



VOLUNTEER HANDBOOK

REVISED FALL 2024

WELCOME

Inter-Faith Food Shuttle is delighted that you have chosen to volunteer with us. Your time and energy are valuable, and we will strive to see that you have a meaningful experience combatting hunger in our community. This handbook is designed to inform you about the Food Shuttle, what you can do as a volunteer, and how to have a good volunteer experience while minimizing risk to yourself, the organization, and our mission. Please take a few moments to review it and keep it handy. We always welcome your questions, concerns, or suggestions.

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ABOUT US

MISSION AND VISION

FEED. TEACH. GROW.

Inter-Faith Food Shuttle envisions a hunger free community. We **FEED** our neighbors, **TEACH** self-sufficiency, **GROW** healthy foods by cultivating innovative approaches to end hunger.

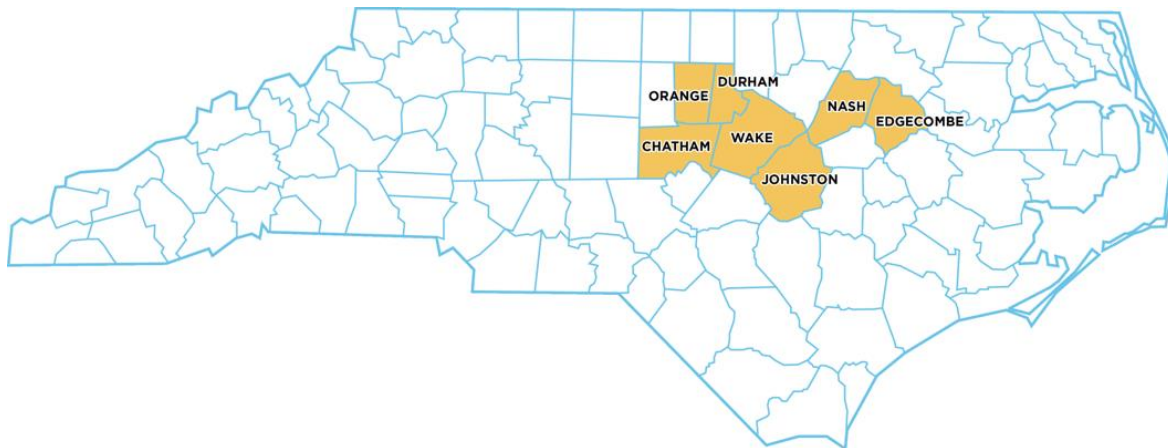
Since 1989, the Food Shuttle has recovered food that would have been wasted and distributed it to our low-income neighbors. Over time, we have designed innovative programs that address the root causes of hunger. And we have developed a 14-acre farm and community gardens to provide nutritious produce and teach sustainability.

We focus on easing hunger and addressing food insecurity, the first steps in creating stability and equity. Doing what we do best, we support partners in bringing their own strengths to improving our communities.

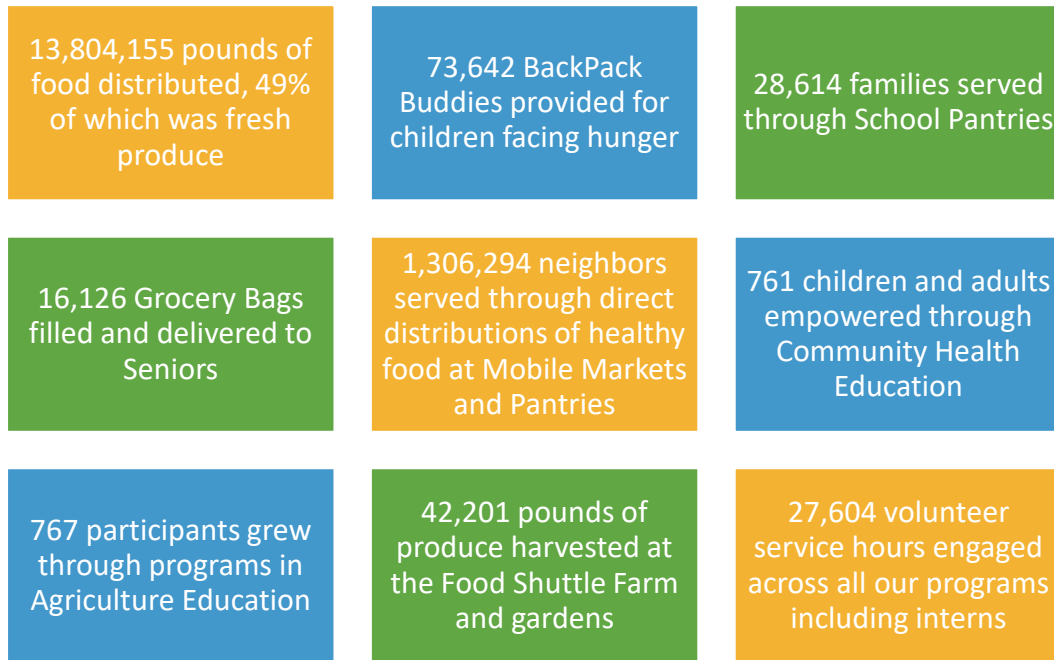
We have served the seven counties of central NC for 35 years and are a member of the Feeding America network of 200 food banks across the nation.

