



VOLUNTEER HANDBOOK

PURPOSE

Manna from Seven is a private, non-profit organization committed to meeting our community's need for hunger relief.

Mission: Manna partners with the community to alleviate hunger by providing nutritious food and essential life services ensuring that every person has the resources to thrive.

Vision: A thriving community where everyone has dignified access to adequate nutritious food, and essential resources for daily living.

To achieve our mission and vision, we depend on the passion and expertise of our Board of Directors and volunteers. Our goal is to create a positive, productive, transparent, and satisfying experience for our volunteers. We seek to create an atmosphere of collaboration, cohesiveness, and teamwork. We believe it is through a happy, engaged team that we will be able to provide strong positive experiences for our clients. Your interest and involvement make you an important partner in the effort to alleviate food insecurity in our community.

This handbook is intended to provide you with information and guidance about the policies that guide Manna and its relationship with its volunteers. From time to time, the organization may add, remove, alter or amend policies in this handbook. At all times, we are governed by federal, state and municipal regulations. In the event that any policy or practice stated in this manual is determined to contradict any law, ruling or regulation of any government authority or agency, such law, ruling or regulation will take precedence, but all other policies will remain in force. Please take the time to review the information contained in this handbook. If you have questions, please don't hesitate to ask us. In addition, questions or concerns regarding the content of this handbook should be directed to the Executive Director who has overall accountability for the administration of this handbook.

Thank you for volunteering!

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I. VOLUNTEER RELATIONSHIP

Volunteers play an important role in helping Manna fulfill its mission. You can expect to be treated with respect and gratitude, and we expect our volunteers to treat donors, clients and other volunteers with the same respect and gratitude. Prior to your first volunteer assignment with us, we will guide you through a brief orientation.

As a volunteer it is understood that you will be providing services without monetary compensation. Your contribution may be in the form of assisting with food distribution, making home deliveries, pre-packing food bags, leading laundry services, stocking shelves, breaking down boxes, cleaning, picking up or unloading food deliveries, sorting, or date-checking food donations. Other event-based volunteer opportunities may also arise throughout the course of the year.

Manna from Seven reserves the right to decline a volunteer or to discontinue working with a volunteer at any time, for any reason, as long as it is not an unlawful reason. A volunteer may discontinue volunteering with us at any time, although we would appreciate two weeks notice.

OUR VISION FOR OUR VOLUNTEERS

Together with the Manna from Seven Board, the volunteers provide support, leadership, and innovation to serve our mission to alleviate hunger by providing nutritious food and essential life services in our area. Utilizing their individual strengths and talents, volunteers improve the quality of Manna programs, grow skills, build friendships and community networks, lend valuable strength and extend the resources of the Manna team.

VOLUNTEER ONBOARDING

Prospective volunteers must participate in a brief orientation session and complete a Voluntary Information and Release Form with emergency contact information. Following the orientation, the volunteer will begin working alongside a seasoned Manna volunteer to ensure suitability. Manna at its sole discretion may deny requests to volunteer.

VOLUNTEER SCHEDULING

We depend on our volunteers to ensure our clients receive the best possible service. Therefore, it's crucial that volunteers report to Manna to volunteer as scheduled or let the Executive Director or another Board member know of their absence. Manna strongly believes that empowering volunteers to invest in their volunteer experience will result in more complete and positive engagement with the Pantry. A daily sign-up sheet will be available in the main room at Manna.

If requested, Manna will sign a document confirming volunteer hours as community service for certain limited purposes. The Executive Director or Board member in charge of the event will be responsible for signatures.

VOLUNTEER COMMITMENT

Manna from Seven requests that prospective volunteers commit to volunteer service at the Pantry for one year following their orientation. Manna invests considerable time and resources to training volunteers adequately and relies significantly on volunteer support to manage Manna Programs and Operations. A commitment of one year volunteer service is asked for Manna to manage high-quality service delivery to as many clients as possible.

However, Manna from Seven reserves the right to discontinue working with a volunteer at any time, for any reason, as long as it is not an unlawful reason. Manna, at its sole discretion, may request that a volunteer leave immediately if warranted by the circumstances. Volunteers who are not in compliance with the policies and practices outlined in this Handbook are subject to dismissal.

