



**AUBURN INTERFAITH FOOD CLOSET, INC.
POLICY MANUAL/STANDING RULES**

Revised June 29, 2020

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AUBURN INTERFAITH FOOD CLOSET, Inc. (AIFC)
POLICY MANUAL/STANDING RULES

Revised June 29, 2020

ARTICLE I: MISSION OF THE AUBURN INTERFAITH FOOD CLOSET

The mission of the Auburn Interfaith Food Closet is to provide nutritious food to those in need, preserving their dignity and encouraging self-reliance. We will network with faith-based communities, individuals, community organizations, and other charitable organizations to fulfill our mission as efficiently, economically, and effectively as possible. We will do this as a ministry, with kindness and compassion for all. The AIFC will be a supporter of, and collaborator with, other local agencies providing help for people in need.

ARTICLE II: RESPONSIBILITIES OF SPONSORING FAITH-BASED COMMUNITIES *(Reproduced in Appendix A)*

Any faith-based community may file a “Letter of Intent” indicating its wish to become a Participating Sponsor, Associate Sponsor, or Affiliate Sponsor of the AIFC. Letters of Intent will be renewed annually.

Participating Faith-Based Communities

1. Select one to three members to serve on the AIFC Board of Directors.
 - a. Directors represent their communities at AIFC Board meetings held traditionally on the last Monday evening of each month, except May and December.
 - b. Directors volunteer for at least one Officer, Committee Chair or committee member position.
2. Complete a “Letter of Intent” once each year affirming support and naming their Directors.
3. Participate in AIFC fund-raising and food-raising events like “Stuff A Bus” and the “Turkey Drive”.
4. Provide support to AIFC by:
 - a. Promoting and publicizing AIFC initiatives among its members, encouraging them to support the AIFC with food and/or monetary donations. The Community may choose to include the AIFC in its annual budget and/or contribute on a monthly basis.

- b. Promoting the AIFC “Sponsor a Family” program in which Community members pledge to donate monthly to support a family.
5. Consenting to being listed as a “Sponsoring Community” on the AIFC website and on AIFC promotional materials.
6. Agreeing to staff at least one Saturday opening of the AIFC each calendar year from 10:00 a.m. – 2:00 p.m.

Associate Faith-Based Communities

Responsibilities remain the same as those enumerated above for Participating Communities. However, an Associate Community chooses not to be represented by a Board member, but designates a representative as its contact person. Associate Communities are not asked to host a Saturday opening of the AIFC or participate in AIFC fund-raisers/food-raisers like “Stuff A Bus” or the “Turkey Drive”.

Affiliate Faith-Based Communities

Responsibilities are limited to endorsing the Mission of the Auburn Interfaith Food Closet, designating a representative with whom correspondence may be exchanged and consenting to being named as an “Affiliate Sponsor” on the AIFC website and promotional materials.

ARTICLE III: BOARD OF DIRECTORS

Section A: Administration

1. The administration and management of AIFC shall be the responsibility of the Board of Directors and its elected Officers. The term of office for members of the Board of Directors shall be two years, beginning on July 1 and ending on June 30.
2. Annual election of Officers of the Board of Directors and Operations Manager(s) will take place at the regularly scheduled April meeting of the Board. Nominations will begin at the regularly scheduled March meeting of the Board. Newly elected Officers and Operations Manager(s) will assume their official duties on the following July 1.
3. Monthly Board meetings will be held on the final Monday of each month, with the following exceptions: the May meeting will be held the Monday before Memorial Day and no meeting will be held in December.
4. The Operations Manager, elected by the Board of Directors, will be a member of the Board and will have the same duties and responsibilities as any other Director.
5. The Board of Directors will appoint a Facility Manager who is in charge of planning and carrying out plans for maintenance and use of the building and land that houses the AIFC.

Should a non-Board member be appointed as Facility Manager, he/she will be appointed to the Board and have the same duties and responsibilities as any other Director.

6. The Board of Directors will appoint a Volunteer Coordinator (VC) who will maintain a current list of volunteers, their contact information, and the faith-based community, if any, from which they come. The VC will work with the Operations Manager and volunteers to ensure that there are a sufficient number of volunteers for daily operations. The VC does not need to serve on the Board to fulfill these responsibilities, but may be a Board member.
7. The Vice-President(s) of the Board will chair one of the major Standing Committees: Fundraising, Food Resources, or Grants.
8. Forms required of volunteers will be completed and signed by Board Members, including:
 - a. Conflict of Interest Statement (See Appendix C)
 - b. AIFC Whistleblower Policy (See Appendix F)
 - c. Anti-discrimination and Anti-Harassment Policy (See Appendix G)
 - d. State of California Department of Health and Human Services Civil Rights Training Checklist for AIFC volunteers for the Federal Emergency Food Assistance Program (TEFAP) (See Appendix H)

Responsibilities of AIFC Board Members (Reproduced in Appendix B)

The AIFC carries out its mission through the leadership of its Board members and the efforts of its daily volunteers. The consistent efforts of conscientious members of the AIFC Board of Directors are essential to the success of the AIFC's mission. The expectations of Board members are defined in the document entitled "Responsibilities of AIFC Board Members", which is discussed annually with Board members at the July Board meeting, and with each new Board member during his/her initial orientation.

1. Board members serve a two-year term in office, however, it is up to each Participating Faith-Based Community to determine who its representatives are and how long they serve. Each Board member serves as an Officer, Chairperson or committee member, or as Operations Manager. The term of each leadership position is one year.
2. Board members attend all Board meetings, and applicable Committee meetings, and participate actively in discussions and deliberations.
3. Board members have the fiduciary responsibility to ensure that the AIFC is fiscally sound. Board members are responsible for analyzing the monthly financial reports provided for each Board meeting and raising questions and concerns, as appropriate, before voting to accept or reject the reports.
4. Board members are responsible for providing timely information to their Faith-Based Communities about the activities, needs and accomplishments of the AIFC, and for

communicating the desires, concerns and questions of their Communities to the Board President.

5. Board members are responsible for insuring the participation of their Community members in AIFC initiatives, including fund-raising/food-raising activities and periodic staffing of the AIFC on Saturdays.
6. Members of the Board of Directors assist in recruiting individuals from their Faith-Based Communities for leadership positions on the Board, striving consistently to maintain three Board members per Community, and quickly seeking replacements when vacancies arise.
7. Board members are responsible for:
 - a. participating in an orientation process;
 - b. receiving and providing support for and from other Board members to enhance effectiveness by working collaboratively to fulfill the organization's mission;
 - c. maintaining a notebook which contains contacts, procedures, deadlines and other information pertinent to the responsibilities of their positions, and for passing this on to their successors;
 - d. completing a "Feedback" form and participating in an "Exit" interview at the conclusion of Board service.
8. Board members shall have no Conflict of Interest (*See Appendix C for complete statement*)
 - a. No Directors or Officers of AIFC shall have interest, directly or indirectly, in any revenue or expense-related contract relating to the operations conducted by AIFC, or in any revenue or expense-related contract for furnishing services to AIFC.
 - b. No more than one member of a family shall serve on the AIFC Board of Directors at the same time without approval of the majority of the Board of Directors.
 - c. No Director or Officer shall receive any salary, compensation or gift from AIFC.
 - d. The Board of Directors may authorize reimbursement of reasonable expenses incurred by the Directors in the performance of their duties.
 - e. Any potential conflict of interest should be reported immediately to the Board President.

