



COMMUNITY
SERVINGS
FOOD HEALS

Volunteer Handbook

Updated June 2026

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. COMMUNITY SERVINGS

1.1. Mission and Vision Statements

Our mission is to actively engage the community to provide scratch-made **medically tailored meals**¹ to individuals and their families experiencing **critical or chronic illness** and nutrition insecurity. We commit, in all our programs and business practices, to prioritize racial and economic justice and health equity.

Community Servings envisions a world in which everyone has access to the nutritious food they need for health and wellbeing as a fundamental right.

1.2. History and Evolution

Community Servings was **founded in 1990** by a diverse coalition of activists, faith groups, and community organizations to provide home-delivered, hot meals to around 30 individuals living with HIV/AIDS in the Roxbury and Dorchester neighborhoods of Boston. A lesser-known challenge in the early years of the HIV/AIDS crisis—before the invention and wide availability of the antiretroviral therapies (ART) we know today—was that many individuals living with the virus were suffering and even dying from significant weight loss and malnutrition known as AIDS Wasting Syndrome². Our meals in those early years were designed not just to meet calorie needs but to be delicious and inviting for people whose appetites were poor as a result of the disease. We have been a **federal 501(c)(3) tax-exempt nonprofit**³ since 1992 and maintain Commonwealth of Massachusetts tax exemption status as well.

Over the past 35+ years, Community Servings has evolved from the small neighborhood meals initiative described above to a regional program **serving over 1.2 million medically tailored meals and providing nutrition education each year** to thousands of individuals throughout Massachusetts and Rhode Island. In 2012, we became a **founding member of the national Food Is Medicine Coalition (FIMC)** of nonprofit organizations whose goal is to advance access to medically tailored food interventions through policy change, research and evaluation, and best practices. We also offer a **food service and job skills training program** to hundreds of individuals looking to improve their career prospects through work in restaurants and hospitality; offer accredited **culinary medicine** courses to medical,

¹ “Medically tailored meals (MTMs) are fully prepared meals that are typically provided to patients with complex medical conditions who are unable to shop and prepare meals on their own... MTMs are tailored by a Registered Dietitian Nutritionist (RDN) to meet the medical and dietary needs of the patient. Some MTM programs have been shown to improve health outcomes and lower health-related costs.” Office of Disease Prevention and Health Promotion – U.S. Department of Health and Human Services. *Food Is Medicine Intervention Components* [website]. (September 12, 2024). <https://odphp.health.gov/foodismedicine/understanding-food-medicine/types-interventions>.

² International Association of Providers of AIDS Care (IAPAC). (July, 2025). *Wasting Syndrome, Weight Gain and HIV*. <https://www.iapac.org/fact-sheet/wasting-syndrome/>.

³ EIN: 22-3154028

dental, and nutrition students; and conduct **research, policy and advocacy** work to educate and build broad-based support for the proven benefits⁴ of tailored nutrition, groceries, and meals as a medical intervention to improve dietary quality, support mental health, and reduce hospital admissions through our [AMPL Institute](#).

1.3. Who We Are Now

Today, the **individuals and families we serve—our “clients”—are living with many illnesses** significant enough that they are unable to either shop or cook for themselves. A majority are also **living with poverty and food insecurity**. The conditions we provide medically tailored support for include diabetes, cancer, heart disease, kidney disease, high risk pregnancies, and many other life-threatening illnesses in addition to continuing to serve those living with HIV/AIDS. Our AMPL Institute is continually identifying new populations and conditions Community Servings might one day support.

To meet the needs of our **2,000+ medically tailored meals clients each week**, we welcome hundreds of volunteers into our Jamaica Plain commercial kitchen and Mansfield packaging and distribution center. We also proudly partner with growers and producers through a **local foods initiative** so we can serve our clients fresh, high-quality ingredients in their meals while supporting sustainability and the regional economy. To fund our operations, Community Servings works with insurance payer partners and a **diverse cross-section of community, corporate, philanthropic, and individual supporters** through fundraising events and networking.

2. VOLUNTEER OPPORTUNITIES

Community Servings hosts volunteers aged 13 years and above in both locations Monday–Friday year-round except for certain federal and state holidays (Appendix A [I]). All shifts in our Jamaica Plain commercial kitchen and Mansfield packaging and distribution facility are operated on a set schedule and open to individuals and groups.

Under the supervision of our Culinary, Packaging and Volunteer Services staff, most volunteers work on **production-line style activities**. With few exceptions, these activities must be completed standing and require lifting and moving objects which may weigh in excess of 10 pounds. Other volunteer opportunities are available outside the kitchen and packaging areas,

⁴ Berkowitz, S. et al (April, 2019). *Medically Tailored Meals & Healthcare Utilization* [White Paper]. Robert Wood Johnson Foundation; Community Servings. https://www.servings.org/wp-content/uploads/2019/04/RWJF_Community-Servings-White-Paper-2019_SP_web.pdf.

including options for seated work, shorter shifts, seasonal and annual special shifts, meal delivery, and community room activities. We host All Ability⁵ volunteers at both locations.

All volunteer or their parent or guardian if under 18 years of age must complete a **Volunteer Agreement and Waiver** before participating in their first shift ([3.2.1](#); Appendix C [V]).

2.1. Individuals

2.1.1. Production Line Volunteering:

Volunteers in Jamaica Plain work alongside our staff to **prepare ingredients, portion meals and side dishes, and pack meal bags** in our commercial kitchen. Shifts are offered from 9:00 a.m. – 12:00 p.m., 1:00 p.m. – 4:00 p.m., and 4:00 p.m. – 7:00 p.m. Only volunteers 18 years and older are permitted to work in the ingredient preparation area (aka “Production”) because of knife and machinery use polities.

At the Mansfield facility volunteers help **stack and pack meals into complete meal bags and boxes**. Shifts are offered from 9:00 a.m. – 11:30 a.m. or 12:00 p.m. and from 1:00 p.m. – 4:00 p.m. Depending on production needs, we may or may not offer shifts in Mansfield on Friday afternoons.

The first step for joining us in either location is to **register for a specific shift** on our website⁶ (individuals) or through the Volunteer Services team⁷ (groups). Orientation and sanitation measures take place at the beginning of each shift and last 15-20 minutes consisting of a video organizational history and orientation, Q&A with staff, and stops along the main wash station before entering the production-line areas. No prior experience working in a commercial kitchen is necessary.

2.1.2. Meal Delivery:

Delivery Volunteers must be 18 years old or above, have a valid driver’s license, and their own insured vehicle. Community Servings offers **delivery opportunities on either a recurring basis or during annual pre-holiday dates** in November and December. While volunteers may deliver on their own, we recommend delivering in pairs to help with safe navigation and live-parking situations. Volunteers may also bring other passengers, including children, along on delivery routes; however, only volunteers who have completed our **trainings and background checks** (as applicable) are permitted to

⁵ We consider an All Ability volunteer to be any individual (or group of volunteers) likely to require additional planning, preparation, staff support and supervision during a shift, or accommodation to participate safely and effectively because of physical, cognitive, or social-emotional considerations.

