



Volunteer Policy Manual

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INTRODUCTION

The purpose of this policies and procedures manual is to maintain a harmonious and productive relationship between Second Harvest's volunteers, employees, Board of Directors and all other stakeholders.

This manual will be maintained and distributed by Second Harvest's Volunteer Program Department.

ORGANIZATIONAL OVERVIEW

Our MISSION: To rescue and deliver fresh, surplus food to feed people experiencing hunger.

Our VISION: No Waste. No Hunger.

Our VALUES:

- **COMPASSION.** We demonstrate compassion for our communities and each other.
- **RESPECT.** We treat everyone with dignity, and embrace the diversity of the communities we serve.
- **INTEGRITY.** We strive to do the right thing on behalf of all stakeholders by working honestly and with transparency.
- **COLLABORATION.** We work collaboratively with our partners, our donors, and our communities.
- **COMMON SENSE.** We bring a common sense approach to relieving hunger that helps our communities and protects the environment.

Our IMPACT

Since our inception in 1985, Second Harvest has rescued over 100 million pounds of food. Through our various programs namely Food Rescue & Delivery, Harvest Kitchens and Feeding Our Future, we:

- ensure that every year, over 8 million pounds of good food is diverted from the landfill, thus Second Harvest prevented emissions of over 50 million pounds of greenhouse gases.
- provide upwards of 22,000 meals a day to those in need in Toronto.
- help foster community engagement as we strive to realize our vision of no waste, no hunger.



VOLUNTEER PROGRAM PHILOSOPHY

Dedicated and committed volunteers are the backbone of Second Harvest, and are valuable team members in our goal to feed people in need in Toronto. Many positions in our daily operations, events and campaigns, planning and execution are specifically reserved for volunteers because we are committed to creating opportunities for people to be engaged in our community. Whether it's sorting food in our warehouse, assisting drivers on the trucks, setting up for an event or joining a committee, you can make a big contribution to your community by donating your time to Second Harvest.

SECOND HARVEST VOLUNTEER BILL OF RIGHTS

As a Second Harvest volunteer, it is your right:

- to be assigned a meaningful task which contributes to our mission
- to be treated with respect and as a valued team member
- to receive supervision, training and feedback on your work
- to give feedback, share ideas or concerns
- to refuse any work which is not safe, or you do not feel comfortable doing
- to request documentation confirming your volunteer work

As a Second Harvest volunteer, it is your responsibility:

- to follow Second Harvest's volunteer policies and procedures
- to show up on time and prepared to volunteer for all shifts that you have committed to
- to be considerate and give as much notice as possible if you are unable to fulfill your commitments
- to conduct yourself in a respectful and safe manner
- to maintain confidentiality
- to share health and safety concerns with Second Harvest staff

"Volunteers keep the wheels of our trucks turning and the fridges and pantries of our agencies stocked with nutritious food."

*~ Charlie Dougall
(Board Member)*

SECOND HARVEST VOLUNTEER PROCEDURES

Recruitment

When volunteers are needed for an event, campaign or daily operations positions, vacancies are advertised on the Second Harvest website, in our eNewsletter, on volunteer opportunity websites and on social media.

Screening

Each volunteer position requires different skills, interests and commitment. Volunteers will be accepted for a position based on availability, their fit for the specific task, determined by the Volunteer Program Department. Depending on the position, volunteers may be asked to fill out an application and do an interview, either in-person or over the phone.

Orientation and Training

All volunteers receive training and general orientation for their position. One time volunteer opportunities for events and campaigns will often have day-of training or an orientation session. For daily operations positions, volunteers will receive training on their first shift and additional training whenever they are assigned a new task.

All daily operations and administration volunteers will complete an application and confidentiality agreement. Warehouse and driver's assistant volunteers are also required to complete a waiver before they begin volunteering.

Scheduling and Shift Responsibility

All volunteers will receive a set schedule for their volunteering. In some cases volunteers may set up a flexible schedule where they communicate their availability on a monthly or bi-weekly basis to the Volunteer Program Manager.

Daily operations and administration volunteers must sign in and out when they volunteer at Second Harvest and check in at reception before beginning their assigned task.

If you need to cancel a shift due to illness or emergency, please call 416.408.2594 ext. 243 or email Marjorie Richards, our Volunteer Program Coordinator at marjorier@secondharvest.ca to notify her of your absence. If you are scheduled for a driver's assistant shift, please call the office and leave a message for dispatch on extension 223.

