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## **VOLUNTEER POLICY**

As a volunteer, you are part of the staff of the Community Kitchen and are considered a valued and vital partner in the process of helping to serve the homeless and needy in our area. Because we depend so much on the volunteer staff, we ask that you consider this undertaking very carefully. Please do not accept an assignment if you cannot carry it through.

### **ATTENDANCE:**

As a volunteer at the Community Kitchen, your assignment is as important as that of a paid staff member. The department to which you are assigned depends on you, and appreciates your promptness and reliability. If you are unable to work on your assigned day or are going to be delayed in getting to the Community Kitchen, please notify the supervisor of that department in advance. This will help eliminate confusion and wasted time for other volunteers and staff members. Failure to show up or call for two consecutive scheduled shifts may result in your slot being reassigned.

### **RECORDING OF HOURS:**

The Community Kitchen maintains records of hours donated by each member of the volunteer staff. Sign in sheets are posted in each department for you to note your arrival time and departure time. Each hour you volunteer is important to the Community Kitchen. The hours are tabulated annually and a figure reflecting the estimated monetary value of those hours appears in many reports and grant applications.

### **PARKING:**

Parking is available in front of the Community Kitchen block or along the side streets of the Kitchen. Occasionally, the staff and volunteers will be asked to park in a specified area during special events. Remember not to leave valuables in plain site.

### **SAFETY AND LIABILITY:**

The Chattanooga Community Kitchen aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of the volunteer's service, it is important that the volunteer notify his or her supervisor immediately. Volunteers should also complete an accident report and submit the form to the department supervisor.

### **STRUCTURE:**

Volunteers are an invaluable resource to the Community Kitchen, its staff and constituents. Volunteers are extended the right to be given meaningful duties, the right to

be treated fairly, the right to effective supervision, the right to full involvement and participation, and the right to recognition for service provided. In return, volunteers shall agree to actively and consistently perform their duties to the best of their abilities and remain loyal to the mission, goals, and procedures of the Community Kitchen.

#### VOLUNTEER SERVICE:

The Community Kitchen recognizes your right, as a volunteer, to discontinue your service at any time and for any reason. Whenever it is deemed to be in the best interest of the organization, we also reserve the right to discontinue the volunteer service relationship.

#### CONDUCT:

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff, and the Community Kitchen itself. The following are only some examples of inappropriate conduct which could lead to dismissal:

- Theft or inappropriate removal of possessions or Community Kitchen property or that of any Community Kitchen volunteer, staff, or visitor
- Altering Community Kitchen reports or records
- Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment
- Creating a disturbance on Community Kitchen premises, at sponsored activities or in areas which could jeopardize the safety of others
- Improper use of Community Kitchen property
- Lack of cooperation, or other disrespectful or inappropriate behavior
- Violation of Community Kitchen, federal, state, or local safety and health rules
- Use of foul language

#### DRESS CODE:

Volunteers are requested to arrive dressed appropriately for the work that they will be performing. This dress code has been developed with the safety of volunteers and designed to respect our clients. Please adhere to this code to insure that you will be able to fully take part during your day of service. Volunteers arriving dressed inappropriately will not be allowed to take part unless suitable accommodations can be made.

- Volunteers must wear closed-toed-shoes. This includes, but is not limited to, athletic shoes, dress shoes and boots. Some examples of unacceptable shoes are as follows: high heels, sandals and flip-flops. This rule is most stringent and no exceptions will be made. Please come prepared
- Volunteers must not wear revealing clothing - for example, tank tops, low cut collars, short cut shorts and tight shirts are unacceptable. Acceptable clothing includes: short sleeved shirts, (covering the stomach, upper arms, and upper chest), any long pants and long sleeved shirts
- Do not leave valuables unattended; we are not responsible for missing items

## **HOLDING OF PROPERTY**

**PURPOSE:** To provide a policy which clearly delineates the Chattanooga Community Kitchen's policy regarding accepting client funds/property, donations, and grant funds usage.

