



VOLUNTEER CODE OF CONDUCT

To assure orderly operations and to provide the best possible volunteer experience, Northwest Harvest asks and expects volunteers to follow rules of conduct that will protect the comfort and safety of all volunteers, employees, clients and visitors.

We ask that at all times volunteers treat clients with kindness and integrity, following Northwest Harvest's mission "to fight hunger in Washington in a manner that respects the dignity of those we serve."

Agency volunteer guidelines are as follows:

- Follow all posted Food Safety Rules
- Wash hands and wear gloves when instructed to do so, whenever entering a work area.
- Throw away any food dropped on the floor that is not packaged in a can or a sealed bag.
- Adults bringing young people to volunteer at Northwest Harvest must keep them safe at all times and on site, not allowing them to wander around or leave the facility unsupervised.
- Have young people use the "buddy system" when going to the bathroom or taking a break. This will further ensure their safety.
- Always report client challenges or problems to a Northwest Harvest staff or security person and do not try to resolve or defuse the situation on your own.
- Volunteers should never offer legal or medical advice to clients.
- If possible, please let the Northwest Harvest volunteer manager know 24 hours prior if you cannot work your shift,
- Follow all directions given by the staff or security personnel employed by Northwest Harvest.
- Do not talk on cell phones or use iPods while in the workplace area.
- As a volunteer, you are representing not only Northwest Harvest, but also yourself and your school, company or other organization. Treat your workplace and others with respect and refrain from yelling, harsh language, spitting, throwing objects, leaving a mess, and anything you wouldn't want someone else doing in your own home.
- Volunteers who receive food for personal consumption will comply with posted rules.
- Volunteers are asked to eat, drink or smoke in designated areas only and not in any client food handling areas, food storage areas or bathrooms.

- Volunteers may not accept personal gifts, food, beverages, favors, services or loans from clients. All donations are the property of Northwest Harvest and must be properly receipted. Any exceptions must be cleared through staff.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions to these work rules and guidelines:

- Falsification of information when completing Volunteer Application.
- Theft.
- Sleeping on duty.
- Working under the influence of alcohol or performance impairing drugs or illegal substances.
- Possession, distribution, sale, transfer, or use of alcohol or drugs.
- Fighting or threatening violence.
- Negligence or improper conduct leading to bodily harm, damage of agency, other volunteer, employee, client or property.
- Refusal to comply with reasonable instruction/direction or other disrespectful conduct, including making false, vicious or malicious statements concerning any employee, volunteer, client or the agency or its services.
- Smoking inside a Northwest Harvest facility or in any prohibited areas.
- Any form of harassment or confrontation towards clients, volunteers or staff.
- Possession of dangerous or unauthorized materials, such as explosives or firearms in the workplace.
- Allowing non-volunteers to enter company premises without supervisory permission or access to Northwest Harvest facilities.
- Not following safety rules, regulations, code of conduct or procedures
- Using tools or equipment without staff permission or that is defective or unsuitable for work being done.

Confidentiality Agreement

All volunteers who work entering data in the Raiser's Edge database understand that all donor information including addresses, phone numbers and email addresses are the property of Northwest Harvest and agree to never capture or remove this information for their personal use or gain or for the gain of any non-Northwest Harvest entity. All donor information is strictly confidential and must never be discussed or given out to any non Northwest Harvest employee.

Volunteer initials: _____

Thank you for giving your time to Northwest. We deeply appreciate you partnering with us to help Northwest Harvest eliminate hunger!

I have read the above and agree to follow these rules.

Name: _____

Signature: _____

Phone number: _____

Email: _____

Date: _____

In the event of an emergency, who should we contact to assist you?

Name: _____

Home Phone: _____

Cell Phone: _____

Work Phone: _____