



Gifts of Love

Families Helping Families

Volunteer Manual

Updated 2/1/2012

Dear Volunteer,

Welcome to Gifts of Love!

Gifts of Love volunteers are the lifeblood of the agency and perform essential functions at all levels, from serving on our board of directors to managing programs including Operation Fuel, the back to school backpack program, our weekend food backpack program and the holiday program to scheduling and meeting with clients, picking up and delivering furniture and sorting food and clothing for the food pantry and clothing room. Volunteers also assist with data entry, educating the public, fund raising and truly make a difference in the lives of the people we serve.

The purpose of this manual is to assist you in learning about Gifts of Love, what opportunities are available and our procedures and policies for those who give their time and talents to the agency. We are constantly trying to incorporate new ideas and to develop programs that will help us give better service to the community and to enhance the programs we now have.

Please familiarize yourself with the contents of this manual. We also encourage you to visit our web site at www.giftsoflovect.org to learn more about our work.

On behalf of the staff, volunteers and clients, welcome! And thank you for making Gifts of Love part of your life. Please know that we always welcome your questions, comments and suggestions.

Sincerely,

Diana Goode
Executive Director

In order to retain necessary flexibility in the administration of policies and procedures, Gifts of Love reserves the right to amend, add to or rescind any of the guidelines, procedures and/or policies described in this manual.

Last year, more than 135 volunteers gave over 12,000 hours of their time



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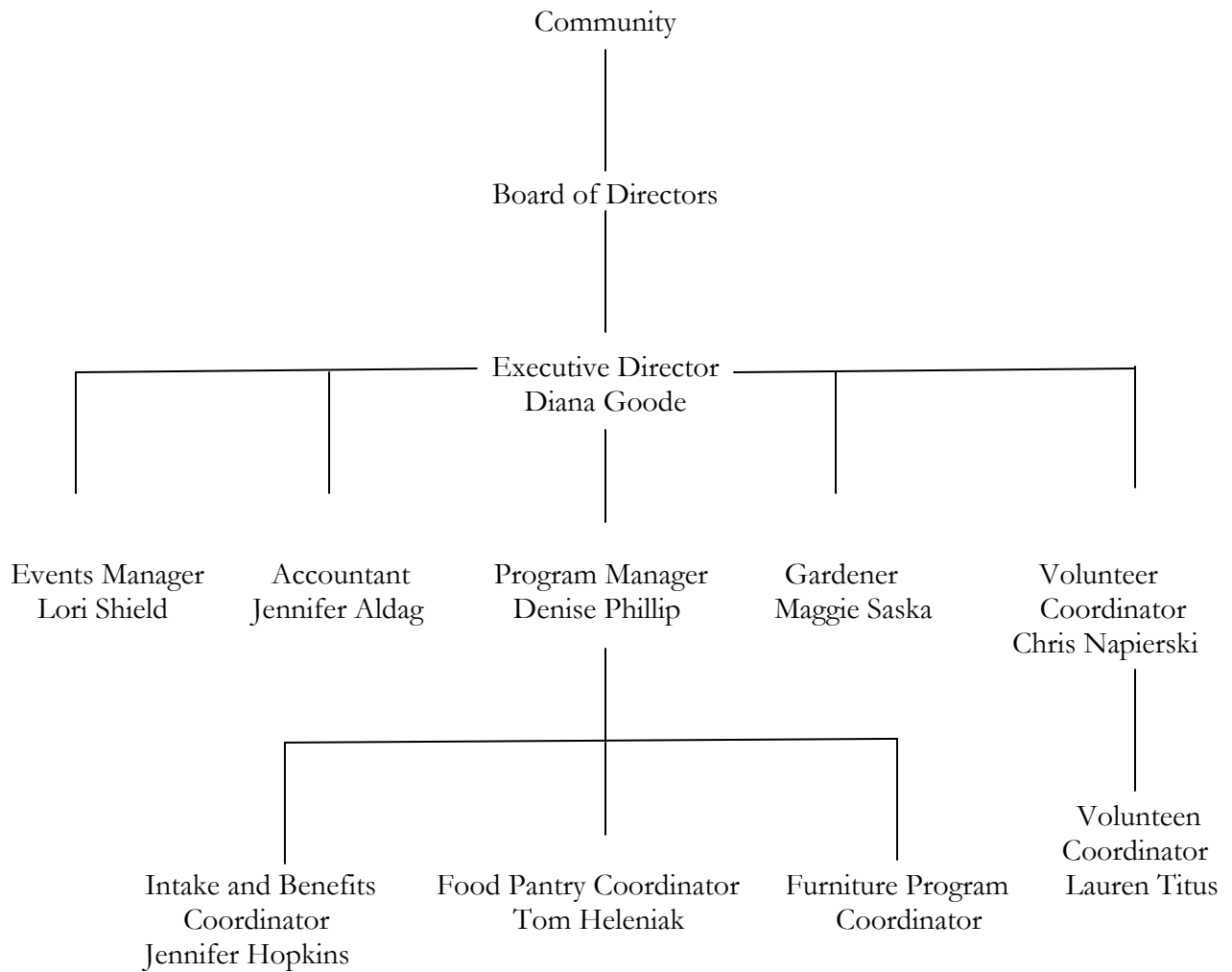
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1. Mission

