



# Auburn Interfaith Food Closet

Initial Volunteer  
Training

January 2023

# Initial Volunteer Training Agenda:

## Welcome to the Auburn Interfaith Food Closet (AIFC)

- **About Us**
- **What We Do**
- **AIFC Service Area and Guest Profile**
- **Home Delivery Program**
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- **What Now?**



# Welcome to the Auburn Interfaith Food Closet!

We are grateful for your interest in volunteering. AIFC is an all-volunteer, nonprofit organization incorporated in California, and a registered 501 C (3) corporation.

AIFC was founded in 1998 through the collaboration of four Auburn churches which combined efforts to meet the community's food insecurity needs. AIFC is funded by financial and food donations from individuals, faith-based communities, service clubs, local businesses, grants and the The Emergency Food Assistance Program (TEFAP).

95% of our funding from donations is spent on guest services.

AIFC is comprised of more than 200 volunteers, with leadership from our Board of Directors, Operations Manager, committee chairs and Team Leaders.

# About Us

## Our Mission

The Auburn Interfaith Food Closet provides nutritious food to those in need, preserving their dignity and encouraging self-reliance.

## Our Vision

All people in need, living in our service area, will have access to nutritious food.

## Our Values

We value our guests as individuals.

We value our volunteers and their dedication to our mission.

We value the generosity of our donors.

We value the direction, leadership, volunteers and donations provided by our Supporting Faith-Based Communities.

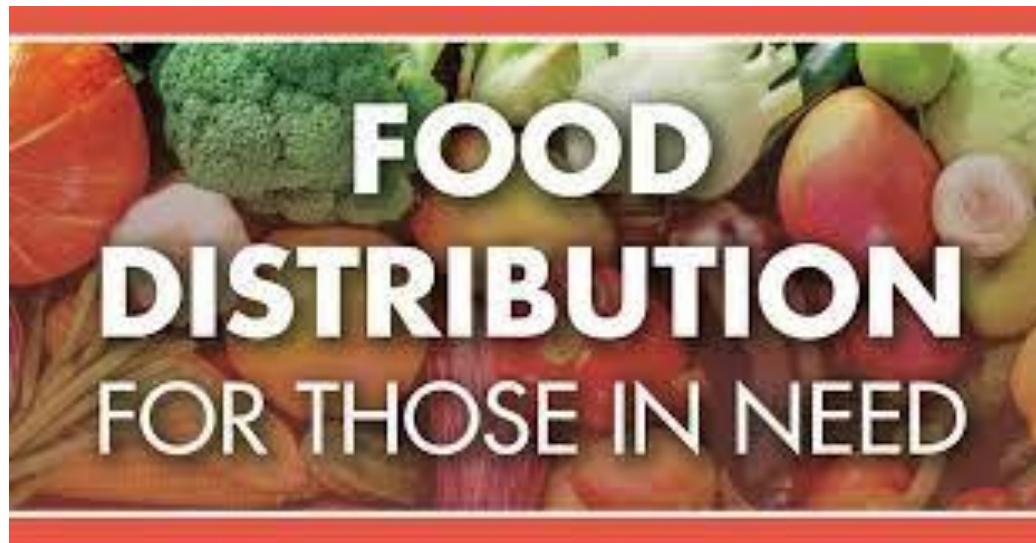
We value our relationships with other organizations that help us provide our services.

## Our Programs

Nutritious Food distribution for individuals and families in our service area with on-site and Home Delivery services

