



# ***VOLUNTEER HANDBOOK***

**LET'S WORK TOGETHER AND  
FIGHT HUNGER!**

UPDATED 8/2025

# **WELCOME!**

**We are so grateful you have chosen to share your time, talents, and compassion with us. Volunteers are the heart of our mission, and without you, we could not do what we do. Each box you pack, each meal you help distribute, and every smile you share makes a real difference for our neighbors in need.**

**By joining our volunteer team, you are helping to provide hope, nourishment, and support across Northwest Missouri and Northeast Kansas. Your commitment strengthens our community and reminds us all that, together, we can create lasting change.**

**Thank you for being a part of Second Harvest. We're excited to work alongside you to fight hunger and feed hope!**





# OUR MISSION & VISION

## Mission Statement

At Second Harvest Community Food Bank, our mission is to provide nourishment and hope to our neighbors facing food insecurity, while engaging and empowering the community to fight hunger together.

## Vision Statement

A hunger-free Northwest Missouri and Northeast Kansas.

# VOLUNTEER ROLE & IMPACT

As a volunteer, you are an essential part of turning our mission and vision into reality. Every hour you give, every task you complete, and every person you serve contributes directly to:

- Feeding families who might otherwise go without a meal.
- Offering hope to neighbors facing tough times.
- Building a stronger community where no one has to choose between food and other necessities.

# VOLUNTEER EXPECTATIONS

At Second Harvest, we count on our volunteers to help us fulfill our mission. To ensure a safe, reliable, and positive experience for all, please follow these expectations.

## ATTENDANCE

- Please arrive on time and ready to participate. Volunteers should plan to arrive at least 10 minutes before their shift to check in and receive instructions.
- If you need to cancel, update your status in the Bloomerang portal at least 24 hours in advance. For same-day emergencies or illness, contact the Volunteer Coordinator as soon as possible.
- Consistent attendance is important, especially for roles like Backpack Buddies deliveries and Fresh Mobile Pantry support. If you cannot commit to your scheduled time, please communicate promptly.

## DRESS CODE

- Required: Closed-toe, closed-heel shoes with traction; comfortable clothing that can get dusty or dirty; hair tied back around food; clothing that allows free movement.
- Avoid: Sandals, flip-flops, heels; short shorts, crop tops, or clothing with offensive graphics; loose jewelry or accessories; strong fragrances.
- Additional Guidance: Gloves, safety vests, and other protective equipment will be provided when needed. Bring a refillable water bottle and keep drinks away from food packing areas.



# AGE & CHAPERONE GUIDELINES



- Minimum Age: 8 years old for warehouse volunteering.

- Children under 8: Not permitted in warehouse. Exceptions for special events or food drives. Contact coordinator for special projects.

## Organized Youth Groups:

- Ages 8–13: 1 adult chaperone per 5 youth.
- Ages 14–18: 1 adult chaperone per 10 youth.

## Individual volunteers:

- Minimum 16 years old without supervision.
- Ages 10–15 require adult alongside them.



***\*All youth under 18 must have signed parent/guardian waiver.***

# WORKPLACE CONDUCT & SAFETY GUIDELINES

**As a volunteer, you are a representative of Second Harvest Community Food Bank. We expect all team members — staff and volunteers alike — to treat one another, and those we serve, with kindness, respect, and dignity.**

- Be courteous and patient with clients, visitors, and fellow volunteers.
- Avoid language or behavior that could be considered offensive, discriminatory, or harassing.
- Maintain a positive and cooperative attitude, even during busy or challenging times.
- Keep personal conversations, phone use, and non-work-related activities to a minimum while on shift.

**Your safety, and the safety of those around you, is a top priority. Please follow these guidelines:**

- Follow instructions from staff and lead volunteers at all times.
- Wear required safety gear, such as gloves or safety vests, when provided.
- Use proper lifting techniques — bend your knees, not your back — and ask for help with heavy items.
- Report any unsafe conditions, damaged equipment, or hazards immediately to a staff member.



# WORKPLACE CONDUCT & SAFETY GUIDELINES

SHCFB regularly hosts youth volunteers, school groups, and family volunteer opportunities. To maintain a safe and supportive environment, SHCFB limits volunteer participation to individuals who meet established eligibility, supervision, and safety requirements. Volunteers whose participation requires external supervision, monitoring, or legal compliance are not eligible to volunteer.

*All youth volunteers must meet minimum age requirements and adult supervision ratios as outlined in SHCFB policy.*

## ***Court- Appointed Community Service Disclaimer***

*Second Harvest Community Food Bank does not assist with the completion, verification, or supervision of court-appointed or legally mandated community service hours. Individuals seeking to fulfill court-ordered service requirements are not eligible to volunteer at Second Harvest Community Food Bank.*

*The policy is in place to ensure the safety of our staff, volunteers, partner organizations, and the children and families we serve.*

# **EMERGENCY PROCEDURES**

The safety of our volunteers, staff, and visitors is our top priority. Please take a few minutes to familiarize yourself with our emergency procedures. In the event of an emergency, remain calm, follow instructions from Second Harvest staff, and help others if it is safe to do so.

## **GENERAL PROCEDURES**

1. Stop work immediately and listen for instructions from staff or the building's emergency alarm system.
2. Evacuate quickly and calmly using the nearest safe exit.
3. Assist others who may need help, if it is safe for you to do so.
4. Leave personal belongings behind unless they are immediately accessible.
5. Proceed to the designated assembly area outside the building.
6. Do not re-enter the building until an "all clear" is given by emergency personnel or staff.

## **ACCOUNTABILITY**

The Volunteer Coordinator or designated staff member will take attendance at the assembly area.

If you notice someone is missing or in distress, notify staff or emergency personnel immediately.



# FOOD HANDLING SAFETY

At Second Harvest Community Food Bank, food safety is a top priority. Proper handling, storage, and distribution of food ensures the health and well-being of those we serve. All volunteers working with food must follow these guidelines.

## PERSONAL HYGIENE

Wash your hands before starting your shift, after using the restroom, and any time you handle raw food, trash, or cleaning supplies.

Use warm water and soap, scrubbing for at least 20 seconds.

Wear disposable gloves when handling unpackaged food.

Change gloves whenever they become soiled, torn, or after handling non-food items.

Keep hair tied back or wear a provided hair restraint (hairnet or cap).

Avoid touching your face, hair, phone, or personal items while handling food.



# CONFIDENTIALITY

During your volunteer work, you may see or hear information about the individuals and families we serve. This information is private and should never be shared outside of Second Harvest.

- Do not discuss clients' personal situations or information with others.
- Avoid taking photos of clients without prior approval from Second Harvest staff.
- Respect the dignity and privacy of every person you encounter.





# OUR COMMITMENT

Everyone at Second Harvest — staff, volunteers, and guests — has the right to feel safe, respected, and valued. We take these policies seriously and will act quickly to address any concerns.



# VOLUNTEER CONTACT

**Volunteer Coordinator: Nicole Johns**

**Email: [njohns@shcfb.org](mailto:njohns@shcfb.org)**

**Phone: (816) 364-3663**

**Address: 915 Douglas St, Saint Joseph, MO 64505**

**Business Hours: 8:00am-4:00pm, Monday- Friday**

**Volunteer Hours: Varies on projects and can be outside normal business hours**