



Volunteer Policy and Code of Conduct Manual

Dutchess Outreach acts as a catalyst for community revitalization and exists in Dutchess County as an advocate and provider of hunger and relief programs in order to ensure that everyone, regardless of income, has access to fresh, healthy food, and the support they need.

www.DutchessOutreach.org

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Respectful Workplace Principles and Practices

Dutchess Outreach is committed to fostering, cultivating, and preserving a culture of diversity and inclusion. The collective sum of individual differences, life experiences, knowledge, inventiveness, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of our culture and reputation.

All members of the Dutchess Outreach Community have a responsibility to treat others with dignity and respect at all times. A respectful organization encourages dialogue and insists on civility from everyone, no matter their position in the organization. Protection from negative, aggressive, insensitive, and inappropriate behaviors provides a healthy work environment where all communication and interactions are marked by dignity and respect. All complaints of negative and inappropriate workplace behaviors will be taken seriously and followed through to resolution, and employees who file complaints in good faith will not be retaliated against for reporting others for their inappropriate behavior.

Respectful Behavior

All people working for Dutchess Outreach in a volunteer or employee capacity are expected to abide by these values and standards of interpersonal behavior, communication, and professionalism:

- We respect and value the contributions of all members of our community, regardless of status or role in the organization;
- We treat employees with respect, civility, and courtesy;
- We will work together to eliminate the impact, as well as the intention, of preference and discrimination from our thoughts and behaviors;
- We will incorporate bias-free communications in our interactions;
- We will identify and break stereotypes when found;
- We appreciate and value each other and our diverse backgrounds and life experiences;
- We actively seek to understand and include others regardless of differences;
- We ask and use the pronouns people prefer for themselves rather than making assumptions;
- We effectively collaborate as a member of a diverse team;
- We communicate honestly and openly with supervisors and others in leadership positions and, in good faith, raise concerns—including those about safety, possible misconduct, and violations of laws, regulations or internal requirements;
- We will make our personal boundaries known to others while we assume positive intent;
- We will actively listen with the intent to learn and continuously improve our behavior.

Examples of Disrespectful Behavior

Examples of disrespectful behavior can include, but are not limited to, the following:

- Use of threatening or abusive language, profanity or language that is intended to be, or is perceived by others to be, demeaning, berating, rude, threatening, intimidating, hostile or offensive;
- Bullying;
- Microaggressions, defined as a statement, action, or incident regarded as an instance of indirect, subtle, or unintentional discrimination against members of a marginalized group such as a racial or ethnic minority;
- Making threats of violence, shouting or engaging in other speech, conduct or mannerisms that are reasonably perceived by others to represent intimidation or harassment;
- Using racial or ethnic slurs; demonstrating racial, gender, sexual orientation, or cultural bias;
- Telling denigrating jokes that are intended to be, or that are perceived by others to be, crude or offensive; teasing, name calling, ridicule or making someone the brunt of pranks or practical jokes;
- Using of epithets, slurs or negative stereotyping;
- Using sarcasm or cynicism directed as a personal attack on others;
- Making unwanted or threatened inappropriate physical contact;
- Engaging in any pattern of disruptive behavior or interaction that could interfere with the workplace;
- Making comments about another's body type, demeanor or stature.

If we are in leadership positions, we will model civility for others, hold individuals and ourselves accountable for behavior, and will be responsive to complaints when they are brought forward. Bystanders who observe such behaviors are encouraged to act in whatever way they feel most appropriate including but not limited to interrupting the behavior, informally addressing the behavior after the fact, formally reporting the behavior, and to encourage others' ally ship in ensuring a positive work environment. Anyone engaging in disrespectful behavior in the workplace will be subject to disciplinary action up to and including dismissal from service from Dutchess Outreach. Harassment in any form is unacceptable. Dutchess Outreach has a separate policy and procedure governing sexual harassment.

Acknowledgment:

"I agree to abide by the principles that were explained to me and understand my role in upholding a respectful workplace. I understand I should report what I see in the workplace as it relates to behaviors defined as unacceptable. I understand that if I have any questions that were not addressed in this discussion, or if I encounter any problems, I can contact the Executive Director or another member of the management team at Dutchess Outreach."

Our Programs

Dutchess Outreach works to widen community food security and food sovereignty, increase advocacy, and provide emergency relief by offering a range of vital programs for those in need to ensure that equitable physical and economic access to safe, nutritious, culturally appropriate, and sustainably grown food is available at all times across our community, regardless of income or zip code.

The programs we offer our community are diverse, yet they all help us fill in the gaps and meet the needs of our most vulnerable neighbors.



The Lunch Box

*A message from our **Lunch Box** Manager...*

Hey y'all!