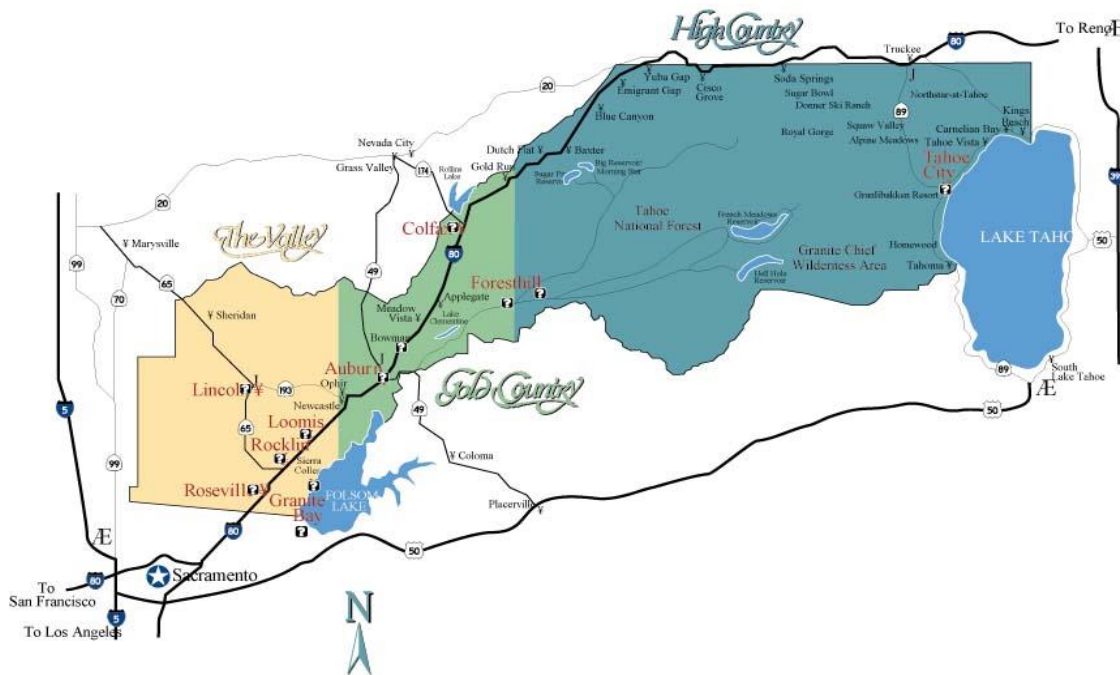
# What We Do

- We solicit food and cash donations to provide food for members of our community.
- We provide enough food to prepare 12 meals for each member of the household/family. Food may be requested once every 30 days.
- Unhoused individuals and families are given food which suits their needs and may receive one day of food every week, if they choose.
- The Food Closet is open from 10 am to 2 pm, M-F and the last Saturday of the month, and 4 pm to 7pm every Wednesday.
- Food is delivered to qualifying guests unable to come to AIFC during our operating hours, once every 30 days.



# AIFC Service Area and Guest Profile

- AIFC serves those in need from Emigrant Gap to Loomis and from Foresthill to Lake of the Pines



## Guest Profile

- 60% of our guests request food five times a year or less
- 15% of our guests are 65 years of age or older
- 25% are under the age of 18.
- 7% of our guests are unhoused

# Home Delivery Program

## Target residents:

- Live in our service area
- Lack transportation to obtain food from AIFC when we are open and have no one who can pick it up for them

## Once per month:

- Food is delivered directly to their homes
- 4 days of groceries/12 meals are provided for each household member
- Food preference sheets are updated monthly



# Volunteer Opportunities with the AIFC

All the work of the AIFC is performed by volunteers. Areas of responsibility include:

- Board and Committee work
- Team Leaders
- Guest intake
- Food distribution
- “Gleaning” – picking up donations from local businesses and farms
- Home Delivery Program
- Administrative support, including computer skills, Excel, QuickBooks and Microsoft Word

Let us know how you'd like to help. Cross-training and flexibility enable us to be more adaptable.



# What Is Expected of Volunteers:

- Maintain a positive work environment
- Act respectfully toward everyone
- Always protect the confidentiality of guests, volunteers, partners and donors
- If you observe unsafe or illegal behavior, please report this to your Team Leader, Operations Manager, or a Board member
- We encourage AIFC volunteers to promote AIFC on their own social media. However, at no time should any information about a guest, volunteer, donor or community partner be shared
- All requests for information about guests are to be referred to your Team Leader
- All complaints about the AIFC are to be referred to your Team Leader



# More Expectations...

## Operations:

- The normal shift is from 9:30 am – 2:30 pm, M-F and 3:30 pm to 7:30 pm (Wed). Any guest who enters by the posted closing time must be served that day. Expect to help clean up at the end of the day.
- Notify your Team Leader if you will be late or absent. Work with your Team Leader to arrange a substitute.
- Food donated or purchased for the Food Closet is for the benefit of our guests only. If there is excess food, the amounts distributed to guests may be increased to prevent spoilage. Only perishable items that are at risk of spoiling before they can be distributed may be given to volunteers by the Team Leader. Failure to follow this practice may jeopardize the AIFC's nonprofit status and may be grounds for dismissal.
- If you are a guest as well as a volunteer, you must check in at the front desk to receive food – you may not fill your own order.

