

Channel One Regional Food Bank Volunteer Policies

I. Professional Expectations

Volunteers are expected to maintain a positive and professional attitude and to communicate in a manner that promotes teamwork, cooperation, respect and collaboration. Volunteers are encouraged to discuss questions and concerns and to offer suggestions for improvement. Concerns and suggestions should be directed to the Food Shelf Manager, Community Access Manager or Volunteer Coordinator. All conversations about food shelf or food bank operations or our shoppers should happen off the food shelf floor and not in public spaces.

II. Civil Rights Training for Volunteers Policy

Volunteers must complete civil rights training on an annual basis. The Civil Rights training will be made available to active volunteers via Bloomerang Volunteer Software.

III. Attendance Policy for Channel One Volunteers

Channel One understands situations that are out of a volunteer's control, and your time is given, not paid. It is because of your time and talent that Channel One Regional Food Bank can strengthen food access and build healthy communities. You play a vital role to the mission and that is why it is so important to be here for the shift you sign up for. Please give us a call or email the volunteer coordinator or call 507-287-2350 and press 0 if you are unable to volunteer for a shift you have signed up for. Not contacting Channel One prior to missing a shift that you have signed up for or canceling a shift on three (3) separate occasions may result in your volunteer account being deactivated.

IV. Volunteer Break Policy

Channel One is counting on volunteers to volunteer throughout their shifts. When volunteers take unexpected breaks, it hinders our ability to meet our mission. When breaks are taken, they need to be communicated to staff. Below is what you can expect for planned breaks during your shift:

- **2-hour shift-** bathroom and water breaks as needed
- **4-hour shift-** 15-minute break, bathroom, and water breaks as needed
- **6-hour shift-** two 15-minute breaks, bathroom and water breaks as needed
- **8-hour shift-** one 30-minute break, two 15-minute breaks, bathroom and water breaks as needed
- **10-hour shift-** one 30-minute break, three 15-minute breaks, bathroom and water breaks as needed



V. Dress Code Policy

Shoes must be closed toe and closed back. Sandals, flip flops, heels, or shoes with cut outs are not permitted. Clothing must be neat, clean, and in good taste and not expose an excessive amount of skin or create a safety hazard. Clothing with words, pictures, or messages that may be offensive are not permitted.

Volunteers must be well groomed and avoid wardrobe or other choices that distract or interfere in any way with the ability of others to work. Long hair should be tied back and out of the way.

Channel One Regional Food Bank recognizes the importance of individually held religious beliefs to people and will reasonably accommodate a volunteer's religious beliefs in terms of attire unless the accommodation creates an undue hardship.

VI. Community Work Service Volunteers Policy

People who receive a court order to perform community service will be accepted on a case-by case-basis in the sole discretion of Channel One Regional Food Bank. Volunteers who are performing court-ordered community service must disclose the nature of their conviction to the Volunteer Coordinator. The Volunteer Coordinator may disclose the information to the Director of Development, Human Resources Director, and/or Executive Director. Staff members will keep the court-ordered volunteers' information confidential within the employees listed above and will not share it with other volunteers.

Although some restrictions may apply to court-ordered volunteers, Channel One celebrates all volunteers as an important part of our work and our mission to end hunger through community partnerships. Channel One pledges to treat approved court-ordered volunteers with the same respect, professionalism, and recognition as other volunteers.

People convicted of certain charges will not be accepted to volunteer because of potential safety risks for other volunteers, staff, clients, and partners. Channel One will not accept offenders with the following prior conviction(s):

- Any violent offense, as defined by Minn. Stat. sec. 609.1095, subd. 1(d)
- Any qualified domestic violence related offense, regardless of severity, as defined by Minn. Stat. sec. 609.02, subd. 16
- Any offense of a sexual nature, including, but not limited to, violations of Minn. Stat. sec. 609.342-.3451 and 617.23
- Any theft-related offense, regardless of severity, including but not limited to, violations of Minn. Stat. sec. 609.52, [256.98](#), [268.182](#), [609.24](#), [609.245](#), [609.53](#), [609.582, subdivision 1](#), 2, or 3, [609.625](#), [609.63](#), [609.631](#), or [609.821](#)
- Offense that relates to the volunteer position

VII. Resignation, Termination and Dismissal Policy

The volunteer may resign from Channel One Regional Food Bank at any time. A volunteer may be dismissed from their service at the sole discretion of Channel One Regional Food Bank at any time. Volunteers who do not adhere to the rules and procedures of Channel One or who fail to satisfactorily perform their volunteer assignments are subject to dismissal. Possible grounds for dismissal may include but are not limited to the following: being under the influence of drugs or alcohol while on duty; theft; misuse of food bank equipment, donations or materials; abuse or mistreatment of clients, staff or other volunteers; repeated absenteeism or tardiness; a breach of confidentiality; and failure to satisfactorily perform duties.

Causes for Immediate Dismissal:

Drugs and Alcohol

Any volunteer who is under the influence of any illegal, non-prescribed or unauthorized controlled substances, or ingests alcohol while on Channel One's premises is in violation of policy.

Theft

Channel One has a zero tolerance for theft, including donated products from Channel One. Volunteers are prohibited from removing donated food or any non-food items from the building for personal use or consumption. Any volunteer found consuming donated food items on the job, or inappropriately removing food or non-food items from the building without approval, may be subject to immediate termination. Channel One ensures that products are not used for operations, upkeep, business meetings, fundraisers, events, volunteers, or as compensation/incentives to volunteers.

Channel One's mission of "strengthening food access and building healthy communities" is built on its ability to receive donated and purchased product and distribute this product to eligible individuals and families, and to qualifying 501(c)3, non-profit agencies in our service delivery area that serve the needy. It is Channel One's policy that the product received by Channel One Regional Food Bank is the property of the company.

Workplace Violence and Weapons

Channel One Regional Food Bank prohibits any type of workplace violence committed by or against volunteers. Possession of weapons in Channel One buildings and at any time while conducting Channel One business is strictly prohibited.



VIII. Volunteers who use the Food Shelf

Volunteers who need food assistance and who meet the eligibility guidelines may utilize the Food Shelf and/or CSFP programs. Volunteers are required to comply with all program guidelines and follow the same registration, check-in and shopping procedures established by Channel One.

Volunteers are not allowed to take any product, food, and non-food, regardless of the size or amount, for their own personal use, including for lunches, breaks, or to take home outside of their regulated food shelf regulation and shopping time. To do so will be considered theft of company property and will not be tolerated and can lead to immediate termination.

Volunteer Food Shelf Usage Procedure: Volunteers who utilize the Channel One Food Shelf or programs must do so during normal Food Shelf business hours, preferably at the end of the volunteer shift. Volunteers must clock out prior to using the Food Shelf as time spent shopping is not considered volunteer time. Volunteers must check in at the Welcome Desk before shopping and may only take products stocked on the Food Shelf floor, not storage areas, including freezers, coolers, and warehouse storage. Volunteers cannot set aside food during their shift to pick up later. Volunteers must take their food immediately to their vehicle, using only the front entrance.