OUR IMPACT

Our programs seek to support low-income families and individuals living without adequate access to nutritious food and without the income to purchase healthy meals. While COVID-19 changed many aspects of how we deliver our mission, thanks to our generous supporters, the Food Shuttle forges ahead, focusing our services to be agile and targeted to meet the needs of those we serve. We operate in a seven-county service area in central North Carolina, including Wake, Durham, Johnston, Orange, Chatham, Nash, and Edgecombe counties.



2023-2024 by the Numbers



OUR HISTORY

In 1989, co-founders Jill Staton Bullard and Maxine Solomon had a light bulb moment. One routine morning, they noticed that fast-food breakfast sandwiches were being thrown away simply because the clock had moved from “breakfast time” to “lunch time.” They knew the need was out there and had to take action. Eleven sandwiches were delivered to Shepherd's Table that same day, providing nourishment to 44 patrons. The groundwork for Inter-Faith Food Shuttle was born.

You can learn more about our story on our website at www.foodshuttle.org/history.

OUR STRUCTURE

The Food Shuttle is governed by a Board of Directors who engage the mission itself in multiple ways, including events and committees such as Development, Finance and more. Along with our President/CEO and Senior Leadership, our roughly 60 staff members work across Administration (Human Resources and Finance), Development and Communications, Agriculture, Food Recovery and Distribution, Child Nutrition, Community Health Education, and Culinary and Catering. Completing the Food Shuttle community of hunger fighters are 10-15 interns per school term and 2,700 dedicated volunteers each year.

VOLUNTEER PROGRAM

The vision of the Volunteer Services Program at Inter-Faith Food Shuttle is to enhance and sustain the spirit of volunteerism. We provide holistic opportunities that address and fulfill while nurturing meaningful relationships between staff, volunteers, and our neighbors.

The Food Shuttle offers a variety of volunteer experiences across nearly all aspects of the organization. Children as young as 8 can volunteer with supervision. (See page 16 for more information on age requirements for our various programs.) There are opportunities for individuals and groups. There are tasks that are sedentary, light activity, and more strenuous. And there are opportunities that you can master quickly, while some require training and a commitment.

WHY DO WE HAVE THE OPPORTUNITIES THAT WE HAVE?

Volunteer opportunities are designed by the Food Shuttle staff to help fulfill the mission of the organization. Our commitment to our volunteers and all stakeholders is to offer volunteer experiences that are meaningful and targeted to the community in ways that are efficient and effective.

SCHEDULING

All volunteers must schedule their volunteer experience and complete their volunteer waiver in advance by utilizing Galaxy Digital, our online scheduling software. ALL volunteers must have signed the electronic waiver form prior to volunteering. Individuals under 18 must have waiver signed electronically by a parent or guardian.

1. Learn about the opportunities and access the scheduling portal at <https://www.foodshuttle.org/volunteer>
2. Review the calendar for volunteer opportunities.
3. Use the filters to find the type of opportunity more easily, including group opportunities.
4. Create a volunteer profile and acknowledge the electronic waiver.
5. Schedule yourself or group to volunteer.

Notes:

- Please note that weekend volunteer slots are very limited and fill quickly (sometimes two to three months in advance).
- No one under the influence of drugs and/or alcohol will be permitted to volunteer.
- Questions/issues: Call our Volunteer Services department to help you. Refer to the “CONTACT US” page of the handbook.