Reluctant Board Members

Board members who consistently fail to fulfill their defined responsibilities shall be identified as "Reluctant Board Members." Reluctant Board members will be identified by the Governance Committee through periodic evaluation of participation and contribution, as defined in the "Responsibilities of AIFC Board Members." For example, Board members may be identified as "reluctant" who consistently fail to attend Board meetings; fail to fulfill

their responsibilities as Officers, Committee Chairs, committee members, or Operations Manager; or fail to provide effective liaison between their communities and the AIFC. Those so identified will be counseled and offered support by the Governance Committee. The Board of Directors shall have the authority to remove a Reluctant Board member from the Board of Directors who declines to resign or take a leave of absence.

1. The process to keep Board members cognizant of their responsibilities will include:
 - a. read, discuss and request signature on “Responsibilities” document from each new Board member during initial orientation;
 - b. read and discuss “Responsibilities of AIFC Board Members” document during the annual July Board meeting;
 - c. contact each Board member who has missed two consecutive Board meetings to communicate that she/he was missed and offer support;
 - d. request that Committee Chairs: (1) alert Governance Chair when an individual has missed two consecutive meetings or has become inactive, and (2) discuss status with member.

2. The Governance Committee process leading to a recommendation that a Board member relinquish his/her position shall be:
 - a. maintain and evaluate records of Board member participation, i.e. monthly hours reported, Board meetings attended, and committee participation;
 - b. identify member as “reluctant” if he/she meets criteria;
 - c. notify individual and Executive Committee of “reluctant” identification;
 - d. review identified Board member’s most recent self-evaluation;
 - e. have face-to-face conversation with member to include review of responsibilities and present options: renew commitments, take leave of absence, resign from Board;
 - f. explain situation to the leader of Director’s faith-based community;
 - g. monitor commitments for three months;
 - h. review findings with Executive Committee;
 - i. recommend to Board member that Director resign or take a leave of absence if commitments are unfulfilled;
 - j. share recommendation with the Board and call for vote;
 - k. communicate resignation/leave/Board action to Director’s faith-based community leader; facilitate assignment of replacement.

Section B: Financial

1. The AIFC fiscal year shall be January 1 through December 31 of each year.

2. Insurance covering liability and indemnification shall be kept in force for all volunteers, including Board members. A Fidelity Bond will be kept in force for persons who have access to AIFC funds and custody of AIFC property; and/or an adequate insurance

policy will be kept in force that protects the organization from volunteer crime.

3. The AIFC accepts donations that directly support the mission of the AIFC, including money, food, equipment, and other items. Donations received in connection with fundraising and food-raising events are accepted. The AIFC accepts donations of stock which are to be immediately sold for their cash value. IRA distributions, via checks written to AIFC from the financial institution on behalf of the donor, are accepted.
4. The Chair of the Fundraising Committee, the President, and the Treasurer will develop processes to manage non-standard donations. The Chair of the Fundraising Committee is responsible for obtaining Board approval for any non-standard donations.
5. Prudence and economy will be exercised when purchasing food with the understanding that cost, source, timing, and incoming donations will be considered. The Operations Manager is responsible for ordering food but may delegate this responsibility as needed. All food orders will be documented.
6. No AIFC check will be made payable to “cash.” All checks will be made out completely and will include adequate back-up documentation.

Section C: Standing Committees

Chairpersons of Standing Committees must be Board members, with the exception of the Chair of the Nutrition Committee. Standing Committee Chairpersons may be appointed by the Board President. The President may appoint a non-Board member to serve as the “Interim Chairperson” of a Standing Committee when necessary. Non-Board members are encouraged to serve on all committees, except the Executive Committee. Written job descriptions will be maintained for Chairpersons of all Standing Committees.

1. Executive Committee

- a. The Executive Committee (EC) shall consist of the President, Vice-President(s), Secretary, Treasurer, Operations Manager, Food Resources Chair, Governance Chair, Fundraising Chair, and Media Chair.
- b. The EC plans and manages AIFC business in order to respond to urgent matters in a timely manner and to streamline information for monthly Board meetings. The EC may make recommendations that are enacted after presentation to, and approval by, the Board. The EC may also act on behalf of the Board when necessary. These actions must be ratified by the Board at the Board meeting immediately following.
- c. In the absence of committees that may be specifically designated for these purposes, the EC of the Board will oversee long and short range planning, finance and budgeting, and the activities of the Treasurer. The EC will ensure that the AIFC fulfills IRS requirements for annual notifications of donations.

2. Fundraising Committee

The Fundraising Committee will develop a comprehensive fundraising program and explore possibilities for obtaining funds needed to operate the AIFC and make necessary facility improvements. The Fundraising Committee will:

- a. plan, or cooperate with others in planning charitable events which will benefit the AIFC, ensuring that the AIFC name or brand is not used for promotional purposes without the approval of the Board of Directors;
- b. oversee and maintain the “Sponsor a Family” program;
- c. manage capital fundraising campaigns;
- d. ensure that the AIFC fulfills IRS requirements for annual notifications of donations.

3. *Grants Committee*

The Grants Committee will research grants, complete applications for grants, and complete reports required for grants received.

4. *Media Committee*

The purpose of the Media Committee is to publicize the work of the AIFC in order to inform and encourage community participation; utilizing newspapers, radio, social media and the AIFC website. The Media Committee will collaborate with other committees, especially fundraising, to fulfill its purpose.

5. *Food Resources Committee*

The Food Resources Committee will locate, promote and facilitate food donations and their delivery to AIFC, continually seeking new and viable sources and donors.

6. *Facility Committee*

The Facility Committee will:

- a. facilitate all site, building, and equipment repairs and improvements, including timely maintenance of freezers, refrigerators, and HVAC systems;
- b. be responsible for the security of the site, building and equipment.

7. *Nutrition Committee*

The Nutrition Committee will:

- a. ensure that food provided by the AIFC meets USDA dietary guidelines to the greatest extent possible based on available resources;
- b. educate clients about nutrition, facilitate demonstrations and food tastings, and encourage clients to try nutritious foods and recipes;

- c. provide recipes to help clients prepare nutritious meals and maximize their food budgets.

8. *Governance Committee*

The Governance Committee is responsible for ongoing review and recommendations to enhance the quality and future viability of the Board of Directors. The Governance Committee will:

- a. over-see Board roles and responsibilities, Board composition, Board member orientation and training, and Board effectiveness;
- b. review, update, and publish, as needed, the AIFC Bylaws, the AIFC Policy Manual/Standing Rules, and the AIFC Document Retention Schedule.

9. *Investment Committee*

The Investment Committee shall consist of at least three members, including the AIFC Treasurer and two Board members with investment experience. The Investment Committee is responsible for:

- a. oversight of all funds designated for investment by the AIFC Board of Directors;
- b. educating the Board about investment options;
- c. recommending specific investment strategies that will safeguard principal and maximize return until the Board chooses to utilize funds for a specific purpose. Investment decisions will be approved by the Board.

10. *Client Outreach/Resource Committee*

The Client Outreach/Resource Committee shall identify underserved individuals and groups in the AIFC service area and facilitate efforts to expand services to those in need. In addition, it will manage the “Client Resources Area” at the AIFC.