⁶ <https://www.servings.org/volunteer-individuals/>

⁷ volunteer@servings.org; 617-522-7777 option #5

access client information or interact directly with clients for privacy and confidentiality reasons.

2.1.2.1. Recurring Drivers:

To become a delivery volunteer, **we ask individuals to commit to 3 or more months in a row of weekly or bi-weekly deliveries** so our clients can get to know them. Our Delivery Services team will do their best to ensure a relatively consistent route week-over-week even as our client roster changes regularly.

Volunteers interested in a recurring schedule will need to complete additional training and background/record check requirements dictated by our Food Is Medicine Coalition (FIMC) accreditation standards and Community Servings' insurer. Reminders regarding policies and resubmission of forms must also take place on set schedules. These include **Health Insurance Portability and Accountability Act (HIPAA)**⁸ training and acknowledgement (quarterly training reminders; acknowledgement once before starting a schedule), Massachusetts **Criminal Offender Record Information (CORI)**⁹ and **Sex Offender Registry Information (SORI)**¹⁰ background checks (once prior to starting a schedule), a **Motor Vehicle Record (MVR)**¹¹ check and proof of **valid driver's license** (semi-annually), and **proof of vehicle insurance liability coverage** of at least \$100,000 per person as noted on the volunteer's insurance rider (annually). The checks will be conducted by a designated member of the Administration or Human Resources departments via Mass.gov online portals or a qualified third-party company. Detailed findings will be kept confidential; only a response to the Volunteer Services and/or Delivery teams with a pass/fail or determination of eligibility for volunteer delivery driving will be shared.

⁸ The Health Insurance Portability and Accountability Act (HIPAA) of 1996 establishes federal standards protecting sensitive health information from disclosure without patient's consent. The US Department of Health and Human Services issued the HIPAA Privacy Rule to implement HIPAA requirements. The HIPAA Security Rule protects specific information covered by the Privacy Rule. (<https://www.cdc.gov/phlp/php/resources/health-insurance-portability-and-accountability-act-of-1996-hipaa.html>)

⁹ A name-based criminal record check (CORI) returns information on available Massachusetts arraignments. This type of criminal record check is done by submitting the name and date of birth for a person. That information is then searched against Massachusetts court records to determine if there is a possible record for that person. This type of criminal record check contains only Massachusetts information and is not fingerprint supported. (<https://www.mass.gov/massachusetts-criminal-offender-record-information-cori>)

¹⁰ Full name and birthdate are submitted to the Massachusetts Electronic Sex Offender Registry Information (ESORI) portal. "Information about an offender shall be made available pursuant to [M.G.L. Chapter 6, Section 178I] only if the offender is a sex offender who has been finally classified by the Board as a level 2 or level 3 sex offender whose information may lawfully be made available by the Board... ESORI results are based on matching the information provided by the requestor to information as it appears in the ESORI database." (<https://sorb.chs.state.ma.us/esori-portal/>)

¹¹ This check allows us to determine whether the prospective volunteer has a valid driver's license or any accidents, suspensions, or other violations which may impact their ability to deliver meals on behalf of Community Servings.

Delivery shifts typically begin at 8:00 a.m. and last about 2 hours unless otherwise agreed upon in advance. All deliveries need to be completed by early afternoon. Bags from unsuccessful deliveries should be returned to Community Servings with any information about the disconnect which may help our Delivery and Client Services teams reattempt delivery or reach the client the following week. As of 2026, we are only offering regular delivery shifts to volunteers departing from Jamaica Plain.

2.1.2.2. Holiday Drivers:

Community Servings also organizes special one-time holiday delivery volunteer shifts **before Thanksgiving and the Winter holidays each year** for a few dozen individuals hoping to connect directly with our clients but who are unable to make a regular commitment. HIPAA training and acknowledgement are required for holiday drivers once per season. These opportunities are available departing from both Jamaica Plain and Mansfield and are **released to the public in the Fall** each year on our website or through email outreach.

2.1.3. Other Individual Volunteer Opportunities:

Community Servings occasionally has other needs or projects for which we welcome volunteer support. From Spring through Fall a handful of mostly regular volunteers help plant, maintain, and harvest from our **Jamaica Plain cooking garden**. Other teams such as our **Teaching Kitchen** program, **AMPL Institute**, or **Nutrition** department will let the Volunteer Services team know when they have need for volunteers. More information about Special Event volunteering, open to individuals and groups, follows below (2.3).

2.1.4. All Ability Individuals:

Please let the Volunteer Services team know how we might best accommodate your unique needs. Owing to the nature of our production areas at both locations, we cannot guarantee a safe space to meet all volunteers' needs, but we will do our best. For volunteers needing **seated activities** in particular, we have regular need for meal bag labeling with delivery route and dietary information, which can be done in our community rooms. In our Jamaica Plain kitchen, we can occasionally accommodate seated volunteer work or activities for visually impaired individuals with advance planning (currently this is not an option in Mansfield).

2.2. Groups

Community Servings' volunteer opportunities are excellent for team-building and service outings. Every day we coordinate and host volunteer groups at both of our locations across a range of missions, industries, and affinities. We welcome **community groups** (e.g.

schools, municipal/government agencies, religious and service organizations, as well as other nonprofits) and **corporate groups** during all shifts with sufficient capacity.

In our commercial kitchen and packaging and distribution center, **group members work alongside other volunteers** on the same types of activities and on the same schedule described above for individuals (2.1.1).

We recommend that groups of fewer than 5 volunteers sign up as individuals then let the Volunteer Services team know what company to associate with their profiles. For **groups of 5 or more, please contact the Volunteer Services team** by phone (617-522-7777 option #5) or email (volunteer@servings.org).

2.2.1. Associated Cost and Waivers:

There is no associated cost for community groups to volunteer.

For corporate groups, we invoice a **required donation** (\$75/volunteer as of 2026) after the shift. This donation—equivalent to 2 weeks' worth of meals for a client—deepens the impact of group volunteering by offsetting some of the cost of the staff and infrastructure necessary to host large volunteer groups.

The required donation is waived for a subset of corporate groups which **sponsor our fundraising events** or with whom we have **another form of partnership**. To learn more about the types of sponsorship arrangements which would exempt an organization from the required donation, Volunteer Services can connect an appropriate corporate representative with our **Development team**.

2.2.2. Group Sizes and Logistics:

Our maximum group size in Jamaica Plain is **20 volunteers** during morning and afternoon shifts and **10 volunteers** for the evenings. While we do our best to place larger groups all in the same area to work on the same activity in the kitchen, we cannot guarantee this.

At our Mansfield facility, which is newer and currently serves fewer clients than Jamaica Plain, our group maximum is **4-5 volunteers** depending on the shift.

Group point people will receive an initial **booking confirmation** at the time a shift is settled upon, followed by a **reconfirmation email** about a week in advance of the shift to double-check headcount and share important information for participation. All group members are expected to **arrive on time or up to 15 minutes early** for the shift so we can orient and prepare everyone at the same time. Group members arriving more than 15 minutes after the start of a shift may not be placed with the rest of their team or in

the kitchen or packaging areas at all depending on lateness and what activities are already underway.

