



VOLUNTEER HANDBOOK



Relieving Hunger, Nourishing Lives

PURPOSE

The Franklin Food Pantry (FFP or the Pantry) is a private, non-profit organization committed to meeting our community's need for hunger relief.

Mission: To alleviate food insecurity and compassionately empower our community through resources and collaboration.

Vision: To build a community in which everyone in need has an improved quality of life through nutritious food and supportive resources.

To achieve our mission and vision, we depend on the passion and expertise of our Board, employees, and volunteers. Our goal is to create a positive, productive, transparent, and satisfying experience for our volunteers. We seek to create an atmosphere of collaboration, cohesiveness, and teamwork. We believe it is through a happy, engaged team that we will be able to provide strong positive experiences for our clients. Your interest and involvement make you an important partner in the effort to alleviate food insecurity in our community.

This handbook is intended to provide you with information and guidance about the policies that guide the FFP and its relationship with its volunteers. From time to time, the organization may add, remove, alter or amend policies in this handbook. At all times, we are governed by federal, state and municipal regulations. In the event that any policy or practice stated in this manual is determined to contradict any law, ruling or regulation of any government authority or agency, such law, ruling or regulation will take precedence, but all other policies will remain in force. Please take the time to review the information contained in this handbook. If you have questions, please don't hesitate to ask us. In addition, questions or concerns regarding the content of this handbook should be directed to the Volunteer Coordinator who has overall accountability for the administration of this handbook.

If you have not yet completed an application, we ask that you do so before beginning your volunteer project. A fillable application can be found on our website:
<https://www.volgistics.com/appform/65128253> .

Thank you for volunteering!

TABLE OF CONTENTS

Purpose	2
I. Volunteer Relationship.....	4
Our Vision For Our Volunteers.....	4
Volunteer Application and Onboarding	4
Volunteer Hours.....	4
Volunteer Scheduling	4
Volunteer Commitment	5
Volunteer and Client Relationships	5
Responding to Challenging Interactions with Neighbors.....	6
Attire and Personal Appearance	7
Weather Policy	8
Confidentiality.....	8
Public appearances and communications with public officials	8
Conflict of Interest	9
II. Organization Policies and Practices.....	10
Commitment To Inclusion And Diversity	10
Commitment To Safety	10
Criminal Background Check Policy	10
Cori Training	11
Sexual Harassment And Other Forms Of Harassment	11
What Is Unlawful Harassment?.....	11
What Is Sexual Harassment?.....	11
Administration	12
Violence In The Workplace	12
Substance Free Workplace	13
Smoke-Free Workplace.....	14
Covid 19 Safety Policy	14
Worker’s Compensation	14
Whistleblower Protection.....	14
VOLUNTEER HANDBOOK ACKNOWLEDGMENT FORM	16

I. VOLUNTEER RELATIONSHIP

Volunteers play an important role in helping the Pantry fulfill its mission. You can expect to be treated with respect and gratitude, and we expect our volunteers to treat employees, donors and clients with the same respect and gratitude. Prior to your first volunteer assignment with us, we will guide you through a brief orientation and onboarding session.

As a volunteer it is understood that you will be providing services without monetary compensation. Your contribution may be in the form of assisting with food distribution, making home deliveries, pre-packing food bags, stocking shelves, picking up or unloading food deliveries, sorting, or date-checking food donations. Other event-based volunteer opportunities may also arise throughout the course of the year.

The Franklin Food Pantry reserves the right to decline an application to volunteer or to discontinue working with a volunteer at any time, for any reason, as long as it is not an unlawful reason. A volunteer may discontinue volunteering with us at any time, although we would appreciate ample notice.

OUR VISION FOR OUR VOLUNTEERS

Together with staff, the Franklin Food Pantry volunteers provide support, leadership, and innovation to serve our mission to alleviate food insecurity in our region. Utilizing their individual strengths and talents, Pantry volunteers improve the quality FFP programs, grow skills, build friendships and community networks, lend valuable strength and extend the resources of the Pantry team.