# And a Few More...

- Follow all safe food handling procedures
- Maintain a clean and orderly workspace
- Practice safety *at all times* – particularly when lifting, climbing or driving
- Be responsible, dependable and punctual
- Please stay busy for your whole shift – ask how you can help!
- Be courteous to guests, co-workers, vendors, donors and partners. You represent the Auburn Interfaith Food Closet.
- If you have questions or suggestions about AIFC procedures or programs, please let your Team Leader know!



# Health & Safety Protocols

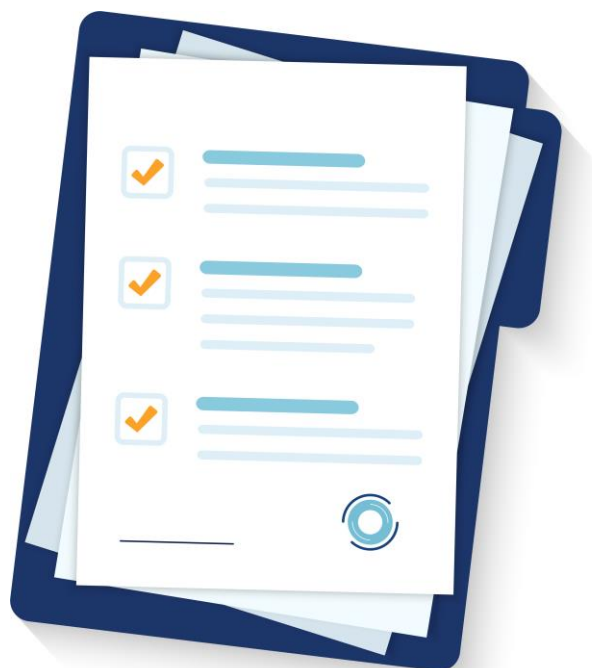
AIFC asks for your compliance with all protocols set forth by the CDC and local health authorities.

- When you are feeling ill, **DO NOT COME TO AIFC** to volunteer! Let your Team Leader know so a replacement can be found. Stay home and take care of yourself!
- Protect others and yourself against contagious diseases
- Wash your hands upon arrival and then when required based on assigned tasks
- Wear gloves when handling ready-to-eat food
- Do not eat in food service areas



# Policies Governing AIFC and its Volunteers

The Policies of AIFC are explained in the Bylaws, Articles of Incorporation and AIFC Policy Manual; all of which are available on our website – [www.auburnfoodcloset.org](http://www.auburnfoodcloset.org). You can access this information from home or on the AIFC computers. You agree to read their content and comply with the defined Policies and guidelines at all times.



# Policies Requiring Compliance

Please note that there are several AIFC Policies you must agree to comply with to complete this training.

The Policies that all AIFC volunteers must agree to comply with are:

- Conflict of Interest Statement
- Expectations of AIFC Volunteers & Volunteer Discipline Policy
- Whistleblower Policy
- Anti- Discrimination & Harassment Policy
- Civil Rights Annual Training Checklist

Once you have read the policies on the following pages, you will be asked to sign a document declaring you have read and understand the policies and that you intend to comply with them. A copy of this agreement will be emailed to our Volunteer Coordinator who will contact you about beginning your work as a volunteer. You will also receive a copy of the agreement.

# Conflict of Interest Statement

- 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.

# Conflict of Interest Statement (Continued)

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.



# Conflict of Interest Statement - Clarification

After reading and understanding the Conflict of Interest Policy, if you find you have any conflict as described in the previous policy, please include the exact conflict of interest information in your declaration at the end of this training.



# Policy Expectations of 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 guests, 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.
- 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.
- 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.

# Policy Expectations of Volunteers (Continued)

AIFC accepts no responsibility for medical or legal expenses incurred by volunteers during or as a result of performance of their duties.

- Each volunteer will participate in Initial Volunteer Training. Initial Training must take place before the new volunteer begins work.
- 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 will be provided for each new volunteer via the AIFC website, email, hard copy, or posted on the Volunteer Bulletin Board.

# Policy Expectations (Continued)

- The unauthorized disclosure of anyone's personal information is a violation of their right to privacy. Volunteers must respect the confidentiality of guests, 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:
  - Do not share confidential information about guests, volunteers, partners, contractors, agents or donors with any person or agency outside AIFC, even if your intention is to be helpful.
  - Do not share confidential information on social media.

