



# **VOLUNTEER BOOKLET**

## **January 2023**

## TABLE OF CONTENTS

## Page

Welcome to Our Volunteers	3
Our Organization History and Foundations	4
Organizational Chart	5
Our Work Guiding Principles and Programs	6
Volunteering at the Georgina Food Pantry	7-8
Volunteer Opportunities and Schedules	9
Terms of Reference and Definitions	10
Appendix A – Volunteer Application Form	
Appendix B – Volunteer Roles Descriptions <i>(To be added/completed)</i>	
Appendix C – Volunteer Attendance Form	
Appendix D – Volunteer Code of Conduct	
Appendix E – Volunteer Conflict Resolution and Disciplinary Protocol	
Appendix F – Volunteer Confidentiality Agreement	
Appendix G - Incident Report Form	

## **WELCOME VOLUNTEERS!**

The Georgina Community Food Pantry (GCFP) is an organization that takes into consideration the needs of people who are food insecure, with a focus on providing good food. We serve people in a dignified manner, hoping to address the root causes of each individual's food insecurity and seek to partner with them on their journey to become more self-reliant.

GCFP serves those individuals and families living in Georgina, some have been long-term users of the food pantry - chronic food insecurity – and others are occasional users, due to recent circumstances. As a designated Good Food Organization by Community Food Centres Canada, we aim to offer the healthiest food options within our abilities, complemented with a comprehensive approach to food (food access, food skills, and food advocacy) throughout our programs. We treat our engagements with every client as a privilege.

The GCFP program's success depends on its dedicated volunteers' commitment and contribution. For many, volunteering gives an enormous sense of satisfaction, knowing that you are giving back to the community, and making a difference in some people's lives.

### **Defining a Volunteer**

A volunteer is a person who provides their time and effort to the GCFP without compensation or any expectation of compensation. Volunteers operate without a legal or business contract with the GCFP, therefore, they must register, sign a Confidentiality Agreement, and follow a Code of Conduct. Only those volunteers who have been formally registered will enjoy recognition and be able to participate, enjoying protection as they are covered under the GCFP insurance policy.

### **Scheduled Volunteer Hours**

Each volunteer involved with the GCFP will be responsible for completing a Volunteer Attendance Sheet and submit it each month to track involvement. All the GCFP volunteer shifts are scheduled in advance by the GCFP's Volunteer Coordinator – or any other person delegated for this task by the Volunteer Coordinator. Volunteer's logged hours will be kept and maintained at the GCFP office in each Volunteer Personal File which contains any records regarding training obtained and other volunteer records of pertinent matters.

### **Volunteer Recognition**

Volunteers are a crucial factor in our organization's operations and as such, the GCFP is committed to consulting with our volunteers and getting their feedback from time to time. The GCFP recognizes that without the skills, generosity, and commitment of our volunteers, it would be impossible to provide our services.

Should volunteers require a reference letter or acknowledgment of their involvement with the GCFP, or to confirm any training they may have undertaken during their involvement with the GCFP, one will be provided on the Georgina Community Food Pantry letterhead, provided that the volunteer is in good standing with the GCFP.

## OUR ORGANIZATION HISTORY AND FOUNDATIONS

Back in 1985, active members of the faith community were concerned about the growing level of poverty in Georgina and decided to help by establishing a food bank for Georgina residents. A committee was formed and the initial search for a location began.

In the Spring of 1986, an old, unused barn at the corner of Metro Rd and Dalton Rd (in Jackson's Point) was offered – rent-free. Although the building had no heat, that was not a concern in the spring/summer of 1986.

All the churches sent volunteers, and teams were created to prepare the building. Other teams collected and sorted food donations. Others stocked the newly created shelves in the barn. Donations came in from the churches and individuals, as well as the single grocery store in Sutton at the time, the IGA.

By opening day that spring, volunteers had prepared food boxes of various sizes: singles boxes; small boxes to feed a family of 2 or 3; medium boxes to feed 4 to 6 people; and larger boxes to feed 7 or more people.