VOLUNTEER APPLICATION AND ONBOARDING

Prospective volunteers must submit an application through the Volunteer page on the Pantry's website ([here](#)). Once the application has been received and processed, the volunteer must attend an online orientation session (approximately 1 hour) which is generally held on the evening of the 4th Thursday each month. Following attendance at the orientation session, the prospective volunteer will be contacted by the Volunteer Coordinator to schedule attendance at an in-person training session (approximately 1 hour), which generally occurs the week following the orientation. Volunteers will be required to consent to a CORI (Criminal Offender Records Inquiry/Sexual Offender Records Inquiry) check. The Pantry may in its sole discretion deny a volunteer application if the CORI/SORI screening returns results of criminal or sexual offenses. Existence of an incident on a prospective volunteer's CORI screening will not prohibit the applicant from volunteering at the Pantry.

VOLUNTEER HOURS

It is important that we track and recognize the amount of time our volunteers donate. Please sign in and out at every shift at the Volunteer Sign-in kiosk located in the volunteer entrance area. Volunteers should follow the posted instructions in the volunteer entrance and storage area, which will be updated as circumstances require.

VOLUNTEER SCHEDULING

We depend on our volunteers to ensure our clients receive the best possible service. Therefore, volunteers are expected to be reliable and to report to the Pantry to volunteer as scheduled. Once a volunteer has completed the onboarding process, the volunteer coordinator will provide detailed

instructions for accessing the volunteer portal (VicNet), which will allow the volunteer to manage his/her/their volunteer experience with respect to shift scheduling, volunteer roles which they might be interested in performing and removing themselves from a shift if they become unavailable. If for any reason a volunteer is unable to report to a shift within 48 hours of the scheduled shift, volunteers should notify the FFP Scheduling Inbox (Scheduling@franklinfoodpantry.org) of their cancellation. If the need to cancel is identified earlier than 48 hours in advance of the shift, the volunteer is requested to remove themselves from the shift by accessing their account in VicNet. If the volunteer is not able to or is not comfortable accessing VicNet, they must send an email to the FFP Scheduling Inbox as soon as they become aware of the need to cancel a shift. Similarly, if a volunteer identifies additional availability to serve the Pantry, they are encouraged to access their account in VicNet to schedule themselves for additional open shifts. The Volunteer Coordinator will provide detailed instructions regarding registering for and utilizing VicNet. The Pantry strongly believes that empowering volunteers to invest in their volunteer experience will result in more complete and positive engagement with the Pantry.

If requested, the Pantry may provide a document confirming volunteer hours as community service for certain limited purposes, which do not include court-ordered community service.

VOLUNTEER COMMITMENT

The Franklin Food Pantry requests that prospective volunteers commit to volunteer service at the Pantry for one year following their orientation and onboarding. The Pantry invests considerable time and resources to training volunteers adequately and relies significantly on volunteer support to manage Pantry Programs and Operations. A commitment of one year of volunteer service is necessary for the Pantry to manage high-quality service delivery to as many clients as possible. Volunteers are expected to complete a minimum of 10 shifts of any duration during the 12-month period.

However, the Franklin Food Pantry reserves the right to discontinue working with a volunteer at any time, for any reason, as long as it is not an unlawful reason. FFP, at its sole discretion, may request that a volunteer leave immediately if warranted by the circumstances. Volunteers who are not in compliance with the policies and practices outlined in this Handbook are subject to dismissal. A volunteer may discontinue volunteering with us at any time, although we would appreciate a minimum of two weeks' notice.

Volunteers who are not in compliance with the policies and practices outlined in this Handbook are subject to dismissal.

VOLUNTEER AND CLIENT RELATIONSHIPS

As a service organization, we encourage our volunteers to maintain a friendly relationship with clients and to treat our clients with the respect and dignity they deserve.

Volunteers should observe the following guidelines to ensure the integrity and fairness of our services:

- Treat all clients equitably.
- Maintain confidentiality with and about clients.
- Do not gossip about or discuss the character of a current or former client.
- Maintain a professional relationship with clients.

- Do not provide a client with additional service, or favor.
- Do not loan money to or borrow from clients.
- Do not accept gifts from clients.
- Do not counsel or perform case management activities with clients; refer them to the Pantry staff so the appropriate actions can be taken to meet the clients' needs.

