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Volunteer Handbook

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Welcome to FISH

# From FISH’s Executive Director

So much has been written and said about gratitude for volunteers, that it is often difficult to avoid seeming cliché and even patronizing. I struggle with the words to appropriately express the gratitude that FISH feels for our volunteers, and the debt we owe you. Without volunteer support, FISH would meet the basic need for food, but certainly not in greater and more diverse ways than at any point in our history. Progress would be measured in food boxes delivered rather than in thousands of pounds distributed county-wide. Meals would be a count of 25 or so free lunches each day, rather than thousands of meals provided for seniors, delivered to those who are homebound, and served to anyone who is hungry and in need.

The more than 150 active volunteers at FISH don’t generally have input when we decide to grow or add a program, but they deal with the need for additional staff which is often the result. The average of 11,900 volunteer hours each year saves FISH approximately $300,000 in payroll, making our volunteers one of our largest donor groups. Without your generosity, we could not consider adding more outreach, because we could not support the staff needed to make it happen.

During a volunteer’s daily encounters at FISH, hope replaces despair, darkness with light, and sadness with joy. Each day, volunteers use talents and skills to make someone else’s life better, without thought of the benefits to yourselves. Your labor has a tangible impact, and your kindness and caring make the greatest difference in the lives of those we touch.

Volunteers focus on goodness and, as a result, create more goodness in the world. How do we say “thank you” for that? It is the very definition of service to the community. My hope for each of you is that every kindness comes back tenfold, and that you will always know the love you show to others each day. I will end with a sincere, but inadequate, thank you for FISH’s success.

Sincerely,

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Peggy Morache

Executive Director

# From the Volunteer Coordinator

Welcome to FISH!

Each person who works at FISH, whether they are staff or volunteers, is part of a big family. Our volunteer goals are to have fun and to do meaningful work. You will enjoy your time with us!

I’ve been at FISH for a total of five years, covering many jobs but always working as the Volunteer Coordinator. I have a long history with FISH and when I began, there were only four employees! Now we have close to 25, and even more volunteers. I enjoy working with people of all kinds and strive to make FISH a welcoming and safe environment.

It’s important to read through this handbook and reference it. Ask all the questions you have and bring any concerns to me or to your supervisor. I have an open-door policy and I’m happy to take time to make sure you’re comfortable.

We’re excited to have you as a part of our family!

Sincerely,

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Elise Warren

Volunteer Coordinator

About FISH

# History

Friends in Service to Humanity (FISH) was founded in 1971 by members of the churches in Ellensburg. While FISH’s roots go deep into that community, we are not a faith-based organization. Our funding does not come from one church source, but it comes from multiple sources, including the community churches, fee-for-service contracts, grants, and the community at-large. FISH is all inclusive serving everyone in need of food and a friend.

FISH bounced from church closet to church closet for a number of years, but eventually bought a building on 4th and Water streets. In 2014, that building was gutted by a fire. Mercer Creek Church offered FISH space on their campus where we remained for nearly five years. After the fire, the people of Kittitas County showed their generous support and completely filled the warehouse with food donations in less than two weeks.

In 2019, FISH requested and received the building on Elmview Road from the Kittitas County Commissioners. This became the permanent home for FISH’s Food Bank, Food Pantry, and administrative offices. Nearly 40% of the residents of Kittitas County receive supplemental food from FISH’s Ellensburg pantry and the mobile pantry sites in the county. The Food Bank provides more than 1 million pounds of food to the food pantries in the county, including FISH’s pantries.

In 2022, FISH bought another building, a full commercial kitchen at 2nd and Main streets. This building, later painted blue, became the home for FISH’s food service division, Open Table. More than 65000 meals are prepared annually in that location. Senior Nutrition lunches for Ellensburg and a free Community Lunch are served in that building. Other meals are prepared and sent to the Cle Elum Senior Nutrition service site and delivered to Meals-on-Wheels homes throughout the county.

In 2024, FISH construction was begun on an expansion to FISH’s warehouse. Increasing the available space from 2500 square feet to nearly 6000. There are 148 pallet spaces, with only 48 in the old warehouse. That triples the amount of food the warehouse can store.

FISH continues to grow and change, adapting to new needs and concerns. Thank you for being a part of this growth!

# FISH’s Mission

FISH is a community strengthening partner improving food security, nutrition security and health outcomes in Central Washington.

# FISH’s Vision

Each person in Central Washington has access to nutritious food, a supportive community and education and resources that result in healthy choices.

# FISH’s Values

Community participation and collaboration

Compassion, generosity and inclusion

Efficient use of precious resources

Integrity and selfless service

Ready availability of services and products to all who need them

Respecting the dignity and privacy of every person.

# Volunteer Mission Statement

A volunteer is anyone who, without compensation, performs a task at the direction of and on behalf of FISH. A volunteer is not an employee. Volunteers greatly enhance our ability to help others to live with dignity and purpose. We provide volunteers with experiences that they will find meaningful and impactful while fully utilizing their talents and passions. FISH accepts and encourages the involvement of volunteers within all appropriate programs and activities

Volunteer jobs do not take the place of paid positions. Instead, FISH’s volunteer force allows FISH to save 5.75 full time salaries each year. In the fiscal year 2023-2024, FISH volunteers worked more than 11,900 hours. The money saved by volunteers allows us to reach more people, with more programs in more diverse ways.

# About This Handbook

There is an online version of this handbook available. Please see https://kvfish.org/volunteer-handbook/

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FISH reserves the right to change this handbook without prior notice.

Programs

## Groceries

Food Bank

The Food Bank is a state sanctioned agency which receives food and funds from the state and federal governments. We also receive food donations from ranchers and farmers, churches and social groups, restaurants and kitchens and individuals throughout the county. FISH’s is the only Food Bank in the county and distributes food and funds to other sub-contracts in Kittitas County.

Sub-contractors

There are four sub-contractors that FISH works with in Kittitas County. Each has their own space for storing food as well as a pantry which distributes food to people in their neighborhoods. Apollo in Ellensburg, Hope Source in Cle Elum, and the Community Pantry in Easton, as well as the Wildcat Pantry on the CWU campus are all sub-agencies of FISH Food Bank. Each organization supplies important information about the people who need their services.

FISH Pantries

FISH provides groceries to the community at the Ellensburg Pantry as well as distribution through mobile food pantries. The Ellensburg Pantry is the only client choice pantry in Kittitas County and is open five days a week as well as one Saturday each month. On an average day 40-50 people receive their groceries at FISH.