On the first day, the Food Pantry was open (10 a.m. to 1 p.m.) there was a concern that they might run out of food. By 1 p.m., very little food was left. An older gentleman came in, well after closing time, looking for a box of food. The volunteers were able to find enough food to fill a box. When he left, the shelves were empty.

### Georgina Food Pantry Mission

*To provide dignified access to good food that nourishes our community and inspires change.*

### Georgina Food Pantry Vision

*An inclusive and food secure community*

### Georgina Food Pantry Values

*At the Georgina Community Food Pantry, we serve people in a dignified, non-judgmental, and inclusive manner; hoping to nourish them and inspire positive change in their lives.*

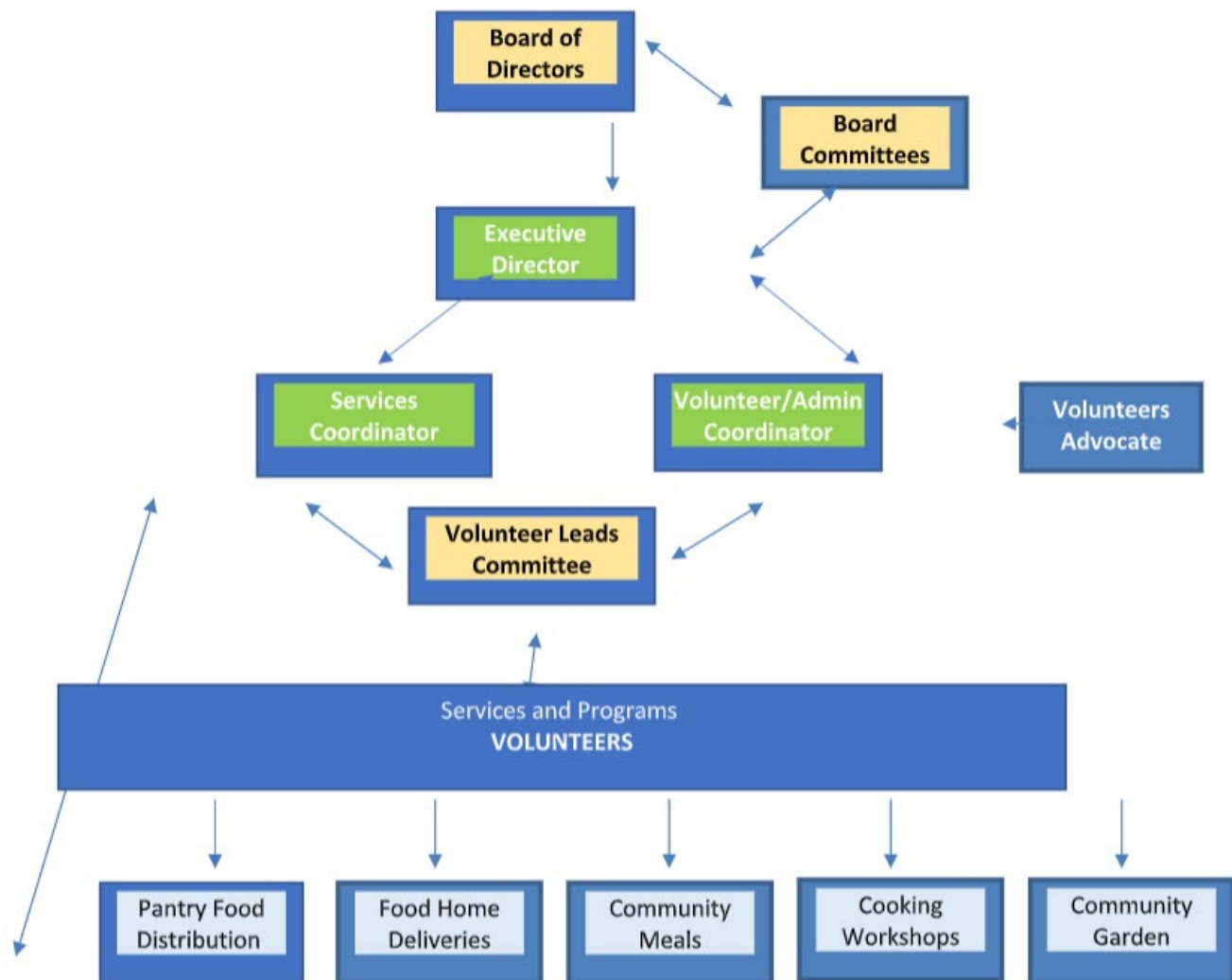
### Staff:

Cesar Caneo - Executive Director

Kim Hansen - Volunteer & Client Coordinator

### Board of Directors:

Emilee Elliott - Co-Chair  
Dennis Allibon - Treasurer  
Kelly Flood – Secretary  
Harold Denov  
Joy Hulton  
Stephanie Miller  
Cathy Tustin  
Brian Shurman  
John Anderson  
Lisa Mladenovic



## OUR WORK GUIDING PRINCIPLES AND PROGRAMS

1. The mission, vision, and values of our organization are not just platitudes. We expect employees and volunteers to know them and put them into practice every single day.
2. Most of the people we serve are facing systemic poverty and experience multiple needs, whether they readily recognize that or not. You are expected to show empathy and avoid negative comments or stereotypes that may make them feel unwelcome or discriminated against.
3. Communication is key to building respect. We expect you to engage in conversation with the clients and expect you to demonstrate empathy in your engagements with all those who use the pantry.
4. We meet the immediate food needs of each client to the best of our ability, with the long-term goal of resolving their food insecurity. Engagements with pantry clients should be solution-focused at all times.

### **Currently, the Georgina Food Pantry offers:**

- **Food Pantry Program** - Emergency good food access program for approximately 620 families or households in Georgina. Food distribution takes place each week on Thursdays from 3-6 pm and Fridays from 9-12 noon.
- **Georgina Breakfast Club Program** - Children-focused nutritional food hampers serving a total of 210 families with children under 17 years of age. This program complements the Pantry Program, by adding a hamper with 11 food items.
- **Referral Services** – Assisting food pantry clients with assessments and referrals, to those who share their needs/concerns during the weekly visits. Referrals include housing support, legal aid services, among other providers.
- **Community Lunch Program** - Pay-what-you-can nutritional meals and information sharing, taking place each Wednesday at the Link. Every other week the menu features diverse cultures and ethnic dishes to promote inclusion. This is a collaboration with Routes and Community Living.
- **Nourish Possibilities Cooking Workshops** - Free food skills workshop every other Thursday afternoon at the Link's kitchen, featuring useful meal creations to save money or fit special diets; participants take home the prepared meal. This is a collaboration with Vaughan CHC.
- **Community Garden Program** - Access to garden plots and support from May to October at the Link garden site, garden participants have the opportunity to grow fresh food, learn skills, stay physically active, and develop friendships.

The GCFP has developed partnerships and memorandums of understanding with several community and regional organizations to enhance its services, including, Routes, Communities, Georgina Community Living, Feed Ontario, Community Food Centres Canada, and other food organizations in York Region.



## **VOLUNTEERING AT THE GEORGINA FOOD PANTRY**

### **Volunteer Requirements**

- Be at least 18 years of age.
- The GCFP may be required to submit a police check screening for volunteering at the GCFP; to be renewed every three years.
- Register and maintain a current personal profile on the Volunteer Personal File folder.
- Complete all mandatory volunteer training, including orientation, Accessibility for Ontarians with Disabilities Act York Region training, and the Food Handling requirements as mandated by Feed Ontario guidelines.
- Adhere to the Volunteer Booklet, and sign the Code of Conduct and the Confidentiality Agreement forms.
- Be familiar with all safe food handling procedures, first aid kits, and any other details pertaining to their use.
- Adhere to all GCFP policies and procedures, and applicable legislation including the Ontario Human Rights Code.
- Provide timely notice to the Volunteer Coordinator if unable to make a shift or plan to be away.
- Report for a shift not under the influence of alcohol and/or other substances that may affect your ability to complete your tasks and responsibilities in a safe and healthy manner.
- Report for a shift in good health and disclose any Covid related health issues/symptoms timely.
- Not commit the GCFP to any obligation beyond the approved scope of their role

### **Volunteer Rights and Privileges**

Volunteers have the right to privacy of the information as per Ontario & Federal legislation. To support this, volunteer records containing personal information will be managed properly and volunteers will be known by their first name and last name initial (volunteer ID tag) only during the GCFP activities.