Gifts of Love helps meet the basic needs of individuals and families in Central Connecticut experiencing a financial crisis so that they can achieve and maintain self sufficiency. Our clients are hardworking people who simply can't make ends meet.

In September of 1989, several Simsbury residents decided to help other area families who were experiencing financial difficulty due to corporate downsizing and layoffs by providing groceries. Word began to spread throughout the community about how little it took to do so much for neighbors in need. Over time, this simple idea-generosity and kindness from neighbor to neighbor, from family to family-grew into Gifts of Love. **Over 22 years later we are still devoted to the needs of the community and responding to the same crisis – and will continue to assist families in need with food, clothing, household goods, and furniture.**

2. Staff and Organizational Structure





3. Values

Respect and Dignity – Each person who participates in a Gifts of Love program is treated as an individual. We recognize the complexity and uniqueness of ourselves and others in the context of the broader community. Volunteers, staff, clients and donors are treated with the respect and dignity we all deserve. All volunteers must handle sensitive and confidential information with discretion and diplomacy

Advocacy and Action – It is important to learn and also important to act. Volunteers and staff empower each other and clients when we act to change not only ourselves, but our community.

Volunteers - Volunteers are the foundation of Gifts of Love. Volunteers model Gifts of Love values for the clients. They are the life blood of Gifts of Love – Families Helping Families.

Diversity – We go beyond valuing diversity to exploring the impact that race, sex, culture, and class may have on nutrition and poverty.

4. Purpose

Gifts of Love provides basic needs – food, clothing, furniture, household items and energy assistance. In order to qualify for our program, in most cases, someone in the household needs to be working. With the number of households going from 2 incomes to one because of recent layoffs, we are seeing an increase in need. When times are toughest, the working poor and hidden poor who don't qualify for many government programs are often hit the hardest.

The families that are served by Gifts of Love's programs face a crisis in their lives due to a variety of circumstances including reduced working hours, illness, divorce, or a significant unexpected increase in expenses such as gas, food and home heating oil. Gifts of Love helps clients meet their families' most basic needs – food on the table, a winter coat, or a bed to sleep in – and enable them to focus on putting their lives back in order and regaining their independence. This basic mission has become increasingly difficult with the sluggish economy and the rapid rise in the cost of basic needs such as food, home heating oil and gasoline. All goods and services are provided free of charge.

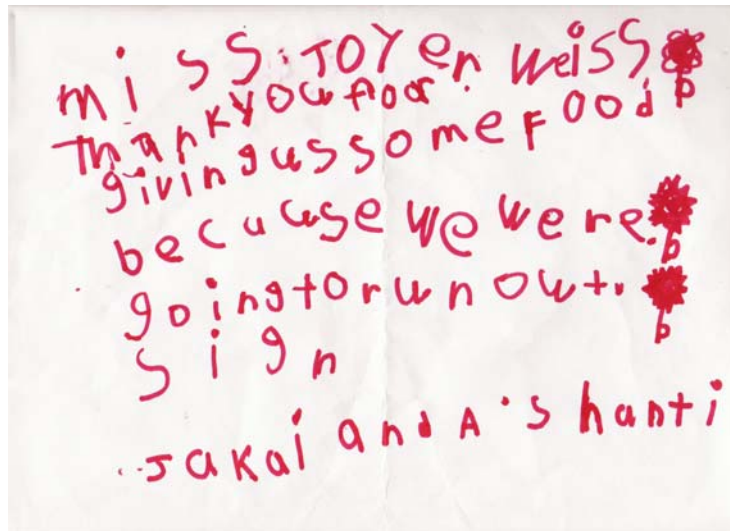
In addition to monetary donations, Gifts of Love obtains donated food, clothing, household items and furniture from people and community organizations throughout the community. In addition, we received food from Foodshare, an organization that links surplus and donated food with programs that feed people.