There are also two mobile pantries options that distribute to areas in the county. The pantry serves Kittitas each Friday, and Roslyn every other week. FISH fills the mobile pantry with all the foods available at the main pantry and sets up on tables in any weather. Check the website for more information about where the pantries are located.

Commodities Boxes

The Commodities Box program provides a box full of staple foods for eligible seniors. Pasta, rice, flour, canned goods and other stable foods are provided in each monthly box. Recipients either pick up their boxes or have them delivered from the FISH van.

Birthday Bags

Birthday Bags are for children from 1 – 8 who need a little something special for their birthday. Bags include a cake mix, frosting, something fun for a party (like candles, hats, tablecloths or cake toppers) and a small gift. They are available to any child whose family is registered with the FISH Food Pantry.

FISH Loves Pets

FISH provides pet food for seniors in the Meals on Wheels program. Pets are an important part of keeping people from feeling isolated and lonely. They also encourage activity and bring warmth to people who are mostly home bound. FISH creates and delivers bags with dry food, wet food, treats and toys every month for the pets in the program.

## Open Table

Meals on Wheels

Meals on Wheels meals are delivered to people who cannot leave their home or easily prepare food for themselves. Recipients receive a hot lunch from Monday through Thursday, and three frozen meals to last them through the weekend. These meals are made fresh daily, with frozen meals being flash frozen immediately. To qualify for the Meals, participants need to be 60+ and/or disabled.

Senior Nutrition

The Senior Nutrition meals are prepared in the Open Table building, and participants eat in the dining room there as well as a second service site in Cle Elum. These are the same meals that go out to the Meals on Wheels participants. The diners are 60+ and/or disabled and able to travel to the dining room. The meals are served Monday through Friday from 11:30 – 1 pm.

Community Meal

Monday through Friday FISH also holds a Community Meal. This meal is open to anyone who needs lunch and is not eligible for the senior programs. From 1 – 2 pm, participants meet in the FISH dining room and enjoy hot food prepared fresh daily.

Food is Medicine

Food is Medicine is health care intervention based on evidence that good nutrition has a role in sustaining health, preventing disease, and as a therapy for those with health conditions that respond to a change in their diet. Working in collaboration with healthcare partners, Healthy Table, a division of Open Table, introduced Food is Medicine to Kittitas County in 2019. FISH offers medically tailored meals, medically tailored groceries, and medical nutrition therapy to patients in Kittitas and Yakima counties suffering from chronic diseases who are referred by their healthcare provider.

Produce Rx

The participants in the Product Rx program are part of the Food is Medicine medically tailored groceries concept. Participants are referred to the program by their healthcare providers. In addition to receiving produce boxes each month, the participants are given education and nutrition therapy to help them change their eating habits and increase good health outcomes.

Picnic in the Park

Each summer FISH prepares meals for children who are out of school for summer vacation. They are distributed in parks throughout the county and kids from all over enjoy them. The program is part of the USDA Summer Meals program facilitated through the Office of Superintendent of Public Instruction. Every year FISH increases the service to children by putting out more meals at more sites, including public parks, camps, and activity centers. The meals are based on school lunches, healthy and large.

Companions

For Meals on Wheels seniors who are feeling lonely, FISH has a program of visiting Companions. They visit one person each week for lunch (provided by FISH) and spend time in activities they both enjoy. This program has a long-time commitment on the part of the volunteers but is very rewarding.

## Volunteers

All of these programs are run with help from volunteers. In fact, FISH has an 8:1 ratio of volunteers to staff. While there are always different needs, if you find there is something you’d like to do, please speak with the Volunteer Coordinator. They will be able to help you find the right fit.

Volunteers

# Ongoing, Regular Volunteers

An ongoing, regular volunteer commits to FISH to stay and works more than three months in a consistent shift. Most volunteers work once or more a week, but some work once or twice a month.

# One-Time Volunteers

FISH has very few one-time opportunities. Please see Groups below.

# Court Ordered Community Service

This opportunity to volunteer is generally for a short period of time. Volunteers can do multiple shifts per week for a few weeks as necessary as long as there is room. Most court ordered community service volunteers will work as Pantry Stockers or Grocery Guides unless they’d like to make a longer commitment.

Please note: the following criminal offences prohibit individuals from volunteering at FISH:

Serious violent offenses (RCW 9.94A.030(41

Sex Offenses (RCW 9A.44)

Arson (RCW 94.48.020 and 030)

Domestic Violence Offenses (RCW 9.94A.030(42))

Criminal Solicitation (RCW 9A.28.030)

Convictions of methamphetamine and/or drug production

Robbery (RCW 9A56.190, 200, and 210)

Anyone who has been declined a volunteer position is not allowed to apply again.

# Internships

An intern comes to FISH to learn more about non-profits and how they are run. They may do administrative tasks as well as help out in the volunteer programs. This is at least a three-month commitment at 20 hours per week.

# Service Learners

FISH has room for some high school and college students who need a few hours for their classes or graduation. We do our best to work around class schedules. Most Service Learners work as Grocery Guides in the afternoon, but they can also work as Pantry Stockers in the mornings.

# Group Experiences

While FISH does not have a lot of group options, opportunities for 5 – 10 people (for 2-4 hours) are possible. These jobs must be arranged at least two weeks in advance. If the volunteers will be in contact with children, seniors or other vulnerable populations, background checks will be required.

Roles and Responsibilities

# Staff

Executive Director: The ultimate authority on all things FISH.

Director of Grocery Operations: Responsible for day-to-day operations in the Food Bank and Food Pantries and the one to go to with questions about those areas.

Director of Special Programs: Responsible for FISH’s ancillary programs, including some areas of food service, Picnic in the Park and Produce Rx among others.

Director of Food Service and Executive Chef: Responsible for planning, and supervising production of all of FISH’s food service, including Senior Nutrition, Meals-on-Wheels, medically tailored meals, and Community Lunches.

Warehouse Manager: In charge of all things warehouse. The one to go to with warehouse questions.

Assistant Warehouse Manager/Driver: Assists in the warehouse, in charge of all grocery deliveries to the food pantries and medically tailored meals deliveries.

Special Programs Coordinator: Supervises the operations of Picnic in the Park, Produce Rx, and other projects throughout the year. The go to for question about these programs.