In addition, for volunteers' privacy and safety and that of our clients, we discourage volunteers from engaging with clients outside of their volunteer responsibilities at the Pantry. In the event that a volunteer establishes a relationship with a client that results in the exchange of personal details, including address and contact information, or meetings between clients and volunteers, the volunteer assumes any and all liability that might result from such contact outside the Pantry premises. For example, the Pantry will not be responsible for any medical costs associated with a volunteer's accident at the residence of a client if the volunteer is visiting that client for non-Pantry activities.

In the event that you have a relationship with a client prior to volunteering with the Pantry, we ask that you notify a Pantry employee of the nature of that relationship so the Pantry can take appropriate measures to manage any conflicts.

RESPONDING TO CHALLENGING INTERACTIONS WITH NEIGHBORS

The Pantry is a supplemental food source for families in the Franklin area that strives to provide equal access to resources to all our Pantry neighbors in a compassionate and safe environment.

The Pantry knows that our neighbors often come to us having experienced trauma, which can be triggered by a variety of stimuli and may arise without warning. **Trauma** is the response to a deeply distressing or disturbing event that overwhelms an individual's ability to cope, causes feelings of helplessness, diminishes their sense of self and their ability to feel the full range of emotions and experiences. A **trauma trigger** is the psychological stimulus that prompts recall of a specific traumatic experience. The stimulus itself need not be frightening or traumatic and may be only indirectly or superficially reminiscent of an earlier traumatic incident, such as a scent or piece of clothing.

To reduce triggers for our clients, the Pantry will maintain a safe and friendly environment, including space free of "pinch points" in the physical environment, will post welcoming signage about rules and regulations, and will establish an area that is free of aggressive behavior.

Neighbors are expected to adhere to guidelines and respond appropriately to staff or volunteers. The Pantry includes details regarding its expectations for neighbors' behavior in the client application which is agreed to and signed by each Neighbor. However, past trauma experiences might trigger negative behavior or heightened anxiety in our Neighbors in reaction to posted limitations or staff/volunteer reminders which could result in challenging interactions. Please note the following signs that a Neighbor might be escalating:

- Pacing
- Clenching fists
- Swearing
- Muttering or threatening

If a Neighbor exhibits signs of escalation, staff/volunteers may access the options for de-escalation and reframing if they are comfortable doing so, including:

- Use gentle language when addressing the Neighbor
- Learn and use person's names-introduce yourself
- Maintain limited eye contact and be at the same eye level
- Maintain a neutral facial expression
- Make requests simple and specific
- Try to remove the Neighbor from the immediate trigger or physical space
- In non-threatening situations, ask, "What do you think would help you stay calm while you're here."
- Use positive statements, such as, "Please tell me more so I can better understand how to help you." Or, "What can we do about this to make it better?"
- Once the crisis has passed, it is important to acknowledge that the Neighbor was able to gain control of their emotions and/or respond to directions from staff/volunteer. This is critical to repairing/maintaining the relationship with the Neighbor.

In case of immediate danger to our neighbor or others, Volunteers should remove themselves from the situation and immediately call 911 and notify the CSC, Volunteer Coordinator or Manager of the Day, as available.

If these de-escalation tips do not have the desired effect, the staff should bring the matter to the attention of the Client Services Coordinator (CSC) or Volunteer Coordinator as quickly and discreetly as possible. If neither the CSC nor the Volunteer Coordinator is available, the staff or volunteer should reach out to the Manager of the Day. Volunteers are not required to engage with a Neighbor who might be exhibiting challenging behaviors; volunteers should feel free to immediately direct the matter to the CSC, Volunteer Coordinator or Manager of the Day, as available.

After the matter has been resolved, the staff and all volunteers involved should discuss the incident with the Volunteer Coordinator, how it was resolved and whether other actions could or should have been taken. The Pantry's intent is that these protocols are reviewed regularly and updated based on staff/volunteer experience and input.

ATTIRE AND PERSONAL APPEARANCE

Volunteers represent the Pantry in all their activities. The individual image that we each project impacts the public's perception of the Franklin Food Pantry. Volunteer attire should:

- Ensure safety of the volunteer. In particular, we ask that volunteers not wear open toed shoes while working in our building or at our events.
- Be appropriate for the volunteer assignment. For example, volunteers who are staffing a shift stocking the shelves should wear athletic or other active clothing rather than professional or business attire.
- Reflect positively on the Pantry.