According to the Connecticut Association for Human Services "Pathways From Poverty for Connecticut's Children", almost 1 in 4 CT children live in families where parents work yet struggle just to buy the basics: food, rent, utilities, doctors visits and medicine. In each of the past two years, we estimate that Gifts of Love has distributed \$325,000-\$350,000 of goods and services to our neighbors in need. Every day, clients come to us for help as they struggle to find a way to clothe and feed their children on one income or on low, minimum wage jobs.



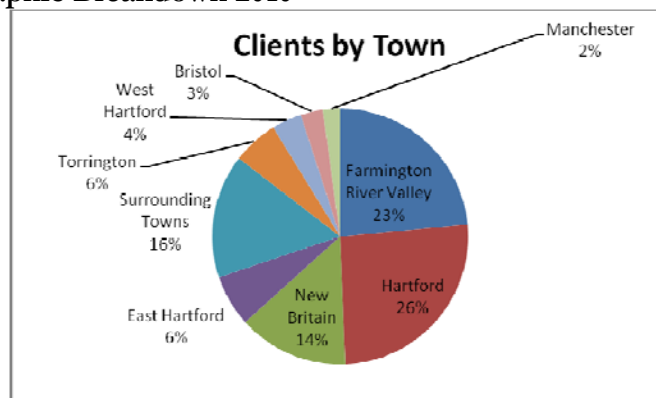
By assisting our clients with food and clothes, we allow them to use their income on other necessities such as rent, utilities and medications. Prior to assistance from Gifts of Love, many of our families were forced to choose between food and fuel. A recent Boston City Hospital study concluded that during the colder months, cases of undernourished children increased by 30%. This is known as the “Heat or Eat” dilemma that many families face during the winter months. A study done by the Community Childhood Hunger Identification Project concluded that 41% of low-income families with school-aged children in Hartford were chronically hungry and 35% were at risk of hunger. This issue is now spreading to the working poor in the suburbs at an alarming rate.

Many people have no other resources except Gifts of Love to help provide for their children.



“Miss Toyen-Weiss,
Thank you for giving us some food because we were going to run out”
- student participating in the weekend backpack program in Avon

5. Geographic Breakdown 2010





6. Programs and Services

Food Pantry: This program enables clients to “shop” for a week’s worth of food once per month by appointment. The pantry regularly has a wide variety of non-perishable food, paper goods, and personal hygiene items, and may also supply meat and fresh vegetables.

Last year, we gave out 13,069 bags of food – a 12% increase

Clothes Closet: Clients can also “shop” for in-season clothing for their entire family, infants through adults. **In 2011 Gifts of Love distributed 2,996 bags of clothing – a 18% increase**

Linen Closet and Household Items: In our Linen Closet, we offer an array of good quality bed linens, towels, and curtains donated by area residents. Our Household Room has pots and pans, dishes and small appliances. These items are particularly important to clients who are leaving a shelter or those that need to set up a new household due to divorce or fire.

Gifts of Love assisted 13,093 people last year – a 23% increase

Furniture Program: This unique service transfers usable furniture for various reasons including a new addition to the family or those starting a new home due to divorce, fire or exiting an abusive situation. Items most in demand are beds, cribs, dressers and kitchen tables—the most basic needs of a household. Gifts of Love has a truck for furniture pick-up and delivery and an off-site storage space. **The agency distributed over \$50,000 in furniture and household items last year**

Holiday Sponsorships: Local residents, organizations, churches and businesses assure that everyone has the means to celebrate the season by sponsoring a family at the Holidays. Assisting a struggling family during the Holidays is at the heart of “families helping families.”

Gifts of Love assisted 6,820 adults last year – a 29% increase

Back to School Program: In August, we provide children with fully stocked backpacks loaded with pencils, paper, dictionaries and more, so that they can start off the school year well supplied. We are proud to assist these children with a solid start to their education.