# Policy Expectations (Continued)

- Refer all requests for information about guests, other volunteers, partners, contractors, agents and donors to the Operations Manager or the President.
- Volunteers may not consume or take donated or purchased items belonging to AIFC unless they make application as a guest. 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 a guest may not fill their own food orders.

# Policy Expectations (Continued)

- 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.
- Volunteers will refrain from the use of tobacco, alcohol and controlled substances as well as inappropriate language and behavior while serving as a volunteer.
- Any felony conviction or any criminal charge involving children will disqualify a volunteer from service.

# AIFC Disciplinary Policies

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

- All new volunteers shall participate in Initial AIFC Volunteer Training, to include:
  - Review of the AIFC applicable job description(s)
  - Review of the “Expectations of AIFC Volunteers” document; including signature
  - Review of the AIFC “Volunteer Discipline Policy”
- Initial Volunteer training will occur before volunteers start their assignments.
- AIFC will provide initial on-the-job training and continued mentoring for the first 60 days of assignment.

# Disciplinary Policies (continued)

- Volunteers will participate in periodic training as required. All volunteers will be held to standards defined in AIFC Policies from their first day of assignment, even if training is delayed.
- All volunteers will be provided access to the “AIFC Policy Manual/Standing Rules” via the website, email, hardcopy, or posted on the Volunteer Bulletin Board.

## 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.



# Disciplinary Policies and Procedures continued

- 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:
  - Role-specific coaching, positive support, clear review of job expectations and applicable AIFC Policies
  - Additional training or retraining
  - Additional supervision.
  - Reassignment or referral to another volunteer position

## Disciplinary Policies (continued)

2. Immediate Action: If 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.

# Disciplinary Policies (continued)

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:

- Violation of AIFC policies and/or procedures
- Being under the influence of alcohol or drugs while performing volunteer duties
- Theft or misuse of property, program materials, or equipment
- Mistreatment or inappropriate conduct towards guests, volunteers, program participants or contractors Inappropriately disclosing confidential information
- Failure to satisfactorily perform assigned duties

# 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 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 Whistleblower Policy (continued)

- 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.

# Anti-Discrimination and Anti-Harassment Policy

**AIFC is an equal opportunity provider for both volunteers and guests.**

In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the AIFC is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at:

(202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877- 8339.

# Anti-Discrimination and Anti-Harassment Policy (continued)

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at:

[www.ascr.usda.gov/sites/default/files/USDA-OASCR%20P-ComplaintForm-0508-0002-508-11-28-17](http://www.ascr.usda.gov/sites/default/files/USDA-OASCR%20P-ComplaintForm-0508-0002-508-11-28-17)

[Fax2Mail.pdf](#), from any USDA office, by calling (866) 632-9992, or by [writing a letter addressed to USDA.](#)

# Anti-Discrimination and Anti-Harassment Policy (continued)

The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA :

U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW Washington, D.C. 20250-9410; or

fax:

(833) 256-1665 or (202) 690-7442;

email: [program.intake@usda.gov](mailto:program.intake@usda.gov).



# AIFC Civil Rights Policies

AIFC does not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, military status, or any other characteristic protected by State or Federal law in any of its activities or operations. We are committed to providing an inclusive and welcoming environment for all.

**Harassment of any kind, including sexual harassment, will not be tolerated.**

# What Now?

Thank you for your time and effort to learn about the AIFC.

In order to complete your training, please click [here](#) and a form will open for you to sign that acknowledges that you have read, understand, and will comply with all policies for volunteers. In order to complete the process, Adobe will send you an email to confirm your email address is correct. You must open this email and confirm your email address before the process will be complete. Once this is done, a copy of the form will be emailed to our Volunteer Coordinator and to you. Once you receive a copy, you know the process is complete. If you do not receive a copy, that means it was not completed correctly. Perhaps there is a typo in your email address. You need to go back and find the error in order to complete the process.

If you do not have your own email address, please work with one of the AIFC team leaders to assist you.

Once you have signed the agreement form and it is received by our Volunteer Coordinator, you will be contacted for potential placement.

If you have questions, please contact the AIFC Volunteer Coordinator at [volcoordinator@auburnfoodcloset.org](mailto:volcoordinator@auburnfoodcloset.org) or by calling 530-885-1921.

THANK YOU FOR MAKING A DIFFERENCE!