



**HILLIARD FOOD PANTRY  
VOLUNTEER HANDBOOK**

Updated October 2019

Hilliard Food Pantry  
4410 Cemetery Rd, Hilliard, OH 43026  
614-363-4159

# ABOUT THE HILLIARD FOOD PANTRY

## OUR MISSION STATEMENT

***To improve the well-being of our community by providing food and support.***

The Hilliard Food Pantry, which is operated by the Hilliard Community Assistance Council (HCAC), is a non-profit organization founded by community activists in Hilliard in 1963. Today, we receive support from many businesses, individuals, and other community service groups. The Hilliard Food Pantry has one full time staff member, a Pantry Director. The Hilliard Food Pantry has a ten member Board of Directors who are responsible for the oversight of the organization.

## OVERVIEW

While the food pantry is our largest and most popular program, we also offer several services free of charge to qualifying persons:

- **Choice Food Pantry:** Residents in the Hilliard City School District may shop in the pantry for a three day supply of food. Residents are eligible to receive food assistance once every month.
- **Senior Box Delivery:** Hilliard Food Pantry packs and delivers boxes of food and personal items to senior buildings in our area.
- **Utility Assistance Program:** Once every twelve months, qualifying Hilliard residents will be able to participate in the Utility Assistance program. This program contributes up to \$200 to those families who need assistance with their gas, water and/or electricity.
- **Holiday Assistance:** In collaboration with Hilliard UMC, we offer a pickup for Thanksgiving dinner. We also offer help with food and toys at Christmas.

## Scheduling:

Hilliard Food Pantry currently offers shifts at the following times:

- Tuesday: 9:45-1:15
- Wednesday: 10-11:30
- Wednesday: 2-3:30
- Thursday: 5:45-8:15
- Saturdays: 8:45-12:15

Hilliard Food Pantry  
4410 Cemetery Rd, Hilliard, OH 43026  
614-363-4159

Scheduling for these shifts is done through the VolunteerHub program which can be found at our website [www.hilliardfoodpantry.org](http://www.hilliardfoodpantry.org).

## **VOLUNTEERING FOR THE PANTRY**

### **VOLUNTEER ROLES IN THE PANTRY**

Volunteers will arrive approximately 15-30 minutes before the shift will begin. Volunteers will be assigned to the following roles upon arrival:

1. **Check-In** (1): Responsible for operating the PantryTrak and maintaining the line for service.
2. **Greeter** (1): Responsible for handing out numbers and maintaining the line by the front door during high service times. These are usually at the beginning and end of service
3. **Shoppers** (4): Responsible for assisting families on the pantry floor. Shoppers are to work with the families around the choice pantry while providing excellent customer service.
4. **Carry-Out** (3): Responsible for escorting groceries to the cars of the families. Carts can be taken to the blacktop and transported the rest of the way.
5. **Restock/Intake** (3): Responsible for processing deliveries through the garage door. These can include pickups from stores and walkup donations

A discussion with the Pantry Director is the best way to make assignments based on the desired role of the volunteer. However, the Pantry Director will have final say in all assignments.

## **VOLUNTEERING FOR DELIVERY ASSISTANCE**

### **RESPONSIBILITIES**

Deliveries are made to the Hilliard Food Pantry on Wednesday mornings from MidOhio Food Bank. These deliveries are typically 2-3 pallets and must be unloaded into their proper places. Volunteers for this shift must be able to lift 50lbs unassisted. While there will be no direct contact with those we serve all standard of conduct and development apply to this position.

Hilliard Food Pantry  
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614-363-4159

# VOLUNTEERING FOR SENIOR BOX DELIVERY

## RESPONSIBILITIES

On Wednesday afternoons volunteers deliver boxes of food to senior facilities at the following locations:

- Wellington Village -- 5863 Scioto Darby Rd (1st and 3rd Wednsdays of the month)
- Sturbridge Green -- 3750 Sturbridge Ct (4th Wednesday of the month)

Volunteers will be responsible for packing the boxes to be delivered as well as transporting and dropping off boxes. You must have a vehicle to volunteer for this position. All volunteer conduct and development opportunities apply to this position.

## OTHER VOLUNTEER OPPORTUNITIES

Other volunteer opportunities are available for the organization. They include:

- **Holiday Assistance** - Currently these volunteer shifts are scheduled in person with the Pantry Director. Volunteers are needed to help sort toys and assign them to families in need. If you are interested in volunteering for this position directly contact the Pantry Director.
- **Fundraising and Development** - We are building a new team to help with the growth of the organization. This can include helping to identify grant funding opportunities or finding potential donors to the organization. Additionally, this can include helping to plan fundraisers for the organization.

## VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are essential in the fight against hunger. Volunteers are viewed as a critical resource to this organization, its staff, and its participants. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated fairly, the right to effective supervision, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals and procedures of the Hilliard Food Pantry.

## EQUAL OPPORTUNITY

The Hilliard Food Pantry maintains a strong policy of equal volunteer opportunity. We recruit, interview, train, and dismiss volunteers on the basis of personal competence and performance without regard to race, religion, sex, sexual orientation, age, marital status, or handicap.

Hilliard Food Pantry  
4410 Cemetery Rd, Hilliard, OH 43026  
614-363-4159

## **VOLUNTEER PROCEDURES AND DEVELOPMENT**

- A. **Interviewing and Screening:** Prospective volunteers must sign-up through the VolunteerHub program. We ask that you arrive early for your first shift.
- B. **Completing Liability Waiver:** All volunteers must complete and sign a liability waiver and provide an emergency contact prior to volunteering at the Hilliard Food Pantry. Waivers for minors must also include a signature from a parent or guardian.
- C. **Orientation and Training:** Volunteers will receive a general orientation before the start of service to include procedures relevant to the tasks that you are assigned and introduction to the Hilliard Food Pantry's anti-discrimination and sexual harassment policies.
- D. **Supervision:** The Hilliard Food Pantry Director is responsible for the management and guidance of volunteer work and shall be available to the volunteer for consultation and assistance.
- E. **Feedback/Evaluation:** Volunteers may receive periodic evaluations to review their work and progress that may include an assessment of their performance and a discussion of any suggestions the volunteer may have for the Hilliard Food Pantry.
- F. **Volunteer Record Keeping System:** Volunteers should sign-in with the Hilliard Food Pantry Director each time they volunteer.

## **VOLUNTEER CONDUCT**

- A. **Standard of Conduct:** The lasting impression that volunteers make on those they serve and work with reflects directly on all staff, volunteers, and board members of the Hilliard Food Pantry. All words and deeds should work to build the Hilliard Food Pantry reputation for quality, kindness, and respect. In addition to being non-discriminatory, volunteers should project a non-judgmental and empathetic attitude by treating all persons with dignity and respect.
- B. **Absenteeism:** Volunteers should do their best to be present and on time for each event or activity to which they have committed. If volunteers know that they will be late or absent, they should contact the Hilliard Food Pantry at 614-363-4159 as soon as possible, preferably at least 24 hours before the absence. If calling after hours, please leave a message.
- C. **Grievance Procedure:** Volunteers and staff are expected to act professionally. Should a volunteer have a grievance concerning their work environment, they should report it promptly to the Pantry Director or Board President. Every effort will be made to achieve speedy and effective resolution, and all complaints will be treated and addressed without the volunteer experiencing any retaliation.
- D. **Media Conduct:** Volunteers are requested to not represent themselves as a spokesperson or representative for the Hilliard Food Pantry and/or the HCAC without prior approval from the Pantry Director or Board President. All forms of media contact

Hilliard Food Pantry  
4410 Cemetery Rd, Hilliard, OH 43026  
614-363-4159

must be immediately brought to the attention of the Hilliard Food Pantry Director or Board President. Only the Hilliard Food Pantry Director or Board President serves as spokesperson for the Hilliard Food Pantry and the HCAC.

- E. **Alcohol and Drugs:** When participating in Hilliard Food Pantry activities, volunteers are prohibited from purchasing, transferring, using or possessing illicit drugs, alcohol, or prescription drugs in any way that is illegal. Implementing this policy provides a drug and alcohol-free workplace in order to ensure a safe, healthy, and productive environment for all volunteers and employees. If this policy is violated, disciplinary actions up to and including termination can result.
- F. **Dress Code:** Volunteers should wear clothing appropriate for their assignments and should maintain a neat and clean appearance. For their protection, all volunteers must wear closed-toed shoes; no sandals or flip-flops are allowed.
- G. **Cell Phone Usage:** Cell phone use is not permitted on the pantry floor. If you need to use your phone, please do so out of sight of those being served.
- H. **Conflict of Interest:** The Hilliard Food Pantry aims to avoid potential and actual conflicts of interest in all of their efforts. The Hilliard Food Pantry abides by a board approved conflict of interest policy. This policy should be reviewed with each volunteer during their initial orientation. While working on behalf of the Hilliard Food Pantry, volunteers must never present partisan information supporting or endorsing political parties or candidates for office.
- I. **Proselytizing:** The Hilliard Food Pantry staff, volunteers, and clients hold various political, social, religious, and personal beliefs. Volunteers must be respectful of the views and opinions held by others with whom they come in contact while volunteering. Unless instructed to do so as part of the organization's mission and programs, volunteers must refrain from advocating or proselytizing for the specific political, social, and/or religious beliefs while volunteering at the Hilliard Food Pantry.
- J. **Workplace Weapons Policy:** To ensure a safe environment for employees and guests, the Hilliard Food Pantry prohibits all persons who enter the Hilliard Food Pantry and HCAC property from carrying a firearm or weapon of any kind onto the property. The policy applies to all employees, visitors on the property, clients, and contractors. In addition, employees and volunteers are prohibited from carrying a weapon while performing their duties whether they are on the Hilliard Food Pantry and HCAC's property or not and whether they are licensed to carry a weapon or not. This policy also prohibits weapons at sponsored functions of the Hilliard Food Pantry and HCAC. Possession of a valid concealed weapon permit authorized by the State of Ohio is not an exemption under this policy. The only exceptions to this policy will be police officers, security guards, or persons who have been given written consent by the Hilliard Food Pantry and/or HCAC to carry a weapon on the property.