*"I love being a part of
a Second harvest
Hunger Squad. It made
me feel great to pick
up food and ensure it
was getting to the
people who need it
most in my
community"*

~ Sue Smith

Evaluation

Each volunteer's work is evaluated by their direct supervisor and verbal feedback is given on a shift-by-shift basis. If the work doesn't meet the supervisor's needs and/or expectations, the Volunteer Program Team will arrange for additional training or find an alternative task which is appropriate for the volunteer.

Recognition

Second Harvest holds a Volunteer Appreciation Night annually to show our gratitude to our volunteers. Anyone who has volunteered for Second Harvest within the previous calendar year will receive an invitation to the Appreciation Night. Awards are presented to the Programs, Office, Events and Youth volunteers of the year. Milestone Awards are presented to volunteers who have contributed 5 or more years of service. Milestone Awards are recognized in increments of 5 years.

Volunteer Hour Sheets, References and Confirmation Letters

Volunteers may request a letter to confirm their placement with Second Harvest or their total hours of service contributed during a specific timeframe. These requests should be submitted to the Volunteer Program Team with at least one week notice to prepare the document. Volunteer Forms can be filled out by the Volunteer Program Team or the direct supervisor of the volunteer.

Reference Letters can be requested and granted at the discretion of Second Harvest Staff. These requests should be submitted with at least one week notice to prepare the document. Advanced consent must be given to any volunteer who wishes to use a Second Harvest staff members a reference or verifier of volunteer service.



SECOND HARVEST VOLUNTEER POLICIES

Confidentiality Policy

Second Harvest is a charitable organization; therefore, all volunteers are required to maintain strict confidentiality. This means that volunteers cannot share any information regarding the details of financial documentation or information he/she may become exposed to as a result of their volunteer activities at Second Harvest unless specifically authorized to do so. In addition, volunteers cannot share the identification or source of food donations unless specifically authorized to do so. We ask all volunteers to read and sign a confidentiality agreement.

Personal information including phone numbers and address of staff and volunteers will not be shared without consent. Volunteers should not be conducting business by contacting staff member at a personal phone number. All scheduling details should be communicated via business email/phone with the Volunteer Program Department.

Dress Code Policy

The dress code for volunteers is dependent on the task which they have signed up for. In general we ask that all volunteers wear tidy, casual clothing and refrain from wearing heavily scented body products including lotions, perfumes and colognes.

All event and campaign volunteers will receive specific dress code information when volunteer instructions are sent prior to the day of their shift. These instructions will vary depending on the nature and location of the volunteer activity.

Daily operations volunteers, including warehouse and driver's assistants are asked to wear weather appropriate, casual clothing which they don't mind getting dirty. These volunteers must also wear closed toe, closed heel shoes -running shoes or boots are recommended.

The following clothing is unacceptable: tight or revealing garments, crop/tube tops, halter tops or muscle shirts, clothing which is torn, and/or has offensive images or foul language.

*I was treated so well by
the Second Harvest
team, and love having
the opportunity to
meet other volunteers
who are fascinating,
interesting people that
I share similar values
with.*

~ Andrew Patton

Accessible Customer Service Plan Policy

Second Harvest is committed to excellence in serving all customers including people with disabilities; this includes people who use assistive devices, people who are accompanied by a support person or a service animal.

A complete copy of Second Harvest's Accessible Customer Service Plan can be found on www.secondharvest.ca. If you would like to obtain a copy of the plan and do not have access to the internet please speak with Ashley Ferguson, Volunteer Program Manager by calling 416.408.2594 ext.287.

Health and Safety Policy

The safety, health and well-being of everyone at Second Harvest are of primary concern. All staff and volunteers must work together to ensure that the workplace and its environment are maintained in a manner such that health and safety hazards are minimized or eliminated.

Second Harvest Responsibilities

- Strive to eliminate all incidents, which downgrade the safety and efficiency of our operations.
- Develop in each person a sense of responsibility embracing their own safety as well as that of all other employees, both on and off the job.
- Develop effective means of communication between each volunteer and Second Harvest regarding health and safety matters.
- Provide standards covering all aspects of health and safety and respect for new methods, processes modifications and equipment.
- Provide training for each person so that they may have the knowledge and skill to do their own work safely and efficiently.
- Provide prompt and competent first aid treatment in order to minimize suffering and promote recovery and rehabilitation.
- Investigate the cause of every incident and carry out follow-up action to prevent a recurrence.
- Provide a working environment equal to or better than that required by legislation.

Volunteer Responsibilities

Volunteers are responsible for performing their work in a safe manner and maintaining their workplace in a standard condition.