The GCFP will provide a letter of reference stating the number of hours, the role, and the benefit to the organization upon request of a volunteer. The volunteer must provide the contact information and details of the request.

### **Code of Conduct for Volunteers**

The Code of Conduct is an integral part of involvement with the GCFP. Every individual at the GCFP has the right to participate in an environment that is respectful, safe, and positive. With this right comes the responsibility to ensure a respectful, safe, and positive experience for everyone. The Code of Conduct requires all volunteers to uphold these principles.

- Sign the Code of Conduct agreement – Appendix D

### Confidentiality

Confidentiality is important when working with clients, directly or indirectly. It is expected of volunteers to maintain confidentiality with all individuals within the food pantry, including clients, volunteers, employees, or any other people. To uphold this expectation, volunteers are required to

- Sign the Confidentiality Agreement – Appendix F

### Communication of Issues

When you encounter a problem with another volunteer, a procedure, or a staff person, you should communicate directly with the Volunteer Lead. The Volunteer Lead will bring any unresolved issues to either the staff on duty or the Volunteer Coordinator staff.

### Dress Code

The dress code is casual/comfortable. You will be on your feet for much of your shift, please be sure to wear comfortable footwear.

Volunteers are reminded to dress conservatively and modestly while working in the Pantry. Please refrain from wearing low necklines, expensive jewelry, or clothing that you do not want to be damaged by the tasks you will be performing.

### Volunteer Additional Notes

- If you have any questions or require clarification, please contact the Volunteer Coordinator or other GCFP staff. Volunteers are encouraged to communicate any concerns or complaints that arise during their volunteering to the appropriate program staff. Feedback is important and necessary to improve the work of our organization. There will be a designated logbook to capture any comments and/or feedback.
- Volunteers have no obligation whatsoever to respond to any outside community concerns or complaints beyond their personal involvement at the GCFP. Any concerns received and/or requests for information should be transmitted to the GCFP staff as soon as possible. The GCFP staff will follow up with such concerns or requests for additional information as needed.
- Volunteers who present any issue that limit or restrict their participation in a specific program (i.e., allergies, physical limitation) may need to be reassigned to another more suitable volunteering position within

the organization. This is necessary to avoid compromising the provision of services for our clients and the volunteer's own safety.

## **VOLUNTEER OPPORTUNITIES AND SCHEDULES**

### **Food Access Services**

- Dry food sorting and shelves stocking (Mondays and Tuesdays AM as needed)
- Fresh food receiving and storage (Wednesdays AM)
- Fresh and dry food packaging (Wednesdays and Thursdays AM)
- Food distribution to client on site (Thursdays PM)
- Food distribution to client at home (Thursday AM – 3<sup>rd</sup> Thurs of each month)
- Food Distribution to client on site (Fridays AM)
- Food collection at various sites (Mondays and Tuesday AM)

### **Community Kitchen and Garden Programs**

- Community lunches preparation and serving (Wednesday AM)
- Kitchen cooking skills workshops (Thursday PM)
- Food packaging and processing for distribution (TBC)
- Community garden members coordination (Anytime)
- Community garden pantry plot overseeing (Anytime)

### **Office and Administration Assistance**

- Office admin, filing, phone calls (Anytime)

### **External Ambassador Opportunities**

- Community food drives (i.e., at grocery stores)
- Special events (i.e., fundraising)

### **Volunteering Regular Shifts – Usually 4.0 hours in length:**

- Morning (AM)                      8:30 am to 12:30 pm
- Afternoon (PM)                    12:30 pm to 4:30 pm

- Evening (EV)                      Thursdays: 2:30 pm to 6:30 pm

## TERMS OF REFERENCE

**Client:** Is the term used to refer to those individuals who participate in the GCFP programs and services.

**Volunteers:** Provide free services to the GCFP clients under the supervision of a GCFP staff.

**Volunteer Lead:** Is a seasoned volunteer who provides guidance to volunteers on specific shifts or areas of operations.

