



# VOLUNTEER HANDBOOK

**Food Shelf & Thrift Shop**

**411 Elm Ave. Waverly, MN 55390**

**(763) 658-4414**

**Thrift Shop Hours:**

Monday, Wednesday & Friday 9 AM- 2 PM | Tuesday & Thursday 9 AM- 7 PM

**Food Shelf Hours:**

Monday, Wednesday & Friday 9 AM-1:30 PM | Tuesday & Thursday 9 AM- 7 PM

**Maple Lake WCCA Office**

**130 Division St. W. PO Box 787, Maple Lake, MN 55358**

**(320) 963-6500**

**Office Hours:**

M-F: 8 AM- 4:30 PM



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## MISSION

Working in partnership with the community to empower residents to improve their physical, social and economic well-being.

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## VISION

We envision a Wright County where residents feel happy, healthy, secure, and connected

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## VALUES

### **INTEGRITY**

We serve our diverse community with compassion, dignity, honesty and respect.

### **ADAPTABILITY**

We adapt to the changing needs of our community, by the responsive growth of programs to fulfill our vision.

### **SOLUTION-FOCUSED**

We believe there are solutions for every struggle, need or problem. We use creative problem solving to strive toward innovative solutions.

### **ACCESSIBILITY**

We provide a welcoming atmosphere by accessing resources to achieve positive outcomes.

### **COLLABORATION**

We collaborate at every level by working with our peers, internal programs, our clients and community partners.



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## WELCOME!

Thank you for your interest in serving as a WCCA volunteer! We wouldn't be successful without community partnerships like yours. Your participation in assisting in strengthening the social, economic and physical well-being of Wright County plays a crucial role in the livelihood of our agency and the community as a whole. Volunteers contribute hundreds of hours a month to help us fulfill our mission and for that, we are thankful! Welcome aboard!

HOW WE ACHIEVE OUR MISSION: Providing resources to the community to assist in prevention and resolution of poverty conditions. The following resources are offered to our community:

- **Head Start:** Provides a variety of resources and services for those income eligible to strengthen families, provide a variety of learning experiences and help children develop socially, intellectually, physically and emotionally, based on their individual needs.
  - Early Head Start: Prenatal to age 3
  - Head Start: Ages 3-5; with child care centers located all throughout Wright County
- **Energy Assistance (EAP):** Helps eligible households maintain affordable, continuous and safe home energy. Our program provides funds to help pay a portion of costs associated with heat and electricity.
- **Family Budgeting:** Assists in creating a personalized financial action plan that is specific to meeting each individual or family's financial needs.
- **Food Security Programs:**
  - Food Shelf: Serving the entire Wright County
  - Emergency Food Box Network: Providing food to those who are in immediate need of hunger relief (through boxes located within the community; each contains enough food to feed a family of 4 for three days; available when food shelves may be closed)
  - Backpack Program: Providing Head Start families with a package of food that is meant to sustain the child throughout the weekend.
  - Holiday Basket Program: A special bonus package given to food shelf clients during the holidays.
- **Foreclosure Prevention Counseling:** At no cost, these services are provided to help homeowners with foreclosures in Wright County. Counselors assist homeowners with understanding their current

mortgage, developing a budget, analyzing the homeowner's financial situation and educating borrowers about their available options.