ARTICLE IV: AIFC OPERATIONS

Section A: Days and Hours of Operation

1. Regular days and hours of operation of the AIFC shall be Monday through Friday and one Saturday each month, from 10 A.M. to 2 P.M. Each Participating Faith-Based Community (PFBC) shall be responsible for staffing the AIFC on at least one Saturday each calendar year. Smaller PFBCs may collaborate to staff their Saturday(s) of service.
2. The AIFC will be closed on all established federal holidays, including: New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, Independence Day, Labor

Day, Columbus Day, Veterans Day, Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve. A sign which is visible to the public will be posted annually, announcing all days on which the AIFC is closed.

3. The Operations Manager and Team Leaders will ensure there are a minimum of two volunteers present any time that the AIFC is open to serve clients.

Section B: Food Distribution to Individuals and Families

1. Food will be distributed once every 30 days to individuals and/or families who apply and qualify by providing identification and proof of residence in the AIFC service area. The service area is defined as residences in the following zip codes: 95602 (Bowman, Auburn, Lake of the Pines), 95603 (Auburn, Ophir), 95701 (Alta, Baxter, Blue Canyon), 95703 (Applegate), 95713 (Colfax, Iowa Hill), 95714 (Dutch Flat), 95715 (Emigrant Gap), 95717 (Gold Run), 95722 (Meadow Vista), 95736 (Weimar), 95631 (Foresthill, Todd Valley, Michigan Bluff), 95650 (Loomis), 95658 (Newcastle) and 95663 (Penryn).
2. At the daily Team Leader's discretion, food may be distributed more than once every 30 days to qualified individuals and families to address short-term emergencies.
3. If children regularly live with more than one qualified family, each of the families may receive the 30-day food allotment for each child 18 years of age and younger. The children will be listed as family members of each family claiming them. It will be noted on the clients' records that a shared custody arrangement exists between the families.
4. Sponsoring Faith-Based Communities that are assisting specific people with special circumstances may obtain food at the AIFC for these people without verifying their identification or other personal data. However, the client application form must show the number of meals provided and be included in AIFC's record of food distributed. This special dispensation may occur up to 3 times per individual/family. A notation will be made in AIFC records that this assistance was requested by the Community so that it does not count against the clients' 30 days.
5. Individuals who reside outside the AIFC's designated area of service will not ordinarily be provided with food. However, at the Team Leader's discretion, non-residents may be given enough food to meet their immediate needs. Non-residents will be provided with information about food distribution sources in their area of residence.
6. Clients who are homeless will be given the option of taking three days of food once every 30 days, or one day of food on three separate occasions within a 30-day period. Their records will be marked to show how many days of food were provided. Homeless clients who have neither cooking nor refrigeration capabilities may receive one day of food once each calendar week. They may receive food on a Friday of one week and again on the Monday immediately following, as long as it is once within each calendar week.
7. Clients may designate another person to pick up food for them as long as the client is registered in the AIFC database. The designated person's name will be added to the

client's record with the client's authorization. The designated person must present a signed, dated, original note of permission each month authorizing him/her to pick up food for the client. If the client is unable to come to the AIFC to complete the Client Application Form and present identification, special accommodations may be made.

8. If a partner non-profit agency arranges for its client to receive food from AIFC, the agency will provide documentation each month requesting food for its client. This documentation can be used in lieu of a note of permission signed by the client. Each client who is provided with food through such agreement will be registered with the AIFC. The partner agency may facilitate the completion of the AIFC registration forms without the client coming to the AIFC facility.

Section C: Volunteers

1. Before any volunteer may begin working, she/he must (1) complete the "AIFC Volunteer Application Form," (2) sign the form entitled "Expectations of AIFC Volunteers," and (3) be approved to start by the Volunteer Coordinator. The Volunteer Coordinator will check the Megan's Law website and the National Database of Sex Offenders for the name of each volunteer applicant before a determination on placement is made. Each new volunteer will participate in "Initial Volunteer Training" prior to beginning work whenever feasible, but within 30 days of beginning in all cases.
2. Volunteers are normally adults, but youth who have completed the eighth grade, or who have participated in the AIFC Summer Youth Program, may be regular volunteers. Youth under the age of 18 must have written parental consent to volunteer.
3. Volunteers are not employees of AIFC and serve without remuneration of any kind. Volunteers are not entitled to any benefits, including health, accident, medical insurance, or workmen's compensation. AIFC accepts no responsibility for medical or legal expenses incurred by volunteers during, or as a result of, performance of their duties.
4. Volunteers agree to read and acknowledge their understanding of all AIFC Policies and guidelines pertaining to volunteer service and to abide by said Policies beginning on their first day of Service. Policies and guidelines including, but not limited to the following, will be provided to each new volunteer via the AIFC website, email or hard copy:
 - a. Expectations of AIFC Volunteers (Appendix D)
 - b. AIFC Volunteer Discipline Policy (Appendix E)
 - c. AIFC Whistleblower Policy (Appendix F)
 - d. AIFC Anti-Discrimination & Anti-Harassment Policy (Appendix G)
 - e. State of California TEFAP Civil Rights Training Checklist (Appendix H)
5. The unauthorized disclosure of anyone's personal information is a violation of their right to privacy. AIFC volunteers must respect the confidentiality of clients, other volunteers, partners, contractors, agents, and donors at all times (see AIFC Whistleblower Policy for exceptions). At a minimum, volunteers are expected to follow

these guidelines to protect confidentiality:

- a. do not share confidential information with any person or agency outside of AIFC, even if your intention is to be helpful;
 - b. refer all requests for personal information to the Operations Manager or Board President.
6. Volunteers who drive on behalf of AIFC will be required to provide their personal vehicle liability information upon request. Information will include: the name, address and telephone number of the insurance company, the policy number and expiration date, and the volunteer's California driver license number. A copy of the policy is not required. The AIFC President, Vice-President(s), Treasurer, Assistant Treasurer(s), Food Resources Chair, Garden Coordinator, Operations Manager, Assistant Operations Manager, Facility Manger and Fund-raising Chair are presumed to drive on behalf of AIFC. Others include delivery drivers in the Homebound Senior Delivery Program, gleaners, Team Leaders, and designated buyers. This list is not intended to be exhaustive.
 7. Volunteers may not take or consume donated or purchased items belonging to AIFC unless application is made as a client. The exception is perishable food which the daily Team Leader may choose to distribute to volunteers only to prevent it from going to waste. Volunteers who are also clients of AIFC may not fill their own food orders.
 8. Volunteers will refrain from the use of tobacco, alcohol, and controlled substances, as well as inappropriate language or behavior, while serving as a volunteer.
 9. Any criminal charge or felony conviction involving children will disqualify a volunteer from service.
 10. Volunteers must adhere to all AIFC Policies, procedures, and guidelines and satisfactorily perform the duties assigned to them.

AIFC Volunteer Discipline Policy (Reproduced in Appendix E)

The purpose of this Policy is to provide a process for corrective action/dismissal of volunteers who fail to satisfactorily perform their volunteer assignments and/or do not adhere to AIFC policies and procedures.