ADDRESSES AND PARKING

Food Shuttle Raleigh Warehouse

[1001 Blair Dr., Raleigh](#)

Volunteers may park to the right of the Vernon Malone building or in front. Parking to the left of the building is reserved for Meals on Wheels of Wake County staff and volunteers. All Food Shuttle volunteers must enter through the front door of the building.

Food Shuttle Durham Warehouse

[2436 S. Miami Blvd. #200, Durham](#)

Volunteers can park in the gravel lot behind the building.

Food Shuttle Farm

[2300 Dover Farm Rd., Raleigh](#)

Volunteers may park along the tree line next to the dumpsters. There is limited parking, so we do encourage carpooling for group volunteer experiences.

Camden Street Learning Garden

[811 East Davie St., Raleigh](#)

Volunteers should turn into the gravel drive beside Revelation Missionary Baptist Church and park in the gravel lot that leads to the garden.

Geer Street Learning Garden

[110 E. Geer St., Durham](#)

Volunteers may park along Magnum and Roxboro Streets and walk to the garden. Parking is extremely limited, so please carpool. Volunteers may also park across the street in the grassy field in front of the beehives. Volunteers may not park behind Reinvestment Partners or in the Sunrise Recovery Center parking lot. Those lots are designated for their clients.

DOCUMENTATION OF VOLUNTEER HOURS

Volunteers who need documentation of hours for school requirements must make sure they check in and out each time they volunteer. If a specific form is required, the volunteer can complete it based on the records in the Food Shuttle's system. Please give the Volunteer Services staff 48-hours' notice if a documentation letter is required.

COURT-ORDERED OR LAWYER RECOMMENDED SERVICE

Inter-Faith Food Shuttle will accept volunteers performing court-ordered or lawyer recommended community service under the following conditions:

- The volunteer must be 16 years old or older, and meet the minimum age for the Food Shuttle service opportunity.
- The volunteer must disclose the offense to the Volunteer Services representative or any other staff member of the Food Shuttle.
- Non-violent offenders are accepted, such as traffic violations, driving while impaired, misdemeanor drug charges, misdemeanor larceny, and non-violent misdemeanors. We cannot accept volunteers who have been accused of violent crimes, crimes of a sexual nature, or identity theft crimes. We cannot accept volunteers with felony charges.
- The Food Shuttle review all charges and reserves the right to decline any volunteer or to limit which days or hours a volunteer can work.
- The Food Shuttle also reserves the right to dismiss a volunteer at any time during their scheduled time.
- The volunteer must agree to, by signature, all documents in the community service packet.
- For more information, please see <https://foodshuttle.galaxydigital.com/court-order-community-services-/>

VOLUNTEER OPPORTUNITIES

The following provides an overview of volunteer opportunities. To see the most current details, including age requirements, and to schedule your volunteer experience, please go to our volunteer website, <https://www.foodshuttle.org/volunteer>.

FEED

CHILD HUNGER

BackPack Buddies is designed to provide children from low-income households with 10-12 pounds of nutritious kid friendly groceries for the weekend when free school lunches and breakfasts are not provided. The Food Shuttle partners with over 70 schools across our service area. School officials at each site identify students to receive BackPack Buddies. Volunteers help us get the food to those schools!

Child Food Hub Helpers pack boxes of food, tailored for emergency relief or weekend family support. Boxes typically have a variety of shelf stable foods to provide breakfast, lunch, and supper for a couple of days. Boxes are also packed that help a neighbor follow a diabetic diet or that appeal especially to our Hispanic neighbors.

WHAT WE DO

- Deliver close to 2,000 BackPacks to children each week
- Along with packing, tasks may include food sorting and helping keep the warehouse in tiptop shape.

SENIOR HUNGER

Grocery Bags for Seniors supplements the fixed income of older adults through door-to-door distribution of fresh produce and groceries. When it comes to getting enough good food to eat, seniors face unique challenges: lack of access to transportation, functional limitations, and health problems.

WHAT WE DO:

- Pack and deliver approximately 1,500 grocery bags full of fruits, vegetables, and shelf-stable food options, to seniors living over 25 low-income housing communities.

FOOD RECOVERY AND DISTRIBUTION

You may have seen one of our Food Shuttle trucks on the road. Every day, the Food Shuttle recovers food from retailers, markets, wholesalers, farmers, and community food drives. 80% of this food is immediately distributed to partner pantries, soup kitchens, institutional kitchens, and other human service agencies.

