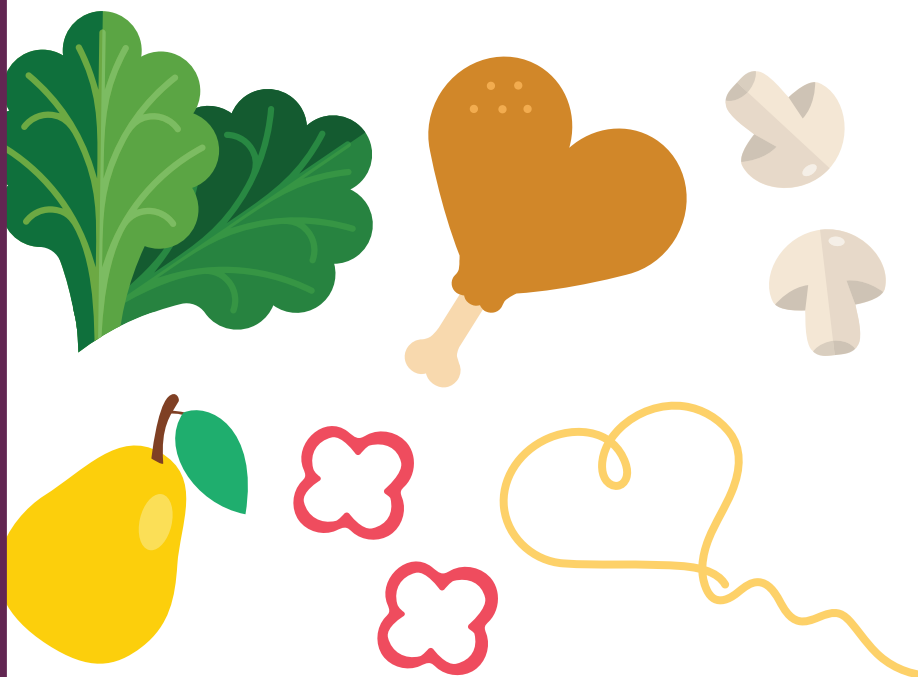


FeedMore wny



FeedMore WNY volunteer handbook

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welcome letter from president & CEO

Dear Friend,

I am honored and delighted that you have chosen FeedMore WNY for your volunteer experience. Simply put, volunteers are the “heart and soul” of our organization. People like you carry out our mission of offering dignity, hope and a brighter future to our WNY neighbors in need. Through the gift of your time, many people are served in a variety of important ways.



The information provided in this handbook answers the most common questions volunteers have. Please speak with your volunteer supervisor if you have any additional questions. You also may call the central office for assistance.

We hope your experience will be wonderful, rewarding and add additional meaning to your life. We are very grateful for your service.

Sincerely,

A handwritten signature in black ink that reads "Tara A. Ellis".

Tara A. Ellis
President & CEO
FeedMore WNY

about FeedMore WNY

our mission

To offer dignity, hope, and a brighter future by providing nutritious food, friendship, and skills training to our Western New York neighbors in need.



our vision

FeedMore WNY believes that to solve hunger, we must acknowledge that the struggle against hunger, poverty, injustice, and hopelessness are one and the same. We envision a future in which all are treated with dignity, food access and equity are recognized as human rights, and every person is empowered to have hope and thrive.

our values

We are **Helpful**

We are **Inclusive**

We are **Compassionate**

We are **Innovative**

We are **Dependable**

We are **Family**



our impact

We serve individuals of all backgrounds and ages (babies through older adulthood) and families throughout our four-county service area (Erie County, Niagara County, Cattaraugus County, and Chautauqua County).

We offer more than a dozen programs including: home-delivered meals, food banking (providing food to 300+ partner programs), mobile food pantry, baby needs, backpack, school pantry, community dining, "AniMeals," community garden, Rooting for Our Neighbors container farm, nutrition education, Food Farmacy, Readyng Individuals for Success and Employment, companion calls and the Farm Market.