A. Communication of Clear Expectations

1. All new volunteers shall participate in Initial AIFC Volunteer Training, to include the following:
 - a. Review of the AIFC applicable job description(s);
 - b. Review of the "AIFC Expectations" document, with signature;
 - c. Review of the AIFC "Volunteer Discipline Policy";

- d. Review of, and signature on, additional AIFC Policies.
2. Initial Volunteer Training will occur before volunteers start their assignments whenever feasible, but no later than 30 days following their first day on duty.
3. AIFC will provide on-the-job training and continued mentoring for the first 60 days of assignment.
4. Volunteers will participate in additional periodic training as required.
5. All volunteers will be held to standards defined in AIFC Policies from their first day of assignment, even if initial training is delayed
6. All volunteers will be provided access to the “AIFC Policy Manual/Standing Rules” via the website, email or hardcopy.

B. Discipline

1. Corrective Action: Corrective action may be taken if a volunteer’s work is consistently unsatisfactory in the opinion of the supervising Team Leader or the Operations Manager, or he/she fails to adhere to AIFC policies. Corrective action will be documented in the volunteer’s confidential record. Following corrective action, there will be a reevaluation of the volunteer’s performance. The volunteer will be notified, orally and in writing, that failure to improve performance and/or repeat incidents may lead to dismissal. Corrective action will be overseen by a Team Leader, the Operations Manager, Vice President or President of the Board of Directors, and may include, but is not limited to:
 - a. role-specific coaching, positive support, detailed review of job expectations, and applicable AIFC Policies;
 - b. additional training or retraining;
 - c. additional supervision;
 - d. reassignment to another volunteer position.
2. Immediate Action: In the event that a volunteer commits harm to a person or property, or violates a workplace policy, he/she may be placed on immediate administrative leave by the Team Leader, Operations Manager, Vice President or President, and directed to leave the premises pending an investigation. The Volunteer Coordinator shall place this volunteer on inactive status. The Board President will be notified. The volunteer shall remain on leave until notified of a decision regarding the investigation.
3. Dismissal: Volunteers who fail to perform job assignments satisfactorily, or do not adhere to AIFC policies, may have their volunteer eligibility terminated. Recommendation for dismissal will only follow a thorough investigation by the Operations Manager or Vice President, and will be subject to a final decision by the Board President. Actions that may result in dismissal include, but are not limited to:
 - a. violation of AIFC policies and/or procedures;

- b. failure to satisfactorily perform assigned duties;
- c. mistreatment of, or inappropriate conduct towards, clients, volunteers, program participants, agents or contractors;
- d. being under the influence of alcohol or drugs while performing volunteer duties;
- e. theft or misuse of property, program materials, or equipment;
- f. inappropriately disclosing confidential information.

AIFC Whistleblower Policy (See Appendix F)

It is the intent of AIFC, Inc. to adhere to all laws and regulations that apply to the organization. The underlying purpose of this Policy is to support the organization's goal of legal compliance. The support of all volunteers and Sponsoring Faith-Based Communities is necessary to achieve compliance with various laws and regulations.

AIFC, Inc. will not retaliate against anyone who, in good faith, has made a protest or raised a complaint against some practice of AIFC, or against another individual or entity with whom AIFC, Inc. has a business relationship, based on a reasonable belief that the practice is in violation of law, or a clear mandate of public policy. All volunteers will be required to indicate their receipt and understanding of this policy by signing this agreement. All volunteers will also verify that they have been provided the opportunity to ask questions about the AIFC Whistleblower Policy.

If anyone reasonably believes that some policy, practice, or activity of AIFC, Inc. is in violation of law, a written complaint must be filed by that person with the President of the AIFC Board of Directors.

AIFC Anti-discrimination and Anti-Harassment Policy (See Appendix G)

AIFC is committed in all its endeavors to providing an environment that is free from all forms of discrimination and harassment. An environment of fair and equal treatment of each AIFC volunteer, client, partner, contractor, and agent is best achieved where all individuals interact with mutual respect for each other's rights. Every person has the right to equal treatment without discrimination or harassment because of race, national or ethnic origin, color, citizenship, creed, gender identity, gender expression, sexual orientation, age, criminal conviction, marital status, family status and physical or mental disability, including dependence on alcohol or drugs.

State of California Department of Health and Human Services Civil Rights Training Checklist for Volunteers Participating in the Federal Emergency Food Assistance Program (TEFAP) (See Appendix H)

Because AIFC receives and dispenses food from the Federal Emergency Food Assistance Program, it is required of AIFC that all volunteers read and acknowledge their understanding of the Civil Rights statements comprising the California Department of Health and Human Services Civil Rights Training.

11. Volunteers Participating in Adults with Disabilities Programs at AIFC

In order to foster inclusiveness and community collaboration with other organizations, AIFC will partner with nonprofit agencies (“Agency”) who have requested skills training for their clients, when recommended by the AIFC Operations Manager. Each Agency’s participation must be approved by the Executive Committee before implementation.

- a. AIFC will require that the participating Agency:
 1. sign an interagency agreement with AIFC that includes a liability and/or “hold harmless” provision;
 2. produce evidence and/or certify that liability insurance is in place to cover the adult program volunteer participants of the Agency.
- b. An Agency supervisor will be present and will supervise his/her adult program volunteer participants at all times.
- c. No more than 4 adult program volunteer participants from the Agency will be scheduled to volunteer at one time.
- d. No more than one Agency will be scheduled to volunteer on a specific day, and no more than two Agencies will be scheduled in a single week.
- e. The Operations Manager will coordinate supervision with the daily Team Leader who will be responsible for directing the program volunteers.
- f. Measurement, bagging, labeling, and restocking are examples of tasks that may be assigned to program volunteers.

Section D: Service Animals

Only identifiable service animals will be allowed inside the AIFC facility. To verify that an animal is a legally-licensed service animal, it must wear a round, gold-colored tag printed with “Placer County” and an alphabetical letter. Alternatively, the owner may present a dog license receipt which indicates it is for a service dog (Regular Placer County dog tags are silver with a doghouse on them. City of Auburn dog tags do not identify service dogs.). A sign will be posted in the AIFC reception room stating that “only service animals are allowed inside”.

ARTICLE V: AMENDMENTS BY THE BOARD

Subject to any limitations set forth in the Bylaws of the Auburn Interfaith Food Closet, or any California Non-profit Corporation Law, a quorum of the Board may adopt, amend or repeal these Policies/Standing Rules, or any portion thereof, by majority vote. Any adoption, amendment or revocation of these Policies/Standing Rules may be voted upon in the same Board meeting in which it is proposed. Proposed changes to these Policies/Standing Rules

shall be distributed to all members of the Board of Directors in advance of the meeting set for discussion or action.

ARTICLE VI: DOCUMENT RETENTION (*See Appendix I*)

The document retention schedule will define the retention period for the records of the AIFC.

CERTIFICATE OF SECRETARY

I certify that I am the duly elected and acting Secretary of the AUBURN INTERFAITH FOOD CLOSET, INC, a California non-profit public benefit corporation; that the above Policy Manual/Standing Rules, consisting of 15 pages, plus addenda, was approved by the Board of Directors on June 29, 2020.

Amendment Signed by:

RW Goss

Secretary



Responsibilities of Faith-Based Communities Supporting the Auburn Interfaith Food Closet

Participating Faith-Based Communities

1. Select one to three members to serve on the AIFC Board of Directors.
 - a. Directors represent their communities at monthly AIFC Board meetings traditionally held on the last Monday evening of each month, except December.
 - b. Directors volunteer for at least one Officer, Committee leadership or committee position.
2. Complete a “Letter of Intent” once each year affirming support and naming their Directors.
3. Participate in AIFC fund-raising and food-raising events like “Stuff A Bus” and the “Turkey Drive”.
4. Provide support to AIFC by:
 - a. Promoting and publicizing AIFC initiatives among its members, encouraging them to support the AIFC with food and/or monetary donations. The Community may choose to include the AIFC in its annual budget and/or contribute on a monthly basis.
 - b. Promoting the AIFC “Sponsor a Family” program in which Community members pledge to donate monthly to support a family.
5. Consent to being listed as a “Sponsoring Community” on the AIFC website and on promotional materials.
6. Agree to host at least one Saturday opening of the AIFC from 10 AM – 2 PM each year.