SNAP and Senior Commodities Coordinator: Helps clients apply for SNAP/Basic Foods and coordinates the Commodities Box program.

Executive Assistant: Operates the front office and helps clients and visitors with questions

Finance Manager: Works with FISH and Open Table’s finances. The person to go to with questions about mileage and other expense reimbursements.

Sous Chef and Cooks: FISH has a sous chef, and several cooks assist the Executive Chef in prepping and distributing the meals from Open Table.

Dishwasher/Janitor: Assists in keeping the kitchen and Open Table clean and ready to be used.

ALTC/Meals on Wheels Driver Liaison: Coordinates the Meals on Wheels program and the volunteers involved in it and the kitchen and dining areas. The go-to for questions about Open Table volunteering issues.

Food Service Administrative Coordinator: Oversees the ALTC programming, medically tailored meals, and all administrative operations at Open Table.

Connections Liaison: helps in the pantry and begins the process of making connections with clients for further consideration in the Connections program.

Meal Sites Manager: Manages the Senior Nutrition congregate lunches meals sites at Open Table and the site in Cle Elum.

Upper County Site Coordinator: Delivers and serves the daily senior lunches at the Upper County meal site.

Upper County Meals on Wheels Driver: Delivers Meals on Wheels to all clients in Upper County.

Volunteer Coordinator: Manages the volunteer recruitment, retention and recognition programs at FISH and Open Table, including orientation and attendance.

Roles and Responsibilities

# Volunteers

More detailed job descriptions are available from the Volunteer Coordinator

Not all jobs are open at all times

Board Member: Makes decisions about the running of and future of FISH

Pantry Stocker: Moves groceries from the warehouse into the Pantry

Grocery Guide: Helps clients to know what they can take from the Pantry

Grocery Distribution Front Desk: Intakes clients for the Grocery Distribution

Diaper Bank: Retrieves diapers from the Diaper Bank for clients

Grocery Rescue: Visits various grocery stores and restaurants to pick-up left-over groceries for the Pantry

Warehouse Assistant: Helps the Warehouse Manager organize and operate the warehouse

Meals on Wheels Driver: Operates personal vehicle to deliver Meals on Wheels to clients

Meals on Wheels Frozens Assistant: Helps to process meals for freezing for the Open Table programs

Kitchen Assistant: Helps the cooks to prepare the meals at Open Table

Dining Room Assistant: Helps to serve meals in the Senior Nutrition program

Packing Assistant: Helps to pack meals into hot bags for Meals on Wheels

Upper County Meal Assistant: Puts together meals for the Senior Nutrition site in Cle Elum (happens in Cle Elum)

Medically Tailored Meals Assistant: Helps to prepare meals for the Medically Tailored Meal program, including operating the packaging machine

Rotary Assistant: Helps to facilitate the standing catering lunch for a local Rotary club

Companion: Visits a senior in their homes for lunch and conversation. Requires a one-year commitment

Produce Rx Driver: Helps to deliver the Produce Rx boxes to homes throughout the county

FISH Loves Pets: Packs and delivers the pet food bags for Meals on Wheels seniors

\* Picnic in the Park (PIP) Site Assistant: Helps to hand out lunches and facilitates kid’s activities

\* PIP Kitchen Assistant: Helps to pack lunches for Picnic in the Park

\* PIP Grab and Go Assistant: Helps to hand out lunch packets to children in the remote parts of the county

\* Community Christmas Administration Assistant: Inputs information and assists in helping to match clients with donors

\* Denotes a seasonal job. Please see the Volunteer Coordinator for specifics.

Volunteer Lifecycle

There are a number of ways to get a volunteer application. Once it is completed, it can be returned to the Volunteer Coordinator at FISH, 804 Elmview Road, or emailed to [volunteering@kvfish.org](mailto:volunteering@kvfish.org). Please do not return the completed application to the Main Street location.

# The Application is available:

On the website as a fillable PDF download.

On the website as a printable electronic form.

For pick up at the front desk of either of the FISH at 804 Elmview or 205 North Main Street locations.

By email if requested from the Volunteer Coordinator

# Volunteer Ages

FISH has tiers of volunteer ages that are determined by safety and ability.

7 – 14 years may volunteer in certain positions but must be accompanied by an adult at all times.

15 – 17 years may volunteer in certain positions with an adult’s written permission.

18 and older are considered adults and may volunteer without restriction.

Please note: driving a FISH van requires that you be 25.

# Background Check

After reviewing the volunteer application, the Volunteer Coordinator will send you an email with further information about the background check process.

Background checks are run through a third-party organization called Verified First. You will receive an email and text message from them with a link to your background check form. The responses on this form are not available to anyone other than Verified First. FISH only runs a criminal history check, not a credit check or any other invasive informational check. Results of the background check are kept in locked files on FISH premises and in online records in the Volgistics software used to track all volunteer information. Volgistics uses state of the art encryption technology.

The following criminal offences prohibit individuals from volunteering at FISH:

Serious Violent Offenses (RCW 9.94A.030(41))

Sex Offenses (RCW 9A.44)

Arson RCW 94.48.020 and 030

Domestic Violence Offenses RCW 9.94A.030(42)

Criminal Solicitation RCW 9A.28.030

Convictions of Methamphetamine and/or Drug Production

Robbery RCW 9A56.190, 200, and 210

Please understand that people who have been previously rejected from volunteering may not apply again.

# Disabilities

FISH will make any reasonable accommodation in accordance with the Americans with Disabilities Act for all staff, volunteers and clients with disabilities.

# Diversity, Equality and Inclusion

In Central Washington we're not all the same and at FISH we think that's our greatest strength. We celebrate our diversity, the differences in who we are, what we've experienced, and how we think. To provide services that help everyone, we know we must be sure we are including everyone. By making sure FISH is home to anyone who needs groceries, a meal or a friend, FISH stays true to its mission.

We expect everyone at FISH and Open Table to set ambitious standards of service by treating every person with respect and dignity.

We aim high because ending inequity is not possible if each of us do not try.

FISH is an equal opportunity Employer and Provider

# Orientation

FISH volunteers go through at least one orientation before their first shift. The general orientation is given at the Elmview building at a time worked out between the volunteer and the Volunteer Coordinator. The orientation will take about an hour.

Those whose job falls under the Open Table banner will have a second orientation specific to that division. This will also be arranged between the Food Service Administrative Manager and the volunteer. This orientation will take approximately half an hour and must be completed before the start of the first shift.

