

Below is a list of rights, responsibilities and expectations of our Volunteers:

You have the right to:	You have the responsibility to:
A safe workplace	Help create an enjoyable environment where all staff, volunteers and clients feel safe and respected. If you see an unsafe situation, please let the proper supervisor know
Act and dress in a manner which is appropriate for your volunteer responsibilities	Represent Loaves & Fishes well by behaving in a manner which is respectful. Dress in a manner that is appropriate to the task assigned (closed toed shoes are required at all sites)
Be treated with respect & dignity	Conduct self in a respectful manner towards clients, other volunteers and staff. Refrain from excessive use of profanity as it is neither respectful to others nor representative of our organization
Work in a non-harassment, non-violent & drug free environment	Refrain from harassing or unkind behaviours. Refrain from the use of drugs or alcohol while volunteering or in a way which might impede your ability to serve in a safe and respectful manner. Report any such behavior to your Supervisor
Access information that is personal, sensitive & confidential when necessary	NOT talk about or disclose sensitive, confidential or personal information, especially as it relates to those who access our services
Work in a trusting environment	Know that theft of any kind is NOT tolerated, including taking or distributing of food in a manner it was never intended

Scheduling: Please arrive for your shift five minutes early. If you have been scheduled, we count on you to be there! We ask that you give us as much notice as possible if you are not able to make your scheduled shift.

Client Confidentiality: Do not disclose or discuss with others the names or identities of people using the food bank. If you see a client around town, allow them to initiate contact. If they do not acknowledge you, please respect their wishes to remain anonymous.

Rules & Systems: Please follow and respect those which have been put into place. Our rules and systems have been refined to ensure we're able to replicate an accessible, equitable, and consistently high level of service to all who benefit from our services, and to account for all the food and other resources entrusted to us. Food recovery enables us to provide an abundance of some items and enable client choice. It also means that our selection varies each day based on what we receive, sort and distribute **and there will be fluctuations in what we have to offer**. As staff and volunteers, we strive to always be thankful for what we have and share it equitably with each of the Free Food Markets and Agencies we support!

Volunteer Input: If you have a question or comment, please speak up. We strive to continually improve our operations so we appreciate the perspective you bring.