



Volunteer Guidelines/Rules

Loaves and Fishes of Tompkins County

Welcome to Loaves & Fishes and Thank You for Volunteering!

Mission Statement: Loaves and Fishes of Tompkins County is a Christian Ministry which provides a place for free meals, hospitality, companionship, and advocacy for those in need, regardless of their faith, beliefs, or circumstances.

- **Personal Hygiene:** Good personal hygiene prevents the spread of disease/illness.
 - You are ready to handle food if you have:**
 - Good health! Don't work with food if you have diarrhea, vomiting, fever, chills, open sores on hands or face, or a cough.
 - Clean hair, body and clothes
 - Removed jewelry from hands and dangling earrings/necklaces
 - Wearing hardtop or closed toe shoes is recommended
 - **Restrained hair with a hat or hair net –please bring your own**
 - Clean apron – please bring your own, if possible
 - THOROUGHLY WASHED HANDS/FOREARMS; dry with paper towels
 - ❖ Wash hands after eating, blowing your nose, smoking, using the bathroom, or after touching anything besides the food and tools you are working with
 - ❖ Wash hands before starting each new food prep task
 - GLOVES ON when working with food that will not be cooked
 - ❖ Change gloves after touching anything other than the food you are preparing or serving
 - EATING IN THE KITCHEN IS PROHIBITED
- **Volunteer commitment:**
 - Stay for at least two hours, ask the Kitchen Manager or Kitchen Manager Assistant how you can best help out
 - Call to let us know if you can't come in on a specific day – we do count on you!
 - Bring an attitude of respect and cooperation. We work as a team.
- **Youth may volunteer at Loaves & Fishes in accordance with the rules below and with the daily permission of the Kitchen Manager on duty:**
 - Must be at least 18 years of age to use knives, any electrical equipment in the kitchen including the dishwasher or working at the stove/oven
 - Must be at least 16 to work in kitchen and food prep areas
 - Must be at least 16 to go downstairs to the storage area, unless accompanied by paid staff or their parent or legal guardian
 - Must be at least 16 to walk around the building to collect trash, unless accompanied by paid staff or their parent or legal guardian
 - Must be at least 16 to move the outside cigarette butt containers unless accompanied by paid staff or their parent or legal guardian
 - Must be at least 14 to volunteer without a supervising parent or legal guardian
 - Children 13 and under must be accompanied and supervised at all times by their parent or legal guardian.
 - **Small children coming with their volunteering parents** must be supervised and accompanied at all times by their parent or legal guardian and they are not allowed in food preparation areas.
- **Sign in sheet – please sign in each day you volunteer here.**
- **Insurance** Due to budgetary constraints, Loaves & Fishes carries only minimal liability insurance. All volunteers are required to sign a Hold Harmless agreement. It is expected that you will provide for your own health care should an accident occur in the kitchen or during any activity related to Loaves & Fishes of Tompkins County.

- **Parking:** There are **NO** parking spaces available in the St. John's lot for volunteers, except for one handicapped space; the one closest to Buffalo St. If you have mobility challenges and require parking in the lot, please let the Kitchen Manager know. We make every attempt possible to accommodate people with a NY State issued parking permit. Otherwise, please park on the street. If you need reimbursement for parking on the street, let the Kitchen Manager know.
- **Code of Conduct:** For the safety and well – being of all (including yourself), always and as soon as possible inform L & F Staff, (Kitchen Manager, Kitchen Manager Assistant, Advocacy Coordinator or Executive Director) about unacceptable behavior. Details of unacceptable behavior are outlined in the Loaves and Fishes Code of Conduct and Anti-Discrimination and Anti-Harassment Policy. Unacceptable behavior from guests, volunteers or staff include:
 - Any violent or out of control behavior
 - Verbal abuse, yelling
 - Inappropriate/unwanted physical touch
 - Any biased behavior in regards to race, color, creed, ethnicity, sex, sexual orientation, age, marital status, disability or national origin
 - Being under the influence of alcohol/drugs
 - Activity involving illegal drugs.
 - Drug/Alcohol or weapon possession
 - Stealing
- **Personal Belongings:** Please keep valuables on your person or ask staff to secure your belongings in the locked cabinet. We cannot take responsibility for personal belongings.
- **Advocacy:** When you encounter someone in need of help, please inform the staff, even if you feel capable and willing to help them yourself.
- **Smoking:** There is **NO** smoking in the building and we ask that, if you smoke, you stay 25 feet away from doorways and open windows. Please dispose of butts in the outside receptacles.
- **Trash Management:** We **RECYCLE** –see the kitchen manager for instructions.
- **Energy Conservation:** Please be mindful and do your part to conserve energy, including:
 - Use lights, fans only when needed; turn off lights when leaving a room
 - Keep outside doors closed in winter
 - Keep refrigerator/freezer doors closed; remove items quickly
- **MSDS Sheets:** Material Safety Data Sheets state the ingredients of and first aid for the cleaning products we use; these are located in their own binder in the tall corner kitchen cupboard.
- **First Aid Kit:** There is one located in the kitchen near the clock and there are more items for first aid located in the tall corner kitchen cupboard, please inform the Kitchen Manager if you are in need of first aid materials.
- **Universal Precautions: Occupational Exposure and Safety Guidelines that must be followed by all:**
All body fluids of all persons contain potentially infectious organisms.
 Body fluids include blood, vomit, saliva or sputum, feces, urine, discharge from nose/ eyes/ ears, drainage from Scrapes/cuts/ burns/ blisters/ boils and other body fluids. Volunteers and guests must follow all rules below to prevent infection of transmittable diseases:
For cuts, burns and bleeding of an individual and for contaminated food and objects:
 - Inform the Kitchen Manager immediately; he/she will oversee the person/clean up
 - Do not touch anything with your bare hands
 - Put on vinyl (surgical) gloves and use paper towels for clean up.
 - Any contaminated food must be discarded and contaminated utensils must be soaked with bleach and water solution.