WHAT WE DO

- Recover and distribute food in the community, sort food donations, inspect eggs, and keep the warehouse in tiptop shape!

CULINARY/FOOD SERVICE

The Food Shuttle's Food Service and Culinary team works hard daily to help prepare food for our neighbors in our community. Housed in a shared kitchen space with Food Runners Collaborative, our team prepares meals to be distributed the same day and assembles blast frozen Individual Quality Fresh (IQF) meals to extend our food's reach.

WHAT WE DO

- Tasks range from slicing bread to peeling and chopping vegetables to scooping food to pulling pork.

TEACH

From our earliest days of recovering food, we saw how people living in poverty depended on fast or processed foods. To help our neighbors reach their health goals, we knew it was important to provide access to fruits, vegetables, and whole grains. Our programs empower participants to lead healthy lifestyles, participate in joyful movement or physical activity, prepare and eat meals with their families, meal plan and budget, and enhance their favorite recipes. Our programs emphasize cultural strengths and have diversity, equity, and inclusion views. Our work is designed to give power back to our neighbors and communities. We look to our communities to be the leaders and voice for what they need, and we support them.

FOOD SMARTS AND CUSTOM WORKSHOPS

Inter-Faith Food Shuttle offers two types of nutrition education classes: custom workshops and the Food Smarts curriculum. Workshops are standalone classes that are tailored toward the needs of a specific group or site and the target population. Content for these classes is more specialized. Food Smarts is an interactive, learner-centered curriculum that is tailored to underserved communities. The curriculum is intentionally flexible and includes health education along with a culinary demonstration to ensure engagement and confidence building

to apply the lessons outside of the classroom. Classes run for 30-90 minutes over the course of 3-6 weeks.

WHAT WE DO

- Professional culinary and nutrition educators volunteer their time and expertise to lead workshops and Food Smarts curriculum to adults, families, kids and teens.
- Training is provided.
- Courses are offered in English and Spanish.
- Topics include USDA MyPlate guidelines, healthy eating habits, food budgeting, and family-friendly menu planning.

GROW

Knowing how to grow food is an important step toward developing a locally-owned food system that builds sufficiency and community power. The more we understand about growing and preparing food, the healthier we are.

CAMDEN STREET LEARNING GARDEN

The garden is situated on one acre of land in Southeast Raleigh and features over twenty raised beds, a ~400 sq. ft. production garden, a food forest, a 5,200 gallon rainwater catchment system, two beehives, a greenhouse, a composting facility and a covered kitchen classroom. It is a space that provides community members with the opportunity to cultivate new relationships as they find out where their food comes from, how to grow it, and how to turn it into healthy and affordable meals.

WHAT WE DO

- Projects vary seasonally and could include weeding, planting, mulching, and other gardening tasks.
- Last year, the garden was home to 33 community gardeners who harvested 1,326 pounds of fresh produce to share with the Camden Garden Neighbors.

GEER STREET LEARNING GARDEN

Packed into only a quarter-acre lot in the heart of Durham, the Geer Street Learning Garden is building resilient community connections and engaging people of all ages in the powerful act of growing local food. The garden has twelve vegetable beds, community garden beds, fruit trees, a small greenhouse, three beehives, vermicompost system, perennial rain garden, outdoor kitchen, pollinator garden and areas for community gatherings.

WHAT WE DO

- Projects vary seasonally and could include weeding, planting, mulching, and other gardening tasks.
- Last year, we mentored 8 community gardeners and harvested 1,824 pounds of produce to share in the local community.

GARDENS FOR EVERYONE

Having access to fresh produce right outside your door assures your family of an affordable way to eat delicious, healthy food all year long. Growing your own food has tremendous benefits including physical exercise, mental rest and a nutritious harvest. The Gardens For Everyone project is for anyone interested in having a home garden.

WHAT WE DO

- Volunteers need to be able and confident with using the tools and lumber needed to make a raised-bed garden bed (hand drills, shovels, wheelbarrows).
- Volunteers with this program need to be willing to travel and meet staff at a recipient's home.
- Last year 307 beds were built along with providing necessary education and resources for successful gardening!

FOOD SHUTTLE FARM

The 14-acre Food Shuttle Farm provides locally grown, chemical-free produce for our neighbors. Eighty percent of the land under cultivation grows food for distribution at our School Pantries, Mobile Markets, Grocery Bags for Seniors, and The Spinning Plate Food Truck, providing the freshest produce possible to those in need. The remaining 20% percent of the crop is sold onsite at our Farm Stand, located just 10 minutes from the heart of Raleigh.