- **Homebuyer Training:** In collaboration with local home buying organizations, the purpose of this service is to assure that Wright County residents have access to training and info that will help them obtain or maintain permanent, safe, affordable housing with a clear financial understanding of the commitment being made.
- **Home Repair Loans:** Income eligible Wright County homeowners are served on a first come, first served basis. The purpose is to maintain low cost housing in a condition which is safe, healthy, energy efficient and accessible. \*Additional homeowner requirements must be met to be eligible
- **Home Weatherization:** Helps reduce the energy costs of low-income families, through energy conservation measures. Specifically focuses on assisting low-income individuals, primarily the elderly, persons with disabilities and families with children.
- **MNSure Navigator:** At WCCA, request an appointment with one of our MNSure Navigators to assist in guiding you through the process of obtaining affordable health coverage through MN's health insurance exchange, MNSure.
- **Tax Prep:** Through our VITA (Volunteer Income Tax Assistance) program, WCCA offers free tax preparation by IRS certified volunteers, for individual returns of households grossing less than \$35,000 or multiple person households grossing less than \$55,000.
- **Thrift Shop:** Our agency thrift shop is located in the same building as the food shelf, but it is not only for income eligible, but is open to the public. Donations in good condition are accepted from individuals, businesses and organizations. The thrift shop is largely operated by volunteers who donate their time and resources to keeping the shop open.
- **Transitional Housing:** Provides scattered site supportive housing to homeless individuals and families. The purpose is to move economically challenged residents toward self-sufficiency by identifying and removing barriers, integrating services, and developing plans for financial stability.
- **WIC:** Women, Infants and Children is a federally-funded health and nutrition education program that provides vouchers for supplemental food to promote good health for pregnant, breastfeeding, and postpartum women, infants and children up to age 5.
- **Aging Services:** In 2018, WCCA will begin to offer aging services in the form of assisted transportation and homemaker services to the senior citizen population. Volunteers will be needed to assist in transportation and other realms of the aging services program.

As our projects continue to grow and develop, it is crucial that all contributors (volunteer or employee) are using the same processes to move forward towards our goal. This handbook outlines the policies, procedures and expectations needed to serve Wright County to the best of our ability.

Again, thank you for your service and welcome to the team!





## WHAT IS VOLUNTEERING?

A volunteer is someone who chooses to perform services at the WCCA without compensation or expectation of compensation, and who performs a task at the direction of, and on behalf of, WCCA. A volunteer must be officially accepted and enrolled by WCCA before performance and completion of the task.

## BENEFITS OF VOLUNTEERING

***Unite with Your Community*** - You get to enjoy time with a number of amazing people from all over the area. Each shift of volunteers makes a tangible impact by working together toward the common goal of serving our clients.

***Networking*** – You never know who you will meet when working with a *diverse* group of people. Volunteering allows you to come together in ways you may not typically do in everyday life. Sharing thoughts, opinions and backgrounds with each other makes us our community stronger.

***Life Fulfillment*** - Volunteering gives you an opportunity to escape day to day routines and energize you for the other commitments in your life. It allows you to use your strengths and abilities to change your community.

***Personal Satisfaction*** - The smiles on client faces will give you a sense of doing something worthwhile and meaningful to help those in need within the community. Hopefully you will see your self-esteem and self-confidence increase.

***Resume Building*** – No matter where you are in life, every volunteer opportunity provides knowledge and experience employers will value.

## AREAS CURRENTLY SEEKING VOLUNTEERS

*Food Shelf & Thrift Shop*

*Tax Prep/VITA*

*Main Office Administrative Duties*

*Head Start Centers*

*Volunteer Drivers*

## WCCA VOLUNTEER POLICIES & CODE OF CONDUCT

**Purpose:** Written to provide an overall guidance and direction to staff and volunteers. These policies do not constitute, either implicitly or explicitly, a binding contractual agreement. WCCA has the right to change any of these policies at any time and to expect adherence to the changed policy.

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### WHO CAN VOLUNTEER?

**Definition of “Volunteer”:** A group or individual whom chooses to perform services at WCCA without compensation or expectation of compensation, and one who performs a task at the direction of, and on behalf of Wright County Community Action. A volunteer must be officially accepted and enrolled by WCCA Volunteer Program before performance and completion of the task. Unless specifically stated, volunteers should not be considered “employees” of the agency.

**“Mandatory” Service:** WCCA also accepts as volunteers those participating in community service activities. These activities can include but are not limited to: corporate volunteer programs, student community service projects, alternative sentencing or diversion programs and other volunteer referral programs. However, in each of these cases, a written agreement identifying the responsibility of these volunteers must be reached prior to beginning a volunteer assignment. WCCA requires those performing mandated community service to fill out a specific volunteer interest form on date of service.

- WCCA will provide documentation upon completion that outlines the hours volunteered.