In 2021, we provided 12.8 million meals to our neighbors in need.

funding

FeedMore WNY receives funding from a wide array of sources, including individuals, businesses, corporate and private foundations, government partners, other not-for-profits (who purchase our high quality meals at a value price) and many others. We are grateful stewards of every dollar that comes in our doors and work hard to provide the best possible value to the WNY community.

accreditation and affiliation

FeedMore WNY and the affiliated FeedMore WNY Foundation are 501(c)3 not-for-profit organizations, registered with the Internal Revenue Service. We are affiliated with Feeding America, Meals on Wheels America, the National Association of Nutrition & Aging Services Programs (NANASP) as well as Feeding New York State and Meals on Wheels New York.

learn more

Learn more about FeedMore WNY, our programs and services, and current priorities at www.feedmorewny.org

volunteer bill of rights

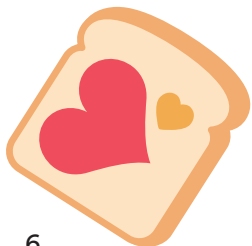
FeedMore WNY guarantees certain rights to all of our volunteers. These rights include, but are not limited to, the following:

- » The right to volunteer regardless of race, sex, sexual orientation, or financial status
- » The right be carefully on-boarded and appropriately assigned to a meaningful job
- » The right to expect training and supervision as the job requires it
- » The right to provide feedback on the volunteer program
- » The right to receive recognition in a way that is meaningful to you
- » The right to be treated as a person – with individuality, uniqueness and value
- » The right to volunteer under safe conditions, including those of the homes of our clients – this includes being free of vicious or uncontrollable pets, persons who act inappropriately, or households that are involved in unlawful activity
- » The right to a fair grievance procedure

ongoing volunteer opportunities

home-delivered meals

Meal delivery volunteers are used Monday through Friday at various locations throughout Erie and Niagara counties. Volunteers sign up as either “drivers,” “servers” or both and generally work in pairs to deliver much-needed nutrition and friendly conversation to up to 12 clients during the middle of the day. Volunteers can work as little or as much as they like – working every day, once a week or even once a month.



warehouse

Volunteers at FeedMore WNY’s warehouse help with the crucial work of sorting and repackaging food. Individuals and groups are welcome. Shifts are typically two hours, but flexibility is available.



office volunteers

Volunteers can assist us in answering calls at our central office; shifts are available from 8 am - 12 pm, 12 pm - 4 pm or 8 am - 4 pm. Volunteers also are needed to assist in the office with a myriad of tasks such as filing, stuffing envelopes, making companion calls to our home-delivered meal recipients and setting up for and staffing events. Skilled professionals, such as graphic designers, are always welcome to assist with projects.

event volunteers

Volunteers are needed for a variety of events throughout the year, including food drives, fundraising events and more. The details for each opportunity (roles, age requirements, hours) are dependent on the specific event and are communicated as far in advance of the volunteer opportunity as possible.

garden / landscaping

Volunteers are needed to help tend our on-site Community Garden and to help maintain flower beds at each of our office locations. Weeding, planting and harvesting all need to be done during the warmer months. No experience is necessary to help with our outside spaces.

for families and young volunteers

There are also volunteer opportunities for families and young volunteers (school groups, etc.). Through our Angel Cards program people can make cards at home or on-site for major holidays, birthdays, etc., which we will distribute to home-delivered clients. As well, families can help turning surplus T-shirts into shopping bags (a fun craft project), can help us roll change and more.

policies and procedures

accidents and liability

If there is an accident, no matter how minor, please report it to your direct supervisor. Your supervisor will ask you to fill out an accident report and provide you with additional information as needed.

Unfortunately, FeedMore WNY is not able to provide liability and accident insurance for volunteers. Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work, if desired.

background checks

Due to the vulnerable nature of our clients and the sensitive nature of much of our data, certain roles require a background check (including home-delivered meals, front-desk staffing, and other roles at the organization's discretion). All background checks are provided by an outside agency in accordance with applicable laws. If you have any questions about background checks please speak with your supervisor or the HR Manager.



confidentiality and privacy

All volunteers are required to maintain confidentiality. Confidentiality includes: client names, addresses, phone numbers, medical conditions / diagnosis, participation status and other private and personal information. These matters should not be discussed except with the FeedMore WNY staff. In addition, proprietary FeedMore WNY information must not be disclosed to individuals outside of FeedMore WNY for any reason.