VOLUNTEER AND CLIENT RELATIONSHIPS

As a service organization, we encourage our volunteers to maintain a friendly relationship with clients and to treat our clients with the respect and dignity they deserve.

Volunteers should observe the following guidelines to ensure the integrity and fairness of our services:

- Treat all clients equitably.
- Maintain confidentiality with and about clients.
- Minimize gossip about or discuss the character of a current or former client.
- Maintain a professional relationship with clients.
- Do not provide a client with additional service, or favor.
- Do not loan money to or borrow from clients, nor accept gifts from clients.
- Do not counsel or perform case management activities with clients; refer them to the Manna Board so the appropriate actions can be taken to meet the clients' needs.

In addition, for volunteers' privacy and safety and that of our clients, we discourage volunteers from engaging with clients outside of their volunteer responsibilities at Manna. In the event that a volunteer establishes a relationship with a client that results in the exchange of personal details, including address and contact information, or meetings between clients and volunteers, the volunteer assumes any and all liability that might result from such contact outside Manna premises. For example, Manna will not be responsible for any medical costs associated with a volunteer's accident at the residence of a client if the volunteer is visiting that client for non-Manna activities.

In the event that you have a relationship with a client prior to volunteering with Manna, we ask that you notify the Manna Executive Director of the nature of that relationship so that Manna can take appropriate measures to manage any conflicts.

RESPONDING TO CHALLENGING INTERACTIONS WITH CLIENTS

Manna from Seven is a supplemental food source for families in the Wabash Valley area that strives to provide equal access to resources to all our Manna neighbors in a compassionate and safe environment.

Manna knows that our clients often come to us having experienced trauma, which can be triggered by a variety of stimuli and may arise without warning. **Trauma** is the response to a deeply distressing or disturbing event that overwhelms an individual's ability to cope, causes feelings of helplessness, diminishes their sense of self and their ability to feel the full range of emotions and experiences.

To reduce trauma triggers for our clients, Manna will maintain a safe and friendly environment, will post safety signage outlining rules and regulations, and will maintain an area that is free of aggressive behavior. Clients are expected to adhere to all safety rules and regulations and engage appropriately with all volunteers.

Past trauma experiences might trigger negative behavior or heightened anxiety in our clients in reaction to posted limitations or volunteer reminders which could result in challenging interactions. Please note the following signs that a client might be escalating:

- Pacing
- Clenching fists
- Swearing
- Muttering or threatening

If a client exhibits signs of escalation, volunteers may access the options for de-escalation and reframing if they are comfortable doing so, including:

- Use gentle language when addressing the Client.
- Learn and use person's names-introduce yourself.
- Maintain eye contact and be at the same eye level.
- Maintain a neutral facial expression.
- Make requests simple and specific.
- Use positive statements, such as, "Please tell me more so I can better understand how to help you." or "What can we do about this to make it better?"
- Once the crisis has passed, it is important to acknowledge that the Client was able to gain control of their emotions and/or respond to directions from volunteers. This is critical to repairing/maintaining the relationship with the Client.

In case of immediate danger to the client or others, volunteers should remove themselves from the situation and immediately call 911.

If these de-escalation tips do not have the desired effect, the volunteer should bring the matter to the attention of the Executive Director or one of the Board Members as quickly and discreetly as possible. If neither the Executive Director nor a Board Member is available, the volunteer should reach out to the Manager in charge. Volunteers are not required to engage with a client who might be exhibiting challenging behaviors; volunteers should feel free to immediately direct the matter to the Executive Director, Board Member or Manager of the Day, as available.

After the matter has been resolved, the volunteers involved should discuss the incident with the Executive Director, how it was resolved and whether other actions could or should have been taken. Manna's intent is that these protocols are reviewed regularly and updated based on volunteer experience and input.

ATTIRE AND PERSONAL APPEARANCE

Volunteers represent Manna from Seven in all their activities. The individual image that we each project impacts the public's perception of Manna from Seven. Volunteering attire should:

- Ensure safety of the volunteer. We ask that volunteers not wear open-toed shoes while working in our building or at our events.
- Be appropriate for the volunteer assignment. For example, volunteers who are stocking shelves or distributing food should wear athletic or other active clothing rather than

- professional or business attire.
- Reflect positively on Manna from Seven.