**Volunteers Under 18:** If the volunteer is under 18 years of age, unless volunteer is a part of the Wright County Juvenile Work Crew, WCCA requires a specific waiver/release of liability to be completed by parent/guardian, prior to the first volunteer shift. It is strongly encouraged that these types of volunteers undergo the same orientation and New Volunteer Steps that all volunteers complete during the on-boarding process. Please contact Alivia Boddie, Volunteer Coordinator, with additional questions.

**WCCA Clients:** WCCA does accept past and present agency clients as volunteers. Depending on what types of services the volunteer is currently receiving, this will determine the extent of their volunteer opportunities. For instance, current food shelf clients, may **NOT** perform any duties relating to the food shelf. If the volunteer finds themselves in the position of needing a service provided by WCCA after they’ve continually volunteered with us, we will re-evaluate their volunteer role.

***WCCA will recruit, employ, and train volunteers without regard to race, ethnicity, religion, gender, age, marital status, national origin, or disability.***

## **VOLUNTEER & AGENCY RELATIONSHIP**

### **VOLUNTEERS HAVE THE RIGHT to expect that WCCA:**

- Assign suitable tasks to volunteers which respect their training and experience, both personal and professional, as well as their personal interests.
- Furnish precise job descriptions to volunteers, stating tasks, responsibilities and role in the organization.
- Indicate clearly to volunteers what their schedule is and to whom they report.
- Offer volunteers suitable training for the jobs assigned.
- Offer regular ongoing training allowing volunteers to update their knowledge or take on greater responsibility.
- Offer volunteers the chance to be promoted or to be transferred to new projects, or to other activities allowing them to acquire more varied experience.
- Offer support, resources and structure to volunteers.
- Offer regular feedback to volunteers on their work.
- Recognize volunteer efforts
- Furnish proper supervision by competent and patient individuals who have the time to offer advice and guidance to volunteers.
- Furnish a workspace suitable for the assigned task.
- Allow volunteers to participate in the planning and development of new projects, and encourage them to make suggestions with the assurance that their opinions will be respected.
- Inform volunteers about the organization's policies with respect to certain benefits available to them, such as the reimbursement of expenses.

### **WCCA HAS THE RIGHT to expect that it's VOLUNTEERS:**

- Be open and honest about their motivations and goals.
- Understand what a job requires before accepting it.
- Carry out their tasks efficiently and honestly.
- Accept guidance and supervision from the person in charge of volunteers.
- Participate in any training offered by the organization.
- Respect confidentiality.
- Express to the volunteer coordinator their satisfaction or dissatisfaction with the job assigned and suggest improvements or changes.
- Notify the coordinator as soon as possible if they are unable to attend a training session or carry out their assigned duties.

## GENERAL EXPECTATIONS

**Treat every client, every time, as though it's the first time they have been at WCCA.** This gives them a fresh chance to interact with you in a pleasant manner. It is our goal and responsibility to serve them and show them kindness and consideration each time they come.

**A spirit of teamwork and positive attitudes are very important.** They help tremendously when working with other volunteers, staff, and clients. We encourage you to bring this mentality with you when working at WCCA, while also encouraging others to do the same. Be reliable come in as scheduled, on time, and stay until the end of the time committed.

**Reliability and flexibility are important.** We hold the expectation that all staff and volunteers will value and maintain an attitude of reliability and flexibility.

**We value creativity, open communication, honesty, and regular evaluation of the way we operate.** We hope you will be open and honest about your volunteer experience and about WCCA in general. If you have questions, concerns or comments, talk to a WCCA staff member.

**Keep your conversation positive and avoid talking about clients.** We want to keep a positive culture among each other and our clients. Volunteers are the 'face' of our organization and maintaining a positive reputation is important.

**Follow WCCA's policies & procedures,** as listed in this handbook, and report any safety, maintenance or general concerns to WCCA staff.

**If interested in other volunteer opportunities at WCCA,** whether other regular shifts, volunteer opportunity for another program, volunteer task forces or mentors, please contact Alivia Boddie, Community Engagement Specialist at [aboddie@wccaweb.com](mailto:aboddie@wccaweb.com) or 320-963-6500 ext 241.