Thanks so much for offering your time and energy to our mission at Dutchess Outreach. The Lunch Box is a dynamic environment, every day offering new opportunities to connect with our guests & neighbors, our local farmers, and our food. It is our wish to respect each of you and your abilities and to meet you where you are with the tasks and efforts asked of you. We want everyone's time here to be positive and productive.

Our guests are of utmost importance to us and we wish to provide them their meals in an environment free of judgment. Not everyone eats the way that we do and not everyone has the same tastes, values and feelings about food, or even certain ingredients or preparation styles. We respect everyone's opinions even if we cannot always offer choices and alternatives. We never want to "yuck your yum!" Our policies may change over time and in response to changing needs, but generally we do not limit the number of servings. We acknowledge that many of our clients are accessing food for other friends & family, young & old, that may not be able to attend service in person.

Please familiarize yourself with our current policies in our handbook and video. Whenever you are in the Lunch Box, I hope that you feel empowered to explore, ask questions, and identify problems or concerns. At the end of every shift, I hope that you feel fulfilled and if I don't say it every time, please take my heartfelt thanks today! Everyone at Dutchess Outreach is grateful for your support.

Sincerely,

Tess Connors
Lunch Box Manager

VOLUNTEER CONDUCT & LUNCH BOX ETIQUETTE

Dutchess Outreach is powered by a small staff and many volunteers. To operate at our highest level, we must remain a welcoming and professional environment. Please keep in mind that this is a workplace for some and a community space for all.

DRESS CODE

People with hair on their heads must wear either a hat or a hairnet. Long hair must be tied back.

Face masks are optional unless otherwise stated by the Manager or Dutchess Outreach Staff.

If you are here on a cold day, please bundle up—you may be asked to hand out meals at the door.

Wear food service gloves at all times. Do not handle food without clean food service gloves.

CONDUCT

Our space can be noisy. To avoid excess noise, please refrain from singing or shouting.

Please don't share information related to health or bodily functions. If you need any sort of accommodation due to a health concern or physical condition, please speak with Amy privately.

Please know that while friendly conversation and jokes are (of course!) allowed, we must use discretion when it comes to conversational topics. Please don't discuss drug or alcohol use or sexual activity. Do not make jokes of a sexual or discriminatory nature.

The language that you use with guests, fellow volunteers and staff members is important. When extra busy or tense moments occur, we ask everyone to use respectful language.

Customer service is a high priority for us. We treat our guests with dignity even when difficulties arise. If you are met with challenging behavior and need support, please tell a staff member.

Clean up after yourself in every space you use (restroom, kitchen, volunteer coat rack).

VOLUNTEER SUCCESS AND FEEDBACK

We're working on improving the training/instruction that volunteers receive in the Lunch Box so that people can move through their shifts with confidence. The culture we strive to promote in the Lunch Box is one of volunteer autonomy. Unless you are given highly specific instructions, we encourage you to complete tasks in a way that best suits your abilities and preferences. For example: when buttering bread, use the oldest bread available. Gather your materials (bread, butter, knife, cutting board, hotel pan). Cut the bread, spread butter on it and put it in a hotel pan. If you want to use a mixture of types of bread, that's great. If you want to throw it in the oven for a few minutes to toast after it's in the hotel pan, even better! However, you go about it is fine. We mean it in the kindest of ways when we say: Just Do It!

Regarding feedback/suggestions: We welcome your feedback and suggestions! Lunch Box staff will be most receptive to your suggestions if you offer them at an appropriate time, such as after the food is ready, after the delivery is unloaded, or after the meal service has concluded.

Lunch Box Volunteer hours

Lunch: Monday - Friday - 9 AM - 11 AM/9 AM - 1 PM/11 AM - 1 PM ~ Sunday 11 AM - 1 PM

Evening: Monday - Friday - 4 PM - 6 PM

*Volunteers: adults & youth ages 16-17 w/an adult

The Food Pantry

*A message from our **Food Pantry** Managers...*

To Our Phenomenal **Food Pantry** Volunteers,

We are grateful that you are interested in volunteering in our Food Pantry and working with people from a range of cultural backgrounds. We are excited to offer a friendly, non-judgmental approach with a comfortable environment for interacting with people who may be struggling with complex issues and for who English may not be their first language. Thank you for being able to work collaboratively as part of a team, for being organized, for being able to follow processes and/or for your ability to keep our client information private.

You play an important and vital role in giving direct support to people who use our Food Pantry. You will greet them and make them feel comfortable while providing support, if needed. Our guess should always feel welcome and appreciated.

Whether you are sorting food items, checking for expiration dates, discarding expired items, recording client data and/or keeping our Food Pantry clean and organized, we need you. We could not do this without you!

Thank you for your dedication and for your ability to work as part of our warm, friendly and supportive Food Pantry team.

With appreciation,

Tara W., Delia V. and Teresa B.

