



**CARE AND SHARE**<sup>SM</sup>

FOOD BANK FOR SOUTHERN COLORADO

A member of **FEEDING**<sup>®</sup>  
**AMERICA**

## **Volunteer Handbook**

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## Welcome

Thank you for choosing to donate your time by volunteering with Care and Share Food Bank for Southern Colorado. Whether you volunteer for one day or many years, your contribution helps us provide food security to our neighbors in need across Southern Colorado. In fact, we couldn't do it without our volunteers!

Care and Share Food Bank for Southern Colorado was founded in 1972, by Sister Dominique Pisciotta. She witnessed several people in Colorado Springs struggling with hunger and decided to do something about it. Hunger wasn't OK with Sister Dominique then and it isn't OK with us now. We know you feel the same way.

In the early days, we distributed 29 food baskets throughout Colorado Springs. Now, we provide millions of pounds of food throughout Southern Colorado counties. We have far outgrown our humble beginnings where we distributed food out of volunteers' basements and a two-car garage on S. Wahsatch Street. Today, we have the privilege of running our operation from well-equipped distribution centers in Colorado Springs, Alamosa, and Pueblo. Volunteers, always the lifeblood of our work, have grown in ranks from one committed Sister to more than 35,000 volunteer hours annually!

Currently, Care and Share Food Bank operates these programs: Colorado Springs Distribution Center, Pueblo Distribution Center, Alamosa Distribution Center, Mobile food pantries, a no-cost grocery program, and Cooking Matters. We also have a strong participation in the Supplemental Nutrition Assistance Program (SNAP) through recruiting and hosting SNAP volunteers with the goal of helping neighbor's sign-up for the program.

This handbook is designed to help you learn more about Care and Share Food Bank for Southern Colorado, outline our policies and procedures regarding volunteering, and provide details about some of the many opportunities available to volunteers. We encourage you to take time to familiarize yourself with this handbook and its contents.

We hope that you'll see how your help can change the lives of those whom we serve and your journey with us is memorable.

## Volunteer Philosophy

Volunteers are a vital part of Care and Share Food Bank's mission to bridge the gap between hunger and abundance. We believe that our volunteers are some of our best advocates and champions. We encourage collaboration with all volunteers, who generously share their time, talents, and resources as equal partners. We provide our volunteers, as valued members of our team, with the best available training, tools, and recognition. We strive to make Care and Share Food Bank an attractive and fulfilling place to volunteer.

## Mission Statement

At Care and Share Food Bank, we believe no one should go hungry. Our mission is to provide food, partnering opportunities, and education to fight hunger and food insecurity in Southern Colorado communities.

## Purpose

Our core purpose is to bridge the gap between hunger and abundance. With your help, the future of Southern Colorado will be hunger-free.

## Definitions

The following definitions will clarify the meaning of common terminology as it applies to Care and Share Food Bank.

- **Volunteer**

Care and Share Food Bank defines a volunteer as someone who contributes time, effort, and talent to further our mission, without profiting monetarily.

- **Food Bank**

As a food bank, Care and Share works to gather and sort food from multiple sources, distributing it to 289 partners across 29 counties. We make sure food gets to everyone who needs it—wherever they are. Because no one should go hungry.

1. **Gather:** We receive donated or low-cost food from suppliers, community partners, and federal nutrition programs.
2. **Sort:** Our dedicated staff and volunteers sort and organize the food that we receive. On average, 6,000 volunteers help further our mission each year through their gift of time.
3. **Distribute:** Food is then distributed to over 289 partners (food pantries, churches, schools, community centers) and distributed to those in need. Our Mobile Food Pantries, Mobile Markets, and our Sunny Side Market fill gaps where food resources are scarce.

- **Food insecurity**

Food insecurity is defined as a lack of consistent access to enough food for every person in a household to live an active, healthy life. This can be a temporary situation for a household or can last a long time. Food insecurity is one way we can measure how many people cannot afford food.

- **Hunger**

A physical sensation experienced by individuals that may come from a result of food insecurity.

- **Partner**

Care and Share Food Bank defines a partner as any community organization or food donation source (such as a food pantry) that partners with us for the purpose of supplying food to neighbors.

- **Neighbor**

Care and Share defines a neighbor as any person in Southern Colorado whom we may serve now or in the future, directly or through a partner organization.