Please respect the right and privacy of participants:

- » Do not interject or discuss religious beliefs, attitudes, or values.
- » Do not offer medical advice.
- » Political views are not to be discussed.
- » Many clients and recipients are vulnerable, frail, lonely or otherwise at risk of possible exploitation. It is our responsibility to respect this and be careful not to take advantage of clients in any way.

dress code

Clothing with derogatory language or political slogans is not permitted. In general, dress comfortably, for the weather and for your volunteer position. Those who are working in the warehouse must have closed-toe shoes with no heel. Those who will be in the commissary must have closed-toe shoes with no heel and will be asked to don a lab jacket, hairnet and facemask. Those working in the commissary also should refrain from wearing hanging jewelry, such as bracelets and dangly earrings. Facemasks may be required at certain times for any position relative to potential viruses spreading in the community.

policies and procedures (continued)

emergency closings

Generally, if you are scheduled to volunteer and one or more locations closes, you will be contacted via phone and/or email by your supervisor. Details:

- » Holt Office – You will receive a call and email from the Volunteer Coordinator
- » Home-Delivered Meals – You will receive a call from your Site Manager
- » JEC Office – You will receive a call from the Administrative Support Coordinator
- » Warehouse - You will receive a call and email from the Volunteer Coordinator
- » Full Organizational Closure – You should still receive a call or email from your supervisor. However, due to the volume of calls you may more quickly notice that “FeedMore WNY” is listed as closed on the local TV stations.

gift acceptance policy

Volunteers may only accept gifts of nominal value (< \$25) from clients and others they may come in contact with while fulfilling their volunteer roles. The exception is gifts directly from FeedMore WNY (e.g., donations that we may accept from the community and pass on to volunteers where the donor’s intent is providing volunteer recognition).

health and safety

Do not volunteer if you are feeling ill. Contact your supervisor and we will be happy to find you a future time to connect with the mission. In all volunteer roles, use prudence in everything that you do. Follow the provided instructions regarding safety relative to your role (e.g., no running in the warehouse, entering apartment buildings in pairs when delivering home-delivered meals, etc.). If anybody asks you to do something that you feel unsafe doing, please decline; escalate any concerns to a manager immediately.

media policy

All media inquiries are directed through the FeedMore WNY communications department to ensure accuracy, consistency of messaging, and confidentiality of any client details. If you are approached by a member of the media, do not tell them you are not allowed to talk to a reporter. Instead thank them for their interest and let them know that “all media requests need to be sent to the Communications department, which can be reached at 716-822-2002.” Volunteers are not permitted to speak with the media without the express permission of the EVP of External Affairs, Chief Communications Officer, Public Relations Specialist or President & CEO. There may be times when you are asked to participate in a story. Any willingness to do so is appreciated, but media interviews are optional and not a requirement of volunteering.

non-discrimination and anti-harassment

FeedMore WNY is committed to maintaining an environment free from any form of unlawful discrimination or harassment, including bullying, harassment, sexual harassment and other harmful behaviors. This includes all volunteers, employees, clients and visitors. In New York State, protected classes include: age, race, creed, color, national origin, sexual orientation, military status, sex, disability, marital status, domestic violence victim status, gender identity, and criminal history. Our priority is for every single person connected to our organization to be treated with empathy, respect and consideration. Please report any instances of harassment to your supervisor or HR Manager immediately.

orientation

Your volunteer supervisor will provide you with whatever instruction is needed for your position at or before your first shift. For some more in-depth positions (e.g., home-delivered meals), you may be asked to watch a video independently or show up earlier on your first day for orientation. New volunteers are typically also paired with experienced volunteers until they reach a point of comfort.