Manna reserves the right to determine what constitutes appropriate workplace attire and personal appearance within the context of the volunteer's position, visibility, and interaction with the public. If you are unclear about what is appropriate, please consult the Executive Director or a Manna Board Member.

WEATHER POLICY

- If a travel advisory is issued, all Manna operations will be closed. Outside of a travel advisory, decisions will be made on a case-by-case basis. Information will be communicated via news outlets and social media. Volunteers will be notified as quickly as possible if there is a cancellation of activities.

Unexpected inclement weather during operations:

- The Executive Director or Board Member in charge on site is responsible for making determinations about weather concerns during active operations.
- This may include temporarily suspending operations (e.g., until lightning has passed) or cancelling all distributions (e.g., heavy rain).

CONFIDENTIALITY

During the course of volunteering with Manna from Seven, volunteers may come into contact with or be exposed to information or material proprietary to Manna or designated as Confidential Information by Manna from Seven or its funding agencies and not generally known other than by the Board of Directors.

The Manna Board of Directors and volunteers will not discuss with any person any Confidential Information, including any personal information about a client, volunteer, or donor, except to the extent necessary to carry out Manna's obligation with respect to food pantry work or except as may be expressly authorized by Manna from Seven.

All inquiries from the media must be referred to the Executive Director.

All Board Members are required to sign a confidentiality agreement as a condition of service with Manna.

PUBLIC APPEARANCES AND COMMUNICATIONS WITH PUBLIC OFFICIALS

Volunteers may not represent Manna from Seven at public events without the express consent of the Manna Board of Directors. Public events include, but are not limited to community fairs, fundraising events, and town government or other civic meetings. Manna administration that can provide approval for attendance at or participation in a public event or for communication with a public official include the Executive Director, Board President, Board Vice President or Board Treasurer.

Nothing in this policy should be construed to prevent an individual from discussing their volunteer role with Manna or the general activities of Manna with other members of the community or with possible funders/donors. Manna from Seven recognizes that its volunteers are often its best ambassadors in the community. This policy is intended to provide oversight of communications which could bind Manna to a public position in the community without its express knowledge or consent.

CONFLICT OF INTEREST

All media inquiries should be directed to the Executive Director or Board President.

At Manna from Seven, we believe in the fair and equitable treatment of all Board Members, volunteers, clients, donors and service providers. Conflicts of Interest may be perceived to impede the fairness of treatment. Actual, potential, or perceived conflicts of interest include but are not limited to the following:

- A Board Member, or volunteer who is also a client.
- Personal involvement or significant business relationships with an existing or potential service provider.
- Receipt of gifts from suppliers, clients, the media, etc.

In the case of a client, Board Member, or volunteer, this must be disclosed to the Executive Director or Board President. Every effort will be made to ensure confidentiality while also recognizing that a Board Member or volunteer must abide by all applicable policies and the two relationships with Manna should remain separate. Activity required as a client should not be completed while working volunteer hours, (i.e., pantry shopping, laundry service or client appointments). Questions or concerns should be directed to the Executive Director or Board President.

In dealing with existing or potential suppliers, every effort will be made to ensure suppliers are evaluated for the quality and price of their goods and/or services. Decisions on suppliers will be made by the Executive Director with guidance as requested by Board Members. In the event, there is a disagreement between the Executive Director and the Board, the Board will vote and the final decision will be based on input and majority rule.

It is quite common for vendors, clients, the media, etc. to solicit business or maintain current business relationships by providing gifts. If not managed correctly, this can pose a conflict of interest. Any business gifts given or received by Manna from Seven must be nominal in cost, quantity and frequency. Volunteers should never accept or offer gifts of cash or cash equivalents, such as gift certificates. As a general rule, a volunteer should never accept a gift that could be viewed as lavish. Volunteers should be careful whenever accepting gifts of any value as this can be construed as a conflict of interest.

Any volunteer involved in the type of relationships/situations described in this policy should immediately and fully disclose the relevant circumstances to the Executive Director or Board President, for a determination as to whether a potential or actual conflict exists. If an actual or potential conflict is determined to exist, Manna from Seven may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action up to and including termination of volunteering.