## Volunteer Policies

Please note that the Care and Share Food Bank staff reserves the right to ask a volunteer to leave, correct their behavior, or discontinue the relationship at any time if the volunteer is found to be in violation of the following procedures and policies or displays behaviors that are contradictory to the beliefs and/or principles set forth by this organization.

Please do not hesitate to ask questions, seek clarification, or address concerns with the staff member overseeing your tasks. We want everyone to have a meaningful and fun volunteer experience in a safe environment! You may also contact our Volunteer Office at (719)418-4295 or via email at [Volunteer@careandshare.org](mailto:Volunteer@careandshare.org)

## Waiver and Release of Liability

All volunteers, including volunteers under the age of 18 must review the *Volunteer Orientation Video*, review the *Volunteer Handbook*, and complete the *Volunteer Waiver and Release of Liability* by creating a volunteer profile on our Volunteer Management Software [www.careandshare.cervistech.com/](http://www.careandshare.cervistech.com/) before their first volunteer shift.

## Attendance

All volunteers must sign in at a kiosk or on their mobile device when they arrive and sign out when they leave. It is important that our staff has an accurate list of all volunteers on site in case of an emergency so we can ensure everyone is accounted for, as well as for accurate reporting purposes.

We ask that any volunteer cancel their shift ahead of time if they are unable to attend or if they expect to be late for longer than **15 minutes**. This can be done by logging in to our Volunteer Management Software at [www.careandshare.cervistech.com/](http://www.careandshare.cervistech.com/) Please note that if a volunteer consistently fails to show for shifts without canceling, future access to sign up for shifts may be denied. No-shows are viewed periodically. Please see the Frequently Asked Questions section in this handbook if you require additional instructions.

## Background Checks

Very few volunteer positions at Care and Share require a background check. However, there are some roles in which the volunteer may have access to confidential information. Care and Share only completes volunteer background checks when necessary for a volunteer role. Currently, only the SNAP Ambassador role and anyone with computer access fits this criterion.

## Dress Code Policy/Personal Hygiene

All volunteers are required to wash their hands immediately upon arriving for their shift, after handling trash, and after sneezing/coughing. Volunteers are expected to adhere to dress code policies dictated

by the program in which they are volunteering. Dress code descriptions can be found on the volunteer description for each volunteer activity on the Volunteer Management software. Clerical/Administrative volunteers are asked to maintain a business casual dress code. Open-toed shoes, crocks/crock like, slippers or slides are **never** allowed on our campus. Operational shifts such as: Sort and repack, welcome desk for agency checkout, recycling, etc. must have non-offensive clothing, clothing you don't mind getting dirty, closed toed shoes (no heels), and appropriate for various weather. Failure to comply will result in being dismissed from your shift immediately. For safety reasons, ear buds, headphones, and cell phones are prohibited from use during your shift. In case of an emergency and you need to use your device, please go to the breakroom or outside. Outside food, candy, or gum is not allowed in the warehouse. No smoking of any kind is not allowed in the building including, but not limited to: vapes/ e-cigarettes, tobacco, chew/dip, etc... Water bottles must be in a see-thru bottle with a sealable lid. We pride ourselves on food safety and want to avoid any possibilities of contamination to our neighbors.

## Data Policy

Every employee and volunteer have a responsibility to maintain and enhance Care and Share's public image, and to use all forms of electronic data in an effective, ethical, and lawful manner. Under no circumstances can any data be used as solicitation for personal business, religious, or political causes.

## Social Media Policy

Volunteers are encouraged to share Care and Share events via social media posts, as well as post pictures of themselves volunteering!

You must comply with all applicable laws, including copyright and fair use laws. You may not disclose any sensitive, proprietary, confidential, or financial information about Care and Share.

Social media sites, blogs, chat rooms, etc., are not the ideal place to make a complaint against Care and Share Food Bank. Complaints to Care and Share regarding any issue must be made to Care and Share staff. Please see the Complaints Procedure section in this handbook for further information.

## Media Policy

All media inquiries regarding Care and Share and its operations must be referred to the Marketing and Communications Director or the President and Chief Executive Officer. No team members or volunteers, unless specifically designated by the Marketing and Communications Director, or the President and CEO are authorized to make statements on behalf of, or as a representative of, Care and Share Food Bank. Please direct any media personnel to the Marketing and Communications Director for further assistance.