## CODE OF CONDUCT

A Code of Conduct is established to provide guidelines for carrying out the duties while in affiliation with WCCA. This code holds contributors accountable to:

- Fulfill their duties of their positions
- Avoid conflicts of interest
- Not misuse WCCA's name, reputation, property or services.
- Not to compromise the good of the community'

## SAFETY

- Report any potentially dangerous and/or illegal situations regarding weapons, drugs, alcohol, fights, property damage, theft, etc., or have information regarding such, to the manager or other WCCA staff.
- You are subject to immediate dismissal for possession of any firearm, knife, explosive, or any other dangers object while on WCCA property.

## RESPONSIBILITY

- Handle all situations with financial integrity. Use our resources to the best of your ability.

## RESPECT

- Treat everyone fairly and with respect, regardless of gender, race, age, religion, political beliefs, sexual orientation, national origin, marital status, disability, or economic status.
- Maintain professional behaviors, including refraining from profanity or vulgar language.
- Damaging any WCCA property will not be tolerated. Depending upon circumstances, a police report may be made. The parent or guardian will be liable to pay for damages for youth under the age of 18.

## ADMINISTRATIVE PROCEDURES & POLICIES

Punctual and regular attendance is an essential responsibility of each volunteer at the WCCA Food Shelf & Thrift Store. Tardiness or absence causes problems for fellow volunteers and clients. When a volunteer is absent, others must perform his or her work. The purpose of this policy is to promote the efficient operation of the WCCA Food Shelf & Thrift Store and minimize unscheduled absences.

Any volunteer who fails to report to work without notification to his or her supervisor three shifts or more will be considered to have voluntarily terminated their position.

### SCHEDULING

Scheduling shifts and frequent communications of any change in your availability per shift is important:

- Commit to the shifts that you sign up for
- Make sure we have an up to date availability form
- Communicate any day's unavailable (regularly scheduled volunteers) via the time off request forms.
- 24 hour notice prior to absence is appreciated.
- Only sign up for roles in which you are trained.
- You may be called in for a shift that you aren't scheduled for if we need coverage.

### UNAVAILABLE FOR SCHEDULED SHIFT

If unable to make a scheduled shift, call The Shop and utilize your volunteer contact sheets to attempt to find coverage if your absence is extended.

### RECORDING HOURS

Use the team designated sign in forms for daily check in and out; Volunteers that are infrequent or need a documented letter proving community service hours served, please fill out the individual log in sheets. For all other areas of volunteering, please utilize Volgistics (VICNet) for easy access login.

### CHANGING YOUR ROLE

Volunteer satisfaction is important to us. If you are looking for something different from or in addition to your current role, contact the volunteer coordinator to find other opportunities. Additional role profile information can be provided to you upon request.

### RESIGNATION

We understand that life circumstances, interests, and availability can change. Please let us know if you are no longer able to volunteer at WCCA as soon as possible. We would prefer a written statement 2 weeks prior to date you wish to resign.

### BREAKS

Breaks adhere to the MN Labor Law standards. Every 4 hours, a 15 minute break is given. For 5+ hours, a ½ hour break is allotted. Every 8 hours, two 15 minute breaks and a ½ hour meal break is required.

## DRESS CODE

Your appearance reflects the reputation of WCCA. For this reason, each Role Profile specifies a dress code. Additionally, the following guidelines should be followed while volunteering.

- Dress for the weather
- Clothing should be clean
- Wear shoes that are comfortable
- No rude or profane graphics may be on clothing
- Lean toward modesty – customers and clients may be more traditional than your own preference.

## RECEIVING MONETARY DONATIONS

All donations must be given to a WCCA employee as soon as possible. A donation intake form must be completed by the person who received the donation.

## PERSONAL POSSESSIONS

Space is limited for personal possession. Please do not bring more items than are necessary with you to The Shop. We are unable to guarantee the safety of any personal possession.

## CONNECTING TO REFERRALS

In alignment with our mission, WCCA aims to partner with all Wright County resources. The wRight Connection is a tool maintained by WCCA staff that lists various services available and the agency or organization that offers them. Whenever you are able, we ask that you promote the wRight Connection. Additional annual training will be provided.

