

# Shepherd's Table

# Volunteer Agreement

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Reviewing Shepherd's Table Volunteer Guidelines and Expectations

*Mission Statement:* Our mission is to improve quality of life, create a pathway towards self-sufficiency, and inspire hope for the most vulnerable experiencing food insecurity, homelessness, and poverty. We welcome all to our community table for meals and access to social services, provided with compassion and respect.

## *Welcome Volunteers!*

Thank you for choosing to volunteer with Shepherd's Table! We are thrilled to welcome you to our team of dedicated volunteers! You will be vital in providing essential services to our community such as food service, clothes closet, eye clinic, and resource center.

The goal of this document is to help you understand your role and manage expectations. It provides details about our programs, how to register to volunteer, and volunteer duties and conduct. We ask that you review this document carefully prior to your upcoming visit. Shepherd's Table would be happy to answer any of your questions. Thank you again!

## *Purpose of the Agreement*

This Agreement has been produced to provide you with our current guidelines and volunteer expectations so that you have the tools to succeed. We ask that you carefully read through the Agreement and ask any questions that may arise. Thank you for your dedication to the community!

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## Programs

### Food Service Program

The food service program is at the heart of the mission of Shepherd's Table. We serve breakfast, lunch and dinner during the week, along with brunch and dinner on the weekends and holidays.

### Resource Center

The Resource Center improves the daily lives of our clients and dinner guests by offering access to information and referral to support services, personal mail and telephone use, token assistance to reach shelter and support services, toiletries, blankets, over the counter meds, and crisis intervention. *\*Volunteers must be at least 21 years old and can commit to volunteering weekly. Training required. If interested, please indicate this on your account.*

### Eye Clinic

In 1999, The Eye Clinic was opened to address the acute need of the uninsured for vision testing, glaucoma screening, and prescription eyeglass service. Dr. Henry Friedman is our resident physician. All services provided in the Eye Clinic are free for our guests. The Eye Clinic is open on Tuesdays from 9am-3pm. *\*Volunteer training required. If interested, please indicate this on your account.*

### Clothes Closet

We provide clean, gently used clothing for all seasons to our guests. While here, clients can select from clothing, shoes, handbags and other accessories. Selection may be limited based on supply. We also offer new underwear and socks, deodorant, and other toiletries. The Clothes Closet is open every Friday starting at 8:30 am until the last client is served. *\*Volunteer training required. If interested, please indicate this on your account.*

## Volunteer's Code of Conduct

### Welcoming Guests

Our meal guests/clients love seeing our volunteers! So please feel free to say hello and ask them about their day. Just a simple acknowledgment of their presence goes a long way.

### Boundaries

- Our Volunteer Lounge is open to all our volunteers working that day, but please do not loiter in the lounge if you are not registered.
- If you are volunteering, you may arrive 30 minutes early and stay 30 minutes and use our Volunteer Lounge. Thank you for not extending these times since we use our lounge for the next group of volunteers.
- Direct any of your questions to the Chef or designated staff members.
- Shepherd's Table staff are responsible as leaders of the kitchen's operations. Please refrain from giving directions to other volunteers unless asked to do so.
- If your volunteer position involves working directly with our meal guests/clients, we ask that volunteers keep their relationships professional. We expect volunteers to be friendly and welcoming, while maintaining their boundaries. We recommend not sharing personal information, and limiting physical contact to a handshake, high five or fist pump.

# Operations

## Volunteer Hub – Online Registration System

In order to volunteer, individuals must be registered with our online system, Volunteer Hub, below are instructions.

1. If you are an individual, you will use the main link to volunteer. If you are part of a group, you need the group link which can be obtained by contacting your team leader or the Volunteer Coordinator.
  - a. Main Link: [www.shepherdstable.volunteerhub.com](http://www.shepherdstable.volunteerhub.com)
  - b. Group Link: Contact your team leader or the Volunteer Coordinator
2. Once on the link, click Create Account on the top right
3. It will prompt you to make a username and password
4. Select any affiliations that pertain to you. This will not limit your volunteering options, think of it as a list for us to see who is interested in opportunities in case, we need the extra help. If your account is blocked the Volunteer Coordinator will activate it within a week.
5. Then fill out the form, it will ask for name, address, email address, emergency contact. If you do not have access to the internet or do not have an email address, please contact the Volunteer Coordinator.
6. The screen will then confirm you made an account, click next and you'll see the calendar with available shifts.

This online registration system will provide you with our address, time of volunteering shifts, description of opportunity, log your volunteer hours, and sent you reminder emails for shifts that you have volunteered for.