WHAT WE DO

- Projects vary seasonally and could include soil preparation, planting, harvesting, weeding, composting, and mulching.
- Hard and fulfilling work, learning about sustainable agriculture and connecting to where our food comes from.
- Last year we grew and distributed 42,201 pounds of fresh produce through our agricultural programs.

OTHER

Administrative

Volunteers in administrative roles assist a variety of Food Shuttle teams with day-to-day office tasks. This is a great opportunity for individual volunteers who are interested or experienced in office administration AND for people who want to better understand what it takes to keep a healthy nonprofit running.

Tasks might include handling telephone communication such as assisting callers with food assistance or volunteer opportunities; database entry related to food inventory or donors; or assistance with mailings or special projects.

Special Events

From time to time, we have one-time or short-term specific opportunities for volunteers. Specific opportunities can include speaking events on behalf of the Food Shuttle or supporting fundraising events that benefit the Food Shuttle.

Special needs/skills

The Volunteer Services Team occasionally releases notices for volunteers with special skills varying from construction to food service to Spanish translation.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

As a volunteer, you have the right

- To feel safe.
- To feel valued.
- To information about your volunteer role or project.
- To thoroughly planned and effectively presented volunteer job training.
- To know as much about the organization as possible, including its policies, staff, and programs.
- To continued education and information about new developments and opportunities.
- To an orderly designated place to work.
- To be heard, to have a part in planning, to feel free to make suggestions and to have respect shown for an honest opinion.
- To be supervised and have access to staff support at all times.

As a volunteer, you have the responsibility

- To be on time and commit to the time requirement that was set forth in the position description.
- To contact Food Shuttle asap if unable to volunteer as scheduled.
- To check-in and out when volunteering.
- To comply with any of the standards presented herein; including performance standards, policies, and guidelines found within the Volunteer Handbook.
- To comply with staff decisions.
- To be respectful to recipients, visitors, donors, volunteers and staff.
- To keep confidential any information learned about recipients, volunteers, or staff.
- To gain permission from the Vice President of Development prior to use of the Food Shuttle name or trademarks.
- To ensure personal safety by following the guidelines from the task supervisors and providing emergency contact information.
- To not falsify any reports, records or expenses.
- To not engage in any form of harassment.
- To not engage in unlawful discrimination.
- To not engage in theft or other illegal or unethical behavior.
- To prevent any negligent or willful damage of property.
- To prevent any negligent or willful endangerment of others.
- To insure an alcohol and drug free environment.
- To disclose any possible conflict of interest.

GENERAL GUIDELINES & PROCEDURES

CHECK-IN

Upon arriving to volunteer, volunteers are required to check-in at the front desk or with the appropriate staff member to clock-in for their volunteer shift. Volunteers will receive a name tag at this time.

DRESS CODE

Due to food safety and personal safety, volunteers should dress casually and wear comfortable, closed toe and heel shoes such as sneakers, work shoes, or boots. Volunteer work sometimes gets messy! During ALL months, all volunteers must wear sleeved shirts (no tank tops) and no cropped tops.

- NO sandals/flip flops allowed.
- NO exposed undergarments
- NO sagging pants
- NO see-through or excessively short, tight, or revealing clothes
- NO bare midriff or strapless shirts
- NO clothing with lewd, indecent, or vulgar messages or illustrations
- NO clothing that advertises products or services that are illegal
- NO chains, spikes, or other accessories that could be perceived as or used as a weapon.
- NO clothing that promotes gang and gang-related activities

Please leave personal belongings at home or locked in your car. Necklaces and long earrings pose a safety concern; please remove if necessary. The Food Shuttle will not be responsible for any missing personal belongings.

Volunteers are encouraged to bring a water bottle with them when they come to volunteer. Hydration is important especially in the summer months.

ACCIDENTS AND FIRST AID

Some volunteer activities at the Food Shuttle require a level of physical ability especially tasks in the warehouses, gardens, or farm. Volunteers are responsible to know their personal limitations. Staff will provide guidance to keep volunteers safe. All sites are equipped with a first aid kit for very minor injuries. Volunteers are responsible for providing an emergency contact in their volunteer profile in our scheduling system. Food Shuttle staff is required to complete an incident report if there is an accident, injury, near-miss, or illness that befalls a volunteer.