How to find out what area you should refer a client to:

- 1) Ask the client, "So tell me a little bit about your current situation and what brings you here to us today? Are you familiar with WCCA?"
  - Regardless if they are or are not familiar, let them know that our mission is to empower residents to improve their well-being through community partnerships. We work with those who are either living below the line of poverty, or who are just struggling for the time being. We offer a variety of services within housing, education, self-sufficiency and nutrition and would like to be able to extend our services beyond the capacity we are assisting the client in today.
- 2) Ask, "Are there other areas in which you are struggling that we could potentially assist in?"
- 3) Allow the conversation to flow and let them feel comfortable enough with you as a volunteer so we can do all we can to help them out as much as

possible. Remember to refrain from any judgement, but to be aware of potential areas that don't add up, etc.

## PHONE CALLS

Our phone usage is by the minute. The food shelf and thrift shop phone may not be used for personal phone calls.

You are permitted to have your cell phone on your person at all times. If your personal phone goes missing or is damaged while you are volunteering, WCCA does not hold any responsibility in such matters.

## PURCHASING ITEMS FROM THE THRIFT SHOP

- To purchase, please place wanted items in the clear plastic tote located near the volunteer resource area
  - All volunteer purchases must be completed by a WCCA staff member to ensure policy & procedures are being followed.
- Donations slips must be completed before taking items and receipt given to WCCA staff for retention as well as logging the receipt into the purchase log and filing into volunteer personnel files
- Supervisor and one volunteer must sign the donation slip
- Items cannot be set aside for friends and family

## CLIENT INFORMATION

It is important to reiterate the fact that all information obtained by our agency in regards to personal information about clients must be kept confidential.

All documents need to be kept in a secured location in order to ensure compliance with the confidentiality

## VOLUNTEER SITE GUIDELINES

Not every volunteering opportunity will take place within the food shelf or thrift shop in Waverly. If you are volunteering for a program that offers on site volunteering at a location other than the shelf & shop. Please make sure to follow any specific guidelines stated for that property. Always refer to your site coordinator if you have any additional questions or concerns about site specifics.



## HARASSMENT

Each volunteer at WCCA has the right to work in an environment free of sexual harassment and offensive actions/remarks of a racial, ethnic, religious, disability, age-related, or sexual nature.

- Sexual harassment includes, but is not limited to, unwelcome sexual advances or physical contact, requests for sexual favors, and creating an intimidating, hostile, or offensive working environment by such conduct.
- Harassment may include remarks, epithets, or jokes that are related to race, ethnic background, age, marital status, sex, disability, or religious affiliation.
- Any volunteer who engages in this prohibited manner of conduct will be subject to appropriate disciplinary action up to and including immediate dismissal.

If you believe you have been the subject of harassment, you should report the act immediately to one of the Volunteer Staff Support members listed on the contact list.

### SMOKE-FREE WORKPLACE

Smoking is prohibited within buildings owned or leased by WCCA. Smoking is permitted only in appropriate outdoor areas, such as parking areas and walkways. Cigarette butts should be disposed of properly. This is in compliance with Minnesota law, will preserve the quality of food, and recognizes health and safety concerns.

### HOLIDAYS

WCCA recognizes and will be closed the following holidays.

New Year's Day	Martin Luther King Day
President's Day	Memorial Day
Independence Day	Labor Day
Veteran's Day	
Thanksgiving Day	The day after Thanksgiving
Christmas Day	Christmas Eve Day

When a holiday occurs on a Saturday, WCCA will observe it on the preceding Friday. When a holiday occurs on a Sunday, WCC will observe it on the following Monday.

### SOLICITING POLICY

No solicitation of goods or services will be allowed on the premises or in the facilities operated by WCCA.

## FRAUD & ABUSE REPORTING

WCCA encourages all volunteers who become aware of any fraud or abuse violation of Federal, State or Local Law including any financial wrong doing to immediately report such concerns. Suspected fraud or abuse violations should be reported to the WCCA Executive Director or HR Generalist so that they may be investigated and, if applicable, corrective action may be taken to address the situation or condition.

All reports will be held in confidence to the extent permitted by the needs of the investigation.