## Drug-Free Workplace

Care and Share is committed to a safe, healthy, and productive work environment for all employees and volunteers. Volunteers suspected of being under the influence of alcohol or drugs will be asked to leave the premises immediately.

## Solicitation

Unauthorized solicitation of funds, the sale of tickets or articles, and the distribution of notices or literature on Care and Share Food Bank premises is prohibited. This includes but is not limited to solicitation for businesses, services, sales, events, religion and spirituality, and political beliefs.

Any solicitation or distribution must have prior approval from the Care and Share Food Bank leadership team.

## Property of Care and Share

Food and non-food items that have been donated or purchased are the property of Care and Share Food Bank. No individual is allowed to take food or non-food items for their own personal use or consumption.

If you find yourself in need of food, please see the Frequently Asked Questions section for instructions on how to locate food in your area.

## Use of Vehicles and Equipment

- **Pallet Jack** – volunteers are allowed to operate manual pallet jacks after training and approval. Volunteers are expected to operate a pallet jack in a safe manner. No riding, it's not a toy!
- **Forklift** – volunteers are not allowed to stand on or operate forklifts.
- **Vehicles** – volunteers are not allowed to drive any vehicle owned by Care and Share Food Bank unless prior permission has been given.
- **Box cutters** – box cutters can be used by volunteers over the age of 16. Please do not place a Care and Share box cutter in your pocket as box cutters tend to sneak out of the building by accident.
- **Work gloves** – work gloves are provided in some situations at Care and Share. We also encourage volunteers to bring their own work gloves.

## Statement of Position on Diversity, Equity, and Inclusion

Care and Share strives to make volunteering a safe, equitable, and inclusive experience for all volunteers. We are committed to keeping our volunteer programs inclusive and free from discrimination and racism.

## Harassment

Care and Share strives to maintain a work environment free of harassment. In doing so, Care and Share prohibits harassment targeting anyone based on age, race, sex, color, religion, national origin, disability, military status, genetic information, sexual orientation, or any other status protected by state and local law.

Harassment includes verbal or physical conduct that has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Actions based on an individual's race, age, sex, color, religion, national origin, disability, military status, genetic information, sexual orientation, or any other applicable status protected by state or local law will not be tolerated. Prohibited behavior may include, but is not limited to the following:

- Hard copy or digital forms of cartoons, e-mails, posters, drawings, or photographs.
- Verbal conduct such as epithets, derogatory comments, slurs, or jokes.
- Physical conduct such as assault or blocking an individual's movements

## Sexual Harassment

Because sexual harassment raises issues that are unique in comparison to other types of harassment, Care and Share believes it warrants separate emphasis.

Care and Share strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined 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 explicitly or implicitly a term or condition of a volunteer status.
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's volunteer status.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

All volunteers and employees are expected to always conduct themselves in a professional and businesslike manner. Conduct which may violate this policy includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written or digital form such as cartoons, posters, calendars, notes, letters, and e-mails.
- Verbal form such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questioning about another's sex life. Or repeated, unwanted requests for dates.
- Physical gestures and other nonverbal behavior such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

## Complaint Procedure

If you believe there has been a violation of harassment or sexual harassment policy, please make a timely complaint to allow Care and Share to investigate and correct any behavior that may be in violation of this policy.

Report the incident to the Volunteer Engagement Manager, Volunteer Specialist/coordinator, or Director of People and Culture. Your complaint will be kept as confidential as possible.

Care and Share prohibits retaliation against an employee or volunteer for filing a complaint under this policy or for assisting in a complaint investigation. If Care and Share determines that a behavior is in violation of this policy, disciplinary action will be taken, up to and including separation from Care and Share.



## Volunteer Positions

Below are some of our more common volunteer positions and descriptions of each. At various times, a particular position may be full. Volunteers should check with the Volunteer Department or online, regarding the availability of an opportunity.

### Distribution Center

**Location of Service:** Colorado Springs Distribution Center and Pueblo Distribution Center

**Position Summary:** Assist in all Distribution Center activities

**Description of Duties:** Sort and pack donated and purchased food. This could be shelf-stable, dry commodities, refrigerated, frozen, produce, bread/pastry. Volunteers may also assist in recycling, down stacking, set-up, and clean-up. Duties will vary every day as our food needs change daily.