VOLUNTEER CONDUCT & FOOD PANTRY ETIQUETTE

Dutchess Outreach is powered by a small staff and many volunteers. To operate at our highest level, we must remain a welcoming and professional environment. Please keep in mind that this is a workplace for some and a community space for all.

DRESS CODE

- Dress in layers and comfortable clothing and shoes.
- Face masks are optional unless otherwise stated by the Manager or Dutchess Outreach Staff.

CONDUCT

- Positive, warm and welcoming attitude
- Friendly disposition
- Treat our clients with dignity and respect
- Judgment free

VOLUNTEER SUCCESS AND TASKS

- Informs customer on food availability in food pantry and assist customers with any additional needs i.e. toiletries.
- Stocks shelves with like items and with labels facing front.
- Networks and collaborates with other entities to ensure the distribution of food to food insecure households.
- Bags groceries for customers if the customer, if the customer so chooses.
- Transfer meat, produce and dairy from walk-in fridge and stocks Food Pantry fridge daily.
- Maintains toiletries shelves, keeping them stocked, neat and clean.
- Checks for expired items or old produce daily.
- Unloads donations.
- Unloads and records donations.
- Unloads and stocks donations.
- Inputs data.
- Monitors sign-in sheet to ensure that all information needed is accurate.
- Cleans fridge daily.
- Breaks down boxes and takes out recycling and garbage as needed.
- Sweeps and mops the floor in the pantry and hallway outside the Food Pantry.
- Assists customers with carrying groceries to their car or outside, if needed.
- Bilingual (Spanish) preferred; not required.
- Volunteers: adults & youth 11-14 years old accompanied by an adult.

Food Pantry Volunteer hours

Monday - Friday - 8:30 AM - 4 PM (various shifts in between)

The Fresh/Mobile Market and Urban Farm

*A message from our **Fresh Market/Mobile Market and Urban Farm** Manager...*

To Our Outstanding **Fresh/Mobile Market and Urban Farm** Volunteers,

Thank you for being part of our team! The Mobile Market strives to provide our customers with the freshest local produce at a great price, in a warm, welcoming, clean environment. Our goal is to give every member of our community access to the high-quality and nutritious fruits, vegetables and grains regardless of ability to pay. Our volunteers share their passion and knowledge for healthy eating with our wonderful customers.

Our Urban Farm Team loves to grow. Regardless of prior experience, Urban Farm Team Members have the opportunity to get their hands in the dirt and learn about agriculture - from seeding to weeding to harvesting to composting. We grow beautiful produce using organic, sustainable methods to provide hyper-local fruits and vegetables to Dutchess Outreach's various programs!

Warmly,
Stacy D.

VOLUNTEER CONDUCT & FRESH/MOBILE MARKET & URBAN FARM ETIQUETTE

DRESS CODE

- Dress in layers and comfortable clothing that you don't mind getting dirty
- Closed-toed shoes are a must
- Sunscreen is highly recommended on the Urban Farm
- Please let us know if you have any allergies that we should be aware of (bees, etc.)

CONDUCT

- Positive, warm and welcoming attitude
- Friendly disposition
- Treat our customers, staff and other volunteers with dignity and respect at all times

VOLUNTEER SUCCESS AND TASKS FOR THE FRESH MARKET/MOBILE MARKET

- Directs and informs customers on produce availability in the Mobile Market.
- Offers cooking and storage advice if appropriate.
- Stocks and labels shelves with produce.
- Bags produce for customers if assistance is needed.
- Assists customers with carrying groceries to their car if requested.
- Checks for old produce and move to the compost bin.
- Receives, unloads and records donations.
- Keeps refrigerator, shelves, floor and outside area tidy.
- Breaks down boxes and takes out recycling and garbage.
- Volunteers: adults & youth 11-14 years old accompanied by an adult.

VOLUNTEER SUCCESS AND TASKS FOR THE URBAN FARM

- Some tasks require the ability to carry 50 pound objects and work at various heights, from on the ground to above our heads. These are not requirements to volunteer - we have tasks for everyone! Please let us know if you have any mobility concerns and we will gladly work with you so that you have a fulfilling experience.
- Tasks vary depending on the day and season, and can include: seeding, weeding, shoveling, planting, harvesting, connecting irrigation, data collection, watering, raking, using the wheelbarrow, and composting, to name just a few!
- Volunteers: adults & youth 11 -14 years old accompanied by an adult

Fresh/Mobile Market Volunteer hours

Monday - Thursday: 12 PM -4 PM (subject to change) **Season** Mid-May though end of November

Urban Farm Volunteer hours (subject to change)

Urban Farm: As needed

Season mid-April though beginning of October

Children's Clothes Closet

*A message from our **Children's Clothes Closet** Manager...*

To Our Committed **Children's Clothes Closet** Volunteers,

Our Children's Clothes Closet provides clothing to families for FREE! We receive various donations of children's clothing and committed volunteers like YOU assist us with maintaining the Closet.

