

BOUNDARY COMMUNITY FOOD BANK SOCIETY
VOLUNTEER/MEMBER SIGN-UP & AGREEMENT

Name: _____

Mailing Address: _____

Phone: _____

E-Mail: _____

For insurance purposes, we require all our volunteers to be members of the Food Bank. Membership fees are \$2 per year, and must be paid annually. **We cannot accept volunteers unless they are members in good standing.**

Membership fee \$2 paid Date: _____

Collected by: _____

Please tell us a bit about yourself.

Qualifications & related work experience: _____

Reasons for wishing to be a volunteer: _____

Food Safe Certificate: Yes No

If no, would you consider getting Food Safe certification?

Yes No

Our volunteers do a wide range of tasks, from daily food recovery at the local grocery stores, sorting produce, packaging food for distribution, manning the intake desk and distributing food to clients. We also need volunteers for a range of other tasks, from recycling to shoveling snow and much more. Some of our volunteers work 10+ hours a week while others 3-4 hours per month, or less. We appreciate and rely on all our volunteers. Please let us know what areas of service most suit your ability and availability.

Area(s) of work you are interested in:

- | | |
|---|---|
| <input type="checkbox"/> Pre-pack | <input type="checkbox"/> Distribute food to clients |
| <input type="checkbox"/> Food collection | <input type="checkbox"/> Intake desk |
| <input type="checkbox"/> Clean/sort produce | <input type="checkbox"/> Fund Raising Events |
| <input type="checkbox"/> Work Party | <input type="checkbox"/> Other |

Please let us know your availability: _____

This information is gathered to assist in scheduling and in sharing information with our volunteers.

I give permission for my photo to be used on the Food Bank's Facebook or website, or in the local newspaper, as part of our efforts to increase awareness of the Food Bank.

Yes No

CODE OF CONDUCT and CONFIDENTIALITY

Policy: 1-3

Policy Group: Administration

Date Approved: Feb 18, 2021

Date Revised:

INTENT:

It is expected that Directors, volunteers and representatives of the Boundary Community Food Bank (BCFB) will live up to the highest standards of conduct at all times. This policy has been developed to assist individuals in becoming and remaining aware of expected conduct of the BCFB.

POLICY:

Although the various matters dealt with in this policy do not cover the full spectrum of activities, they are indicative of the BCFB's commitment to maintaining high standards of conduct. They are to be considered descriptive of the type of behavior expected and are to be regarded as the minimum standards of performance required. All BCFB representatives are held accountable to maintain a level of professional conduct that will reflect positively on themselves and on the BCFB including the following:

INTERPERSONAL:

- Treat everyone with dignity and respect no matter their personal characteristics, background or values,
- Work cooperatively in a team,
- Refrain from behavior that could be considered demeaning, bullying, threatening or violent
- Refrain from engaging in any behavior that could be considered discrimination and harassment.

PROVIDING SERVICES:

- Promote the mission and objectives of the BCFB in all dealings with the public and within the BCFB,
- Always act with fairness, honesty, integrity and openness,
- Maintain high standards of quality and productivity, and
- Provide a positive and valued experience for those receiving service.

PERSONAL ACCOUNTABILITY:

- Act with honesty and integrity, and in accordance with any professional standards and/or governing laws and Legislation,
- Comply with any training or orientation provided,
- Having current knowledge of the BCFB's mission, values and current policies is required for all volunteers,
- Properly care for equipment and property of the BCFB,
- Adhere to the policies and procedures of the BCFB,
- Support the decisions and directions of the Board of Directors and Supervisors,
- Take responsibility for your actions and decisions,
- Ensure that position authority is not exceeded, and

- Give and receive constructive feedback as part of normal day-to-day work. Such feedback should be evidence-based and delivered in an appropriate manner.

CONFIDENTIALITY:

- Respect and maintain the confidentiality of information accrued as a result of working at the BCFB.
- Refrain from discussing clients personal information or conduct (other than in the course of official and legitimate Board business purposes)
- Refrain from leaving or sharing confidential information contained in documents or on computer screens in plain view.