# Volunteer Staff Files

Volunteer staff files are kept for every volunteer at FISH. They include the original for all paperwork signed by the volunteer, copies of driver’s licenses, insurance information and food handler’s cards, and any other notes and information necessary. They are kept under lock and key and online using the storage capacity of our volunteer software, Volgistics. Volgistics is designed with security in mind and uses the latest security technology.

Any volunteer can see their file upon request and have copies of what is inside.

Volunteer staff files are destroyed two years after the end of a volunteer’s time.

# Reimbursement

FISH reimburses mileage for Meals on Wheels and Open Table volunteers only. Drivers are reimbursed for miles at the rate set by FISH and available from the Finance Manager. Reimbursements are done by check or direct deposit once a month. Please keep track of all miles using the FISH Volunteer Milage Form (See Appendix B – Useful Forms) and turn it in to your supervisor at the end of every month. Please know that the milage takes several weeks to process.

Open Table volunteers can have their Food Handler’s Card fee reimbursed if they wish. Use the Reimbursement From (again, see Appendix B) to process the payment, or arrange to have your Food Handler’s Card study session and test with the Volunteer Coordinator in the Elmview location.

Volunteers may from time to time purchase articles for FISH use. These purchases must be pre-approved. Volunteers who make these purchases can be reimbursed by FISH. Ask the Financial Manager for details.

# References

A professional or educational reference detailing time worked, jobs worked and standing at FISH is available while you are a current volunteer or for three months after a successful exit interview.

# Grievance Procedure

All grievances should be brought to the Volunteer Coordinator, your supervisor or the director of your division. The staff will provide you with a grievance form (see Appendix B – Useful Forms) to fill out. FISH does not tolerate discrimination, reprisals or unfair consequences for bringing a grievance to the staff. Grievance forms will be reviewed by the Executive Director.

# Disciplinary Practices

One of the goals of the FISH Volunteer Department is for our volunteers to have fun while they are here. However, occasionally a conflict arises. Just as a volunteer is free to leave at any time, for any reason, FISH reserves the same right to end our volunteer relationship with a volunteer, with or without notice, for any reason not prohibited by law. To prevent that necessity, FISH has put together a simple disciplinary action sequence to help volunteers have their best time here.

## Coaching

Coaching is a discussion, with your supervisor, about any issues that come up that may affect the running of FISH. You and your supervisor will make sure you understand any steps necessary to continue volunteering.

This also includes any discussions with the Volunteer Coordinator or Director of your division if there is a personal conflict between volunteers that needs mediation.

## Written Review

If it is necessary to address the issue again, the Volunteer Coordinator and your Supervisor will sit down with you and go over a written statement of the issue and steps needed to correct the problem. This written document will be signed by everyone, will go in your volunteer file, and you will be given a copy.

## You May be Asked to Leave If:

There are certain circumstances under which FISH will ask you to leave the premises and not come back as a volunteer. It’s important that FISH be a safe space for all volunteers, staff and clients. FISH reserves the right to ask anyone to leave at any time.

A partial list of reasons:

Making offensive or derogatory comments or jokes

Yelling, intimating or threating anyone

Pushing, hitting or any physical contact with a client, staff or other volunteer. This includes all mistreatment of clients, volunteers or staff

Questioning a client’s right to food or preventing them from receiving food

Gross misconduct

Being under the influence of alcohol, marijuana, illegal drugs or any substance which impairs a volunteer’s ability to safely do their job

Misuse of equipment or materials

Theft of property, either FISH’s or a client’s, staff person’s or volunteer’s belongings

Failure to abide by the policies outlined in the handbook and the procedures given to you during your volunteering time

Please note:

FISH and Open Table will not tolerate the consumption of alcohol or the use of illegal substances on campus of either location by anyone working or requesting services.

FISH and Open Table will not tolerate the use, sale, purchase, possession, manufacture, distribution or dispensation of drugs on either campus y those working or those seeking services.

# Ending Your Volunteer Service

We understand that people end their volunteer service for a variety of reasons such as moving, a change in schedule, other responsibilities and so on. FISH asks that you give us two weeks’ notice, at the least, so that it will be possible to fill your scheduled slot.

Rules of the Road

# Expectations of Volunteers

Volunteering requires patience. Please have respect for and patience towards clients, staff and other volunteers.

Follow the expectations set by your supervisor. They have specialized knowledge about the job you are doing and can answer your questions as well as give good directions.

# Dress Code

Volunteers who work directly with clients need to wear a FISH issued ID badge while they are volunteering. This badge will have your picture and first name only. The badge must be returned when you have finished volunteering. Volunteers doing Court Ordered Community Service under 30 hours and Service Learning will wear a generic badge.

Closed toed shoes are required for everyone for safety reasons. Tennis shoes or similar comfortable non-slip shoes are recommended.

As far as clothing goes: pants up, midriff covered, no spaghetti straps, no graphic logos while interacting with clients (except the FISH logo), skirts and shorts longer than the fingertips and not ripped or torn. Volunteers are the face of FISH, and we expect you to wear appropriate clothing and present a neat and clean appearance.

# Attendance and Absenteeism

Consistent attendance and punctuality by volunteers are an essential part of FISH’s ability to operate successful programs. It is important that you let the Volunteer Coordinator know, as soon as you know, if you are not going to be coming in.

To call in sick: please call the Volunteer Coordinator at 509-925-5990 extension 1003. Or text at 509-400-4811. Or email at [volunteering@kvfish.org](mailto:volunteering@kvfish.org).

When you are going on vacation, please fill out a Volunteer Time Off Notification form and give it to the Volunteer Coordinator. These forms are available at the volunteer areas in both buildings, and by request from your supervisor. Please give the Volunteer Coordinator two weeks’ notice of a long absence so that they can find a temporary replacement while you are gone. See Appendix B – Useful Forms – for a copy.

Three absences in a row, without notification to the Volunteer Coordinator, will be considered a resignation from volunteering at FISH. To request to return to volunteering after a resignation, please contact the Volunteer Coordinator.

An accurate recording of FISH volunteer hours is very important. This information is reported (in the aggregate) to Washington State, grants FISH has been awarded and to the Board and public.