**SCOPE:** All Chattanooga Community Kitchen volunteers and programs.

**POLICY:** Under no circumstances will the Chattanooga Community Kitchen volunteer hold or receive funds or property or act as a representative payee. In addition, volunteers and proprietors must not borrow money from clients or enter into any business dealings with them. All donations are to be turned in to the Director of Finance or to his/her representative. All funds are to be used as designated by the donor or grantor. All transactions are to follow OMB guidelines. ( Circular A-87, A-110, A-122, and A-133) as well as HUD: SHP Grant guidelines. Any misuse of funds is subject to disciplinary actions as set forth in the volunteer policy.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **RELATIONSHIPS**

**PURPOSE:** To provide an ethical framework from which to operate in terms of relationships between clients and volunteers.

**SCOPE:** All Chattanooga Community Kitchen Volunteers.

**POLICY/GUIDELINES:** It is important to remember that the relationship between Chattanooga Community Kitchen volunteers and clients is not equal. Many of the consumers suffer from mental disorders, substance abuse, and/or emotional distress even though they may not have been formally diagnosed.

The clients trust the Chattanooga Community Kitchen volunteers to work with them. Entering into any type of intimate (example: dating, sexual relations, cohabitation) business transaction, or transporting clients in their personal vehicle is a direct conflict of interest and a violation of the professional relationship. Exceptions to this policy may be made at the discretion of the Executive Director or that of a Case Manager.

Disregard or deviation from this policy will result in disciplinary action ranging from verbal warning up to and including suspension or dismissal, depending on the severity of the offense.

# Tobacco Free

DATE: 02/01/07  
FROM: Charlie Hughes, Executive Director  
SUBJECT: Tobacco Free Campus

As of 02/01/07, all Health Department owned or leased buildings and grounds will be tobacco free. The Chattanooga Community Kitchen will be in compliance with this policy and will abide by all its stipulations. All use of tobacco products must occur in the designated area or off Community Kitchen property. All parking areas are also tobacco free.

Volunteer violation of this tobacco free campus policy will be handled as any other policy violation and may result in disciplinary action up to and including termination.

The Executive Director and the Director of Operations will be primarily responsible for enforcement of this policy for visitors. They will designate other staff to assist them. All volunteers will be made aware that we are not telling them whether or not they can or should use tobacco products. Sidewalks and any area within 50 feet of an entrance to the Homeless Health Care Center should be tobacco free.

This policy does not affect the Family and Housing Learning Center as they already have a tobacco policy in place.

VOLUNTEER SIGNATURE \_\_\_\_\_

DATE: \_\_\_\_\_

**PLEASE NOTE: NO SHORTS OR OPENED TOES SHOES IN FOOD SERVICE**

\* Plastic gloves are required for any volunteer handling food. These gloves will be furnished. Volunteers are responsible for wearing gloves while handling food. Please do not attempt to serve food without gloves. If you find that you have any questions regarding this policy, please contact us before arriving. We will be happy to discuss this and to insure that you have an enjoyable experience here.

**CONFIDENTIALITY:**

**I understand all activities and information observed, overheard, or resulting from my involvement with the Chattanooga Community Kitchen is confidential. I will not discuss this information with people outside the Community Kitchen.**

\_\_\_\_\_  
Volunteer

\_\_\_\_\_  
Date

**RELEASE FORM:**

**I understand that the nature of activities that I perform in my capacity as a volunteer may involve physical activity, contact with unidentified and/or unfamiliar persons, or other potential risk of bodily injury or damage to property. Knowing this and in consideration of being allowed to volunteer, I HEREBY ASSUME FULL AND COMPLETE RESPONSIBILITY FOR ANY PERSONAL INJURY AND/OR PROPERTY DAMAGE THAT I SUSTAIN OR CAUSE DURING MY PARTICIPATION AS A VOLUNTEER. I AGREE NOT TO FILE SUIT AGAINST THE CHATTANOOGA COMMUNITY KITCHEN OR ANY OF ITS EMPLOYEES FROM ANY AND ALL LOSS, LIABILITY, OR CLAIMS I MAY HAVE ARISING OUT OF MY SERVICE AS A VOLUNTEER.**

\_\_\_\_\_  
Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer Coordinator/Supervisor

\_\_\_\_\_  
Date