II. ORGANIZATION POLICIES AND PRACTICES

COMMITMENT TO INCLUSION AND DIVERSITY

At Manna from Seven we embrace diversity and believe in diversity of thought and experience.

We recognize that our volunteers are made up of people of different backgrounds, cultures and beliefs. Respecting each person as an individual and welcoming the richness of ideas that come from such diversity and expression will enhance our ability to meet our objectives and continue our mission.

We are committed to creating and maintaining an environment which is inclusive for all. An environment in which all volunteers are treated with dignity and respect, have an opportunity to participate and contribute to the success of the organization and are valued for their skills, experience, and unique perspectives. This commitment is embodied in our policies and the way we operate and is an important principle of our success.

COMMITMENT TO SAFETY

Protecting the safety of our volunteers, clients and visitors is of paramount importance to Manna from Seven. All volunteers, clients and visitors have the responsibility to maintain a safe work environment by adhering to the safety rules and practices and by notifying those serving Manna when any health or safety issues are present. All volunteers are encouraged to partner together to ensure maximum safety for all.

In the event of an emergency, dial 911 to activate medical emergency services and advise the Executive Director or Board Member in charge and they will assume incident command of the event.

SEXUAL HARASSMENT AND OTHER FORMS OF HARASSMENT

Consistent with our belief that each volunteer should be treated with respect and dignity, and in compliance with Title VII of the Civil Rights Act of 1964 as amended as well as state and local regulations, Manna from Seven is committed to providing an environment free of discrimination and unlawful harassment. In keeping with this commitment, we maintain a strict policy prohibiting sexual harassment and other harassment regarding any characteristic protected by anti-discrimination laws including, but not limited to race, color, ancestry, national origin, gender, pregnancy, sexual orientation, marital status, parental status, religion, age, disability, gender identity or expression, genetic information, service in the military or other characteristics protected by federal, state or local law. This policy applies to all board members, clients, vendors, visitors, third party service providers, volunteers and interns.

Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. Manna from Seven will take all steps necessary to prevent and eliminate unlawful harassment.

What is Unlawful Harassment?

Unlawful Harassment is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class. Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on characteristics protected by state or federal law.

What is Sexual Harassment?

Government regulations define sexual harassment as “unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such an individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual’s work performance or creating an intimidating, hostile, or offensive work environment.”
- Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers.

Sexual harassment is unlawful, and the prohibited conduct exposes not only Manna from Seven but also the individuals involved in that conduct to significant liability under the law. Accordingly, Manna from Seven is committed to vigorously enforcing its sexual harassment policy at all levels within the Food Pantry.

Administration

Each of us is responsible for business-like conduct and for helping to create a positive work environment. A positive work environment is free from harassment, sexual harassment or intimidation. Harassment or sexual harassment in the workplace, whether committed by Board members, volunteers, clients, visitors, vendors or any third party is not sanctioned or tolerated.

Any volunteer who believes he/she/they have been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to make a complaint. You may complain directly to the Executive Director or any member of the Manna Board of Directors with whom you feel comfortable bringing such a complaint forward. Similarly, if you observe acts of discrimination toward or harassment of another volunteer, you are requested and encouraged to report this to one of the individuals listed above.

All complaints will be investigated promptly and, to the extent possible, with regard to confidentiality. If the investigation confirms conduct contrary to this policy has occurred, Manna from Seven will take immediate, appropriate, corrective action, up to and including immediate termination of volunteering.

No reprisal, retaliation, or other adverse action will be taken against a volunteer for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the people identified above.

VIOLENCE IN THE WORKPLACE

Manna from Seven is committed to providing a safe, violence-free workplace for our volunteers. To that end, Manna has zero tolerance for domestic or other violence in any form, and believes that all volunteers, and others in the Manna community, have the right to work in a safe and comfortable environment. Accordingly, any acts of violence or threats of violence in the workplace, whether carried over from home or other where will not be tolerated. Such acts will result in immediate disciplinary action, up to and including termination of volunteering. All clients, contractors, subcontractors, volunteers, interns, vendors, third party service providers and visitors must comply with this policy.