## REPORTING INCIDENTS & VIOLATIONS

It is the intention of WCCA that its policies be practical, fair, and impartially applied. If you feel that any of our policies are not practical, fair or being applied, volunteer may file a grievance. A grievance is defined as a dispute or disagreement as to the interpretation or applications of the specific terms of these policies. If necessary to file a grievance, refer to the problem solving procedure listed above. For other incident reporting relating to the specific volunteer site, please refer to incident reports located at the back of the handbook.

To file a discrimination complaint federally:

### Write to:

USDA Director

Office of Adjudication and Compliance 1400 Independence Ave  
SW.

Washington, DC 20550-9410.

### OR Call:

(866) 632-9992

Individuals who are deaf, hard of hearing or have speech disabilities may contact the USDA through the Federal Relay

Service at (800) 877-8339 or the Spanish line at (800) 845-6136 .

## PROBLEM SOLVING PROCEDURES

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute, or misunderstanding that arises during the course of your volunteering.

- In situations where differences arise between volunteers or volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved.
- If a third party is needed, please inform and involve the Operations Manager. Under no circumstances shall differences be made public or involve other members of the organization

OTHER POLICIES	Other policies and procedures may apply to specific positions (driving policy, reimbursement policy, etc.). All policies applicable for the position must be followed to maintain volunteer status.
VOLUNTEER RESOURCES	Additional training resources and documents can be found in the volunteer portal through the website and at your volunteer site in the operations manuals for the specific tasks.

## VOLUNTEER MISCONDUCT

Our volunteers are held to the highest esteem when they are representing WCCA. The following behaviors will result in either immediate dismissal or a corrective action plan.

- Theft (this includes taking home donations without pay and any financial theft)
- Misuse of agency funds, equipment or materials
- Falsification of timekeeping records
- Volunteering under the influence of drugs or alcohol and/or with intent to distribute, sell, transfer or use illegal drugs
- Fighting/threatening violence
- Boisterous/disruptive behaviors and activity
- Repeated failure to follow a supervisor's reasonable request to carry out a reasonable job assignment
- Violation of safety or health rules
- Abuse (sexual, physical, emotional)
- Excessive absenteeism
- Releasing Confidential Information

**DISCIPLINARY PRACTICES:** The following guidelines may be used in some instances at the sole discretion of the WCCA Food Shelf & Thrift Store:

- **Step 1:** Oral warning with documentation in the personnel file.
- **Step 2:** Written warning to individual and copy to personnel file
- **Step 3:** Termination/Dismissal
  - These guidelines are based on cumulative infractions, regardless of whether the infraction is of the same general nature as a previous warning. The use of these disciplinary practices in no way alters the fact that your volunteering with the WCCA Food Shelf & Thrift Store is "at-will".
- **DISMISSAL:** Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed, attempts to reconcile the situation will be made. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of the WCCA Food Shelf & Thrift Store.'

## VOLUNTEER ENGAGEMENT

At WCCA, we want to ensure each volunteer is satisfied with their volunteer experiences. We also want to ensure that our volunteers are properly recognized for their efforts and that they are given the opportunity to congregate outside of the volunteer site, with facilitation from WCCA.

FEEDBACK	Feedback jars will be provided throughout the shelf & shop for volunteer feedback, recommendations, concerns and any other additional communications that wish to stay anonymous.  Weekly check-ins will be made by the volunteer coordinator. Days and times will vary. If you would like to schedule a check in, please communicate that with staff.
RECOGNITION	There will be an annual recognition event in late July for volunteer recognition, annual meeting and additional trainings opportunity.
VOLUNTEER SPOTLIGHTS	Volunteer spotlight features will be available to view on our website and at the shelf & shop throughout the year.
VOLUNTEER TASK FORCE (FOOD SHELF & THRIFT SHOP)	The Volunteer Task Force is a collaborative committee of current volunteers who would like to assist in things like program development, large projects, planning, and volunteer coordination. To inquire and/or sign up, please contact your volunteer coordinator.
VOLUNTEER TEAMS (FOOD SHELF & THRIFT SHOP)	Volunteers are able to choose a specific team they would like to be assigned to, as well as the tasks to be completed within that team each day. Daily sign in forms are provided for volunteers to indicate which role they would like to possess during that volunteer shift.
TEAM LEADS/MENTORS (FOOD SHELF & THRIFT SHOP)	For additional information on shelf & shop leadership opportunities. Please refer to the Leadership Opportunity Guide for an overview of expectations and opportunities for those interested in taking on a leadership role.
VOLUNTEER DRIVER PROGRAM & PROCEDURES	Volunteer drivers, please contact the volunteer coordinator for additional details.
VOLUNTEER ROLES & RESPONSIBILITIES	Within each of the volunteer sites (shelf & shop), an operations manual is present that outlines specifics for the area of volunteerism. Specific teams, volunteer roles and duties of said volunteers can be found in the operations manuals and at the end of the volunteer handbook.