To record attendance and keep track of the number of hours being worked, FISH uses a VicTouch electronic check in / check out system. Each individual who volunteers for FISH will receive a code which they will use to sign in and out with. There are two kiosks with iPads which can be used to check in, one in each building. On your first day, the Volunteer Coordinator or your supervisor will go through the process with you.

If the VicTouch is down, or you cannot find someone to find your number for you when you’ve forgotten, please sign in using the green manual sign in folders.

# Don’t forget to sign out!

If you do make a mistake, forget to sign in or out or otherwise have trouble with the VicTouch, please contact the Volunteer Coordinator. They can adjust the details on the computer.

# Discrimination

FISH complies with all regulations set by the USDA regarding non-discrimination laws. The procedure to report the USDA any failure to comply is available from the Executive Director or the Volunteer Coordinator.

FISH does not tolerate discrimination in any of its activities or operations by anyone affiliated with FISH, including volunteers, staff, vendors or partners, on the basis of race, color, religion, creed, sex, gender identity (including gender expression), sexual orientation, age, national origin, disability, marital status, family/parental status, income derived from public assistance programs, political beliefs, or military status.

# Workplace Violence and Harassment

Harassment is an act or instance of torment, vexation or intimidation. Workplace harassment includes but is not limited to:

Offensive or derogatory jokes

Racial or ethnic slurs

Pressure for dates or sexual favors

Unwelcome comments about a person’s religion or religious garments

Offensive graffiti, cartoons or picture

FISH does not tolerate harassment or violence, and you will be asked to leave immediately if you engage in these behaviors. Any behavior deemed to be harassment or violence by FISH staff is a reason for dismissal. Take any harassment allegations to staff immediately.

# Personal Relationships

FISH volunteers are not allowed to have personal relationships with clients, their families or associates outside of your volunteer time at FISH. The only exceptions are friendships or family relationships that were established before you became a volunteer.

Do not accept gifts, tips etc. from clients, families and those associated with clients. Do not give gifts etc. to clients, families or those associated with clients.

If a client crosses these boundaries, the volunteer must politely refuse the request/offer and immediately notify their supervisor.

# Health and Illness

A complete copy of the COVID-19 Policy is included in Appendix A – Policies. Your signature on this handbook constitutes your signature on all of FISH’s policies. Please read the COVID-19 Policy in full.

For other illnesses, please call in sick if:

If you have tested positive for any communicable illness

Show symptoms of a communicable illness

Have a fever over 100.5 or strong stomach issues associated with an illness for the last 48 hours

FISH must comply with all Washington State public health guidance and requirements regarding quarantine, vaccination and mask wearing.

You may be asked to leave if you show signs of untreated illness. FISH reserves the right to terminate a volunteer who will not comply with FISH policy and Washington State guidance.

Please note: volunteers must be covered by their own insurance. This includes car insurance in case of an accident while driving for FISH.

# Confidentiality

A complete copy of the Confidentiality Policy is included in Appendix A – Policies. Your signature on this handbook constitutes your signature on all of FISH’s policies. Please read the Confidentiality Policy in full.

It is imperative that we keep confidential all information about clients, staff and volunteers that we learn at FISH. FISH staff and volunteers are expected to protect all participant information in compliance with HIPAA regulations. Please keep FISH at FISH and do not share information you may learn with people outside of FISH.

Some examples of confidential information include (but are not limited to):

Names of clients

Route sheets or information

Addresses

Information about medical conditions

Caregiver information

Please do NOT remove any written information from FISH facilities.

Consider the privacy of the clients at FISH as well, particularly when outside of FISH. Not all clients want to acknowledge that they know you. Have respect and let them set the pace.

Care should be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared.

# Ethics

A complete copy of the Code of Ethics for Staff and Volunteers is included in Appendix A – FISH’s Policies. Your signature on this handbook constitutes your signature on all of FISH’s Policies. Please read the Code of Ethics for Staff and Volunteers in full.

FISH has put together the most important points in our ethical code for you to sign. These include dignity for all, civil and legal rights, unethical behavior reporting, non-discrimination, favoritism, confidentiality, and Mandatory Reporting. Please read this form carefully.

# Mandatory Reporting

Mandatory reporting is required of all FISH volunteers. This means that signs of Elder Abuse and Child Abuse or neglect must be reported to your supervisor immediately. Whether you are visiting a client in their home or see problems in the waiting room of the Pantry, it is important that any signs be passed on to the appropriate authorities. In FISH’s case, please contact the Director of Grocery Operations, the Director of Special Projects, the Executive Chef or the Executive Director if you see something suspicious (or blatant).

# Safeguarding Children and Vulnerable Adults

Child or Elder abuse is physical and/or emotional ill-treatment, sexual abuse, neglect, or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child or vulnerable adult’s health, survival, development or dignity in the context of the relationship or of responsibility, trust or power.

FISH has a zero-tolerance policy regarding the abuse and exploitation of children and/or vulnerable adults. FISH volunteers are prohibited from engaging in any form of abuse or exploitation of children and/or vulnerable adults and required to report all suspicions and allegations.

# Representing FISH

Volunteers represent FISH while they are here and promise not to engage in any activity that could cause harm to the organization, to others or to themselves.

We know everyone likes social media. We encourage you to share, like and comment on FISH’s posts and share your excitement and experiences at FISH on your own social media.

Please follow us on Facebook, Instagram, and LinkedIn and well as allowing emails and text messages directly from FISH for timely information on policy updates, training opportunities and news.

Facebook: fishcentralwashington

Instagram: fishfoodbank

LinkedIn: FISH food bank, food pantry, open table meal service

Please understand, volunteers do not have the right to speak to the media on behalf of FISH in any way. FISH has legal limits as a 501c3 nonprofit regarding lobbying. Volunteers do not hold authority to obligate or speak for the agency.   
These actions may include, but are not limited to:

Public statements to the press

Lobbying efforts for other organizations

Any agreements involving contractual or other financial obligations

Proselytizing for a particular religion or sect of a religion

If you have any concerns, please speak with the Executive Director.

# Solicitation for Other Organizations or People

Solicitation means an entreaty or urging for a petition or person. FISH grounds are for FISH’s use. Please to do solicit for any organization besides FISH or any individual on FISH grounds or to FISH clients, staff or volunteers while on FISH grounds.

# Conflict of Interest

A conflict of interest is any action that benefits the volunteer at the detriment of the organization. This includes, but is not limited to, showing favoritism to relatives in hiring or work, accepting payment from another company for information about FISH or taking advantage of confidential information learned on the job for your own benefit. If you are unclear if something is a conflict of interest, please take it to your supervisor.