2.2.3. Publicity:

We will also do our best to accommodate requests regarding **photos or video and promotional statements** (internal and public) to make group shifts an impactful experience even after everyone departs. Community Servings also likes to share photos and stories about our group volunteers throughout the year online, in print, and across our network of supporters and the public, so our Volunteer Services and Communications teams may inquire about this before, during, or after a shift.

2.2.4. All Ability Groups:

Community Servings welcomes youth and adult All Ability groups at both locations. In order to **plan for a safe and productive experience** for group members, staff, and other volunteers, we ask that group leadership let us know that members have additional needs as soon as scheduling begins. In some cases, the Volunteer Services team may request an **introductory meeting and/or tour** (with or without All Ability program members) in advance of scheduling an initial shift. This allows us to consider and collaborate on **matching comfort and ability levels with specific activities** and our general environment (our spaces can be loud and fast-paced, and contain a lot of large, heavy and sometimes sharp equipment).

If working alongside other volunteers on production lines is likely to be challenging for either group members or our staff, we offer **Community Room activities** like bag building, bag decorating and card-making, and box building and breakdown (Mansfield only). All Ability group members must also be supervised at a ratio of 3:1 with their own program staff. Community Servings staff members are not trained to handle certain needs specific to each group or its members; they are also responsible for all other volunteers working on a production line and cannot reliably shift their attention to adequately address unusual situations.

2.3. Special Events

2.3.1. Pie in the Sky:

This is our longest-running annual fundraiser taking place each Fall. It concludes 2-3 days before Thanksgiving. Bakeries and kitchens all around Boston bake and donate thousands of pies that are sold and purchased by Community Servings supporters – **participation in our bake-sale is open to all members of the public**, regardless of past donation or volunteer history. Each \$35 pie purchased provides a full week of nourishing meals to our clients.

Pie sellers and buyers are welcomed throughout the roughly 2 months leading up to the final day of the fundraiser. **Special volunteer shifts** are offered during the final month and on pie distribution day. A few volunteer shifts are onsite at Community Servings facilities but most are offsite, for example at “Pie Central” (Boston Convention and Exhibition Center) for quality assessment and sorting or at various distribution locations. Some shifts are primarily driving to get labeled pie boxes or pies to and from bakers and distribution sites. All opportunities to get involved with Pie in the Sky are posted in late September or early October on the dedicated event website: pieinthesky.org.

2.3.1. *LifeSavor*:

This is our annual **Spring fundraising gala** comprising a cocktail reception with raffle and auction followed by seated dinners around Boston. All guests who purchase tickets are welcome to the **reception, raffle and auction**. Individuals or groups who purchase tickets or tables at higher levels of sponsorship are able to attend the **dinner at one of dozens of partner restaurants** which generously donate their space, cuisine, and service each year so that all of the proceeds of ticket and table sales go to Community Servings.

Dedicated volunteers are offered the opportunity each year to join our **LifeSavor planning committee** starting about 3 months ahead of the event date. Outreach is conducted directly by our **Events team**. Responsibilities include event planning and solicitation of items and services for the raffle and auction. These volunteers also get first choice of **event-day volunteer activities** before release to our broader volunteer pool.

On the day of the event, volunteers help our Events team ferry supplies to the reception site, set up the space, greet guests and take photos, oversee the raffle and auction areas, breakdown the space, and sometimes drive Community Servings leadership to partnering restaurants to thank guests. These volunteer shifts are typically released a few weeks in advance of the event date and are posted on its webpage: servings.org/LifeSavor.

3. POLICIES AND PROCEDURES

3.1. **Volunteer Conduct**

3.1.1. Harassment:

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.

3.1.2. Lateness and Cancellation:

We rely on our volunteers every day to meet production needs for our clients and, as such, we ask that you **call in your estimated time of** arrival to the Volunteer Services team or receptionist if you or your group is running late. Per Section 2.2.2, group members arriving more than 15 minutes past the start of a shift may not be placed with the rest of their team. Any volunteer **arriving more than 30 minutes late** may be asked to return on another date.

Please give the Volunteer Services team **as much notice as possible for cancellations**. Individuals should use their Volunteer Personal Site¹² portal link to cancel or call our team or the receptionist (email review may be delayed so calls are preferred); 2 days or more is appreciated. For groups, please respond promptly to our reconfirmation email for cancellations or significant reductions in headcount; **it takes us between a week to a month to backfill cancelled group spots** depending on group size and time of year.

3.1.3. Incident Reporting:

We strive to maintain a work environment that is 100% safe for all volunteers. In order to protect your safety and the safety of others around you, **all accidents or injuries must be reported immediately** to the Volunteer Services team or the most senior kitchen staff member on duty. An report will be filled out as soon as possible following the incident and shared with senior leadership for record-keeping. If it is the opinion of the Manager of Volunteer Services or other management that the volunteer should go to the hospital or a doctor's office, liability issues prevent staff members from transporting the injured or sick party; **we will call paramedics or emergency services based on the perceived level of seriousness**. Community Servings is not liable if a sick or injured volunteer chooses to depart our facility unassisted and/or without assessment by paramedics and experiences further complications to their health which may have been prevented.

¹² These are generated for all individual volunteers after registering for their first shift and sent via email. Volunteers should use this link to schedule all subsequent shifts. Volunteer Personal Sites also allow volunteers to track their service hours, compare their hours achievement to other volunteers, cancel upcoming shifts, view schedule history, add activity preferences, and update contact information.

3.1.4. Prohibited Substances:

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.

3.1.5. Participation:

Volunteers should not sit out of a shift due to the **dislike of a certain task or setting**. If a volunteer does not want to participate in the activity to which they were assigned at the start of their shift they should check in with Volunteer Services or kitchen staff to determine whether an alternative activity is available. If there is nothing else to do besides the task at hand, volunteers are expected to continue with the assigned task to the best of their ability, even if it may be undesirable. We cannot honor hours for sitting out due or leaving early to an undesirable task.

3.1.6. 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. **Dismissal is at the discretion of the Manager of Volunteer Services, Culinary or Packaging Managers, Senior Director of Programs, or other leadership.** No volunteer will be terminated without an opportunity to discuss the reasons for their dismissal with the Manager of Volunteer Services or the Senior Director of Programs. Volunteer Coordinators or other staff may also ask a volunteer to leave immediately if they believe their behavior is a safety hazard.

3.2. General Volunteer Policies and Procedures

3.2.1. Insurance:

Volunteers are not covered under Worker's Compensation Insurance and must fill out a **Volunteer Agreement and Waiver** (Appendix C [V]) which includes a Liability Release, Privacy & Confidentiality Policy, Harassment Policy, and Media Release & Authorization before beginning as a volunteer. Volunteers must use their own medical insurance if a medical situation occurs. Volunteers who are under 18 years old ("**youth volunteers**") must have the waiver signed by a parent or guardian. For safety reasons, youth volunteers are not permitted to work in the production area of the main Jamaica Plain kitchen.