The Pantry reserves the right to determine what constitutes appropriate workplace attire and personal appearance within the context of the volunteer's position, visibility, and interaction with the public. If you are unclear about what is appropriate, please consult a member of the FFP staff.

WEATHER POLICY

If Franklin Public Schools are closed, FFP will close.

- If it is a curbside distribution day, there will be NO curbside distribution.
- If it is an in-person shopping day, there will be NO in person shopping. Clients originally scheduled for in person shopping that day will be contacted for rescheduling.
- All volunteer shifts are canceled.

If Franklin Public Schools have a delayed opening, FFP will have the same delayed opening.

- If there is a 2-hour delay and it is an in-person shopping day, in-person shopping will be held from 11a-1p. Clients scheduled from 9a-11a will be contacted for rescheduling.
- Volunteers will be contacted individually with direction on their particular shift.

Unexpected inclement weather during operations

- Staff person on site is responsible for making determinations about weather concerns during active operations (Tues night– Director of Operations, Tuesday night-staff, Fri- Ops Dir).
- This may include temporarily suspending operations (e.g., until lightning has passed) or cancelling the “Extras” Table and the corresponding volunteer (e.g., heavy rain).
- Volunteers will be notified as quickly as possible if suspending operations results in the cancellation of their shift.

CONFIDENTIALITY

During the course of volunteering with Franklin Food Pantry, volunteers may come into contact with or be exposed to information or material proprietary to Franklin Food Pantry or designated as Confidential Information by Franklin Food Pantry or its funding agencies and not generally known other than by employees.

Employees and volunteers will not discuss with any person any Confidential Information, including any personal information about a client, volunteer, or donor, except to the extent necessary to carry out Franklin Food Pantry’s obligation with respect to Food Pantry work or except as may be expressly authorized by Franklin Food Pantry.

All inquiries from the media must be referred to the Communications Manager.

All employees and volunteers are required to sign a confidentiality agreement as a condition of employment or service with the Pantry.

PUBLIC APPEARANCES AND COMMUNICATIONS WITH PUBLIC OFFICIALS

Employees and volunteers may not represent FFP at public events without the express consent of FFP administration. Public events include but are not limited to community fairs, fundraising events, and town government or other civic meetings. Pantry administration that can provide approval for attendance at or participation in a public event or for communication with a public official include the Executive Director, Director of Fund Development, the Director of Operations and the Director of Programs.

Nothing in this policy should be construed to prevent an individual from discussing their employee or volunteer role with FFP or the general activities of FFP with other members of the community or with possible funders/donors. FFP recognizes that its employees and volunteers are often its best ambassadors in the community. This policy is intended to provide oversight for

communications which could bind FFP to a public position in the community without its express knowledge or consent.

All media inquiries should be directed to the Communications Manager.

CONFLICT OF INTEREST

At the Franklin Food Pantry, we believe in the fair and equitable treatment of all Board Members, employees, volunteers, clients and service providers. Conflicts of Interest may be perceived to impede the fairness of treatment. Actual, potential, or perceived conflicts of interest include but are not limited to the following:

- An employee, Board Member, or volunteer who is also a client
- Personal involvement or significant business relationships with an existing or potential service provider.
- Receipt of gifts from suppliers, clients, the media, etc.

In the case of a client who is also an employee, Board Member, or volunteer, this must be disclosed to their immediate manager or another appropriate manager. Every effort will be made to ensure confidentiality while also recognizing that as an employee, Board Member or volunteer they must abide by all applicable policies and the two relationships with FFP should remain separate. Activity required as a client should not be completed while on work or volunteer hours, (i.e., Pantry shopping or client appointments). Questions or concerns should be directed to their manager or the Director of Programs.

In dealing with existing or potential suppliers, every effort will be made to ensure multiple suppliers are evaluated for the quality and price of their services. Decisions on suppliers will be made by the appropriate Senior Leadership Team member with the approval of the Executive Director. In the event, the Executive Director and Senior Leadership Team Member cannot agree, or the Executive Director is managing the selection process, a member of the Board of Directors will make the final decision based on input from the Leadership team.