CONFLICT OF INTEREST:

- Directors and volunteers should demonstrate a duty of good faith and loyalty to the BCFB. Accordingly, they should not engage in any outside activities that place or could place them in a position of conflict of interest.

POLICY COMPLIANCE:

The BCFB Volunteer Coordinator will ensure that all volunteers are provided a copy of this policy and have signed the Volunteer Code of Conduct and Confidentiality Agreement prior to acceptance as a member of the Boundary Community Food Bank Society.

Whenever a Director believes that he/she may have a conflict of interest or questions their compliance with this policy, he/she must discuss the circumstances with the Board of Directors.

Whenever a Volunteer or representative believes that he/she may have a conflict of interest or questions their compliance with this policy, he/she must discuss the situation with a Supervisor or a Director.

Any Director or Volunteer who knowingly fails to comply with this policy, its intent, or who knowingly permits a volunteer or representative under their supervision to fail to comply with this policy, shall be considered to be in violation of his/her Volunteer agreement and will be subject to appropriate corrective action up to and possibly including termination of their volunteer involvement, visitor privileges, and/or legal action.

RESPONSIBILITY:

Board of Directors, Volunteer Coordinator

Volunteer Code of Conduct and Confidentiality Agreement

I understand it is the policy of the Boundary Community Food Bank Society that board members and volunteers of the Boundary Community Food Bank Society live up to the highest standards of conduct at all times and not disclose confidential information belonging to or obtained through, their affiliation with the Boundary Community Food Bank Society related to any client or person, to other persons including their relatives, friends, and business and professional associates, unless the Boundary Community Food Bank Society, Board of Directors has authorized disclosure.

As a Board member and/or volunteer, I commit to demonstrating professionalism, good judgment, and care to avoid unauthorized or inadvertent disclosures of confidential information and commit, for example, to refrain from discussing clients personal information or conduct (other than in the course of official and legitimate Board business purposes) or leave confidential information contained in documents or on computer screens in plain view.

Upon separation of my term of service and/or at the end of my volunteer term, I agree to return, all documents, papers, and other materials, that may contain confidential information. I understand that failure to adhere to this policy may result in corrective actions, up to and including revocation of my membership with the Boundary Community Food Bank Society.

ACKNOWLEDGEMENT OF CODE OF CONDUCT and CONFIDENTIALITY OF CLIENT INFORMATION

I agree to abide by the Boundary Community Food Bank Society's Code of Conduct, and to treat as confidential all information about clients or former clients and their families that I learn during the performance of my duties as _____ (position title), and I understand that it would be a violation of policy to not live up to the highest standards of conduct at all times or to disclose any confidential information to anyone without being authorized to do so by the Boundary Community Food Bank Society, Board of Directors.

Signature of Volunteer _____

Date _____ Name _____

**BOUNDARY COMMUNITY FOOD BANK SOCIETY
VOLUNTEER INFORMATION SHEET – Feb 2021**

All volunteers are requested to preserve our public image with a clean and neat appearance when working at the Food Bank. The use of alcohol or drugs will not be tolerated at the food bank, by our volunteers or our clients. Anyone using these substances will be asked to leave the premises immediately.

If you are unable to attend for a scheduled shift, please advise the Volunteer Coordinator as soon as possible so that we can find a replacement. If you are unable to reach the Coordinator, please contact another member of the Board.

If the need to miss your shift arises on the scheduled day, please contact the Food Bank directly at 250-442-2800.

Our Board of Directors is grateful for the time and effort that each of our volunteers donates to helping those who need our services. If you have any concerns or questions regarding our operations, please don't hesitate to contact a member of the Board. Your input is welcome and your assistance greatly appreciated.

Important Contact Information:

Food Bank 250-443-2800

Volunteer Coordinator Gail Harrison 250-442-7311 gailharrison58@gmail.com

Board Members: Food Recovery Coordinator Dean Scown 250-442-4267

Inventory Coordinator Lynda Hynes 250-443-1773