They are responsible to:

- Recognize and report hazardous conditions in their workplace and report them to their supervisor without delay.
- Report defective equipment or tools to their supervisor without delay.
- If in a leadership position, to provide guidance to volunteers under their direction.

Volunteer Information and Emergency Contacts Policy

Personnel records are maintained for each volunteer at Second Harvest in a secure and centralized location. In order to maintain accurate and up-to-date personnel records, volunteers are responsible to notify the organization of any changes in name, address, telephone number, emergency contact, etc. Upon joining Second Harvest you will be required to provide "emergency contact" information. This information is required in case you require medical assistance, or there is any form of emergency. We ask that you give one name, including a telephone number where the contact may be reached during the day. It is your responsibility to ensure the information is correct and updated as required by informing management of any changes.

Second Harvest recognizes its responsibility for safeguarding home addresses, telephone numbers and other information about its volunteers, including information contained in personnel files. Therefore, all such information is handled in confidence and in accordance with applicable privacy legislation.

Harassment in the Workplace Policy

Second Harvest is committed to the prevention of workplace violence and harassment, and will take whatever steps are reasonable to protect staff, volunteers, board members and visitors from workplace violence and harassment from all sources: other staff, volunteers, visitors, donors or agencies, or contractors.

If you have any concerns about workplace violence or harassment, you must immediately contact the Volunteer Program Manager, or the Second Harvest staff member with whom you are working. An investigation will be conducted, and the appropriate action taken.

*"I love knowing that
I've helped make a
difference and my
volunteer activities
lead back to
raising funds."*

~ Nancy Hall

Definitions

“Workplace” is defined as:

- The work-related environment (e.g. the offices, client sites, and any other location where Second Harvest business is taking place);
- It includes, but is not limited to, the physical work premises, work-related social functions, assignments outside Second Harvest’s office, work-related travel and work related conferences or training sessions.

“Workplace Violence” is defined as:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Second Harvest acknowledges that there is a broad range of violent behaviour that may occur in the workplace. Examples, include, but are not limited to:

- threatening behaviour – such as shaking fists, destroying property or throwing objects;
- verbal or written threats – any expression or an intent to cause harm;
- fighting or other forms of physical aggression including assault;
- inappropriate comments regarding sexual or violent events;
- any type of harassment or bullying behaviour;
- verbal abuse – profanity, personal insults or belittling another volunteer or employee;
- the carrying of weapons onto Second Harvest property, regardless of whether the person possesses a concealed carry permit.

If you need to have access to the entire *Violence in the Workplace Policy and Program*, please speak to the Volunteer Program Manager to receive a copy.



Accident Reporting Policy

All work related accidents or incidents must be reported to the volunteer's direct supervisor or Volunteer Program Department immediately. The accident investigation process is not designed to determine fault or blame. Rather, it is designed to assess the true (root) cause of the accident or incident to prevent a future occurrence.

An Accident Report must be completed by the supervisor or Volunteer Program Manager within 24 hours of the incident and put in the volunteers file. In the event that an injured volunteer receives medical attention from a hospital or physician, the report will be updated to reflect this.

Theft Policy

Second Harvest will not tolerate the theft of its property, either physical or intellectual, or the property of any employee, volunteer or visitor on our premises. Theft is a criminal offence and a serious violation of Second Harvest Standards of Conduct and will result in either the immediate suspension or dismissal and potential criminal prosecution.

Procedures

As theft is a serious criminal offence, and a violation of Second Harvest policy, the need to follow steps outlined in progressive discipline are suspended. Second Harvest employs a Zero Tolerance policy towards theft. Any volunteer, staff, visitor, contractor or guest that is found to have violated the anti-theft policy will be prosecuted to the full extent of the law, and they will be subject to an immediate suspension or dismissal.

Reporting

Any Second Harvest volunteer who witnesses a theft or has a reasonable suspicion of theft taking place is required to report the incident(s) immediately to his/her Supervisor.

All reports will be treated as strictly confidential. Reports may also be made anonymously.

Reimbursement of Expenses Policy

Food and Drinks

Volunteers are expected to provide their own food and drinks if they would like to have something to eat during their break. Some event volunteers will be provided with drinks and food. In these situations, volunteers will be notified that food or drinks will be provided when they receive a confirmation email with all their shift details, prior to the day of the activity.



Only food and drink designated for office and warehouse volunteers should be consumed during a volunteer's shift and not be taken home for consumption on a later date. If a volunteer has a barrier to accessing food, Second Harvest can provide a list of agencies with meal programs.