**Volunteer Advocate:** Is a seasoned volunteer responsible to be the contact for volunteers around well-being and needed recognitions.

**GCFP Volunteer Coordinator:** Staff that recruits, trains, schedules & manages the Volunteer Program.

**GCFP Food Programs Coordinator:** Staff that coordinate and oversee various food services and related programs.

**GCFP Manager:** Management that oversees the smooth operation of the pantry services and programs, responsibilities include staff training, shift scheduling, staff supervision meetings, compliance with Feed Ontario and L2F data recording requirements, responding to the needs of staff, service guidance.

**GCFP Executive Director:** Management that oversees the smooth operation of GCFP, including human resources, policy and procedure development, Board of Directors' liaison, strategic direction, and funding and fundraising.

**Board of Directors:** Governance body that hires the Executive Director and oversees the strategic direction of the Georgina Food Pantry by providing strategic direction.

**Board Committees:** Subgroups that report to the whole Board and are composed by Board members working on specific strategic areas or tasks (i.e., financial oversight, policy development, human resources, fundraising plan).

**Link2Feed Software:** Computer program that allows Pantry food clients' registration and management information.

**The GCFP Policy Manual:** The GCFP Policies and Procedures binder contains all approved policies and procedures and is located on the bookshelf outside of the Pantry's office.

**Pantry Service Referral:** Additional service providers that are part of the pantry referral response system, and when operated effectively connect clients with much needed supports (i.e., housing supports, legal aid).

**Food Service Prioritization Form (FSPF):** It was developed as an assessment tool to evaluate regular pantry clients' need for additional food supports or services, such as home deliveries, additional visits, and/or services referrals.

**APPENDIX A**  
**Georgina Community Food Pantry (GCFP)**  
**VOLUNTEER APPLICATION FORM**

*Note: The information collected here will be used by the Georgina Community Food Pantry only and will be used to appropriately support our volunteers in our organization. No information in this form will be shared without previous consent.*

**Contact Information**

Full Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Application Date: \_\_\_\_\_

Mailing Address \_\_\_\_\_  
\_\_\_\_\_

Phone/Cell: \_\_\_\_\_ Email: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_ Phone/Cell: \_\_\_\_\_

**What are your goals and/or expectations for this volunteer placement?**

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**Do you have previous volunteer experience?** No: \_\_\_\_ Yes: \_\_\_\_ (please provide details below, where/in what role)

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**Do you have experience volunteering or collaborating with vulnerable persons and/or people in need?**

Please place a checkmark beside the top 3 activities/areas that you would be interested in VOLUNTEERING for:

\_\_\_ Food Sorting/Shelving    \_\_\_ Kitchen Workshops    \_\_\_ Community Garden    \_\_\_ Office/Phone Help  
\_\_\_ Community Lunches    \_\_\_ Food Deliveries (vehicle)    \_\_\_ Food Distribution    \_\_\_ Graphic Design/Media  
\_\_\_ Fundraising Events    \_\_\_ Food Drives Events    \_\_\_ Pickup Food (vehicle)    \_\_\_ Food Packing & Sorting  
\_\_\_ Warehouse Keeping    \_\_\_ Other (explain your idea): \_\_\_\_\_

Note: A Volunteer Roles Description page will be provided at the time of the application.

**Availability (most shifts are 4 hours long during weekdays: AM: 8:30-12:30 PM: 12:30-4:30 EV: 2:30-6:30)**

How many shifts/hours a week are you looking to volunteer and what is your availability?

\_\_\_\_\_ shifts per week    \_\_\_\_\_ shifts per month    (please specify below)

**Please circle the days/times when you are available.**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
8:30 -12:30	8:30 -12:30	8:30 -12:30	8:30 -12:30	8:30 -12:30	Food drives	
12:30 – 4:30	12:30 – 4:30	12:30 – 4:30	2:30 -6:30	12:30 – 4:30	Food drives	

### References

Could you please provide two references from people that have known you for some time?