Associate Faith-Based Communities

Responsibilities remain the same as those enumerated above. However, an Associate Community chooses not to be represented by a Board member, but designates a representative as its contact person. Associate Communities are not asked to host a Saturday opening of the AIFC or participate in AIFC fundraisers like “Stuff A Bus” or the “Turkey Drive”.

Affiliate Faith-Based Communities

Responsibilities are limited to endorsing the Mission of the Auburn Interfaith Food Closet, designating a representative with whom correspondence may be exchanged, and consenting to being named as an “Affiliate Sponsor” on the AIFC website and promotional materials.



Responsibilities of Auburn Interfaith Food Closet Board Members

1. Board members attend all Board meetings and applicable Committee meetings and participate actively in discussions and deliberations.
2. The term of office for Board members is two years, however, it is up to each Participating Faith-Based Community to determine who its representatives are and how long they serve. Serving just a single year makes it difficult for representatives to assume leadership positions within the AIFC.
3. The AIFC carries out its mission through the leadership of its Board members and the efforts of its daily volunteers. Each Board member serves as an Officer, Chairperson or committee member, or as Operations Manager. The term of each leadership position is one year.
4. Board members have the fiduciary responsibility to ensure that the AIFC is fiscally sound. Board members are responsible for analyzing the monthly financial reports provided at each Board meeting and raising questions and concerns, as appropriate, before voting to accept or reject the reports.
5. Board members are responsible for providing timely information to their Faith-Based Communities about the activities, needs and accomplishments of the AIFC, and for communicating the desires, concerns and questions of their Community members to the Board President
6. Board members are responsible for insuring the participation of their Community members in AIFC initiatives, including fund-raising/food-raising activities and periodic staffing of the AIFC on Saturdays.
7. Members of the Board of Directors assist in recruiting individuals from their Faith-Based Communities for leadership positions on the Board, striving consistently to maintain three Board members per Community, and quickly seeking replacements when vacancies arise.
8. Board members are responsible for:
 - A. participating in an orientation process;
 - B. receiving and providing support for and from other Board members to enhance effectiveness while working collaboratively to fulfill the organization's mission;
 - C. maintaining a notebook which contains contacts, procedures, deadlines and other information pertinent to the responsibilities of their positions, and passing this on to their successors;
 - D. completing a "Feedback" form and participating in an "Exit" interview at the conclusion of Board service.

I agree to fulfill the responsibilities explained above.

Name

Signature

Date



Auburn Interfaith Food Closet Conflict of Interest Statement

1. Specifically, I declare that I Have (or) Have NO (check one only) conflicts of interest as defined below.

Conflict of Interest: Extracted from the BBB Wise Giving Standards, the spirit of our Conflict of Interest guidelines for “The Charity” (AIFC, Inc.) is that there shall be “no transaction(s) in which Board members or volunteers have material conflicting interests with The Charity resulting from any relationship or business affiliation. Factors that will be considered when concluding whether or not a related party transaction constitutes a conflict of interest, and if such a conflict is material, include, but are not limited to: arm's-length procedures established by The Charity; the size of the transaction relative to like expenses of The Charity; whether the interested party participated in the Board vote on the transaction; if competitive bids were sought and whether the transaction is one-time, recurring or ongoing.

Any potential conflict of interest that comes to the attention of volunteers or Board members should be reported immediately to the President of the Board.

In addition:

- A) No more than one member of a family shall serve on the Board of Directors at the same time without approval of the majority of the Board of Directors. For this purpose, “family” shall be defined as to include husband, wife, mother, father, son, daughter, brother, sister, or any other relative living in the same household.
- B) No Directors or Officers of the Corporation shall have interest, directly or indirectly, in any (revenue or expense-related) contract relating to the operations conducted by it, nor in any (revenue or expense-related) contract for furnishing services to it.
- C) No Director or Officer of the Corporation shall receive, directly or indirectly, any salary, compensation or gift from the Corporation.
- D) The Board of Directors may authorize payment by the Corporation of reasonable expenses incurred by the Directors in the performance of their duties

2. If you checked the “Have” box in (1) above then describe all conflicts of interest immediately below:

Name

Signature

Date



Auburn Interfaith Food Closet Expectations of AIFC Volunteers

Welcome to the AIFC volunteer team! Dedicated volunteers are essential to AIFC's mission "To provide nutritious food to those in need, preserving their dignity and encouraging self-reliance". AIFC Volunteers work in a variety of capacities – packing food, gleaning, soliciting donations, greeting clients, writing grant applications and picking up and delivering food - to name just a few. There are unlimited opportunities at AIFC to make a positive difference in our community. Thank you for your willingness to be a difference maker! Outlined below is some information about AIFC history and Policies about which you should be knowledgeable.

1. AIFC is a 100% volunteer, non-profit 501(c)(3) California Corporation. It was formed in 1998 and has provided over 4.2 million meals to our neighbors in need. AIFC is sponsored by numerous faith-based organizations in the Auburn area and supported by hundreds of donations from our generous community.
2. Volunteers are not employees of AIFC and serve without remuneration of any kind. Volunteers are not entitled to any benefits, including health, accident, medical insurance or workmen's compensation. AIFC accepts no responsibility for medical or legal expenses incurred by volunteers during, or as a result of, performance of their duties.
3. Each volunteer will participate in Initial Volunteer Training. Initial Training will take place before the new volunteer begins work whenever feasible, but within 30 days of beginning in all cases.
4. Volunteers agree to read and acknowledge their understanding of all AIFC Policies pertaining to volunteer service and to abide by said Policies beginning on their first day of service. AIFC Policies, including but not limited to the following, will be provided for each new volunteer via the AIFC website, email or hard copy:
 - a. Expectations of AIFC Volunteers
 - b. AIFC Volunteer Discipline Policy
 - c. AIFC Whistleblower Policy
 - d. AIFC Anti-Discrimination & Anti-Harassment Policy
 - e. State of California TEFAP Civil Rights Training Checklist
5. The unauthorized disclosure of anyone's personal information is a violation of their right to privacy. Volunteers must respect the confidentiality of clients, other volunteers, partners, contractors, agents and donors at all times. (see AIFC Whistleblower Policy for exceptions) At a minimum, volunteers are expected to follow these guidelines to protect confidentiality:
 - a. Do not share confidential information about clients, volunteers, partners, contractors, agents or donors with any person or agency outside AIFC, even if your intention is to be helpful.
 - b. Do not share confidential information on social media.
 - c. Refer all requests for information about clients, other volunteers, partners, contractors, agents and donors to the Operations Manager or Board President.
6. Volunteers may not consume or take donated or purchased items belonging to AIFC unless they make application as a client. This requirement is necessary to maintain AIFC's 501 (c)(3) status. The exception is perishable food which the daily Team Leader may choose to

distribute to volunteers only to prevent it from going to waste. Volunteers who are also clients may not fill their own food orders.