3.2.2. Reimbursement:

Community Servings does not reimburse for costs associated with volunteering, except under special circumstances and agreed upon in advance with management. This includes, but is not limited to, transportation or parking costs, meal costs, lost items, etc. Items remaining in the **lost-and-found** may be discarded or donated if they are not claimed or collected within 3 months.

3.2.3. Disabled Volunteers:

Our buildings are handicapped accessible. However, both our commercial kitchen in Jamaica Plain and packaging space in Mansfield present many **safety hazards** that may make it unadvisable as a workspace for some handicapped volunteers (e.g. heavy equipment, machinery, sharp objects, significant background noise). If a handicapped volunteer is interested in volunteering, all reasonable accommodations will be made. For more information specific to All Ability individuals or groups, refer to Sections [2.1.6](#) and [2.2.4](#).

3.2.4. Court Ordered and Benefit-related Volunteering:

If you wish to fulfill your court-ordered service hours or those required to receive a state or federal benefit at Community Servings, you must communicate with the Volunteer Services team in advance of your first shift to **review any paperwork our team is expected to complete** on your behalf and ensure that our shift structure and near-term capacity are an appropriate match with your service requirements. We cannot guarantee a minimum number of service hours within any given period of time.

Volunteers are expected to **sign up for shifts and manage schedules independently** unless they are unable to use our website or their Volunteer Personal Site portal. We cannot guarantee makeup shift availability same-day or even within the same week for missed or cancelled shifts; all sign-up opportunities are on a first-come-first-served basis through our website or working with the Volunteer Services team by phone. Please also **let our team know at least 2 business days before you need hours verification letters** or other paperwork to be completed/signed so we have time to delegate to the appropriate team member and complete by the deadline. We are not responsible for the consequences of paperwork not submitted on time to court or benefit authorities or insufficient hours completed within the required timeframe.

3.2.5. Tracking Volunteer Hours:

Volunteer **hours are tracked electronically** by our Salesforce system down to the 100th of an hour based on when an individual volunteer signs in and out of their shift on our tablets. For example, timestamps indicating attendance from 9:10 a.m. until 11:55 a.m.

for our morning shift will be calculated at 2.75 hours, *not* 3.0 hours even though the shift schedule is from 9:00 a.m. until 12:00 p.m.

Group members are automatically given 3.0 hours of volunteer credit for each shift they sign in for. Group members must also complete the Volunteer Agreement and Waiver (this doubles as a sign-in) and attend orientation before each group shift, regardless of prior volunteer experience.

Volunteers for **special events and other activities outside of the kitchen or packaging areas** may also be given a pre-determined number of volunteer hours. In some cases, adding volunteers' hours into our system must be completed manually by staff retroactive to the shift; your patience is appreciated until those hours appear in your Volunteer Personal Site.

Volunteers who are doing community service for school credit, SNAP benefits, or court-mandated service should **take extra care to sign in and out for each shift** and contact the Volunteer Services team as soon as possible if you notice a discrepancy in your Volunteer Personal Site portal. We can correct mistakes arising from technical glitches or occasionally as a courtesy for a forgotten timestamp. However, if our team members no longer recall a specific volunteer's time in and out, we will not make retroactive adjustments. If our staff are aware of **significant time spent away from volunteer activities** during a shift, we also reserve the option to revise volunteer hours downward regardless of timestamps. Hours not recorded in Salesforce will not appear on hours verification letters and our staff will not attest to them on any other form of documentation.

3.2.6. Arrival and Orientation:

We suggest **arriving at least 5, but not more than 15 minutes before the official shift start time** to allow time to sign in, situate or lock belongings, and make any necessary adjustments to clothing or jewelry.

Orientations take place at the start of each shift at either location whenever there are new and/or group volunteers. Any volunteer who has been absent from Community Servings for over 6 months must attend orientation again in case of updates to policies, procedures, or food safety requirements. **The orientation videos are followed by an opportunity for Q&A with staff and a guided walk through the main wash stations before entering production spaces.** The entire process takes 10-20 minutes depending on location, volunteer numbers, and other day-of factors.

3.2.7. Activity Assignment:

Each shift's **volunteer activities are determined by production needs** for the day. Volunteer placement across activities is done following discussion between the

Volunteer Services and kitchen staff to best meet those needs. We also make best efforts to keep groups together. Volunteers' activity preferences, as noted in their Volunteer Personal Site, will be honored in most cases but we cannot guarantee preferred placement for every shift. If production needs change over the course of a shift as determined by Culinary or Packaging managers, we may need to move you to a new activity or area.

In Jamaica Plain, volunteer nametags are placed on the welcome table next to a **production area or activity label** designating where they will be working. Nametags may also be color-coded corresponding to the 3 main areas of the kitchen. Volunteers unsure of their assignment must check in with a team member before proceeding into the production areas.

3.2.8. Breaks:

Volunteers are allowed **one 10-minute break every 3 hours of service** and are welcome to water, coffee, or tea in our Community Rooms. Any need for longer breaks should be requested in advance. Volunteers can take breaks in Community Rooms, hallways, patio, or outside spaces. Other areas of the facilities are off limits without an accompanying staff member.

Volunteers in Jamaica Plain participating in both morning and afternoon shifts or with 500+ hours of volunteer service may enjoy staff lunch with us in the community room.

See Section [4.8](#) for our Smoking and Vaping policy.

3.2.9. 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 about anything other than personal experiences and opinions, lobbying efforts with other organizations, collaborations or joint initiatives, etc.

If you do share publicly about a positive experience with our organization, for example on social media, please share it with our Volunteer Services or Communications teams. If you have a negative experience at Community Servings, we would appreciate the opportunity to discuss and, if possible, rectify the situation before sharing about it publicly or leaving a negative online review. We will **never punish or seek reprisal against volunteers** who bring concerns or negative experiences to our attention.

3.2.10. Suggestions and Feedback:

Volunteers are essential to Community Servings' mission, so we strive for continuous improvement in all our interactions with volunteers. To this end, **we welcome all feedback and open communication** with individual and group volunteers, or group volunteers' coordinators, support staff, and leadership. Suggestion boxes are available at both locations for anonymous feedback. We also conduct an annual **Volunteer Experience Survey** in August or September as part of our Food Is Medicine Coalition accreditation.

3.2.11. Resignation and "No-Shows":

Volunteers may opt not to return to volunteering with us at any time, even after signing up for a recurring schedule. For volunteers managing their own schedule on an ad hoc basis, please cancel all future shifts via your Volunteer Personal Site. Regular volunteers for whom we have created a **recurring shift schedule should contact us directly** to tell us you will no longer be an "active" volunteer *before* your last day.

Volunteers who sign themselves up for multiple shifts but **do not arrive as expected and without advance notice ("no-show")** for more than 2 successive shifts may be removed from future shifts by our team. Any regular volunteer who is on the schedule but no-shows for 4 successive weeks without notice us will be informed by email that their shift recurrence is being cancelled and that we may not be able to return you to a prior shift schedule following protracted absence.