Name	Relation	Phone
1.		
2.		

**Are you willing to submit to a Police Criminal Record Check, if necessary?** No \_\_\_ Yes \_\_\_

**Do you have a driver's license in good standing?** No \_\_\_ Yes \_\_\_

**Do you have access to a licensed motor vehicle?** No \_\_\_ Yes \_\_\_

As a volunteer of the Georgina Community Food Pantry, I agree that I will not be paid for my services and once my application is accepted, I be asked to sign and follow the Volunteers' Code of Conduct, the Confidentiality Agreement, and comply with all Georgina Community Food Pantry policies and procedures that regulate the volunteers' involvement.

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

Parent Signature (Is required for volunteers under 16 years old): \_\_\_\_\_

### **Photography Consent**

Volunteers may be photographed for educational, archival, public relations and security purposes for the Georgina Community Food Pantry. I acknowledge that I may be photographed by the Georgina Community Food Pantry and through my signature, I consent to this action.

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

**Privacy Practice Statement:** Georgina Community Food Pantry protects personal information and adheres to all legislative requirements with respect to privacy. We do not rent, sell, or trade our list of volunteers. We use your personal information to connect you to organizational volunteer opportunities including but not limited to volunteer areas of interest listed in this form.

*Thank you for your interest in assisting the Georgina Community Food Pantry*

## **APPENDIX B**

### **Georgina Community Food Pantry (GCFP)**

### **VOLUNTEER ROLES DESCRIPTIONS**

**APPENDIX C**  
**Georgina Community Food Pantry (GCFP)**  
**VOLUNTEER ATTENDANCE FORM**

<b>Name:</b>			<b>Month:</b>	
<b>Date</b>	<b>Time In</b>	<b>Time Out</b>	<b>Daily Hours</b>	<b>Program/Notes</b>



A.	<b>Total Hours Volunteered this Month</b>			<div style="border: 1px solid black; padding: 10px; background-color: #f0f0f0;"> <div style="border-bottom: 1px solid black; margin-bottom: 10px;"></div> <div style="text-align: center;">(volunteer signature)</div> <div style="margin-top: 10px;">Date: <div style="border-bottom: 1px solid black; display: inline-block; width: 150px;"></div></div> </div>
B.	<b>Accumulated Hours from Previous Month</b>			
<b>TOTAL HOURS ACCUMULATED (A + B)</b>				

## APPENDIX D

### Georgina Community Food Pantry (GCFP)

### CODE OF CONDUCT

Volunteers at the GCFP share a responsibility to make certain that the organization does the best work possible in pursuit of its goals and mission. The following behaviour is always expected from all the GCFP Volunteers when they engage in the GFP programs or activities in the community.

1. Volunteers agree to follow this Code of Conduct and conduct themselves in a manner consistent with their position as a positive ambassador and representative of the GCFP.
2. Volunteers agree to adhere to all GCFP policies and procedures.
3. Volunteers will respect the essential worth of the clients they assist and volunteers they work with, avoiding being judgemental and discussing other people's choices, appearance, or manners.
4. Volunteers will respect the dignity and privacy of all clients, employees & other volunteers, keeping other people's personal or confidential matters, **CONFIDENTIAL**.
5. Volunteers will treat every client equally and avoid showing and/or expressing preferences, even if those individuals are my personal friends, neighbors, or family members.
6. Volunteers will NOT discredit the professional organization that they volunteer for, staff, clients, or volunteers that they work with, or diminish the public trust in the GCFP.
7. Volunteers will NOT engage in gossip regarding clients, volunteers, or staff, especially if because of other profession, occupation, or social activity in the community they have access to any specific information.
8. Volunteers who obtain information that causes concern to them regarding the safety and well-being of themselves or others, should be shared with the Executive Director, Volunteer Lead, or Volunteer Coordinator.