SMOKING AREA AND VAPING

We have designated smoking areas at our locations. Please ask the staff member supervising your experience where the designated smoking area is. There is no smoking or vaping allowed in the Food Shuttle vehicles.

IMPORTANT POLICIES

YOUTH POLICY

Inter-Faith Food Shuttle believes that involving youth is paramount to our vision of ending hunger in our community; however, we must provide a safe and productive work environment for our volunteers, staff, and community. Therefore, age-appropriate volunteer opportunities for minors (17 years of age and younger) are outlined below. Exceptions to the minimum age can be made for established volunteers at the discretion of the staff at the volunteer site and arranged in advance.

Volunteer Opportunity	Minimum Age	Adult Supervision Required	Adult-to-Youth Ratio
Grocery Bags for Seniors	8	under 18	1 to 4
Warehouse Assistants	13	under 16	1 to 4
Driver Assistants	16	under 18	n/a
Culinary/Food Service	13	under 18	n/a
Food Shuttle Farm	13	under 16	1 to 4
Camden Street Learning Garden	13	under 16	1 to 4
Geer Street Learning Garden	13	under 16	1 to 4
Gardens for Everyone	16	under 18	1 to 4

(Considerations included if service takes place on or off IFFS property, risks involved in the activities, and level of independence needed after onsite training.)

GROUP POLICY

Groups with youth or adults with disabilities must have chaperones over the age of 18.

- Youth aged 16-17 require 1 chaperone for every 10 volunteers.
- Youth aged 8-15 or adults with disabilities require 1 chaperone for every 4 volunteers.

ABSENCE POLICY

In the event that you will not be able to make your scheduled volunteer time please contact the Volunteer Services Team via phone call, (919)390-1968 or email, VolunteerTeam@foodshuttle.org.

ANTI-HARASSMENT POLICY

[This section is an excerpt from the Inter-Faith Food Shuttle Employee Handbook, dated 10/15/2024, pp. 4-6, and is applicable to all volunteers.]

Inter-Faith Food Shuttle is committed to providing a work environment for all employees free from sexual harassment and other types of discriminatory harassment based on race, color, religion, sex, gender, national origin, age, disability, veteran status, or other characteristics protected by applicable law. Employees are expected to conduct themselves professionally to show respect for their co-workers. Inter-Faith Food Shuttle's commitment begins with recognizing and acknowledging that sexual harassment and other types of discriminatory harassment are unlawful. To reinforce this commitment, Inter-Faith Food Shuttle has developed a policy against harassment and a reporting procedure for employees who have been subjected to or witnessed harassment. This policy applies to all work-related settings and activities, whether inside or outside the workplace and includes business trips and business-related social events.

Inter-Faith Food Shuttle's property (e.g., telephones, copy machines, facsimile machines, computers, and computer applications, such as e-mail and Internet access) may not be used to engage in any conduct that violates this policy. Inter-Faith Food Shuttle's policy against harassment covers employees and other individuals who have a relationship with Inter-Faith Food Shuttle that enables Inter-Faith Food Shuttle to exercise some control over the individual's conduct in places and activities that relate to Inter-Faith Food Shuttle's work (e.g., directors, officers, contractors, vendors, **volunteers**, interns, and loaned employees).

Sexual Harassment: Inter-Faith Food Shuttle's policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature when: (1) submission to such conduct is made an express or implicit condition of employment; (2) submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual who submits to or rejects such conduct; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile, humiliating, or offensive working environment. Sexual harassment can include conduct between members of the same sex.

While it is not possible to list all of the circumstances that would constitute sexual harassment, the following are some examples: (1) unwelcome sexual advances, whether they involve physical touching or not; (2) requests for sexual favors in exchange for actual or promised job

benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment; or (3) coerced sexual acts.

While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make coworkers uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action, regardless of whether it is unlawful. It is also unlawful and expressly against Inter-Faith Food Shuttle's policy to retaliate against an employee for filing a complaint of sexual harassment or for cooperating with an investigation of a sexual harassment complaint.