3.2.12. Identification:

All volunteers and guests in Community Servings facilities must sign in at the reception desk or as volunteers on the sign-in tablets. After sign-in, guests must be accompanied by a staff member at all times and **volunteers are required to wear identification** (name tag or name badge) for the duration of their time onsite, while delivering to clients, or at a special event. Staff are identifiable by their plastic name badges, which include titles.

Volunteers' nametags will be **preprinted for individuals** who registered for a shift and some group members who complete their Volunteer Agreement and Waiver at least 24 hours in advance. **All other volunteers should write out a nametag** at the welcome table with their first name and surname initial(s). Including organization name and/or preferred pronouns is welcomed but optional. Nametags should be placed on the shoulder or upper arm to be visible after donning an apron.

3.2.13. Phones and Smart Watches:

Mobile phones and smart watches tend to carry significant amounts of bacteria, including infectious germs that may compromise the health of our clients. **Anyone**

working in the kitchen or packaging areas is prohibited from using smart devices while participating volunteer activities. As a courtesy to everyone, please also **set them to silent**. If you store your phone or watch in a locker, please ensure it locks properly. Community Servings is not responsible for lost or missing property.

If you need to interact with your phone or watch during a shift, **please check in with staff about a good time to step away** from your task per the break guidelines above (3.2.8). Before re-entering the kitchen or packaging area and resuming an activity **we require you to rewash hands and put on a fresh apron and gloves** (Jamaica Plain only).

Volunteers or group leaders who are interested in **taking photos or video of teammates** may do so with permission from a manager. We ask that you confine the photography to one or two brief windows during the shift to minimize disruption to staff and other volunteers. As above, before rejoining an activity all of the sanitation steps must be completed.

Individuals are encouraged to charge phones before coming to volunteer. We have charging cords in the volunteer orientation spaces and the Jamaica Plain community room, but **Community Servings strongly advises against leaving phones unattended** in any public area.

3.2.14. Outside Food and Drink:

No personal food or drink is permitted in the kitchen or packaging areas, including water bottles. This is essential to protect the integrity of our kitchen and meals as being produced in a peanut, tree nut, pork, and shellfish-free facility. You can store these in lockers or the community room refrigerators instead. Please do not leave water bottles or coffee tumblers unattended in public areas, and ensure lids are fitted securely when inside of lockers. We will discard any perishables, reusable containers included, and disposable drink containers at the end of each day. Bottles and tumblers will be held for 1 week.

3.2.15. Rights:

Volunteers have the right to:

- I. Work in a safe and healthy environment.
- II. Be given accurate and truthful information about the organization.
- III. Be engaged in accordance with equal opportunity and anti-discrimination legislation.
- IV. Be provided with an orientation to the organization and the volunteer position.

- V. Be recognized for their work as a volunteer.
- VI. Feel comfortable and free of inappropriate or unlawful interference from others.

3.3. Safety and Sanitation

While cleanliness and safety are important in any kitchen, **we must be especially cautious at Community Servings**. Common illnesses like cold, flu, or COVID-19 might put otherwise healthy people out of commission for a couple or a few days. For people battling a serious illness, however, everyday bugs and germs can cause serious health complications and even death. Our kitchen and packaging areas are also **peanut, tree nut, pork, and shellfish-free** in order to meet the needs of a wide variety of clients with allergy and religious restrictions. Our kitchen, packaging, and van guidelines are the result of many years of making volunteer and client safety an absolute priority.

All volunteers working on production activities at Community Servings must adhere to the following policies at all times. Additional guidance on when to apply core safety and sanitation steps are covered in Appendix B (II).

Any volunteer not in compliance with these measures **may be asked to leave the kitchen or packaging areas immediately** by members of the Culinary, Packaging, or Volunteer Services staff. If this occurs, we cannot guarantee availability of another task outside of these areas, and will not provide volunteer hours credit for missed or abbreviated shifts resulting from non-compliance.

3.3.1. Dress Code:

The following clothing is required for all in-kitchen or packaging activities at both locations. These requirements are designed to protect everyone.

- **Shoes:** must completely enclose the foot from toe to heel and have soles with some grip
- **Pants or Skirts:** must be ankle length without rips or tears
- **Shirts:** must be long-sleeved, cover the midriff and shoulders, without rips or tears

NOT ALLOWED: *Shorts, capris, ripped jeans, pajama pants, hospital scrubs, short skirts, open back or cropped shirts, any sleeveless top, flats, sandals, high-heels, or shoes with no traction on the sole (e.g. many dress shoes).*

3.3.2. "Gearing Up":

This means donning the following items, which Community Servings provides onsite at the main wash stations, as applicable based on location and individual volunteer.

- **Hat or hairnet:** all head hair must be completely contained *
- **Beard-net ***
- **Apron** (not required in Mansfield)
- **Disposable gloves** (not required in Mansfield)

** Applies to all head or facial hair longer than ¼ inch*

3.3.3. Handwashing:

Handwashing is scrubbing your hands (palms, back of hands, between fingers, and under fingernails) with soap for **at least 30 seconds** followed by fully rinsing the soap off and drying hands with paper towels. Repeating handwashing and putting on a fresh disposable apron and gloves is required in a number of situations described herein, including any time a volunteer is returning to the kitchen or production areas after using the restroom, eating, drinking, taking breaks in the Community Room, or going outside to smoke.

3.3.4. Knife Use:

Volunteers in Jamaica Plain must use **cutting gloves** covered by an additional disposable glove for all knife use. As noted above, **knife use is not permitted by volunteers under 18 years of age (3.3.4)**. When walking with knives or other sharp objects, they should always be pointed downward, and you should announce yourself audibly when walking behind other staff or volunteers or moving around corners. Please also announce yourself when passing behind other people using knives or other sharp objects and machinery. There is a separate bin with a sign above it at the dish room window for knives.

3.3.5. Alternative Head Coverings:

Items to cover hair are required for all individuals entering the commercial kitchen in Jamaica Plain, regardless of whether they are working with food. As noted above, hairnets and beard-nets are provided onsite. However, some alternative head coverings are permitted. **Religious head coverings may be worn** as long as all hair over ¼ inch is fully contained. **Hairnets must be worn underneath or on top of hats or head coverings** which do not fully contain hair. We stock extra-large hairnets and hair elastics to help

ensure hair is contained. **Hoods on sweatshirts or jackets do not meet this requirement** and should be kept down in kitchen and packaging areas.

The same requirements apply to volunteers working in the Mansfield packaging and distribution center *except* that **volunteers with hair under 1 inch** may wear an athletic cap, “beanie”, or snug bandana without a hairnet underneath.

Hair nets should always be placed in a manner that captures all hair, including around the ears and at the nape of the neck.

3.3.6. Nail Hygiene:

Long or artificial fingernails should be carefully cleaned underneath and around each nail at the wash station before entering the kitchen or packaging areas. The Volunteer Services, Culinary or Packaging staff may also request that volunteers switch activities, production areas, or leave the kitchen entirely if the volunteer’s fingernails appear to pose a risk of puncturing the disposable gloves or may cause a safety hazard during a specific activity.