### SNAP Ambassador

**Location of Service:** Colorado Springs, Pueblo, Hybrid, and Virtual

**Position Summary:** Help neighbors gain access to valuable nutrition by giving information for the Supplemental Nutrition Assistance Program (SNAP).

**Description of Duties:** Conduct application assistance and outreach via phone or in person at partner agencies. Educate individuals about SNAP benefits and other food resources. Enter SNAP applications into the online PEAK Pro system.

### Sunny Side Markets

**Location of Service:** Colorado Springs

**Position Summary:** Provide a dignified shopping experience to neighbors using the Sunny Side Markets.

**Description of Duties:** Stock grocery shelves, sort food, and maintaining a clean and welcoming environment. Assist neighbors by answering questions about products in the market, checking out, and loading groceries in their vehicles.

### Agency Checkout and Donation Desk

**Location of Service:** Colorado Springs Distribution Center

**Position Summary:** Transport food from the warehouse floor to the loading dock for pick up by various agencies (such as food pantries). Accept food donations from the general public for the purpose of eventual distribution to our neighbors

**Description of Duties:** Handle tasks centered around checking out food from a food warehouse/food bank environment. Welcome agency representatives, receive donations, answer questions from visitors, occasional paperwork

**Requirements:** Being able to lift at least 30 pounds occasionally is quite common. Pallet Jack training conducted by a staff member is required prior to the beginning of the first shift.

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## **Cooking Matters**

**Location of Service:** Community organizations across Pueblo, El Paso, and Fremont counties.

**Time Commitment:** Classes are usually a 3-hour commitment.

**Reports To:** The Cooking Matters Program Manager

**Position Summary:** Experience as a Nutritionist, Chef, Dishwasher, or Translator will be helpful for this volunteer role.

**Description of Duties:** Helping to facilitate hands-on cooking classes and store tours for neighbors in need.

## **Clerical/Administrative**

**Location of Service:** Colorado Springs, Pueblo, Hybrid, and Virtual

**Time Commitment:** Varies based on need but is generally a part-time commitment.

**Reports to:** Depends on type of volunteer role.

**Position Summary:** Varied clerical/administrative tasks as applicable to the role.

**Description of Duties:** These will usually center around clerical/administrative tasks.

**Requirements:** Must complete a background check. Previous office experience would be helpful in this volunteer role.

## Frequently Asked Questions

1. **Q.** Where can I find the volunteer orientation video?

**A.** Go to our website link at <https://careandshare.org/get-involved/volunteer/>

and scroll down to *Before you arrive*, then select "Click here to watch our distribution center volunteer orientation video"

## Before you arrive...

We want to make sure you feel as prepared as possible to start fighting hunger. Please make sure you complete the following tasks before the start of your first volunteer shift. If you have any questions, reach out to

[Volunteer@careandshare.org](mailto:Volunteer@careandshare.org)

- ✓ Review our volunteer handbook

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- ✓ Read and sign the volunteer waiver you received

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- ✓ Remember to wear closed-toe shoes

2. **Q.** May I bring more people with me when I show up for a volunteer activity?

**A.** Please encourage your friends and family to also register for the same shift! We require that all volunteers create a profile and register for a volunteer shift **prior** to the volunteer event. Creating a profile will provide us with useful information, such as emergency contact information should it be necessary, and doing so maintains a record of signed waivers. Volunteer registration allows us to reach out to volunteers as new volunteer opportunities arise. Important: Volunteers aged 9 to 15 must be accompanied by a parent or guardian while volunteering. Please note that up to three volunteers ages 9 - 10 must be accompanied by an adult.

3. **Q.** Where can I find Care and Share volunteer opportunities?

**A.** We recommend visiting our website at <https://careandshare.org/get-involved/volunteer/> and scrolling down until you see 'Volunteer'.

4. **Q.** Are there any special rules for child volunteers?

**A.** Volunteers ages 9 to 15 must be accompanied by a parent or guardian while volunteering. Please note that up to three volunteers, ages 9 - 10, can accompany one adult guardian. There is no limitation to the number of volunteers aged 11-15 that can accompany an adult. Also, online waivers must be signed by a parent or guardian for each child volunteer. These waivers are signed once the child's volunteer profile is created.

5. **Q.** How can I learn more about volunteer service management system?