# Cell Phones and Other Electronics

While volunteering, our volunteers should focus on the scheduled service project they are participating in. Please keep this in mind when operating a personal electronic device while volunteering. Please do not use a cellphone or other device in front of clients.

Headphones of any kind are not allowed due to safety concerns. Quiet music is allowed when it is not violent or discriminatory. If anyone asks for it to be turned off, then the request needs to be granted.

# Internet

Please do not do personal business on FISH computers, including schoolwork. FISH-Guest is available for everyone to use on their phones. Password: food4all

# Food Handler’s Cards

Open Table and Picnic in the Park volunteers will be required to get a Washington State food Handler’s Card. The Volunteer Coordinator will arrange the online process and FISH will pay the fee. A copy will be kept in the volunteer’s file and a copy provided to the Food Service Administrative Manager.

# Driving a Van

FISH vans are an important asset for FISH. Any volunteer who operates a FISH vehicle is required to have a clean, current driver’s license. A copy must be provided to the Director of Grocery Operations one week prior to the volunteer’s first drive.

There is a procedure for operating a FISH vehicle. Volunteers will be trained in this procedure before you will be able to check out a vehicle.

Volunteers who operate equipment that requires certification must go through the classes and receive the certification. FISH will pay for the certification. A copy of the certification must be kept in the volunteer’s file and a copy maintained by the Director of Grocery Operations.

# Severe Weather

Severe weather does occur in Kittitas County, particularly changes in temperature, extreme temperatures and winter storms.

When it snows less than four inches, FISH will remain open. The Volunteer Coordinator will email and text you if FISH closes. Please call in if you are unable to get to FISH under those circumstances.

When it threatens to snow more than four inches, please listen for school delays. If Ellensburg schools are delayed two hours, FISH will close. Again, the Volunteer Coordinator will notify you via email and text. Frozen meals will be given to the Meals on Wheels recipients in advance of any storm so that they will not go hungry in the case of a FISH closure.

In the case of extreme temperatures, FISH remains open. Again, if you are unable to volunteer at that time, please let the Volunteer Coordinator know as soon as possible. Every effort will be made to mitigate extreme temperatures in the warehouse and in the main buildings.

# Be Responsible

Be responsible for computers, equipment, facilities, furniture and vehicles and respect property belonging to clients, fellow volunteers and/or employees.

# Accidents

Any injury, accident or incident where you might have experienced harm while volunteering must be reported to FISH Staff. The staff will have you fill out an Incident Form. FISH keeps tracks of incidents to make improvements in processes and procedures. See Appendix B – Useful Forms – for a copy of the Incident Form.

# Tobacco Use

FISH’s tobacco use policy is in force twenty-four hours a day and applies to all FISH properties and vehicles.

Smoking and vaping are a fire hazard, particularly in the summer. FISH does not allow smoking/vaping or other tobacco use in its campuses, including but not limited to:

Outdoor areas

Parking lots

Bus stops

In personal vehicles when carrying FISH property or meals

In company vehicles

Marijuana is also banned from FISH campuses and vehicles as listed above.

# Pets

Pets are wonderful, but they can be distracting and possible messy. Therefore, FISH asks that you leave your pets at home. Please keep in mind that extreme temperatures in Kittitas County make it unsafe to keep your pet in your car.

Service animals are allowed and welcome to help their person volunteer at FISH. Please let the Volunteer Coordinator know that you will need animal assistance to ensure that the appropriate accommodation is made.

# Photography

Do not take pictures, videos or other recordings of clients or other volunteers without their express written permission. Photographs and film (video) of participants and volunteers is sometimes used in promotional, social media and other means by FISH to promote our mission. The staff will take pictures of volunteers and the volunteer’s consent is assumed unless verbally stated otherwise at the time the picture is taken. Please read the Liability Waiver section on photographic permissions.

# Open Door Policy

FISH maintains an “open door” policy and asks that volunteers bring their questions, concerns, suggestions or complaints to their Division Manager. If that is not possible for any reason, the volunteer is asked to go to the Volunteer Coordinator and ultimately to the Executive Director if needed.

It is against the values of FISH for anyone to retaliate against a volunteer who reports in good faith an ethics violation or a suspected violation of law, such as a complaint of discrimination, suspected fraud or violations of any regulation governing the operation of FISH or any of its divisions.

Safety

There are federal (OSHA) and state (WISHA) laws that govern workplace safety. Nonprofit workplaces are required to follow the same safety laws as for-profit organizations. We want you to be happy working with FISH and secure in knowing you are in a safe environment.

You have a right to a safe workplace and appropriate personal protective equipment (PPE) for the job.

# Safety Mindset

We all share in the responsibility of making our organization a safe place to work. You might think “I’m a volunteer. It’s not my job to raise safety issues,” but it is. Keep everyone’s safety in mind and speak up when you see something unsafe.

# Extreme Temperatures – Keep an Eye on Each Other

Extreme temperatures lead to greater injuries. Always keep an eye on each other!

Working in an environment that is too hot can lead to heat exhaustion and heat stroke – which can be fatal. Working in an environment that is too cold can lead to hypothermia – also can be fatal. Both conditions can lead to problems with thinking and judgement. Be mindful of how the temperatures are affecting you, but also mindful of a work partner who may be suffering for temperature exposure. Help keep each other safe and healthy!

# Dress for the Situation

Volunteering is supposed to be fun and rewarding. Whether you are dressing up or down, make sure what you wear doesn’t interfere with the safety of the tasks you’ll be performing.

Wear good shoes

Loose items, such as jewelry, loose sleeves or an untucked shirt can get caught and cause sudden injury.

Hyperthermia (too cool) and hypothermia (too warm) can be caused by wearing the wrong clothing. If you will be working outside, such as in the warehouse or delivering Meals on Wheels, please dress for the weather.

Specific work attire is required around food, since your clothes carry bacteria and pathogens that can make others sick. The kitchen staff will orient you on this.

# What To Do If Someone is Injured

Immediately contact your supervisor

First aid supplies are in the warehouse on the wire rack next to the pallet wrapper

Call 911 if in your judgment it is warranted

The nearest hospital is KVH Hospital on Chestnut and Manitoba

# Fire

In the event of a fire:

Yell “FIRE”

Get out

Stay out

Heat is more threatening than visible flames

Smoke and toxic gases kill more people than flames do

Meet in the main parking lot away from the building.