Prohibition of Other Types of Discriminatory Harassment: It is also against Inter-Faith Food Shuttle policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion because of race, color, sex, religion, age, national origin, disability, veteran status or other protected category that: (1) has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

It is also against the Inter-Faith Food Shuttle's policy to retaliate against an employee for filing a complaint of discriminatory harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

REPORTING HARASSMENT PROCEDURE

Reporting of Harassment and/or Abuse: If an employee [volunteer] experiences or witnesses sexual harassment, bullying, abuse, or other discriminatory harassment by any other employee [or volunteer] of Inter-Faith Food Shuttle, he or she must report the incident immediately to Human Resources. Harassment by others with whom Inter-Faith Food Shuttle has a business relationship, including customers and vendors, must also be reported to Human Resources as soon as possible so that appropriate action can be taken. This procedure does not require reports to be made to one's supervisor or to anyone who one believes is participating in the conduct.

Inter-Faith Food Shuttle will promptly investigate all reports of harassment as discreetly and confidentially as practical. A panel consisting of Human Resources, along with two individuals not employed with Inter-Faith Food Shuttle, will conduct a private interview with the person making the report of harassment. The panel may also meet with the accused individual(s) and others who may have information relevant to the investigation. Inter-Faith Food Shuttle's goal is to decide whether harassment occurred and what action to take if it is found improper behavior occurred.

If Inter-Faith Food Shuttle determines that a policy violation has occurred, it will take appropriate disciplinary action against the offending party, up to and including termination. Consideration will also be given to remedial action necessary to eliminate unlawful harassment and remove any detriment suffered by the aggrieved employee due to unlawful harassment.

Employees who report violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation.

DRUG FREE WORKPLACE

In compliance with the Drug-Free Workplace Act of 1988, Inter-Faith Food Shuttle is committed to providing a safe, quality-oriented and productive work environment consistent with the standards of our community. Alcohol and drug abuse pose a threat to the health and security of the company's equipment, facilities, employees, and those whom we serve in our community. For these reasons, the Food Shuttle is committed to the elimination of drug and alcohol use and abuse in our workplace. Volunteering while impaired by intoxicants, alcohol or drugs, is unacceptable and will result in cancellation of volunteer status.

DONATED FOOD & BEVERAGE POLICY

Donated product (food, beverage, and otherwise) is to be used for the intended purpose of serving food recipients through appropriate Inter-Faith Food Shuttle (Food Shuttle) channels (direct distribution, partner agency distribution, kitchen programming, and nutrition classes and demos). Staff and volunteers are prohibited from using any and all donated product for personal consumption. Violations of this policy may result in termination or removal from volunteer duties.

The Inter-Faith Food Shuttle is a non-profit, 501(c)3 organization that receives donated products in accordance with IRS Code 170(e)(3), which defines the tax deduction that donors are eligible to receive if the donation is used according to the regulations, defines the organizations eligible to receive those donations, and defines allowable uses of those donations. The internal use of donated items is prohibited by the IRS and Feeding America. Furthermore, we (the Food Shuttle) have an obligation to make sure that these products only go to those in need.

Under limited circumstances and with approval, internal use of donated product may be allowed:

- Specified non-food products for operational use
- Product specifically donated (in writing) for use for fundraising events
- Tasting and Testing

The Food Shuttle is committed to maintaining high standards regarding use of donated product. We have a commitment and accountability to the people that we serve and to our donors, who make this work possible. Our community has bestowed a great amount of trust and good faith in our work and mission. Furthermore, personal consumption of food and beverages is not a benefit of employment or perk of volunteering.

INCLEMENT WEATHER POLICY

Inter-Faith Food Shuttle usually follows the Wake County Public School's closings and delays. Volunteers will be notified the evening before if we close operations and cancel volunteer experiences. No volunteers or staff may drive Food Shuttle vehicles or be on site without express permission from the Executive Director. Please check the www.foodshuttle.org and social media for current updates. If other

weather conditions make volunteer service unsafe or inappropriate, volunteers will be contacted by the Volunteer Services Team.

SERVICE ANIMALS

The Food Shuttle follows ADA Requirements regarding Service Animals. In short, service animals are dogs that are individually trained to do work or perform tasks for people with disabilities. Service animals are working animals, not pets. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA. Generally, service animals are permitted to accompany people with disabilities in all areas where members of the public are allowed to go.

The Food Shuttle public spaces are the lobbies of the Vernon Malone Center and the Child Food Hub, as such volunteers would be allowed to bring their service animals if assisting with administrative tasks at the front desk or a space immediately adjacent to the lobby areas.