Second Harvest volunteers are never allowed to consume food that is meant for the purposes of delivering to our scheduled, recipient agencies. Doing so may result in immediate termination.

Transportation

TTC Tokens may be given to volunteers if available, upon request only. Daily operations volunteers may be reimbursed TTC tokens on a shift by shift basis. Volunteers must request the tokens at the end of each shift. Volunteers can receive tokens from the Volunteer Program Manager or Office Administrator. Abuse of this policy may result in loss of privilege, suspension or termination.

Second Harvest does not reimburse volunteer drivers for their mileage or parking fees.

Parking Tickets

Volunteers are responsible for paying any traffic tickets (moving or parking violations) which they incur. They will also be responsible for paying any additional penalties which have been received as a result of not paying the original fines on time.

The only tickets which will be paid by Second Harvest are for parking tickets which are issued after the driver has obtained approval in advance to park in a no-parking area. This approval may be given because there was nowhere else to park in order to carry out Second Harvest work. Volunteer drivers must obtain approval from Dispatch or the Volunteer Program Manager.

Use of Motor Vehicle Policy

Volunteers who use their vehicle to rescue food on behalf of Second Harvest must have their own insurance and regularly provide proof of a valid G Class Ontario Driver's License. If an accident was to occur, the volunteer's automobile policy will be used for any insurance claim made.

*It was a pleasure
getting to know the
Second Harvest team -
you guys were always
so warm and
welcoming and
appreciative! Best
volunteering experience
I've ever had, hands
down!*

~ Angela Keightley

Smoking Policy

In order to protect the health of Second Harvest's volunteers, staff and visitors, in accordance with Ontario's Smoke Free Ontario Act, as amended in 2006, no smoking is permitted in the Second Harvest office, warehouse or vehicles. Except for the areas set out above, smoking is permitted, as long as a refuse container is present.

Substance Abuse (Alcohol & Drugs)

Second Harvest recognizes that dependency on alcohol and/or drugs (either illegal or prescription drugs) may prevent an individual from performing their volunteer duties effectively. It could also constitute unlawful conduct. Therefore, it is our commitment to:

- Maintain a safe, healthy and productive environment for all volunteers and employees,
- Protect the reputation of the Second Harvest.

To achieve these goals, Second Harvest prohibits:

- The possession, use, distribution or sales of illicit drugs on Second Harvest and event premises;
- The possession, use, distribution or sale of alcoholic beverages on Second Harvest and event premises.

Use of Office and Warehouse Equipment Policy

Computers

Some office volunteer tasks require computer use. Volunteers will be logged onto the computer by their shift supervisor and will be given instruction on their tasks. Volunteers without staff consent and supervision are prohibited from computer use. Abuse of this privilege may result in suspension or termination.

Phone and Fax Machine

Volunteers may be required to use the phone or fax machine for their task. If you need to make a personal call or fax, please speak with the Volunteer Program Manager for permission to use this equipment.

Warehouse Equipment

Volunteers are not permitted to use fork lifts or electric pump trucks. Some volunteers may be permitted to use the hand pump once they have received training from the Warehouse & Fleet Supervisor.



Social Media Policy

Second Harvest is committed to being supportive of open virtual communication provided such communications adhere to this Policy. Posts involving the following will not be tolerated and will subject the individual to discipline:

- Proprietary and confidential organization information;
- Discriminatory statements or sexual innuendos regarding staff, volunteers, clients (children and/or parents); and
- Defamatory statements regarding the organization, its employees, volunteers and clients.

Failure to comply with Second Harvest's Social Media Policy will result in suspension or termination.

Resignation Policy

Volunteers have the right to resign, verbally or in writing to the Volunteer Program Department or their direct supervisor. All volunteers have a responsibility to give Second Harvest as much notice as possible that they will be ending their placement to allow time for alternative arrangements to be made or to schedule additional volunteers to fill the position.

Dismissal and Volunteer Conduct Policy

There may be situations when a volunteer needs to be dismissed based on their actions during the course of volunteering. These situations will be taken seriously and handled in a professional manner, ensuring clear communication between our organization and the volunteer as outlined in the policy below.

Second Harvest will use a three-step process for volunteer discipline which includes:

1. Verbal Notice given by Volunteer Program Manager. This notice will be given by the Volunteer Program Manager and documentation will be included in the volunteer's file.
2. Second notice in writing given by Volunteer Program Manager. This written notice will contain details of the issue and when appropriate, evidence. It will also indicate the possibility of dismissal if the behaviour continues or any other incidents occur. A copy of this notice will be placed in the volunteer's file.
3. Notice to the volunteer of dismissal from their duties. This notice will be presented to the volunteer by the Volunteer Program Manager and witnessed by a senior staff member.