7. Volunteers who drive their personal vehicles for AIFC business must have a minimum of \$35,000 in automobile liability coverage as required by Section 16056 of the California Vehicle Code. Evidence of coverage must be on file with AIFC.
8. Volunteers will refrain from the use of tobacco, alcohol and controlled substances as well as inappropriate language and behavior while serving as a volunteer.
9. Any felony conviction or any criminal charge involving children will disqualify a volunteer from service.

My signature below indicates that I have read, acknowledge and agree to abide by the expectations of AIFC volunteers outlined above. Furthermore, I hereby waive and release the Auburn Interfaith Food Closet, its Officers, Directors, and agents from any and all claims, liabilities, costs or damages incurred during, caused by, or as a result of, my volunteer services.

Printed Name

Date

Signature



AIFC Volunteer Discipline Policy

The purpose of this Policy is to provide a process for corrective action/dismissal of volunteers who fail to satisfactorily perform their volunteer assignments and/or do not adhere to AIFC policies and procedures.

A. Communication of Clear Expectations

1. All new volunteers shall participate in Initial AIFC Volunteer Training, to include:
 - a. Review of the AIFC applicable job description(s)
 - b. Review of the “Expectations of AIFC Volunteers” document; including signature
 - c. Review of the AIFC “Volunteer Discipline Policy”
2. Initial Volunteer training will occur before volunteers start their assignments, but no later than 30 days following their first day on assignment.
3. AIFC will provide initial on-the-job training and continued mentoring for the first 60 days of assignment.
4. Volunteers will participate in periodic training as required.
5. All volunteers will be held to standards defined in AIFC Policies from their first day of assignment, even if training is delayed.
6. All volunteers will be provided access to the “AIFC Policy Manual/Standing Rules” via the website, email or hardcopy.

B. Discipline:

1. **Corrective Action:** Corrective action may be taken if a volunteer’s work is materially unsatisfactory, or he/she fails to adhere to AIFC policies. Corrective action will be documented as part of the volunteer’s confidential record. Following corrective action, there will be a reevaluation of the volunteer’s performance. The volunteer will be notified that failure to improve performance and/or repeat incidents may lead to dismissal.

Corrective action will be overseen by a Team Leader, the Operations Manager, Vice President or President of the Board of Directors, and may include, but is not limited to:

- a. Role-specific coaching, positive support, clear review of job expectations and applicable AIFC Policies
 - b. Additional training or retraining
 - c. Additional supervision
 - d. Reassignment or referral to another volunteer position
2. **Immediate Action:** In the event that a volunteer clearly commits harm or egregiously violates a workplace policy, he/she may be placed on immediate administrative leave by the Team Leader, Operations Manager, Vice President or President, and directed to leave the premises pending an investigation. The Volunteer Coordinator shall be advised to place the volunteer on inactive status. The Board President will be notified. The volunteer shall remain on leave until notified of a decision regarding her/his status.

3. Dismissal: Volunteers who fail to perform job assignments satisfactorily, or do not adhere to AIFC policies, may be dismissed. Recommendation for dismissal will be subject to a fair and consistent investigation by the Operations Manager or Vice President, and subject to a final decision by the Board President. Actions that may result in dismissal include, but are not limited to:
 - a. Violation of AIFC policies and/or procedures
 - b. Being under the influence of alcohol or drugs while performing volunteer duties
 - c. Theft or misuse of property, program materials, or equipment
 - d. Mistreatment or inappropriate conduct towards clients, volunteers, program participants or contractors
 - e. Inappropriately disclosing confidential information
 - f. Failure to satisfactorily perform assigned duties



Auburn Interfaith Food Closet Whistleblower Policy

If anyone reasonably believes that some policy, practice, or activity of AIFC, Inc. is in violation of law, a written complaint must be filed by that person with the Board President.

It is the intent of AIFC, Inc. to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all Board members, volunteers, and Sponsoring Faith Based Communities is necessary to achieve compliance with various laws and regulations. Anyone is protected from retaliation only if they bring the alleged unlawful activity, policy, or practice to the attention of AIFC, Inc. and provide AIFC, Inc. with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to those that comply with this requirement.

AIFC, Inc. will not retaliate against anyone who in good faith, has made a protest or raised a complaint against some practice of AIFC, Inc., or of another individual or entity with whom AIFC, Inc. has a business relationship, based on a reasonable belief that the practice is in violation of law, or a clear mandate of public policy. AIFC, Inc. will not retaliate against anyone who discloses or threatens to disclose to a Team Leader, the Board President, or a public body, any activity, policy, or practice of AIFC, Inc. that they reasonably believe is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning the health, safety, welfare, or protection of the environment. All volunteers will be required to indicate their receipt and understanding of this policy by signing this agreement below. Each volunteer will also verify that they have been provided with an opportunity to ask questions about the policy.

I acknowledge that I have read and agree to comply with the provisions of this Policy.

Name

Signature

Date



Auburn Interfaith Food Closet Anti-Discrimination & Anti-Harassment Policy

It is the policy of the AIFC to make all possible attempts to prohibit discrimination and harassment in our facility and programs. Moreover, providing fair and equal treatment of all volunteers, clients, partners, contractors and agents is best achieved where all individuals interact with mutual respect for each other's rights. Every person has the right to equal treatment without discrimination because of race, national or ethnic origin, color, citizenship, creed, gender identity, gender expression, sexual orientation, age, criminal conviction, marital status, family status and physical or mental disability, including dependence on alcohol or drugs.

Anti-Discrimination Policy

The AIFC will not discriminate against any individual or group based on race, color, national origin, sex, age or disability or any other characteristic protected by state and federal law. Unlawful discrimination of any kind will not be tolerated. All volunteers are expected and required to abide by this policy. No individual will lose her/his volunteer position as a result of bringing a complaint of unlawful discrimination.

Anti-Discrimination Reporting Procedure

Any volunteer or client who believes he or she has been subjected to any form of unlawful discrimination is encouraged and expected to immediately notify the Team Leader or AIFC President. If a Team Leader is notified, the Team Leader must communicate the information to the AIFC President immediately.

Once the matter has been reported it will be promptly investigated and appropriate action will be taken. All complaints of unlawful harassment will be handled in as discreet and confidential manner as possible given the specific circumstances. The procedure for reporting incidents of discrimination is not intended to impair, replace, or limit the right of any volunteer to seek a remedy under available state or federal law by immediately reporting the matter to the appropriate state or federal agency.

Disciplinary Measures for Unlawful Discrimination

Any AIFC volunteer engaging in unlawful discriminatory practices will be subject to disciplinary action, including dismissal.

Anti-Harassment Policy

AIFC is committed in all its endeavors to providing a work environment that is free from all forms of harassment. Every person has the right to freedom from harassment because of race, national or ethnic origin, color, citizenship, creed, gender identity, gender expression, sexual orientation, age,

criminal conviction, marital status, family status and physical or mental disability, including dependence on alcohol or drugs.

Harassment based upon an individual's sex, race, ethnicity, national origin, age, religion or any other legally protected characteristic will not be tolerated. All volunteers are expected and required to abide by this policy. No individual will lose her/his volunteer position as a result of bringing a complaint of unlawful harassment.

