

Volunteer Code of Conduct

To assure orderly operations and to provide the best possible volunteer experience, the Food Bank of the Albemarle/Albemarle Food Pantry asks and expects volunteers to follow rules of conduct that will protect the comfort and safety of all volunteers, employees, clients, and visitors:

- Treat all clients with courtesy and respect.
- Do not share medical, legal, religious, or political opinions with others.
- Keep clients' personal information confidential.
- Follow directions and instructions given by staff.
- If you observe conflict between clients and/or volunteers, please report it to staff. Do not try to resolve or defuse the situation yourself.
- Follow all posted Food Safety Rules.
- Wash hands and wear gloves whenever entering the work area and after all breaks.
- Adults bringing children under the age of 16 are responsible for supervising their children.
- If sick, do not volunteer. When possible, please let the volunteer manager know 24 hours prior if you cannot work a shift.
- Please use designated areas (not the workplace) to eat, drink, and use cell phones and iPods.
- Any volunteers receiving food from the food bank must follow standard client protocol.

While it is not possible to list all the behaviors that are unacceptable in the workplace, the following are examples that would result in termination of a volunteer:

- Falsification of identity when completing the Volunteer Application.
- Theft from the food bank, volunteers, or clients.
- Working under the influence of alcohol, performance impairing drugs, or illegal substances.
- Verbal or physical harassment, confrontation, or violence toward clients, volunteers, or staff.
- Negligent or improper harm leading to bodily harm of another volunteer, employee, client, or property.
- Refusal to comply with reasonable instructions.
- Smoking inside the facility or on the property is prohibited.
- Not following food safety protocols.
- Using tools or equipment that is defective or unsuitable for work being done.
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace.
- Unprofessional/unauthorized interaction with the Inmates.
- Allowing non-volunteers to enter facilities without staff permission.
- Not following safety rules, regulations, code of conduct, or procedures.