



Volunteer Community Agreement

The strength of our efforts to end hunger in southwestern Wisconsin hinges on the exceptional commitment of our community partners and volunteers! A principal endeavor of Second Harvest Foodbank is to provide a safe, inclusive, and healthy atmosphere for all partners and collaborators, including volunteers and community members. Because of our commitment to safety and quality, we have created the following community agreement for all volunteers of Second Harvest Foodbank Mobile Pantries.

Our community expectations of volunteers are:
(please initial each line)

_____ Be respectful, kind, and courteous to everyone- this includes not using judgmental language amongst volunteers and mobile guests.

_____ Greet people upon arrival. If the pantry is busy, indicate how long their wait may be.

_____ Create a welcoming and inclusive environment for all volunteers, partners, and families.

_____ Wear your Second Harvest nametag when volunteering.

_____ Follow-all COVID guidelines as required by Second Harvest Foodbank-current protocols are available for onsite Volunteer Coordinators by visiting the **Volunteer Resources section on our website**.

_____ Do not volunteer if you are experiencing any of the following symptoms: a temperature of 100.4 degrees or higher, chills, a cough, shortness of breath or difficulty breathing, fatigue, new loss of taste or smell or any symptoms of a common cold.

_____ Be on-time and responsible for completing your volunteer duties as agreed upon with the on-site volunteer coordinator/Mobile Rep.

_____ Report your volunteer hours after each volunteer shift.

_____ Stay in contact with the Volunteer Coordinator & Mobile Rep with any questions/concerns regarding your volunteer experience.

_____ Follow all safety protocols required by Second Harvest Foodbank- this includes, but is not limited to, wearing safety vests, proper lifting techniques, and appropriate use of pallets.

_____ Follow all food safety protocols required by Second Harvest Foodbank-including *distributing only food provided by Second Harvest*.

_____ Report any accident or injury to the onsite Volunteer Coordinator/Mobile Rep as soon as possible.

_____ Do not request or accept compensation of any type, in exchange for food, from any guest.

Confidentiality of Information

Confidentiality of personal information is crucial. Volunteers have an ethical responsibility to protect personally identifiable information- including but not limited to, name, address, phone number, and date of birth.

_____ I will keep confidential individual and household information that I may obtain either directly or indirectly during the course of my volunteer activity.

_____ I understand that confidential information may be oral, printed, or electronic and that I may not identify mobile pantry guests to others or discuss their usage of the food pantry with others, including volunteers.

Non-Discrimination & Civil Rights Compliance

Second Harvest is committed to equal treatment for all pantry guests. Volunteers should ensure that every guest has a dignified and respectful experience and does not experience discriminatory barriers that prevent or deter them from receiving food.

_____ I will not discriminate or deter anyone from receiving food based on Race, Color, National Origin, Religion, Disability, Age, Gender, or having filed a prior complaint.

_____ I understand that discrimination includes denial of access to food, delay of food compared to other guests, or differential treatment (reduced food or lesser service).

_____ I understand that I must provide reasonable accommodations to people with disabilities and those that have limited English proficiency.

_____ I will ensure that any person believing they (or someone they know) has been discriminated against may file a complaint at any time with the onsite coordinator or any staff of Second Harvest. Complaints can also be submitted by contacting Cristina Johnson, Director of Volunteer Programs: cristinaj@shfbmadison.org or 608-216-7554.

Second Harvest commits to creating a safe and healthy environment, physically and emotionally, for all volunteers. We will ensure resources and training are provided to prepare and support volunteers for their community engagement.

I understand the community expectations and will abide by the guidelines listed above. Volunteer engagement is at will of Second Harvest Foodbank and may be ended at any time for any or no reason. I understand that there can be no expectation that employment or special consideration for employment will result from volunteer service.

Signature

Date