Definition of Sexual Harassment

Sexual harassment is behavior of a sexual nature that is unwelcome and offensive to the person or persons toward whom it is targeted. Examples of harassing behavior may include unwanted physical contact, foul language of an offensive sexual nature, sexual propositions, sexual jokes or remarks, obscene gestures, and displays of pornographic or sexually explicit pictures, drawings, or caricatures; or use of technology for the purpose of viewing, displaying, or disseminating material that is sexual in nature.

Anti-Harassment Reporting Procedure

If a volunteer feels that he or she has been harassed on the basis of his or her sex, race, national origin, ethnic background, or any other legally protected characteristic, she/he should immediately report the matter to her or his Team Leader. If that person is not available, or if the volunteer feels it would be unproductive to inform that person, the volunteer should immediately contact the AIFC President. If a Team Leader is notified, the Team Leader must communicate the information to the AIFC President immediately.

Once the matter has been reported it will be promptly investigated and appropriate action will be taken. All complaints of unlawful harassment will be handled in as discreet and confidential a manner as possible given the specific circumstances.

The procedure for reporting incidents of harassing behavior is not intended to impair, replace, or limit the right of any volunteer to seek a remedy under available state or federal law by immediately reporting the matter to the appropriate state or federal agency.

Disciplinary Measures for Harassment

Any AIFC volunteer engaging in improper harassing behavior will be subject to disciplinary action, including dismissal.

I acknowledge that I have read and will comply with the provisions of the AIFC Anti-Discrimination and Anti-Harassment Policies:

Name

Signature

CIVIL RIGHTS ANNUAL TRAINING CHECKLIST FOR CSFP AND TEFAP

Volunteer Name: (last/first) _____

Date of Training: _____ Date of Next Training: _____

The goal of civil rights training is to ensure fairness and equity of treatment and benefit delivery of TEFAP and CSFP. *Additional information from the USDA civil rights web page can be found online at www.fns.usda.gov/civil-rights.*

The California Department of Fair Employment and Housing is the state agency charged with enforcing California’s civil rights laws. The following link, (www.dfeh.ca.gov) provides information about a complaint process, protections regarding recipients of state and federal funding, and references to the applicable California protected bases.

Instructions: After reading each section below, and understanding the content, initial each item indicating that you have read and understood the material. If you have any questions about the content that is addressed in this annual checklist, please ask your immediate supervisor.

TYPES OF DISCRIMINATION

Initials: _____

1. Disparate treatment (treating a person differently from others);
2. Disparate impact (neutral rule impacts disproportionately on a group);
3. Reprisal/retaliation against complainant or his/her family, associates or others involved in complaint process or exercising civil rights.

EXCEPTIONS

Initials: _____

Congress can establish a program that is intended for certain groups of people and it is not discrimination to exclude those who do not meet eligibility requirements. For example, Congress can set age limits, and this is not age discrimination for those who do not meet the age limits.

WHEN DO CIVIL RIGHTS RULES APPLY?

Initials: _____

Federal civil rights rules apply any time there is any federal financial assistance. Federal financial assistance is receiving anything of value from the federal government- not just cash. It can include commodities, training, equipment, and other goods and services.

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LEGAL PROHIBITIONS

Initials: _____

The policy of the CDSS Food Assistance Programs is to not discriminate against **any** class of persons in the delivery of services to clients. CDSS expects local programs to provide food to every eligible person who seeks it, regardless of their status as a member of any class of persons. Any Eligible Recipient Agency (ERA) or local agency that directly or through a sub site is found to be discriminating against any class of people is at risk of termination from the program subsequent to an investigation.

FEDERAL PROTECTED CLASSES

Initials: _____

Under federal law, specific classes of persons have a right to file a federal discrimination complaint with USDA if an ERA program or local agency using federal resources discriminates against them.

Under federal law for the purposes of TEFAP and CSFP, the protected classes under which a client may file a discrimination complaint are race, color, national origin, sex, disability and age.

The state of California has additional protected classes including, religious creed and political beliefs.

Complaints based on these classes may be pursued at the state level.

It is also important to note that perception of belonging to a protected class and association with a member of a protected class are also covered in California under a general non-compliance section of the Government Code and may give rise to its own complaint outside of the USDA process.

FILING A FEDERAL CIVIL RIGHTS COMPLAINT

Initials: _____

Advise people who allege discrimination based on one or more of the federal protected classes listed above on how to file a complaint by using the *USDA Program Discrimination Complaint Form (AD-3027)*, found online at <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-50811-28-17Fax2Mail.pdf> and at any USDA office. Complainants may also write a letter addressed to USDA and provide all the information requested in the form.

To request a copy of the complaint form, complainants may call (866) 632-9992. Completed forms or letters may be mailed, faxed or emailed to the USDA at the following addresses:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue SW
Washington, DC 20250-9410
Fax: (202) 690-7442; or
Email: program.intake@usda.gov.

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MAINTAIN CONFIDENTIALITY

Initials: _____

Do not talk about or make remarks about people receiving benefits. Never share information with others even if your intention is to help recipients with other services or assistance. Refer all requests for information about recipients from other agencies or programs to managers. Always get a recipient's written approval to share their information or make referrals on their behalf. What happens at the site stays at the site. The exception, of course, is any illegal or inappropriate behavior that should be reported to state or federal officials.

COOPERATE WITH STATE AND FEDERAL REVIEWERS

Initials: _____

USDA and CDSS are required to conduct periodic compliance reviews to help ensure compliance with program and civil rights rules.

ELIGIBLE RECIPIENT AGENCY MUST TAKE ACTION

Initials: _____

The ERA or local agency must accept all complaints (program, vendor or civil rights) received by the agency and forward to CDSS regardless of whether the complaints are written, verbal, or anonymous. Details for filing complaints are outlined in Section XV of the FNS 113-1 document.

CORRECTIVE ACTION FOR NON-COMPLYING AGENCIES

Initials: _____

If there is non-compliance with federal nondiscrimination law by the ERA or sub distributing site, the state will file a report with the USDA FNS Civil Rights Division and will immediately seek correction of the violation by voluntary compliance. Failure of the ERA or sub site to correct any non-compliance with civil rights rules can lead to legal actions and termination from the Federal programs TEFAP and CSFP, as applicable.

ACCOMMODATE PEOPLE WITH DISABILITIES

Initials: _____

A disability is a physical or mental impairment which substantially limits an individual's major life activities (such as those who are deaf, hard of hearing or have speech disabilities). Reasonable accommodation is a modification or adjustment to enable individuals with disabilities to have equal access to benefits and privileges of a service or program. Some examples are providing reserved parking for people with disabilities, wheelchair ramps, and chairs or shaded waiting areas for those who have mobility issues. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA for accommodations through the Federal Relay Service at (800) 877-8339 (English); or (800) 845-6136 (Spanish). Ask your supervisor for help in providing additional accommodations for people with disabilities. The Americans with Disabilities Act (ADA) protects individuals with disabilities. The following link (<https://www.ada.gov/>) provides additional resources and contains specific technical assistance materials on the ADA.

SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY

Initials: _____

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English are considered to have Limited English Proficiency (LEP). Meaningful access to program information and services by persons with LEP is required; that means timely, appropriate and effective language services. This may include providing interpreters and providing printed materials in

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different languages. Consult your supervisor for assistance. The following link www.fns.usda.gov/civil-rights provides limited English proficiency-specific technical assistance materials and references.