If you were in the kitchen/dining room, meet with the Food Service Administrative Manager and make sure they know you are safe.

If you were in the pantry/warehouse, meet with the Volunteer Coordinator and make sure they know you’re safe.

# Slips, Trips and Falls

Slips and falls are one of the leading causes of injury in the United States. You are always at risk. However, falls are preventable. They are often caused by wet floors, footwear, lighting, and obstructions or trip hazards.

Monitor the floor for anything that might cause a slip such as water, unevenness or objects

Wear the proper shoes, with a good sole and grip

Clean up spills immediately and put up signs to let others know

# PPE – Personal protective equipment

There are many types of PPE besides simply masks and gloves. Oven mitts, and earplugs for example. Make sure your PPE fits correctly.

Single use items should only be used once; do not put nitrile gloves back on after they have been removed.

# Lifting

Injuries to muscles, nerves, tendons, joints, cartilage and spinal discs cost $50 billion a year. Not all injuries are caused by lifting loads that feel heavy. A lot of injuries are caused by repetition, such as picking up a light amount over and over. Twisting or reaching is also dangerous. A few minutes spent now to learn safe lifting can protect you from a lifetime of pain.

FISH has a power point presentation on lifting that you will go over during your orientation.

# Conflict de-escalation

A volunteer should contact a staff person. Volunteers are not expected to, nor is it appropriate for a volunteer to, attempt to de-escalate the situation.

# No ladders

Please do not use ladders at FISH. Washington State requires workplaces to provide ladder training to those using ladders and FISH does not currently have this training for volunteers. In the warehouse there is one moving stairway that can be used, but it is heavy and awkward to move. It is better to ask one of the staff to get food down from the higher tier if you need it.

# Cutting Tools

Cutting tools are common in the workplace, particularly in our warehouse and kitchen. However, they cause 30% of workplace injuries. A dull knife can have a higher potential for injury than a sharp one because it requires more pressure and can slip. Always retract and store your knife safely between cuts if possible. Cut away from you and use the minimum pressure necessary.

# Cart safety

Common injuries with carts include fingers and hands caught between the cart and other objects, crushed or bruised toes and feet and muscle strains in the lower back, shoulders and arms. Notify your supervisor or the Warehouse Manager immediately if there is a problem with a cart, such as a broken wheel or crack in the body. Practice safe lifting and bring the cart as close to the heavy object as possible. Do not use your foot as a break or stop. Make sure to put the cart away so others do not trip.

Safety is incredibly important. FISH wants to see everyone enjoy the fun and satisfaction of volunteering safely. If you are unsure of how to safely proceed do NOT begin. Ask a supervisor for instructions.

### Appendix A

Policies

FISH COVID-19 Testing and Return to Work Policy

Purpose

Provide a protocol for FISH employees and volunteers returning to work after testing positive for or being exposed to COVID-19.

Policy

FISH policy dictates that all employees testing positive for COVID-19 must stay home and isolate for 5 days from symptom onset or, if asymptomatic, 5 days from the positive test. Day 1 is when symptoms start or the date of the test (for asymptomatic patients).

For symptomatic cases the employee or volunteer can return to work on day 6 if symptoms have improved and they are fever free for 24 hours without fever reducing medications, and they have had a negative COVID-19 test.

For asymptomatic cases, if symptoms develop after day 5, employees and volunteers must stay home until symptoms have improved for 24 hours and they have had a negative test. Patients who continue to test positive may return to work upon a negative test or return on day 10, whichever comes first.

If the test is still positive on day 6, employees and volunteers must stay home and retest the following day to return to work (if negative). If still positive, staff and volunteers must continue testing and may return to work upon a negative test or return on day 10, whichever comes first.

Employees and volunteers must wear a well fitted mast (KN95 or N95) for a full 10 days from symptom onset, or if asymptomatic, 10 days from the initial test.

Procedure

Symptomatic

Stay home if experiencing any symptoms related to COVID-19

Test for COVID-19 with a rapid COVED-19 test.

If positive, inform your supervisor or the Volunteer Coordinator.

Employees and volunteers must stay home and isolate for 5 days from symptom onset or positive test result if asymptomatic.

Employee or volunteer may return to work on day 6 if:

Symptoms have improved. Fever free for 24 hours without fever reducing medications.

Have a negative COVID test.

Wear a well-fitted mast (KN95 or N95) at work until the end of day 10.

If the employee or volunteer tests positive on day 6, they must:

Stay home and continue to isolate

Retest the following day and return to work if the test result is negative and fever free for 24 hours without fever reducing medications.

Inform the supervisor of test results.

If an employee or volunteer continues to test positive, continued testing and return to work upon a negative test or day 10, whichever comes first.

Asymptomatic

Stay home and isolate for 5 days if tested positive for COVID-19.

Inform the supervisor of test results.

Employee or volunteer may return to work on day 6 if:

No symptoms have developed, fever free for 24 hours without fever reducing medications.

Have a negative COVID-19 test.

Wear a well-fitting mask (KN95 or N95) at work until day 10.

If the employee or volunteer tests positive on day 6, they must:

Stay home and continue to isolate.

Restes the following day and returns to work if the test result is negative.

Keep the supervisor information of results each day.

If symptoms develop after day 5, staff or volunteers must stay home until symptoms have improved for 24 hours and test again.

If an employee continues to test positive, continue testing each day and return to work upon a negative test or day 10, whichever comes first.

Negative Test Results with a Positive Household Member

If someone in the employee or volunteer’s household test positive, and the employee or volunteers tests negative:

The employee may return to work

Monitor for symptoms

The employee or volunteer can be asked to undergo daily testing for a period of five days and wear a mask.

If at any point during the five days, the employee or volunteer test positive, FISH’s return to work policy goes into effect.

Policy is informed from the Washington State Department of Health Guidelines.

Applicability

This policy applies to all FISH and Open Table staff and volunteers

This policy is subject to review as guidance from Public Health officials changes.

Client Confidentiality Policy

For Employees and Volunteers

Overview

It is the policy of Friends in Service to Humanity (FISH) to protect the confidentiality and privacy of those who seek services and to hold confidential all personally identifying, or individual information, about service participants. Employees and volunteers of FISH are charged with maintaining this confidentiality of service participants, as outlined in this policy and in federal and state law.