It is quite common for vendors, clients, the media, etc. to solicit business or maintain current business relationships by providing gifts. If not managed correctly, this can pose a conflict of interest. Any business gifts given or received by a Franklin Food Pantry employee must be nominal in cost, quantity and frequency. Employees should never accept or offer gifts of cash or cash equivalents, such as gift certificates. As a general rule, an employee should never accept a gift that could be viewed as lavish. Employees should be careful whenever accepting gifts of any value as this can be construed as a conflict of interest.

Any employee involved in the type of relationships/situations described in this policy should immediately and fully disclose the relevant circumstances to his/her immediate manager, or to any other appropriate manager, who will report it to the Director of Programs for a determination as to whether a potential or actual conflict exists. If an actual or potential conflict is determined to exist, Franklin Food Pantry may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action up to and including termination.

II. ORGANIZATION POLICIES AND PRACTICES

COMMITMENT TO INCLUSION AND DIVERSITY

At FFP we embrace diversity and believe in diversity of thought and experience. We recognize that our workforce is made up of people of different backgrounds, cultures and beliefs. Respecting each person as an individual and welcoming the richness of ideas that come from such diversity and expression will enhance our ability to meet our objectives and continue our mission.

We are committed to creating and maintaining a workplace which is inclusive for all. A workplace in which all employees and volunteers are treated with dignity and respect, have an opportunity to participate and contribute to the success of the organization and are valued for their skills, experience, and unique perspectives. This commitment is embodied in our policies and the way we operate and is an important principle of our success.

COMMITMENT TO SAFETY

Protecting the safety of our employees, volunteers, clients and visitors is of paramount importance to the Franklin Food Pantry. All employees and volunteers have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices and by notifying management when any health or safety issues are present. All employees are encouraged to partner with management to ensure maximum safety for all.

In the event of an emergency, notify the appropriate emergency personnel by dialing 911 to activate the medical emergency services.

CRIMINAL BACKGROUND CHECK POLICY

Criminal Offender Record Information (CORI) and other criminal history checks are required for employment and regular volunteering at FFP. Regular volunteers are those who volunteer on a regular basis, as opposed to one-time group event volunteers. CORI checks will only be conducted as authorized by law and only after an authorization form has been completed. If a new CORI check is to be made after a year of his/her signing of the Acknowledgement Form, the subject shall be given seventy-two (72) hours' notice that a new CORI check will be conducted.

All CORI information obtained is confidential, and access to the information is limited to those individuals who have a "need to know". This may include, but is not limited to, managers, employees submitting the CORI requests, and employees charged with processing job applications.

CORIs used for employment purposes shall only be accessed for applicants who are otherwise qualified for the position for which they have applied. Unless otherwise provided by law, a criminal record will not automatically disqualify an applicant. Rather, determinations of suitability based on background checks will be made consistent with this policy and any applicable law or regulations.

If an authorized employee is inclined to make an adverse decision based on the results of a criminal history background check, the applicant will be notified immediately. The subject shall be provided with a copy of the organization's CORI policy and a copy of the criminal history. The

source(s) of the criminal history will also be disclosed. The subject will then be provided with an opportunity to dispute the accuracy of the CORI record and provided a copy of DCJIS' Information Concerning the Process for Correcting a Criminal Record. <https://www.mass.gov/doc/information-on-the-process-of-correcting-a-criminal-record/download>

CORI Training

An informed review of a criminal record requires training. Accordingly, all personnel authorized to conduct criminal history background checks and/or to review CORI information will review, and will be thoroughly familiar with, the educational and relevant training materials regarding CORI laws and regulations made available by the Mass. Department of Criminal Justice Information Service (DCJIS).

SEXUAL HARASSMENT AND OTHER FORMS OF HARASSMENT

Consistent with our belief that each employee should be treated with respect and dignity, and in compliance with Title VII of the Civil Rights Act of 1964 as amended as well as state and local regulations, Franklin Food Pantry is committed to providing a work environment free of discrimination and unlawful harassment. In keeping with this commitment, we maintain a strict policy prohibiting sexual harassment and other harassment regarding any characteristic protected by anti-discrimination laws including, but not limited to race, color, ancestry, national origin, gender, pregnancy, sexual orientation, marital status, parental status, religion, age, disability, gender identity or expression, genetic information, service in the military or other characteristics protected by federal, state or local law. This policy applies to all Food Pantry employees, board members, clients, vendors, third party service providers, volunteers and interns.

Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. Franklin Food Pantry will take all steps necessary to prevent and eliminate unlawful harassment.

What is Unlawful Harassment?

Unlawful Harassment is conduct that has the purpose or effect of creating an intimidating, hostile, or offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class. Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on characteristics protected by state or federal law.

What is Sexual Harassment?

Government regulations define sexual harassment as "unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such an individual.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment."

- Other sexually-oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers.

Sexual harassment is unlawful, and the prohibited conduct exposes not only Franklin Food Pantry but also the individuals involved in that conduct to significant liability under the law. Accordingly, Franklin Food Pantry is committed to vigorously enforcing its sexual harassment policy at all levels within the Food Pantry.

Administration

Each of us is responsible for business-like conduct and for helping to create a positive work environment. A positive work environment is free from harassment, sexual harassment or intimidation. Harassment or sexual harassment in the workplace, whether committed by employees, managers, board members, volunteers, clients, vendors or any third party is not sanctioned or tolerated.

Any employee who believes he/she/they has been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested and encouraged to make a complaint. You may complain directly to your immediate manager, Director of Programs or any member of the Senior Leadership Team with whom you feel comfortable bringing such a complaint or a member of the Board of Directors. Similarly, if you observe acts of discrimination toward or harassment of another employee or volunteer, you are requested and encouraged to report this to one of the individuals listed above.

All complaints will be investigated promptly and, to the extent possible, with regard to confidentiality. If the investigation confirms conduct contrary to this policy has occurred, Franklin Food Pantry will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment and retaliation against individuals for cooperating with an investigation of sexual harassment complaint is unlawful and will not be tolerated.

In addition to the above, if you believe you have been subjected to sexual harassment, you may file a formal complaint with either or both of the government agencies set forth below. Using our complaint process does not prohibit you from filing a complaint with these agencies. Each of the agencies has a short time period for filing a claim (EEOC - 300 days; MCAD - 30 days). The United States Equal Employment Opportunity Commission ("EEOC") The Massachusetts Commission Against Discrimination ("MCAD") <https://www.eeoc.gov/field-office/boston/location>

VIOLENCE IN THE WORKPLACE

Franklin Food Pantry is committed to providing a safe, violence-free workplace for our employees and volunteers. To that end, the Food Pantry has zero tolerance for domestic or other violence in any form, and believes that all employees, and others in the Franklin Food Pantry community, have the right to work in a safe and comfortable environment. Accordingly, any acts of violence or threats of violence in the workplace, whether carried over from home or elsewhere will not be

tolerated. Such acts will result in immediate disciplinary action, up to and including termination. All employees, clients, contractors, subcontractors, volunteers, interns, vendors, third party service providers and visitors must comply with this policy.

Employees and volunteers should refrain from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at Pantry-sponsored functions.

All employees and volunteers bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their manager or the Director of Programs. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Any individual engaging in violence against FFP, its employees, volunteers, clients or property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

FFP prohibits the possession of weapons on its property and at all times, including our parking lots or company vehicles. Additionally, while conducting Pantry business, whether on property or at a Pantry sponsored event, employees may not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, and knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages, cut string, and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense.

We reserve the right to determine when particular conduct constitutes an act of violence or domestic violence affecting the workplace for purposes of this policy.

In the event of an emergency, notify the appropriate emergency personnel by dialing 911 to activate the emergency services.

SUBSTANCE FREE WORKPLACE

It is the policy of the Franklin Food Pantry to maintain a drug- and alcohol-free work environment that is safe and productive for employees and others having business with the company.

The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal substance and/or the misuse of legal substances while on Pantry premises or conducting or while performing services for FFP is strictly prohibited. FFP also prohibits reporting to work or performing services under the influence of alcohol or consuming alcohol while on duty or during work hours. In addition, off-premises prohibits abuse of alcohol and controlled substances, as well as the possession, use, or sale of illegal substances, when these activities adversely affect job performance, job safety, or the Company's reputation in the community.