SEXUAL HARASSMENT IS PROHIBITED

Initials:

Do not engage in or tolerate unwanted or unwelcomed sexual behavior, including jokes, touching, request for sexual favors, etc. Report all violations to your management, state or federal officials.

RESPONDING TO CONFLICTS/EMERGENCIES

Initials:

If conflict occurs, remain calm. Call for assistance immediately if you feel threatened. Consider mediation or a third party to help resolve the situation if there is no immediate resolution.

CUSTOMER SERVICE

Initials:

Treat all people with dignity and respect. Follow the golden rule and treat people the way you would like to be treated. Customer service is an important part of the complaint process, most times people just want to tell their side of the story. A listening ear can make the difference between calming the person down or making the situation worse.

When handling a complaint:

1. Treat everyone equally.
2. Evaluate if there are barriers that are preventing or deterring the person from receiving benefits and try to eliminate them.
3. Be respectful. Remember when people are angry, you can feel that they are taking their frustration out on you.

PUBLIC NOTIFICATION REQUIREMENTS

Initials:

Ensure potentially eligible persons are aware of the program and have information on how to apply and their rights and responsibilities as a participant.

REQUIRED POSTINGS

Initials:

Each ERA, local agency, distribution site, and certification site must display the '*And Justice for All*' poster, including translations if necessary, near the location where applicants apply or register for the program. All '*And Justice for All*' posters must be displayed in a specific size: 11" width x 17" height.

The nondiscrimination statement must be placed on all program materials, including websites.

For agencies that are religious organizations, the "*Written Notice of Beneficiary Rights*" must be displayed or distributed to all participants and prospective participants.

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CSFP REQUIREMENT ONLY - FNS 191 Racial and Ethnic Data Collection

Initials:

Each local agency and/or each sub-site shall collect the number of participants receiving food packages by racial/ethnic category during the month of April each year, unless otherwise specified by CDSS. This count may be collected as a manual head count of food package recipients or may be collected from a review of certification forms. Self-identification or self-reporting of this information is the preferred method. This information is requested solely for the purpose of determining the State's compliance with Federal civil rights laws.

The participant's response will not affect consideration of the application and may be protected by the Privacy Act. Providing the information assures the program is administered in a nondiscriminatory manner. If the applicant declines to self-identify, the applicant should be informed that a visual identification of his or her race and ethnicity will be made and recorded in the data system.

The FNS-191 report must be submitted each year to CDSS.

LEVEL 1 TRAINING CERTIFICATION	
I, _____ (<i>Print your First and Last Name</i>) have read and understood the content of this civil rights training. I agree to follow the civil rights instructions as listed above while working as staff or volunteering for _____ (<i>Print Agency Name</i>). I understand that this checklist must be reviewed and completed annually.	
_____ Signature	_____ Date
LEVEL 2 TRAINING CERTIFICATION	
To be completed by TEFAP and CSFP staff at CDSS, program management staff at any provider (ERA or Local Agency), and lead program volunteers at any distribution site.	
I, _____ (<i>Print your First and Last Name</i>) have viewed and understand the civil rights information contained in the FDU Civil Rights Presentation. I agree to follow the civil rights instructions as indicated in this checklist <u>and</u> in the FDU Civil Rights Presentation while volunteering for _____ (<i>Print Agency Name</i>). I understand that this checklist and the FDU Civil Rights Presentation must be reviewed and completed annually.	
_____ Signature	_____ Date

All staff and volunteers who complete this training must sign the FDU 113 checklist. The FDU 113 replaces the Certification of Completion used in previous years.

ADDITIONAL INFORMATION CAN BE FOUND IN FNS INSTRUCTION 113-1 REGARDING CIVIL RIGHTS COMPLIANCE AND ENFORCEMENT.

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AIFC Document Retention Schedule 6/2020

Name of Document	Retain Until	Comments
AIFC Annual List of Officers & Committee Chairs	Until Superseded	Completed Annually. Stored in computer and permanent office records binder.
AIFC Annual Report	Permanent	Completed Annually
AIFC Board Roster	Until Superseded	
AIFC Brochures	Until Superseded	
AIFC Budget	7 years	
AIFC Procedures	Until Revised	Filed in computer and in Policy/Procedures Manual
AIFC Sign-In Sheet	1 year	Filed in office file cabinet
Anti- Discrimination/Anti-Harassment Policies	Permanent	Filed electronically
Attorney General Filing	7 years	Filed in office file cabinet
Board Conflict of Interest	Current year plus one	Completed annually. Filed in office file cabinet.
Board Meeting Minutes	Permanent	On computer and filed in binders in office file cabinet.
Bylaws, Incorporation Documents	Permanent	Filed in office file cabinet/On computer
Civil Rights Training Checklist for TEFAP Volunteers	1 year	Filed electronically
Computer Client Records	Client has not been to AIFC in two years.	Computer
Computer Programs/Documentation	Until superseded	Filed in office file cabinet.
Conflict of Interest Statements	1 year	Filed electronically
Contracts	Until superseded	Filed in office file cabinet
Donation Logs: Regular and Produce	90 days	Filed Monthly in office file cabinet
Driver List	Until superseded	Computer
EFAP Authorization for Pickup	Turned in Monthly to I	Stored in folder until submitted.
EFAP Sign In Sheet	Turned in Monthly IPFB	Stored in folder until submitted.
Expectations of AIFC Volunteers	Permanent	Filed Electronically
Executive Committee Minutes	Permanent	On computer and filed in office file cabinet.
Facility Records 1788 Auburn Ravine Rd.	Permanent	On computer and filed in office file cabinet

Financial Records - deposits, checks, bills/receipts – hardcopy	7 years	Filed in Financial File cabinet
Financial records – QuickBooks	7 years	On computer
Financial Review	7 years	Filed in office file cabinet.
Food Costs for Average Family	3 years	On computer
Food Guidelines	Until superseded	On Computer
Forms	Until superseded	On computer and in forms drawer
Grant Documents	4 years	Filed in office file cabinet.
Historical Records	Permanent	Filed in office file cabinet.
Insurance Documents	7 years	Filed in office file cabinet.
Lease Agreement	Current lease plus prior year	Filed in office file cabinet.
Letters of Intent for Sponsoring Faith-Based Communities	Current year plus prior year	Filed in office file cabinet.
List of Store Pickups	Until superseded	On computer
Master List of Keys	Until superseded	Filed in office file cabinet.
Miscellaneous Office Files	3 years	Filed in office file cabinet.
Placer Food–Bank - Other documents	3 years	Filed in office file cabinet
Placer Food Bank Agreements	Until superseded	Filed in office file cabinet
Policy Manual/SR	Until superseded	On computer
Property Records	Permanent	On computer and in Office File Cabinet
Responsibilities of AIFC Board Members	Permanent	Filed in Office Cabinet/On Computer
Responsibilities of Faith-Based Communities Supporting AIFC	Permanent	On Computer
Statistical Records	Permanent	On computer
Strategic Plan	Until superseded	On computer and in binders
Tax Records	7 years	Filed in office file cabinet
Temperature Records	90 days	Filed in office file cabinet
Volunteer Applications	Active: Retain until not active Inactive: Retain for one year Not eligible: 3 months	Filed on computer
Volunteer Discipline Policy	Permanent	On computer
Volunteer Insurance Certifications	Current year plus one	Filed in office file cabinet
Website Documentation	Until superseded	Filed in office file cabinet
Whistleblower Policy	Current year plus one	Filed on office file cabinet