FISH shall not disclose any personally identifying information, or individual information, collected in connection with services requested, utilized, or denied through its programs or reveal any individual client information without the informed, written, reasonably time-limited consent of the person about whom information is sought. FISH will avoid any inadvertent release of personally identifying information, or individual information, about any service participant. The obligation to maintain confidentiality does not end when the service to a participant is concluded. Confidentiality extends to all current and former service participants, including those who were denied services.

Clients may not be photographed for any purpose without a signed Photograph Release form.

Releases of Information

Generally, staff may disclose personally identifying information, or individual information, if the service participant gives them explicit, informed, written, and reasonably time-limited consent to do so. Staff may disclose personally identifying information, or individual information, to other FISH staff for the purpose of monitoring appropriate adherence of the service participant to government limitations regarding using multiple food pantries. Staff may also identify service participants to utility companies or public/private aid organizations for whom the service participant is pursuing assistance. No social security numbers are collected from service participants.

Releases must be in writing, signed, and dated in ink. The written release must:

a. Be specific as to the information being released;

b. Include the purpose for the information being released;

c. Designate the individual or agency the information is going to; and

d. Specify a time limit for the release, which typically should not exceed 15-30 days.

Volunteers may not disclose personally identifying information, or individual information, about service participants at any time.

Possible Exceptions:

a. Emergencies which are life threatening or could result in serious bodily harm are an exception

to this policy. To the extent possible, emergency services should be contacted without revealing any confidential information about any program participant. Staff may disclose confidential information when there is a clear and imminent danger that is life threatening or could result in serious bodily harm to an individual. When appropriate and possible, this determination should be made by FISH’s Operations Manager, or the Executive Director in the Operations Manager’s absence. If time is of the essence, staff should first call 911 and notify the Operations Manager or Executive Director as soon as is reasonable.

b. Mandatory reports to Children's Protective Services in cases of child abuse and neglect are an

exception to this policy. Any report shall only be made according to the child abuse and neglect reporting laws (Codes RCW26.4.030 and RCW 26.44.030).

c. Crimes committed in the food pantry are an exception to this policy. To the extent possible, criminal activity reported to law enforcement will be reported without revealing any confidential information about any program participant. Staff may disclose confidential information when there is a crime being committed in the Food Bank or Food Pantry, and it has been determined that law enforcement should be involved. The determination of whether to involve law enforcement should be made by the Operations Manager or the Executive Director. If both are unavailable, a staff person may do the reporting.

Code of Ethics for Staff and Volunteers

Please review these statements thoroughly. If clarification is needed for any of them, please see the Program Director, Manager or Supervisor responsible for your assigned area. The Executive Director is also available to clarify, if needed.

When these have been read and understood, please sign the copy that has been provided for you, and return it to the Volunteer Coordinator. That signed copy will be in your volunteer file.

As a FISH and/or Open Table volunteer, I agree to:

Respect the dignity and protect the civil and legal rights of all who are seeking services or participating in programs.

Report to the Program Director or Manager, or the Executive Director, without reservation, any corrupt or unethical behavior which could affect either a program participant or the integrity of the organization.

Not discriminate on the basis or face, color, religion, creed, gender, gender expression, age, national origin, disability, marital status, sexual orientation or military status in any activities or operations.

Not display favoritism or preferential treatment of one participant, or group of participants, over others.

Maintain the integrity of confidential information and not to seek personal data beyond that needed to perform the responsibilities of the job.

Hold confidential all client information and to reveal none of that information to anyone not having proper professional reasons for needing the information.

Report any knowledge or suspicion of abuse of a child or adult in accordance with the Mandatory Reporting laws of the State of Washington.

### 

### Appendix B

Forms

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Description automatically generated Vehicle Mileage Log

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date | Driver/reason | Odometer start | Odometer End | Total Miles |
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Description automatically generated Volunteer Reimbursement Request Form

Volunteers may request reimbursement for expenses incurred while volunteering at FISH. Check with your Supervisor prior to spending money to verify the expense can be reimbursed.

Volunteer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| Address: |  |
| Address 2: |  |
| City, Zip: |  |
| Email: |  |

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| --- | --- |
| Description of Expense | Amount |
|  |  |
|  |  |
|  |  |
| Total |  |

Please Pay:  Petty Cash ($20 or less)  Check  Electronic

For Electronic transfer:

|  |  |
| --- | --- |
| Bank Routing # |  |
| Bank Account # |  |

Volunteer Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_

For Office Use

Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Approval Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_

Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Volunteer Time-Off Notification

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Today: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What are your current volunteer assignments? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Time-Off Start Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Return to Volunteering Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please return this form to the Volunteer Coordinator at least one week prior to the day you would like to be off from volunteering so the Volunteer Coordinator can arrange for your replacement.

Thank you!

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Grievance Form

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Anonymous

Issue:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Official Use Only*

Date Received:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Response/Action:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Staff Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Title:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

** FISH Food Bank Food Pantries Open Table Meal Service**

ACCIDENTS AND INCIDENTS REPORT

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Name of person injured / involved in incident:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Status (employee, contractor, visitor)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of person injured / involved in incident \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Details of accident or incident

Date of accident or incident \_\_\_\_/\_\_\_\_/\_\_\_\_ time am/pm

Date reported \_\_\_\_/\_\_\_\_/\_\_\_\_ time am/pm

Accident / incident location

Activity engaged in at time of accident / incident

Details of the injury, if any

Cause of the accident / incident

Name of witness(s)

First aid attendant (if applicable)

First aid treatment (if applicable)

Name and address of doctor (if applicable)

Completed by

Notification

Police

Work cover Authority

Insurer

Accident and Incident Investigation Report

Date of report \_\_\_\_/\_\_\_\_/\_\_\_\_ Date of incident \_\_\_\_/\_\_\_\_/\_\_\_\_

Location of incident

Investigation team

Manager or supervisor

Safety officer

Employee or other person working on the farm

Details of injury

Check boxes as appropriate

🞏 lost time 🞏 medical treatment 🞏 first aid 🞏 none

🞏 reported to Workcover insurance agent

Details of damage (plant / equipment / property)

Details of accident / incident

Key contributing features

Immediate causes

Underlying causes

Intermediate action taken to prevent further risk of injury or recurrence

Recommendations

Action and responsibilities

Completion date \_\_\_\_/\_\_\_\_/\_\_\_\_

Name of manager or supervisor

Signature