*"The team spirit and
the community feeling
is like no other
organization I have
worked with."*

~Hyame Fadel-Jardine

The notice will document the steps taken in the discipline process and the incidents that led to this step. The volunteer has the right to appeal the dismissal. A copy of this notice will be placed in the volunteer's file.

Notes

1. Dismissal will be used as a last resort. Actions including retraining, change of volunteer placement and suspension may be used as an alternative.
2. Volunteers may be dismissed without warning in situations of gross misconduct. See examples below:

Conduct that may lead to disciplinary action or dismissal includes, but is not limited to:

1. Failure to follow Second Harvest's policies and procedures, included in this document.
2. Failure to perform volunteer duties or repetitive unreliability, (missing multiple volunteer shift, etc.)
3. Verbal or physical harassment towards staff, other volunteers or Second Harvest guests or recipients.
4. Activities that may harm the reputation of Second Harvest or one of our partners.
5. Theft or inappropriate or unauthorized use of Second Harvest equipment or other property, (pretending to be a Toronto Taste guest)
6. Use of the computer for any personal tasks (i.e. checking emails, social media, surfing the internet) is prohibited.
7. Failure to work safely and in accordance with instructions and training.
8. Mishandling of Second Harvest food, through misappropriation, personal use, or through the theft or attempted sale of Second Harvest food.

Appeal Process

Volunteers have the right to appeal their dismissal. Appeals need be submitted to the Executive Director in writing within 21 days of the date of the letter. The Executive Director will review the appeal and advise the volunteer within 21 days of receiving the appeal. The volunteer will receive a letter from the Executive Director indicating the results of the appeal and their decision is final.

Grievance Policy

Volunteers may file a verbal or written grievance if they have personal or work related disputes with staff or other volunteers.

The purpose of the grievance policy is to allow volunteers and staff to work through any problems that arise. Every effort will be made to handle grievances in a timely, fair manner, upholding strict confidentiality.

To provide efficient evaluation of grievances, volunteers are asked to use the following procedure:

Volunteer Grievance

1. If urgent action is required, inform your supervisor or the Volunteer Program Manager. If both the Volunteer Program Manager and your supervisor are involved in the grievance, inform Zeeshan Liaqat, Director of Finance & Administration at zeeshanl@secondharvest.ca or 416.408.2594 ext. 221
2. First attempt to work out the issue with your supervisor or the Volunteer Program Manager.
3. If you are unsatisfied with the result of informal discussion, submit a statement in writing to the Volunteer Program Manager, or if the grievance concerns the Volunteer Program Manager, submit the statement to the Director of Finance & Administration within 21 days of the grievance.
4. Volunteers should receive a response from Director of Finance & Administration within 5 business days.
5. If a volunteer is unsatisfied with the result of their appeal process, they may appeal, in writing, to the Executive Director within 5 business days of their last contact with the organization.

Executive Director Grievance

1. If the grievance concerns the Executive Director, the volunteer may submit their statement to the HR Consultant within 21 days of the grievance. Please contact Zeeshan Liaqat, Director of Finance & Administration at zeeshanl@secondharvest.ca or 416.408.2594 ext. 221 to obtain these contact details.
2. Volunteers should receive a response from HR Consultant within 5 business days of their application.
3. If the volunteer is still unsatisfied with the response, they may appeal to the Chair of the Board. Please contact Zeeshan Liaqat, Director of Finance & Administration at zeeshanl@secondharvest.ca or 416.408.2594 ext. 221 to obtain these contact details. The volunteer should receive a response within 5 business days. The response will outline if any action will be taken which may include further investigation. The decision made by the Chair of the Board is final.

Volunteers have the right to withdraw a grievance at any time. The withdrawal should be received in writing to the staff member or volunteer who received the initial grievance statement.

Volunteers bring great experience, diversity, insight and energy to the organization and play a big part in rescuing and delivering food to people in need in Toronto. We look forward to welcoming you to the Second Harvest team and working alongside you to deliver our mission. Whether you are interested in contributing 4 hours or 4 years, we have a lot of exciting opportunities to share with you.

Please feel free to call or email Second Harvest, should you require additional information about our volunteer program or general information about our organization.

With sincere regards,

A handwritten signature in black ink that reads "Ashley Ferguson". The signature is fluid and cursive, with a long horizontal stroke at the end.

Ashley Ferguson
Volunteer Program Manager – Second Harvest