Hilliard Food Pantry  
4410 Cemetery Rd, Hilliard, OH 43026  
614-363-4159

- K. **Smoking:** No smoking is allowed in the Hilliard Food Pantry or on the common sidewalk areas outside. This includes e-cigarettes.

## **SAFETY**

Although the Hilliard Food Pantry does its best to provide safe conditions for volunteers, the Hilliard Food Pantry counts on volunteers to be the best protector of their own personal safety. Volunteers should always be aware of where they are and what they are doing. Volunteers should pay particular attention to safety instructions and proper equipment usage. Volunteers should speak up if they have a safety concern and promptly report any injuries to the Pantry Director.

## **RELEVANT POLICIES FOR VOLUNTEERS**

Please read the following training and policies in full:

### ***Civil Rights Training for Volunteers Who Assist with USDA / Ohio TEFAP (The Emergency Food Assistance Program)***

Goals of civil rights

- Provide fair and equal treatment of participants and benefit delivery
- Legal prohibitions on discrimination are found in the Civil Rights Act of 1964, the Equal Opportunity Act of 1968, the Age Discrimination in Employment Act of 1967, the Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990. Discrimination is prohibited on the basis of race, color, national origin, age, sex, sexual orientation, and disability in special nutrition programs funded by the USDA, Food and Nutrition Service. (The Food Stamp Program and Food Distribution Program on Indian Reservations also prohibits discrimination based on religion and political beliefs in addition to the bases listed above.)

Types of Discrimination

- Disparate Treatment (intentional)
- Disparate Impact (neutral rule impacts disproportionately on a group)
- Reprisal / Retaliation (actions or statements against complainant or his/her family, associates or others involved in complaint process or exercising civil rights)
- Exceptions: Congress can establish a program that is intended for certain groups of people, and it is not discrimination to exclude those who do not meet eligibility requirements. For example, Congress can set age limits and this is not age discrimination or disability for those who do not meet the age limits.

When do civil rights rules apply?

- Civil rights rules apply any time there is any federal financial assistance. Federal financial assistance is receiving anything of value from the federal government – not

Hilliard Food Pantry  
4410 Cemetery Rd, Hilliard, OH 43026  
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just cash. It can include commodities, training, equipment, and other goods and services. Special circumstances

- Make sure to accommodate people with disabilities. Sites should be accessible to people with all types of disabilities (e.g. mobility, sight, hearing, other) or alternate means of service delivery should be advertised and provided.
- Provide other language assistance to persons with limited English proficiency who could not gain meaningful access to the program without other language assistance LEP households must always have assistance provided. However, the level or type of assistance can vary based on circumstances. Other requirements
- Treat all people with dignity and respect
- Display the USDA “And Justice for All...” non-discrimination poster in a place where it can be seen by all who visit the premises
- Include the USDA non-discrimination statement on all materials that mention USDA funded programs and make sure the statement is also on websites that mention USDA funded programs
- Conduct outreach to ensure that potentially eligible persons and households are aware of the program and have information on how to apply. Provide suggestions about how to make more people aware of the program and how to receive benefits.
- Maintain confidentiality. It is not appropriate to talk about who is receiving benefits and to make remarks about them. Never share information with others regardless of an expression of good intentions. Refer all requests for information to managers. What happens at the site, stays at the site. The exception, of course, is any illegal or inappropriate behavior that should be reported to state or federal officials.
- Collect racial / ethnic data (except TEFAP) and use it to target outreach and to assess participation. Keep individual data confidential. If people refuse to provide, you must code them based on perception.
- Cooperate with State and Federal reviewers. They are required to conduct periodic compliance reviews to help ensure that program and civil rights rules are being obeyed.
- If there is non-compliance, correction of problems and voluntary compliance is sought. Failure to abide by civil rights rules can lead to loss of Federal financial assistance.
- Sexual harassment is prohibited. Do not engage in or tolerate unwanted or unwelcome sexual behavior including jokes, touching, requests for sexual favors, etc. Please report violations to management or to state or federal officials as soon as possible.
- Advise people who allege discrimination how to file a complaint. They may write to:

USDA Director Office of Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410

OR

Call toll free: (800) 795-3272 or  
(202) 720-6382 (TTY)

Hilliard Food Pantry  
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614-363-4159

In the Midwest Region, they may also write to:

Regional Director Civil Rights / EEO                      OR                      Call: (312) 353-3353

77 W. Jackson Blvd., FL 20

Chicago, IL 60604-3591

Almost all complaints are referred to the Chicago office for investigation and are actually investigated by staff from FNS field offices located in a state where the complaint originated.

- If a conflict occurs, remain calm. Call for assistance immediately if you feel threatened. Consider mediation or a third party to help resolve the situation.
- Follow the platinum rule – treat people the way they would like to be treated (or be aware of what that is).

### ***Anti-Harassment Policy***

The policy of the Hilliard Food Pantry and HCAC forbids illegal discrimination, harassment or retaliation in the workplace. It is a violation of our policy for any customer, guest, vendor or visitor to harass another or discriminate in word or action against an employee or applicant for employment on the basis of race, color, sex, national origin, religion, age, sexual orientation, physical or mental disability, or any other characteristic protected by applicable law. This policy prohibits the use in the workplace of language or actions which, by their nature or effect, degrade or insult a person, or any group of persons, on the basis of race, color, sex, national origin, religion, age, sexual orientation, physical or mental disability, or any other characteristic protected by law.

**Harassment:** This policy includes, but is not limited to, prohibition of sexual harassment, which is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, especially when the following conditions apply:

- Submission to conduct is either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual;
- Such conduct creates an intimidating, hostile, or offensive work environment which seriously affects the psychological well-being of the employee; and,
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance.

**Reporting procedure:** Employees or volunteers believing that they have witnessed violations of this policy or that they are being subjected to conduct prohibited by this policy must report the conduct promptly under this policy. Such report, if possible, should be made to the Hilliard Food Pantry Director or the Board President. If it is the conduct of the Hilliard Food Pantry

Hilliard Food Pantry  
4410 Cemetery Rd, Hilliard, OH 43026  
614-363-4159

Director that is being complained of, the report should be made promptly to the President of the Hilliard Food Pantry. No other person is authorized to receive or deal with such matters or to act as the complaining person's spokesperson or representative.

**Investigation and Corrective Action:** The Hilliard Food Pantry will promptly investigate any complaints brought under this policy. While the Hilliard Food Pantry cannot promise confidentiality, information provided in any complaint or subsequent investigation will be communicated only as necessary to promote the goals of this policy.

Whether sexual or other harassment has occurred can only be determined on a case-by-case basis after reviewing all of the circumstances. Those employees or individuals who are found to have violated this policy will be dealt with in relation to the seriousness of the offense, up to, and including, dismissal or removal from the facilities, as appears appropriate under the circumstances.

The complaining employee or volunteer will be protected from retaliation as a result of any complaint brought in good faith under this policy. Complaints found to have been brought in bad faith, however, may lead to disciplinary action or a bar to further volunteer services.

**Duties of Other Employees and Volunteers:** Any employee or volunteer who becomes aware of any conduct which he/she believes is prohibited under this policy is to report the same immediately to the Hilliard Food Pantry Director or the Board President. No employee or volunteer who becomes aware of any such conduct is to undertake any personal involvement beyond reporting it to one of those authorized to receive such reports. Each employee and volunteer also has a duty to completely and truthfully cooperate in any investigation under this policy. Failure to do so may lead to disciplinary action, discharge or a bar to further volunteer activities.



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# Volunteer Signature Form

To be read, signed, and returned to the Hilliard Food Pantry Coordinator before beginning any volunteer activities.

I, \_\_\_\_\_

(please print your name)

have received a copy of the Hilliard Food Pantry Volunteer Handbook and agree to follow the policies and procedures as listed in the handbook. I have read the Civil Rights Training for Volunteers and understand how to file a civil rights complaint.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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