9. Volunteers will not function as media spokespersons for the GCFP, and defer media questions or inquiries to the Executive Director or the Board Chairperson.
10. Volunteers will not discriminate against any person because of race, ethnic/cultural background, sexual orientation, age, (dis)ability, religious beliefs, socio-economic status, etc.
11. Volunteers **ATTITUDE** towards volunteering should always be professional, having an obligation to their work/volunteering position, and to those who direct it, to their colleagues, and to the public.

Volunteers can expect to be treated with dignity and respect by clients, other volunteers, and employees of the Georgina Food Pantry.

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Print First and Last Name

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Signature

Date \_\_\_\_\_

## APPENDIX E

### Georgina Community Food Pantry (GCFP)

### VOLUNTEER CONFLICT RESOLUTION AND DISCIPLINARY PROTOCOL

The Georgina Community Food Pantry believes that work relationships are important and valuable. In the interest of maintaining a safe and healthy work environment, The GCFP has developed and will implement the following **Conflict Resolution Policy** and **Disciplinary Protocol** for all Volunteers.

#### Conflict Resolution

When a conflict arises while you are working in a volunteer capacity in any of the GCFP programs, you are expected to follow the following 4 steps process:

1. Offer clarification and attempt to work through the issue with the person you are having the conflict with.
2. Refer to the **Volunteer Code of Conduct**, if necessary, to identify the behavior that may have been breached.
3. Report the situation to the GCFP Staff who is supervising the program which you are involved with. If necessary, you can request assistance to work through the situation.
4. Provide a written GCFP Incident Report on the arisen conflict, if necessary. See the GCFP's **Incident Report Form** – Appendix G

#### GCFP Discipline Protocol

When the behaviour of a volunteer violates the Code of Conduct or the Oath of Confidentiality agreement(s), the following disciplinary steps will be implemented:

1. The behaviour will be addressed by the GCFP staff or management verbally, when possible, and suggestions will be given to encourage more appropriate behaviour. A notation will be made on the Volunteer's Personal File.
2. If the behaviour continues, a written letter will be presented to the volunteer and a copy will be placed in their Volunteer Personal File.
3. Behaviour that continues to escalate and/or may have the potential to present a risk to the safety and well-being of the GCFP staff, other volunteers and/or clients may result in a volunteer being suspended from all the GCFP programs for a period of time or removed indefinitely as decided by the GCFP management.
4. The behaviour of a volunteer that presents an eminent risk of safety to the GCFP staff, volunteers, programs participants, and/or the same volunteer will result in an immediate 911 call to involve the emergency services.

Note: The above steps are intended to be applied progressively, although in some cases due to the severity of the situation steps 2, 3, or 4 may be applied immediately the first time.

## **APPENDIX F**

### **Georgina Community Food Pantry (GCFP) CONFIDENTIALITY AGREEMENT**

#### **Oath of Confidentiality**

I, the undersigned, do recognize all GCFP clients' information, personnel matters, interpersonal relationships, and other such matters determined by the Georgina Community Food Pantry, shall be considered confidential. I pledge that I shall not, either during the term of my commitment to GCFP volunteering placement or any time, thereafter, disclose to any person, firm, or organization, any confidential information concerning the business or affairs of the Georgina Community Food Pantry which I may have acquired during, or incidental to, my role as a volunteer of the Georgina Community Food Pantry.

The unauthorized access to, modification, deletion or disclosure of information may compromise the integrity of the Georgina Community Food Pantry or otherwise violate individual rights of privacy. Distribution and/or reproduction of any record or information outside the intended and approved use is prohibited and is contrary to applicable privacy legislation.

\_\_\_\_\_  
Print First and Last Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**APPENDIX G**  
**INCIDENT REPORT FORM**

Name (First Name & Last Initial): \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Location of Incident: \_\_\_\_\_

\_\_\_\_\_  
Times of Incident – Start Time: \_\_\_\_\_ AM/PM

Stop Time: \_\_\_\_\_ AM/PM

Staff/Volunteer Involved

Others Involved


Description of Incident: (Describe in as much detail as you can what happened before, during, and after the incident. Use additional paper/or the back of this sheet if needed.)

### **Back Story**

### **Incident**

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### **Action Taken (staff/volunteer action)**

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Executive Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

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