We strive to create a warm, clean and welcoming environment for our customers. Whether you are assisting those with shopping or hanging, folding and sorting clothes, we appreciate you!

Thank you for spending your time volunteering with us in our Children's Clothes Closet.

Sincerely,

-Nyhisha

VOLUNTEER CONDUCT & CHILDREN'S CLOTHES CLOSET ETIQUETTE

DRESS CODE

- Dress in layers and comfortable clothing
- Closed-toed shoes
- Face masks are optional unless otherwise stated by the Manager or Dutchess Outreach Staff.

CONDUCT

- Positive, warm and welcoming attitude
- Friendly disposition
- Treat our customers, staff and other volunteers with dignity and respect at all times

VOLUNTEER SUCCESS AND TASKS FOR THE CHILDREN'S CLOTHES CLOSET

- Folding, sorting and hanging donated clothing.
- Organizing clothing in various bins.
- Organizing clothing by sizes.
- Organizing donated shoes.
- Organizing donated toys and books.
- Sweeping.
- Assisting those w/shopping.
- Bilingual (Spanish) preferred; not required.
- Volunteers: adults & youth 11 -14 years old accompanied by an adult.

Children's Clothes Closet Volunteer hours

Monday - Friday - 9 AM - 12:30 PM or 1 PM - 4 PM

Tuesdays* - open for families to shop - 10 AM - 12 PM

Farm Stand

*A message from our **Farm Stand** Manager/co Managers...*

To Our Fantastic **Farm Stand** Volunteers,

Thank you for choosing to volunteer at our Farm Stand. On the 3rd Friday of each month, we are able to provide between 5,000-7,000 pounds of produce from local farms and/or recovered food from local supermarkets for free to anyone visiting our Farm Stand.

In our efforts to foster a holistic approach to serving our neighbors, several organizations table at the Farm Stand providing various services and/or information on how to obtain various services.

We are grateful to you as you accept this opportunity to serve.

Beyond grateful,

-Stacy D. and Nyhisha G.

VOLUNTEER CONDUCT & FARM STAND ETIQUETTE

DRESS CODE

- Dress in layers and comfortable clothing that you don't mind getting dirty
- Closed-toed shoes are a must
- For indoor Farm Stands, face masks are optional unless otherwise stated by the Manager or Dutchess Outreach Staff.
- For outdoor Farm Stands, sunscreen is highly recommended
- For outdoor, Farm Stand, please let us know if you have any allergies that we should be aware of (bees, etc.)

CONDUCT

- Positive, warm and welcoming attitude
- Friendly disposition
- Treat our customers, staff and other volunteers with dignity and respect at all times
- Judgment free
- Be prepared for a labor-intensive day

VOLUNTEER SUCCESS AND TASKS FOR THE FARM STAND

- Sorting food
- Packing bags
- Bagging loose food items
- Breaking down boxes
- Composting
- Loading boxes and other recyclable items in recycle receptacles
- Loading garbage in garbage receptacles
- Distributing bags filled with food and/or distributing food
- Loading food in vehicles
- Loading boxes into refrigerated truck
- General clean up
- Coat sorting and hanging
- Coat distribution
- Book display set up and distribution
- Bilingual (Spanish) preferred; not required
- Volunteers: adults & youth 11 -14 years old accompanied by an adult

Farm Stand Volunteer hours

3rd Friday of each month - 7 AM/7:45 AM - 9:45 AM or 9:45 AM until done (usually 1 PM)

Indoor location - TBD: November - March/April **Outdoor location** - TBD: March/April - October

Volunteer Descriptions

Active Volunteer

Volunteers who have volunteered with us for at least one year or more.

- Long term: (6+ years)
Weekly - Volunteers one or more times each week
Monthly - Volunteers one or more times each month
- Short term: (1- 5 years)
Weekly - Volunteers one or more times each week
Monthly - Volunteers one or more times each month

Limited time Volunteer

Volunteers for an intermediate time frame for a specific purpose and/or a specific number of hours; to satisfy specific requirements related to the following. Once designated/required hours are earned volunteerism ceases.

- Court assigned
- Mandated
- Honor Society
- Confirmation
- Scouts
- School courses requirements
- Make A Difference Day
- United Way

Community Based Volunteers

Volunteers or volunteer groups associated with various organizations, religious institutions, educational institutions and/or agencies and Scouts.

On call

Volunteers who volunteer on an as needed basis.

RSVP (Retired Senior Volunteer Program)

Dutchess Outreach volunteers who are signed up as volunteers through RSVP. RSVP provides specific benefits related to volunteerism for Seniors 55+, including insurance to and from their volunteer site and injury insurance.

We are eternally grateful for all you do!

Manager of Volunteers

January 2023