**A.** A video is available through our Care and Share website at <https://careandshare.org/get-involved/volunteer/> Scroll down to *Introducing CERVIS* and click anywhere in the video area to play it. It is also directly available via YouTube: <https://youtu.be/rsdJFtFef1s> In addition, if you go to the following CERVIS Technologies link, you will be able to view various videos geared specifically to volunteers (they are marked with an orange 'volunteer' banner): [CERVIS Technologies, Inc. - YouTube](#)

6. **Q.** Is there a number that I can call in case of severe weather?

**A.** Yes, there is an Emergency Weather Number for staff and volunteers: 719-434-3419. Closure decisions are made by 5am during the week and 8am on the weekends.

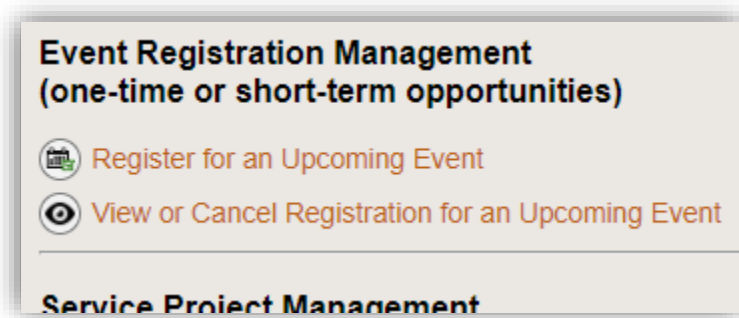
7. **Q.** Where can I find local food pantries to obtain food for myself or my neighbors?

**A.** There are two distinct ways to locate food on our website:

1. Through food pantries and programs. Visit our website at <https://careandshare.org/findfood/> and scroll down the page to where you can enter your address or zip code to display locations near you, and
2. Through Mobile Markets and mobile food pantries. Visit our website as specified in step 1 and scroll down the page to see a listing of available mobile market locations based on the address or zip code provided in your search.

8. **Q.** How do I cancel or reschedule a volunteer engagement?

**A.** The first step is to cancel your volunteer engagement. Afterwards, you can sign up for an available event that fits your schedule.

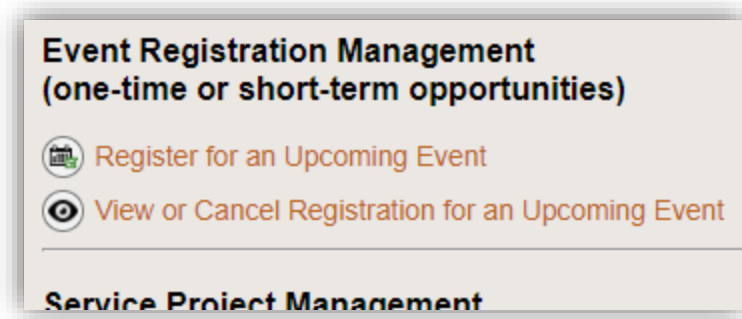


1. Sign-in to our volunteer management system, <https://careandshare.cervistech.com> and select the option to **View or Cancel Registration for an Upcoming Event**. You can also provide a reason for the cancellation in the field provided
2. Select the checkbox to the left of the event that you want to cancel and then select cancel the selected registration(s) button.

9. **Q.** How do I register for an upcoming volunteer event?

**A.** Follow these steps:

1. Login to our Volunteer Management system: <https://careandshare.cervistech.com>
2. Select **Register for an Upcoming Event**.



- 3. Select a volunteer event from the list of events. Note that available opportunities will vary based on need and available openings.

<b>Sort and Pack Food</b> <input type="radio"/> Sep 7 - Sep 04, 2022 (Multiple Times Available) - Colorado Springs Distribution Center	1174 Needed
<b>Colorado Springs Mobile Market Food Packing</b> <input type="radio"/> Sep 7 - Sep 20, 2022 (Multiple Times Available) - Colorado Springs Distribution Center	72 Needed
<b>Recycling</b> <input type="radio"/> Sep 7 - Sep 20, 2022 (Multiple Times Available) - Colorado Springs Distribution Center	33 Needed

## Final Note

We want every volunteer to have a great experience, but we need your feedback and suggestions to help us make things better. If you have suggestions, comments, criticism, or praise, please let us know! We rely on you to tell us how things are going. You may also contact our Volunteer Office at (719)418-4295 or via email at [Volunteer@careandshare.org](mailto:Volunteer@careandshare.org)

And finally....

# Enjoy your Volunteer Experience!