policies and procedures (continued)

record keeping

Records will be maintained on each volunteer with the agency, including contact information, emergency contact information, date of service, positions held, duties performed, etc. Volunteers will be responsible for providing requested data. FeedMore WNY shall treat volunteer records with the same confidentiality as staff personnel records and limit access only to those employees in need of the information relative to their roles and responsibilities. Smoking & Drugs: Volunteers are prohibited from smoking on/ in or adjacent to FeedMore WNY grounds and buildings. This includes all tobacco-related products, including cigarettes, cigars, chewing tobacco, snuff, pipes, etc. FeedMore WNY is committed to maintaining a workplace free of alcohol and drugs.

social media policy

FeedMore WNY maintains a social media presence on Facebook, Twitter and Instagram (@feedmorewny) and we appreciate your support of the organization on these platforms. If using social media in reference to FeedMore WNY, we require that general processes be followed as outlined throughout this handbook regarding confidentiality. That means you may not share any specific client information (including names), financial information or post comments or information that may impair our reputation or standing in the community.

Examples of acceptable use include: sharing FeedMore WNY's official posts, writing comments about how FeedMore WNY inspires you, encouraging others to get involved, and promoting FeedMore WNY events and activities (such as wreath and flower sales, fundraising events, etc.). If you have any questions regarding social media, please call our main line at 716-822-2002 and ask for the Public Relations Specialist.

telephone use / computer use

Telephone and computer use are not permitted except as directly related to your volunteer assignment. If there is an emergency and you need access, please see your supervisor and they can assist you.

termination

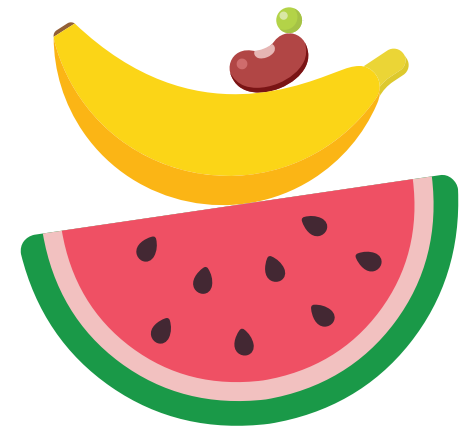
We value our volunteers and the experience had by our entire community – volunteers, clients and staff. On a case-by-case basis, FeedMore WNY reserves the right to terminate volunteer relationships based on policy violations, client concerns, and any other unresolvable issue that may occur. Termination is rare and is always our last resort.

time and attendance

If you don't show up for three consecutive shifts without contacting us, we will remove you from all active upcoming shifts until contact is made and the situation is resolved.

weapons

No weapons are allowed on FeedMore WNY property, including at our offices, in our warehouses, at our sites, and in parking lots. This includes, but is not limited to, tear gas dispensers, guns, starting pistols, flare pistols and hunting knives with a blade exceeding three inches in length, as well as any other object that is intended for use as a weapon.

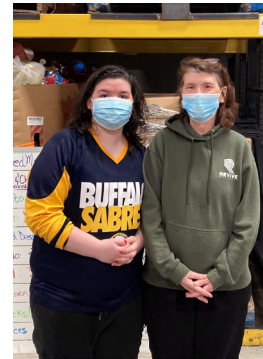


grievance process

We are committed to making sure your volunteer experience is a positive one. If you have a concern, please reach out to your immediate supervisor. If that person does not resolve the concern to your satisfaction, you may contact their manager. Though rare, issues that can't be resolved between the supervisor and manager can be elevated in writing to a third level. Any decision or resolution decided by that level will be final. Example processes are included here for the most common volunteer roles.

- » Home-delivered meals: Your Site Manager > the Director of Site Services for your area > the Chief Client Services Officer (in writing)
- » Warehouse: Volunteer Coordinator > Volunteer Manager > HR Manager (in writing)

If you do not know who to contact, please call the office and ask for the HR Manager. We will be able to direct you to the correct person based on where you volunteer.



Thank you for helping us offer dignity, hope, and a brighter future by providing nutritious food, friendship and skills training to our Western New York neighbors in need!



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FeedMore why

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(716) 822-2002 | feedmorewny.org | [@feedmorewny](https://www.instagram.com/feedmorewny)