Service animals are not allowed in the warehouses or at the Food Shuttle Farm, Camden Street Learning Garden, or Geer Street Learning Garden.

VOLUNTEER GRIEVANCE AND DISMISSAL POLICIES

Volunteers are an invaluable resource to the Food Shuttle. We strive to see that you have a meaningful experience, and our primary aim is to encourage and support your contribution to ending hunger. However, it is also recognized that there may be times when things do not go as intended; thus, processes are in place for volunteers to express grievances or for volunteers to be dismissed.

Complaints or Grievances

Volunteers are encouraged to bring any and all questions, concerns, and suggestions for improvement to Food Shuttle Staff. Staff are available to assist volunteers with problem solving and decision-making.

- Any volunteers who have concerns about their volunteer assignment should first discuss the situation/concern with the Food Shuttle staff most closely involved.
- If a problem or concern remains unsolved after this contact, or if Volunteers have concerns about the direct staff member, programs, or members of the Volunteer Services Team they should contact the Volunteer Services Director at 919-390-1974 or volunteers@foodshuttle.org. Volunteers may also request the director's confidential voicemail if he/she is not available.
- If the problem remains unresolved after contact with the Volunteer Services Director, or if the volunteers want to appeal any decision(s) made, they should contact the Vice President for Operations and Logistics at 919-390-1975, and he/she will direct them about the next steps that may be taken.

Dismissals

Volunteers may voluntarily leave the organization at any time and may be asked to leave the organization at any time. Volunteers who do not adhere to the policies and procedures outlined below are subject to dismissal.

Conduct that the Food Shuttle finds unacceptable:

- Consistent failure to be on time or “no showing” for a shift. A volunteer will be removed from future shifts if there are two no-shows without contacting the office.
- Unable to commit to the time requirement that was set forth in the position description.
- Inability to comply with any of the standards presented herein; including performance standards, policies, and guidelines found within the Volunteer Handbook.
- Failure to comply with staff decisions.
- Failure to be respectful to recipients, visitors, donors, volunteers and staff.
- Distributing confidential information about recipients, volunteers or staff.
- Use of the Food Shuttle name or trademarks, without prior permission from the Food Shuttle Development and Communications Department.

Steps taken by the Food Shuttle to enforce outlined policies:

1. The first infraction of above policies will result in the staff member involved verbally addressing situation with volunteer along with notifying the Volunteer Manager. The infraction will then be documented in the volunteer file.
2. In the event of a second infraction, the volunteer will meet with the program staff member involved and the Volunteer Manager. At this meeting, the volunteer will be asked to sign a probationary letter that will explain infraction and outline any action steps.
3. In the event that a third infraction takes place, the volunteer will be asked to immediately relinquish their position as a volunteer with the Food Shuttle.

Conduct that permits immediate release of Volunteer:

The following is a list of inappropriate conduct that will result in the immediate cancellation of volunteer status. Even if a staff member does not personally see the below infractions take place, if reasonable belief exists that the infraction occurred it will result in immediate release of the volunteer. Examples cannot be listed to cover every situation. Other offenses may be deemed serious that are not specifically mentioned here.

- Falsifying reports, records or expense
- Sexual Harassment
- Physical or Verbal harassment
- Negligent or willful damage of property
- Theft
- Unlawful discrimination
- Illegal or unethical behavior

- Negligent or willful endangerment of the safety of others
- Working while impaired by intoxicants- alcohol or drugs
- Insubordination
- Breach of conflict of interest

WHISTLE BLOWER

Any volunteer that reasonably believes that some policy, practice, or activity of Inter-Faith Food Shuttle violates the law, or public policy concerning the health, safety, welfare, or protection of the environment, must file a written complaint and submit it to Human Resources. Any escalation of a Whistleblower claim will be processed from the Human Resources office to the Human Resources Committee. Inter-Faith Food Shuttle will not retaliate against a volunteer who, in good faith, has made a protest or raised a complaint, against some practice of the Food Shuttle, or an employee or a volunteer of the Food Shuttle, or of another individual or entity with whom the Food Shuttle has a business relationship, on the basis of a reasonable belief that the practice violates the law. A volunteer is protected from retaliation only if he or she brings the alleged unlawful activity, policy, or practice to the attention of the Food Shuttle and provides the Food Shuttle with a reasonable opportunity to investigate and correct the alleged activity.

CONTACT US

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