Volunteers should refrain from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any volunteer will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs at Manna from Seven sponsored functions.

All volunteers bear the responsibility of keeping our work environment free from violence or potential violence. Any volunteer who witnesses or is the recipient of violent behavior should promptly inform the Executive Director or the Board President. All threats will be promptly investigated. No volunteer will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Any individual engaging in violence against Manna from Seven, its volunteers, clients or property will be prosecuted to the full extent of the law. All acts will be investigated, and appropriate action will be taken. Any such act or threatening behavior may result in action up to termination of volunteering.

As Manna from Seven premises/alley falls under multiple policies (ISU, city, church) it is highly recommended that volunteers do not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, and knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages, cut plastic, and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any volunteer violating this policy is subject to termination of volunteering. Please note, those with a state "license to carry handgun" are exempt.

We reserve the right to determine when particular conduct constitutes an act of violence or domestic violence affecting the workplace for purposes of this policy.

In the event of an emergency, notify the appropriate emergency personnel by dialing 911 to activate the emergency services.

SUBSTANCE FREE WORKPLACE

It is the policy of Manna from Seven to maintain a drug- and alcohol-free work environment that is safe and productive for volunteers and others having business with Manna.

The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal substance and/or the misuse of legal substances while on Manna premises or conducting or while performing services for Manna is strictly prohibited. Manna also prohibits volunteers from reporting to work or performing services under the influence of alcohol or consuming alcohol while on duty or during volunteer hours. In addition, off premises prohibits abuse of alcohol and controlled substances, as well as the possession, use, or sale of illegal substances, when these activities adversely affect job performance, job safety, or Manna from Sevens reputation in the community.

Compliance with this policy is a condition of volunteering. Any volunteer violating this policy is subject to discipline, up to and including termination from volunteering, for the first offense.

SMOKE-FREE WORKPLACE

Smoking is not allowed on Manna premises at any time. "Smoking" includes the use of any tobacco products (including chewing tobacco), electronic smoking devices, and e-cigarettes.

Smoking is only permitted during break times off site. Volunteers are expected to dispose of any smoking debris safely and properly.

WHISTLEBLOWER PROTECTION

Volunteers and representatives of Manna from Seven should practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations. Board Members and volunteers who have concerns regarding questionable or improper accounting or auditing matters or violations and suspected violations of applicable laws and regulations are obligated to voice their concerns. They may contact a Manna Board member who they feel comfortable with to lodge a complaint. All complaints shall be taken seriously and treated as follows:

- The person who is in receipt of a complaint must refer it to the Executive Director. In cases where the complaint is being lodged against the Executive Director, the recipient should refer the matter to the Board President.
- The Board President will notify the full Board about the complaint and convene an ad hoc committee, including at least one other Board member, to investigate the complaint.
- Upon completion of the investigation, the Committee shall propose a course of action to the full Board which may include, but is not limited to, making changes to operational and/or personnel policies, personnel action, and/or referrals to law enforcement.
- When determined appropriate by the Board, notice of any corrective action will be given to the person who submitted the concern or complaint if that person is known.

No Board member or volunteer, who acts in good faith, and reports a Concern shall be subject to retaliation or, in the case of a volunteer, suffer adverse consequences. Moreover, a volunteer who retaliates against someone who has reported a Concern in good faith is subject to discipline up to and including dismissal from the volunteer position.

VOLUNTEER HANDBOOK ACKNOWLEDGMENT FORM

Manna from Seven's Volunteer Handbook provides important guidance about the Manna from Seven Food Pantry, and I understand that I should consult a member of the Board of Directors regarding anything not outlined in the handbook. I have entered into my volunteer relationship with Manna from Seven voluntarily.

In addition, I acknowledge that as part of the application process I have been or will be asked to sign off on a Waiver and Release of Liability and a Confidentiality Agreement. These are in addition to the policies in this handbook and are intended to complement but not replace the policies in this handbook.

Since the information, policies, and practices described here are subject to change, I understand that the policies and practices, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by the Manna Board of Directors at any time without notice.

By signing below, I acknowledge that I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer's Name in Print

Signature of Volunteer

Date Signed by Volunteer