## GROUP & IN-FREQUENT VOLUNTEERS

WCCA welcomes group volunteers (groups are defined as 3 plus individuals volunteering from the same organization, company or affiliate) and can always utilize larger groups of volunteers. Aside from large groups, those that are looking to volunteer short term, without much commitment, are also welcome. The following outlines general items that specifically benefit or adhere to these types of volunteers:

**IDEAL SCHEDULING**

- Load Days (every other Tuesday)
- EF Pick Up dates (once a month)
- FE+ED nights (last Tuesday of the month)
- Monday's (donation sorting/hanging)
- Day after & day before a holiday (see above recognized holiday guidelines)
- Packing Events
- Tax season
- Event days (volunteer appreciation events, agency wide events, etc.)
- \*\*For further scheduling assistance, please contact the Volunteer Coordinator\*\*

**SIGN IN/OUT**

Individual sign in sheets are available by the volunteer resources (ask a staff member if needed) and are requested for volunteers that volunteer less than 2 times per month.

\*\*Please use Volgistics for all volunteer communications if possible. Inquire for more details.

## NEW VOLUNTEER ON-BOARDING (FOOD SHELF & THRIFT SHOP)

For volunteers new to the organization, we require specific steps to be completed in order to ensure the most effective task delegation, as well as the best experience for those dedicating their time to WCCA.

- Step One** Volunteer Opportunity Interest Form
  - To be filled out electronically or in person prior to or during first volunteer shift
- Step Two** Volunteer Pre-Screening
  - Initial screening with Volunteer Coordinator
- Step Three** Volunteer "Niche" Shift
  - Schedule 1<sup>st</sup> shift to job shadow current volunteers and review Volunteer "Niche" document to determine what area suits your interest.
- Step Four** Volunteer Feedback/Schedule Next Shift
  - After initial "niche" night, schedule a future volunteer shift within the next 2 weeks
- Step Five** During 2<sup>nd</sup> Volunteer Shift (if applicable):
  - Sign code of conduct, confidentiality statement, emergency contact information, review additional policies & procedures
  - Additional trainings
  - Mentor Assigned
    - Team assignment
  - Schedule shifts for next 30 days

## General Volunteer On-Boarding:

- Step One** Volunteer Opportunity Interest Form
- To be filled out electronically or in person prior to or during first volunteer shift
  - This form is required for all volunteers in every area of volunteering.
- Step Two** Volunteer Pre-Screening
- Initial screening with Volunteer Coordinator
- Step Three** Volunteer Interview
- This will either be done with the food shelf manager/volunteer coordinator prior to first shift of volunteering
  - Majority of interviews will take place at the Maple Lake office location
- Step Four** Volunteer Feedback & Site Overview
- After the first volunteer shift or interview, the volunteer will provide feedback in regards to their expectations of volunteering with us and where they would most like to see their efforts go towards.
  - Program specific details will be given during this step.
- Step Five** Additional Steps Needed:
- Sign code of conduct, confidentiality statement, emergency contact information, review additional policies & procedures
  - Additional trainings
  - Schedule shifts for next 30 days

Maple Lake Main Office	130 W Division St. Maple Lake, MN	(320) 963-6500	Monday- Friday 8:00 AM-4:30 PM
WCCA Food Shelf & Thrift Shop	411 Elm Ave Waverly, MN	(763) 658-4414	MWF: 9 AM-2 PM TuTh: 9 AM-7 PM
<b>WCCA Staff Support Contact Info:</b>	<b>Position</b>	<b>Phone</b>	<b>Email</b>
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