3.3.7. Jewelry:

All necklaces, earrings, bracelets, and watches must be removed unless they are able to be covered by a glove, hairnet, or tucked securely into clothing during work in the Jamaica Plain kitchen. While these are permitted in the Mansfield packaging area, **smart watches and phones of any kind may not be used while working.**

Rings which risk puncturing disposable gloves should be removed and stored securely in a pocket or locked locker (Community Servings is not responsible for any lost or missing property). Wedding and engagement bands or religious signets are excepted.

3.3.8. Eating and Drinking:

We strictly prohibit consuming any food or drink in the kitchen or packaging areas whether personal or produced onsite. This includes gum-chewing, mints, candies, cough drops, or lozenges. All of these activities risk saliva getting onto prep surfaces, delivery items, or directly into food. These spaces are for food preparation only.

If you need a drink or snack, please do so in line with the break guidelines above (section 3.2.8). We have a few items on hand available to volunteers who feel they may have low blood sugar, but we **strongly recommend eating a full meal and hydrating before beginning a shift.**

3.3.9. Sneezing and Coughing:

Anyone observed **repeatedly sneezing, coughing, or with a runny nose** will be asked to leave the kitchen or packaging areas. We recognize this happens occasionally for even healthy people, especially during allergy season, but Community Servings must be on high alert for infectious disease risks to our clients and staff.

As soon as you feel any of these symptoms coming on, please **step as far away from food or meal bags as possible** and cover coughs or sneezes with your elbow. Handwashing and a fresh apron and gloves (Jamaica Plain only) will be required afterward. **Please wear a mask if you are experiencing persistent allergy symptoms**; we provide them onsite.

3.3.10. Dropped or Spilled Food:

Ingredients, packaging, or prepared food dropped on floor must be picked up and thrown away followed by rewashing hands and putting on a fresh pair of gloves. For spills, the affected area must be cleaned and marked with a **slip hazard floor tent** until dry. Please ask a staff member for help if unsure of where to dispose of a dropped item or how to appropriately clean up a spill.

3.3.11. Blood or Body Fluids:

Occasionally injuries, coughs, or sneezes result in **blood or other body fluids getting onto floors and other surfaces**. This is a major sanitation hazard and **must be reported immediately** to a staff member for appropriate containment and clean-up. For bleeding injuries in or outside of kitchen and packaging areas, please see a member of the Volunteer Services team for first aid. We also need to ensure non-production areas are cleaned.

First aid or additional safety measures will be undertaken in line with our Incident Reporting policy ([3.1.3](#)).

3.4. Other Food Policies

3.4.1. Staff Lunch:

Each day at our Jamaica Plain facility, the kitchen puts out a staff meal in the community room between 11:45 a.m. and 12:00 p.m. This food is **intended for staff and a small subset of volunteers only** as described above in the break guidelines ([3.2.8](#)).

The official lunch hour for most kitchen and Volunteer Services staff at either location is between 12:00 and 1:00 p.m. **Volunteers should not be unsupervised in the production**

areas during this timeframe, with the exception of a few very experienced individuals who have special assignments from Culinary or Packaging leadership.

3.4.2. Volunteer Group Lunches:

Groups should not plan to eat lunch at our facilities unless specific arrangements have been made with the Manager of Volunteer Services in advance. Except under special circumstances (e.g. hosting a donor or partner organization), Community Servings will not prepare lunch or increase the amount of staff lunch available to serve volunteer groups eating onsite.

Our team is happy to recommend restaurants and caterers to order in from if we have agreed to host a volunteer team during the lunch hour. Please keep in mind, however, that **our spaces may only be available if shared** with other staff depending on board room availability and group size. The maximum number we can host in the Jamaica Plain or Mansfield board rooms for lunch is 20-25 individuals.

While our peanut, tree nut, pork, and shellfish policy is not strictly enforced in our non-production spaces, **we prefer that outside food orders not contain these ingredients** and ask to be notified in advance if they will. We also cannot extend use of our plates, bowls, and cutlery if these ingredients are included so the residues are not brought into our dish room. If we have a staff member with a severe allergy to any of these ingredients, we reserve the right to prohibit them completely from all our spaces.

3.4.3. Returned Client Meal Bags:

Volunteers are not permitted to take food items being produced or packaged at Community Servings. The quantities we produce are carefully calculated to serve each week's clients, and we cannot budget for tasting and take-homes.

On any given day, however, we may have **returned client bags** which are outside of the safe re-delivery window but are still safe to consume after being refrigerated. The contents of these bags are available to staff and volunteers who are interested in tasting the scratch-made food we prepare for our clients or need a quick snack. Please ask a staff member where these are located to be sure you are not taking from bags yet to be delivered.

Occasionally, a kitchen manager may offer food to other staff or volunteers at their discretion. This should not be a general expectation. **No food should be assumed to be available to take without permission.**

4. USE OF FACILITY

4.1. Parking

If you drive to Community Servings we have **parking available on a first-come-first-served basis** at both locations.

In Jamaica Plain, our main parking lot is located in front of our building on Amory Street. We also have overflow parking spots available in the gravel lot to the left from the Amory Street driveway and in two areas on Marbury Terrace, the small lot uphill of the delivery lot and entrance and the loading dock lot downhill of the delivery lot between the black metal fences. Please **do not park in Amory Street spots marked LSC** for our Legal Services Center neighbor or in the delivery lot on Marbury Terrace lot you are a delivery volunteer. You may be towed.

In Mansfield we offer volunteer parking in front of the building, along the right side, and behind the building.

4.2. MBTA Access

Community Servings' Jamaica Plain facility 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 on Boylston Street then a quick left onto either the small, paved footpath or onto Amory Street. Follow the footpath until you see a staircase on your right. Continue straight at the top of the stairs and the Community Servings main entrance will be on your left. From Amory Street, continue walking until you see the Community Servings and walk left on the footpath to the entrance.

4.3. Doorbell

Upon arrival, **please ring the doorbell once** and you will be buzzed in by a receptionist. If you are waiting for longer than one minute you may ring the bell again or call our main number for help (617-522-7777 option #0) as our staff may be out of earshot or otherwise occupied. In Jamaica Plain the bell is on the window wall to the left of the front doors; in Mansfield the bell is on the left side of the front door frame.

Please do not attempt to enter from the Jamaica Plain delivery entrance or the rear entrance at Mansfield, even if you are a delivery volunteer.

4.4. Signing In

Per the policy on Identification above (section 3.2.6.), **all volunteers and guests of Community Servings must log their presence at our facilities** by signing in and out at our

reception desks or as a volunteer on one of the wall-mounted tablets upon arrival and departure (except group volunteers upon departure).

To use the tablets, **individuals should enter their phone number** (doubles as your volunteer ID) in the “Individuals” field toward the left of the screen — no leading “1”, dashes, or spaces. You should then be logged into your volunteer profile and see a **button to “Sign In for Shift”**. Tap the button and the screen will refresh to indicate that you have been timestamped and may log out of your profile. **Tap the “Log Out” button** to ensure no one has access to your profile and the tablet is ready for the next volunteer.