Compliance with this policy is a condition of employment. Any employee violating this policy is subject to discipline, up to and including termination, for the first offense.

SMOKE-FREE WORKPLACE

Smoking is not allowed in Pantry buildings or work areas at any time. "Smoking" includes the use of any tobacco products (including chewing tobacco), electronic smoking devices, and e-cigarettes.

Smoking is only permitted during break times in designated outdoor areas. Employees using these areas are expected to dispose of any smoking debris safely and properly.

COVID 19 SAFETY POLICY

FFP is committed to the safety of our employees, volunteers, clients and visitors. We remain in alignment with CDC guidelines, and Massachusetts regulations as it relates to safety practices regarding the spread of the COVID 19 virus. This includes recommending that all employees be vaccinated, wear face coverings when expected, practice social distancing and practice good sanitation in all indoor and outdoor spaces and shared vehicles, while you are on Pantry property and at Pantry sponsored events.

Exceptions to these guidelines will be rare, limited to individuals with a need for reasonable accommodations for documented medical conditions or sincerely held religious beliefs. Individuals seeking such an accommodation should contact the Executive Director for Assistance.

The COVID 19 landscape is changing daily. For the most up to date information on COVID protocols, please discuss with your supervisor or the Executive Director.

WORKER'S COMPENSATION

Work-related injuries and/or illnesses are covered under Franklin Food Pantry's worker's compensation insurance policy. If an employee sustains a job-related injury or illness, it is important to notify the manager and Director of Operations immediately. The manager will complete an injury report with input from the employee and return the form to the Director of Operations who will file the claim with the insurance company. **In cases of true medical emergencies, report to the nearest emergency room.**

The company abides by all applicable state workers' compensation laws and regulations. Workers' compensation benefits (paid or unpaid) will run concurrently with federal and/or state regulated family and medical leave, if applicable. .

WHISTLEBLOWER PROTECTION

Employees and representatives of Franklin Food Pantry should practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations. Board Members, employees or volunteers who have concerns regarding questionable or improper accounting or auditing matters or violations and suspected violations of applicable laws and regulations are obligated to voice their concerns. They may contact the Chair of the Board Risk Committee, Nancy Schoen via email at nschoen@franklinfoodpantry.org. In cases where the matter is being lodged against Chair of the Board Risk Committee, they may reach out to the Board Chair, Rachel Flum via email at rflum@franklinfoodpantry.org. All complaints shall be taken seriously and treated as follows

- The person who is in receipt of a complaint must refer it to the Chair of the Risk Committee. In cases where the complaint is being lodged against the Chair, the recipient should refer the matter to the Board Chair.
- The Chair of the Risk Committee or the Board Chair will notify the full board about the complaint and convene an ad hoc committee, including at least one other board member, to investigate the complaint.
- Upon completion of the investigation, the Committee shall propose a course of action to the full board which may include, but is not limited to, making changes to operational and/or personnel policies, personnel action, and/or referrals to law enforcement.
- When determined appropriate by the Board, notice of any corrective action will be given to the person who submitted the concern or complaint if that person is known.

No director, volunteer, or employee who, in good faith, reports a Concern shall be subject to retaliation or, in the case of an employee, adverse employment consequences. Moreover, a volunteer or employee who retaliates against someone who has reported a Concern in good faith is subject to discipline up to and including dismissal from the volunteer position or termination of employment.

VOLUNTEER HANDBOOK ACKNOWLEDGMENT FORM

Franklin Food Pantry's Volunteer Handbook provides important guidance about Franklin Food Pantry, and I understand that I should consult a member of the Senior Leadership Team regarding anything not outlined in the handbook. I have entered into my volunteer relationship with Franklin Food Pantry voluntarily.

In addition, I acknowledge that as part of the application process I have been or will be asked to sign off on a Waiver and Release of Liability and a Confidentiality Agreement. These are in addition to the policies in this handbook and are intended to complement but not replace the policies in this handbook.

Since the information, policies, and practices described here are subject to change, I understand that the policies and practices, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

By signing below, I acknowledge that I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer's Name in Print

Signature of Volunteer

Date Signed by Volunteer