENT**

**5.1 Who we are**

**Manager of Volunteer Services:**

Alexandra Fioretti

[afioretti@servings.org](mailto:afioretti@servings.org)

617-522-7777 x 228

**Volunteer Coordinator:**

Taylor Stevens

[tstevens@servings.org](mailto:tstevens@servings.org)

617-522-7777 x 227

**5.2 Hours of Operation**

The Volunteer office is open:

Monday 8:00 AM – 5:00 PM

Tuesdays 8:00 AM- 5:00 PM

Wednesdays 9:00 AM – 7:00 PM

Thursdays 8:00 AM – 5:00 PM

Fridays 8:00 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 two days 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 three 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.

If you would like a letter documenting your hours, please contact the Volunteer Department at least a day prior to when you need the letter. Please provide us with any specific information you would like included in your letter.

**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.

**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.

1. **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 three times per year. When these dates occur, we will post signage and alert volunteers that we are closed for volunteering. If we need to close due to snow, we will alert schedule volunteers as soon as the agency makes the decision.

1. **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.