Group members should tap the link with their group name near the right of the tablet screen. You will be asked to **complete the Volunteer Agreement and Waiver** as a mechanism to sign in for the shift and regardless of past volunteering with a group or as an individual. Thank you for your patience with the way our system tracks group members. After submitting the form, please scroll to the top of the page and **tap “Log Out” or “New Form”** if another group member is behind you in line to refresh the page.

Since volunteers under the age of 18 years old may not sign the Volunteer Agreement and Waiver available on our tablets, a **paper youth group attendance sheet** will be available on the welcome table for completion by both youth volunteers and their adult chaperones. All youth volunteers should have their **Volunteer Waiver and Agreement completed by a parent or guardian** in advance of their first shift.

4.5. Locker Use

Community Servings has **lockers available for volunteer use**. Any unlocked and empty locker within the orientation room (Jamaica Plain) or community room (Mansfield) is available for use. As there are more volunteers than lockers in Jamaica Plain, we ask that group volunteers share lockers whenever possible.

Lockers are only to be used when actively volunteering. Personal items may not be stored overnight or long-term, even for volunteers with regular schedules. To keep the lockers clean, we ask that if you are storing wet, muddy, or salty shoes that you put them into a bio-bag, which the Volunteer Services staff can provide.

Community Servings is not responsible for lost or missing personal property stored in improperly secured lockers.

If you have trouble getting back into a locker, Volunteer Services and Culinary or Packaging staff can get a master key to help you out. **We are trusting our volunteers** to only request that the locker they used (or believe they used, to the best of their recollection) be unlocked by staff. Any volunteer caught taking items from another volunteer’s locker will be dismissed immediately and barred from returning.

4.6. Community Room Use

These are communal spaces which may be in use at any given time by staff, trainees, guests, and/or volunteers. There should be **no expectation of exclusive use** within these areas unless agreed upon in advance with management. Conversations person-to-person or electronically in these spaces should not be considered private. Please also be respectful of conversation or device volume around others and do not take up more space than you need.

Overall use of Community Rooms by volunteers is governed by the policies above on Breaks ([3.2.8](#)), Phones and Smart Watches ([3.2.13](#)), Eating and Drinking ([3.3.8](#)), Staff Lunch ([3.4.1](#)), and Volunteer Group Lunches ([3.4.2](#)).

Volunteers are expected to **clean up after themselves** and not leave any trash or dirty dishes on floors, counters, or tables in Community Rooms. If something needs to be replaced or is running low, please let a staff member know.

Do not enter the community rooms **if all doors are closed or signage is posted** about use for another purpose.

4.7. Restroom Use

There are restrooms available to all staff, volunteers, and guests **in the public areas of both locations**, including multi-stall and private restrooms. Our private restrooms are available to all genders. In Jamaica Plain the main restrooms are opposite the wash station; in Mansfield they are behind the wall which houses the wash station. If anything is running low or needs attention, please let a staff member know right away.

Volunteers must discard their apron and gloves before entering the restrooms, then **rewash their hands and put on a fresh apron and gloves** (Jamaica Plain only) at the wash station *after* exiting the restroom and *before* re-entering the kitchen or packaging area.

Volunteers who have earned **Community Servings milestone aprons** may hang them in the restroom entryway before entering a stall. Please leave these aprons *outside* of private restrooms.

Hairnets and beard-nets do not need to be removed or changed out for restroom use.

4.8. Smoking and Vaping

These activities are **not permitted within 25 feet of any Community Servings building entrance**. There are designated areas for those who wish to smoke or vape. In Jamaica Plain the area is under the awning in the lower parking lot by the truck loading dock off of Marbury Terrace (*not* in the main parking or delivery lots). In Mansfield smokers and vapers

may use any outdoor area more than 25 feet from an entrance, though we ask that they not use the picnic bench in front of the building.

Before going outside to smoke, discard your apron and gloves. **You will need to rewash your hands and put on a fresh apron and gloves** (Jamaica Plain only) before returning to the kitchen or packaging areas. **Gum chewing or mint use afterward is not permitted in these areas.**

Cigarette butts must be **discarded in a cigarette receptacle (“ash urn”)** on top of designated trash bins – never on the ground or in the regular trash compartment. Please do not move the designated bins or receptacles.

Smoking or vaping other substances is not permitted anywhere on Community Servings property.

5. VOLUNTEER SERVICES DEPARTMENT

Our team’s primary objective is to help achieve Community Servings achieve its mission “to actively engage the community” in our work for clients. To that end, **we strive to engage, support, learn from, appreciate, and collaborate with our volunteers** and to **continuously improve our volunteers’ experiences** every day, over time, and across all volunteer activities and interactions.

The Volunteer Services team is **part of our Programs department** and reports to Leigh Kalbacker, MS, our Senior Director of Programs (lkalbacker@servings.org).

5.1. Who We Are

Manager of Volunteer Services:

T’sera Mirescu, MPH

tmirescu@servings.org

617-522-7777 x324

Volunteer Coordinators:

Jamaica Plain	Mansfield
Vincere Matthew	Kristina Cates
vmatthew@servings.org	kcates@servings.org
617-522-7777 x225	617-522-777 x404

5.2. General Inquiries

Please email volunteer@servings.org or call **617-522-777** then dial option #5 from the main menu. Additional information is available on our **Volunteer FAQ webpage**: <https://www.servings.org/volunteer/faq/>.

Groups should book shifts via email and **individuals may book directly** via our public website (<https://www.servings.org/volunteer-individuals/>) or the Volunteer Personal Site portal link each individual receives by email after signing up for their first shift.

5.3. Hours of Operation

Volunteer Services staff are onsite in **Jamaica Plain from 8:30 a.m. – 4:30 p.m.** Monday – Friday. The facility is open from 7:30 a.m. – 7:00 p.m.

Volunteer Services staff are onsite in **Mansfield from 7:30 a.m. – 3:30 p.m.** Monday – Friday. The facility is open from 7:30 a.m. – 4:30 p.m.

The Volunteer Services phone line is shared across team members and monitored from 7:30 a.m. – 4:30 p.m. weekdays.

5.4. Volunteer Appreciation

Community Servings recognizes that **each of our volunteers is extremely vital to our organization**, and we want to show our gratitude! For this reason, we have processes and events throughout the year to recognize and thank our volunteers.

When volunteers reach certain service hours milestones, we offer the following branded swag and additional forms of appreciation.

- **50 hours:** navy baseball cap (also given to corporate volunteer group members)
- **100 hours:** green apron embroidered with the volunteer's first name and shout-out on the community board in our Jamaica Plain orientation room or Mansfield community room

- **500 hours:** navy long-sleeved T-shirt, thank you card from Culinary or Packaging leadership, and monthly e-newsletter shout-out
- **1,000 hours:** gray apron embroidered with the volunteer's first name, thank you card from our executive leadership, wooden spoon hung on our "volunteer wall of fame" with the volunteer's full name, and a personal thank you from our CEO at the next appreciation event

Each Spring Community Servings hosts a **volunteer appreciation event** at our Jamaica Plain facility with a special meal prepared by our kitchen for dedicated volunteers along with a thank you and remarks from our CEO about the state of the organization and what volunteers have brought to our organization over the preceding year. We are also considering additional appreciation events throughout the year.