## Entering and Exiting the Building

When entering the building please use the front entrance, a receptionist will let you into the building. If you are volunteering for Brunch or Breakfast, you may need to ring the delivery door button if no one is at the front door. The delivery door is also located in the front of the building and is labeled. When exiting the building always use the main front entrance.

## Scheduling and Commitment

Volunteers are responsible for keeping track of their schedule and knowing which shifts they have registered for so that every volunteer has a positive experience, and everyone has something to do. Too many volunteers can make it difficult for everyone to serve. You must come in at the time described and stay for the full duration. If that is not possible, do not register for the shift. And please only come in for shifts that you are registered for. Please avoid cancelling hours before the shift, try to cancel at least 1-2 days before if possible, this will allow us time to find a volunteer.

## Absences and Lateness

We greatly depend on you as a volunteer and ask that you arrive on the scheduled time listed in Volunteer Hub. If there is an urgent matter and you cannot make it on time or at all, please email or leave a voicemail to the Volunteer Coordinator. After three no shows, we temporarily block your account from being able to register for shifts. Please call or e-mail the Volunteer Coordinator so that together we can evaluate whether this volunteering opportunity is a good fit.

## Recording Volunteer Hours

Tracking volunteerism is important for us in reporting to funders and managing our resources and can be helpful for you at school or work. When arriving to Shepherd's every volunteer needs to check in at the computer kiosk located in the kitchen and check out upon leaving at the end of the shift which will automatically log your hours on the computer system. You can view you hours when logged into your account. In case of emergencies this will show the officials who's in the building.

## **Name Tags**

When you check in to the computer kiosk, a name tag will automatically print out, please place this on your apron for the full duration of the volunteering shift. This allows staff and security to know you are a registered volunteer.

## **Concerns**

If you have any concerns, please contact the Volunteer Coordinator first, and if necessary, they will bring your concerns to higher management. Thank you.

## **Parking**

If there are no available parking spaces in front of our building, there is a parking garage on 8100 Fenton Street named Fenton Street Village which is located across the street.

## **Age Requirement**

Volunteers must be age 13 years or older to volunteer. Volunteers under the age of 16 must be accompanied by a chaperone to volunteer. Chaperones must be 18 years or older. For the Resource Center, volunteers must be 21 years of age.

## **Bathrooms**

In the Volunteer Lounge located in the kitchen, there is a card hanging on the wall which is the key used to unlock doors in the first floor. Exit the kitchen and walk to the front of the building towards the front receptionist. Enter the door right before the elevators labeled "103 Human Services Suite" by tapping the card on the keypad. The bathrooms are located to the right.

## **Leftovers from Meals**

With permission from a Chef, Volunteer may make a plate after the meal service is over and the food has been brought to the back-kitchen area. We ask that everyone refrain from making a plate before the meal so that we assure that there is enough food all our meal guests.

## **Volunteer Recognition & Appreciation**

We greatly appreciate our volunteers. Without them, none of this would be possible. Volunteers are an essential part of carrying out Shepherd's Table's mission. Volunteers may be highlighted via social media and other forms of communication throughout the year with their consent.

## **Bright Meals / New Groups**

Throughout the year we also welcome Bright Meals (teams sponsoring meals) and new groups for our Food Service Program that come in to volunteer that Shepherd's Table. To accommodate larger groups, our Volunteer Coordinator may approach you to reschedule your own volunteer dates. Thank you for being understanding and flexible with your schedule.

# Policies

## Team Registration Policy

If volunteers are coming in as a team, they must be registered at least 4 days before the shift. 3 days before, any unused team slots will open to the public to ensure we have the volunteers needed. This is for all groups unless discussed otherwise with the Volunteer Coordinator.

## Safety Guidelines

1. **Safety is everyone's responsibility:** See something, say something. Even if you're not certain what you are witnessing but it makes you feel uneasy or in danger, please alert a staff member, security guard, or police officer.
2. **When arriving for your volunteer shift:** Be aware of your surroundings. If you arrive by car, take a second to look around and scan the surrounding area. Also, be sure to put away any valuable items that may be visible in your vehicle and lock the doors. If you are being dropped off, please do so by the front entrance or loading dock area.
3. **Walking to the building:** Feel free to say hello to any staff or clients in the parking lot but do not engage in conversations with anyone who is visibly upset or using profanity.
4. **During your shift:**
  - We work with a wide variety of people who have distinct needs and challenges. Please remember to approach every interaction with patience and compassion, no matter how out of the ordinary it may seem.
  - It is an expectation that we treat everyone with respect and dignity. You can make someone's day simply by being polite and friendly.
  - Do not engage with individuals who are visibly upset. It is not the responsibility of volunteers to mediate behavioral issues. Always call a staff member/security guard to assist or call 911 in an emergency. Feel free to walk away if a situation escalates.
  - Volunteers should not engage in private transactions involving gifts, services, or money with any client.
  - Volunteers are asked not to share personal contact details such as home or email addresses, phone numbers, or social media information with clients unless first contacting the Volunteer Coordinator, Mindy Hofmann.
5. **After your shift:** We kindly ask that you do not wait for your ride in the parking lot or the surrounding areas but rather inside the volunteer lounge or dining hall. If you'd like an escort to your car, don't hesitate to ask a security guard. Again, if you are being picked up, please do so by the front entrance or loading dock area.

## Dress Code

This volunteer opportunity is in a professional setting, and we want to ensure a comfortable environment for everyone. While the volunteer dress code is casual, we ask that you please not wear revealing clothing, spaghetti strap shirts, or shirts that expose your midriff. Shorts and skirts should stop below one's extended hands. No clothing with offensive messages. Lastly, all volunteers must wear close-toed, non-slip shoes for safety.

## Photography

Taking photos of meal guests/clients is prohibited. You may only take photos behind the scenes of yourself, the activity, or your team, and must obtain permission to take photos of other volunteers. For groups wanting to bring in a camera crew please notify the Volunteer Coordinator 72 hours prior to your volunteer date and permission will be given to you in writing.

### **No Show Policy**

Shepherd's Table is very dependent on our volunteers and no-shows have a direct effect on guests and staff. If an individual does not show for a registered shift three times, their Volunteer Hub account will be blocked. Should you miss any number of shifts, please contact the Volunteer Coordinator. We also understand that emergencies happen, so if you're unable to make it for a shift please cancel your registration online or contact the Volunteer Coordinator, immediately.

### **Phones/Electronics**

After checking in and arriving to your volunteer station, phones are prohibited. If you must use a phone during a shift, we ask that you let a Chef know, go to the volunteer lounge, take the call and/or text, and then put your phone away before getting new gloves and returning to your station. Also note that headphones and earbuds are not allowed during shifts.

### **Inclement Weather**

Shepherd's Table never closes its doors regardless of inclement weather. However, if you are unable to make it for a shift please cancel your registration or notify the Volunteer Coordinator at least 24 hours before. For team leaders, the Volunteer Coordinator will reach out to you to touch base on your team's status.



## Volunteer Duties

The Food Service Program shifts are displayed for all volunteers. To view other program opportunities, please indicate interest on your account and you will be contacted when we have openings.

### When arriving for the first time...

- ✓ Ask the front receptionist to direct you to your designated volunteer area.
- ✓ Arrive 15 minutes before the start of your volunteer time.

### All Volunteers...

- ✓ Check in when arriving for your shift, the kiosk computer is in the kitchen.
- ✓ When you check in a name tag will be printed, please wear this on your shirt or apron.
- ✓ Any personal belongings can be placed in an empty locker in the Volunteer Lounge located in the kitchen.
- ✓ At the end of your shift, you will check out at the kiosk computer in the kitchen.

### When volunteering in the Food Service Program...

- ✓ Place name tag on apron. Aprons are located underneath the kiosk computer.
- ✓ Wash your hands at a sink.
- ✓ Report to the Chef for instructions.
- ✓ After each shift, please clean your station before leaving.
- ✓ For serving shifts, volunteers not in the dish room will clean hot line with rags from the red buckets, put food away in the appropriate area, and clean the dining room. Dining room cleanup entails wiping the tables and chairs with rags from the red buckets, placing chairs upside down on the table, and sweeping and mopping the dining room floor.
- ✓ When checking out, put the apron in the bin labeled “dirty aprons” located by the kiosk computer.
- ✓ Please do not provide plastic bags or paper plates to the meal guests. If there is an out of the ordinary request from the meal guests, please ask the Chef for instructions.

### When volunteering in the Resource Center *(Requires Additional Training)* ...

- ✓ When working with client’s personal information, do not share private or read information.
- ✓ Volunteers cannot refer clients to other services outside of Shepherd’s Table. The Resource Center Director and Associate will handle referrals.
- ✓ Volunteers must follow Shepherd’s Table policies and not provide additional services when outside the facility.

### When volunteering in the Eye Clinic *(Requires Additional Training)* ...

- ✓ When working with client’s personal information, do not share private or read information.
- ✓ Client information is protected under HIPAA law.

### When volunteering the Clothes Closet *(Requires Additional Training)* ...

- ✓ Follow the staff’s direction in which clothing Shepherd’s Table keeps or packages to be distributed.

We THANK YOU for sharing your heart and time with our meal guests, clients, other volunteers, and staff.