We also host a Summer garden party annually for our most dedicated donors and volunteers during which we present our **LifeSaver Award for exceptional volunteer contributions**.

Experienced volunteers are also identified during orientations as great resources for information about volunteer activities. **We trust you to be stewards of our mission, brand, and culture**, and we know that **you are our best ambassadors** in the community.

5.5. Volunteer Concerns

If you have a problem or concern of any kind during your interactions with and at Community Servings, please let us know! **We welcome transparency, suggestions, and all feedback from volunteers.** Please give us the opportunity to work toward our continuous improvement goal or rectify problems by communicating with our staff as soon as something occurs that we may be able to address. It is especially important to **notify our staff immediately during or after instances when you experience perceived or actual harassment or inappropriate behavior** by other volunteers or Community Servings staff, guests, or clients.

While we cannot enact all suggestions received from volunteers, **we keep recommendations for improvement in mind** in case they become feasible in future. We also use them to **gauge which changes to prioritize** when resources and capacity make updates to our processes and facilities become available. We are a nonprofit, so we are obligated to be effective and efficient stewards of our budget and staff time. Thank you for your understanding.

APPENDICES

A. Annual Closure Days

Community Servings closes each year in observance of the following **federal and state holidays**, regardless of what day of the week they fall on, or on the alternative observance date if holidays fall on a Saturday or Sunday.

- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Patriots' Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas
- ***One all-staff retreat day each year, usually in Summer.***

If the agency needs to close due to **snow or other emergencies**, we will alert scheduled volunteers or volunteer group leadership as soon as the agency makes the decision.

B. Additional Safety and Sanitation Guidelines

GLOVES

These are a critical barrier to preventing the spread of bacteria and must be worn during the following activities in the Jamaica Plain commercial kitchen.

- Working with ingredients
- Portioning meals, soups, salads, or desserts
- Stacking and packing meals and other food items
- Handling ice
- Sanitizing tables and workspaces
- Handling clean equipment, utensils, or other objects which may come in contact with food

Gloves must be changed in the following situations.

- After picking up items from the floor
- After touching walls, door handles, shipping packaging, or coming into contact with waste bins
- Before transitioning to a different kitchen task
- Before transitioning to working with a different ingredient
- As soon as a puncture in a disposable glove is noticed
- After interacting with mobile phones, smart watches, or other screen/hand-held devices
- After adjusting hair- or beard-nets
- After coughing, sneezing, using a tissue for a runny nose, or donning a face mask
- After touching any part of the face or body
- After exiting the restroom and before re-entering production-line areas
- After eating or drinking, which should only take place outside of production-line areas
- After coming back in from outside, including following smoking or vaping

Gloves are *not required* when placing labels on meal packages or when mopping or sweeping floors.

When working in the dish room we provide long, thick, reusable gloves.

Cutting gloves are an additional safety measure to protect our volunteers per Section [3.3.4](#) of the Volunteer Handbook. **A cutting glove must be worn on the non-dominant hand at all times during knife use.** Used cutting gloves should go in the laundry bin beneath the apron table at the main wash station or in the “dirty” bin in the laundry room within the kitchen.

Disposable glove dispensers are located at the main wash station and throughout the kitchen. Cutting gloves are available in bins in the production area of the kitchen. Please ask a staff member for help finding or refreshing glove supplies.

HANDWASHING

Per Section [3.3.3](#) in the Handbook, “handwashing is scrubbing your hands (palms, back of hands, between fingers, and under fingernails) with soap for **at least 30 seconds** followed by fully rinsing the soap off and drying hands with paper towels.” In order to return to an activity in the commercial kitchen or packaging areas, handwashing is required in the following situations.

- After picking up items from the floor
- After working with raw meat, fish, or eggs
- After adjusting hair- or beard-nets
- After coughing, sneezing, using a tissue for a runny nose, or donning a face mask
- After touching any part of the face or body
- After exiting the restroom and before re-entering production-line areas
- After eating or drinking, which should only take place outside of production-line areas
- After coming back in from outside, including following smoking or vaping

APRONS

All volunteers are required to wear aprons whenever working in the Jamaica Plain commercial kitchen per Section [3.3.2](#) of the Handbook. Disposable aprons are available to volunteers at the main wash station before entering the kitchen and must be replaced before re-entering the kitchen from any of the following activities.

- Restroom use
- Eating or drinking
- Coming back in from outside, including following smoking or vaping

Aprons can also be refreshed following large spills or when significantly soiled.

For volunteers who have earned Community Servings **cloth milestone aprons**, these should be removed as soon as possible upon exiting the kitchen during a shift and **stored in designated clean areas** before re-entering the kitchen. When using restrooms, please use the wall hooks just inside the doorway and before entering a stall; they should not be put back on before washing hands within the restroom. There are also wall hooks near the kitchen entryways to hang aprons when stepping out to make a phone call, have a snack, etc. Cloth aprons are **considered soiled** when left on chairs, tables, inside lockers, and especially if dropped on floors or taken outside the building. Volunteers must **wash aprons** before bringing them back for subsequent shifts.

LOANER CHEF COATS

While we ask that volunteers arrive dressed to meet our dress code requirements outlined in Section [3.3.1](#), we stock green loaner chef coats for volunteers who arrive with short-sleeved shirts or shirts which do not cover the midriff or shoulders. They are located in the Jamaica Plain supply closet to the right of the main wash station or in the Mansfield supply closet opposite the wash station. (Our Culinary and Packaging staff members are identifiable by their white chef coats. Teaching Kitchen program trainees wear black chef coats.)

Please **do not bring or wear personal chef coats** of any color at Community Servings facilities as this may cause confusion about your role within the organization.

Chef coats must be changed when significantly soiled. During or at the end of a shift, soiled coats should be placed in the laundry bin beneath the apron table at the Jamaica Plain wash station or in the laundry bin inside the staff changing area in Mansfield.

The guidelines above for cloth aprons to be **stored in designated clean areas** also apply for chef coats when using the restroom or stepping outside. Chef coats are also **considered soiled** in all of the situations outlined for cloth aprons.

INAPPROPRIATE DRESS

We cannot host volunteers in kitchen or packaging areas who arrive in short pants or skirts, open-toed or -heeled shoes, or who do not meet other dress code requirements outlined in Section [3.3.1](#). If there are non-production tasks we need done which can take place outside of these areas we will ask you to help with those, even if it means separating from the rest of a group. When no other activities are available, you will be asked to return on another day or wait in the community room while the rest of your group finishes their shift. We cannot provide volunteer hours credit for missed or abbreviated shifts due to inappropriate dress.

During warm weather, we recommend bringing a change of clothing and/or shoes that meet our dress code requirements and arriving a bit earlier to change onsite.

C. Volunteer Agreement and Waiver

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.

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, other volunteers, and/or 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.

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.

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 mark the "Yes" box below. Not marking either box will be considered assent.

Full Name:

Signature:

Date:

Media Release Opt-Out:

Yes

☐

No

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