Gifts of Love assisted 7,083 children last year – a 17% increase

Weekend Food Backpack Program: When some students go home on Friday afternoons, they aren’t just leaving behind their studies. Many of them leave behind the free meals provided at school and return after the weekend with empty stomachs. That’s why Gifts of Love has instituted a backpack program - to help fill that void. Each Friday Gifts of Love distributes 86 backpacks in Avon, Simsbury, Farmington and Canton full of easy to prepare food and juice to be used by the family over the weekend. Children pick up their backpacks in the office on their way to the bus line or pick-up line. Kids return the empty backpacks to the office on Monday morning so volunteers can refill them the following week. This program is completely anonymous and confidential.

We are currently delivering over 110 backpacks to 22 schools



Support Services: Gifts of Love offers our clients valuable information about other support services in the area that can help to facilitate a person's progression to economic self-sufficiency. Gifts of Love assist with applications for:

- Operation Fuel, which provides one-time financial support for utility bills.
- SNAP – formerly food stamps
- Goodwin College
- WIC which assists low-income women, infants, and children with food, nutrition counseling, and access to health services

Farmington Valley Hunger Collaborative: Gifts of Love is part of the Farmington Valley Hunger Collaborative with the food pantries in Avon, Farmington, Canton and Simsbury. We needed to partner with the local food pantries in order to better deliver services and additional support to those in need in the Valley. The Hunger Collaborative is combining resources in order to purchase in bulk, pick up orders at Foodshare as a group and grow food in collaboration with the Community Farm of Simsbury.

Community Farm of Simsbury: Gifts of Love and the Community Farm of Simsbury have hired an organic farmer together to teach at the Farm summer school, assist in the camp program and grow food for Gifts of Love. Our Volunteens will assist in the picking and storing of fresh fruits and vegetables harvested from the 1 acre teaching garden.

Volunteens: Gifts of Love is also working with the local school systems to enable students to volunteer. Many students have a community service requirement. Gifts of Love has hired a volunteer coordinator to work some weekends and after hours, times that are more convenient for students. These Volunteens run the Gifts of Love program the first Saturday of every month and 2 week nights per month. These times are also more convenient for our working clients. They also assist with the fresh food program.

7. Volunteer Opportunities and Job Descriptions

Volunteering at Gifts of Love can be a satisfying and rewarding experience, but it may not be the place where you are most comfortable. You will come face to face with many whose lives are difficult, whose circumstances may have changed drastically for a number of reasons and who are struggling to keep their families going in the face of hardship. For this reason, you may want to come for two or three times before you commit to signing up as a regular volunteer. If you so decide, it's important to remember that we are here to serve those who need our help, and it is important to make people feel welcome and comfortable. We all need to be aware that clients are vulnerable, and we need to be respectful of them and make sure we don't say or do anything that would embarrass them or make them feel uncomfortable.

When you arrive for your volunteer shift, please sign in and if you would like to lock your valuables in the file cabinet located in the Executive Directors office, just let a staff member know.

Front Desk

There are two positions at the front desk. These are very important jobs because you are the first contact clients and visitors have when they come in. In a sense, you are the face of Gifts of Love.

The first is the person who greets those who come in and fills out the appropriate form, makes appointments, answers the phone, and enters data. In addition, this volunteer may need to sign a tax statement for donors who bring things in, or make calls to confirm appointments for the next day.

The second person is the backup. Their primary duty is data entry of goods and checks received, but they also answer the phone and may make calls to confirm appointments, greet clients, or do anything else that the Program Manager needs.

There is a laminated how-to-do-it sheet for each of these positions, with explicit directions for accessing the screens and information for each task.

Receives phone calls from clients to schedule or change appointments:

1. Ask where the client lives
2. Clients in Farmington, Avon, Canton, Simsbury, and Granby do **not** need to have a referral from a social worker and can schedule an appointment for assistance.
 - a) All other towns:

Clients need to be employed and referred by a social worker. A social worker can be from another agency, a school, religious organization, etc. The referring person simply needs to know the situation facing the client and be able to articulate the need. The referral form can be found on the Gifts of Love web site www.giftsoflovect.org or can be faxed to the social worker directly. The form can be faxed back or filled out and emailed as an attachment to Denise Phillips, dphillips@giftsoflovect.org.

3. If the client wants to make or change an appointment, check the computer calendar and schedule a time. Be sure to allow adequate time, at least an hour, for a new client. Clients returning for a follow up visit usually need thirty minutes.
4. When making appointments, please write the client's name and phone number at designated time. Indicate next to clients name if they are NEW and the number of visits they have, and are due.

Greeting Clients

1. Ask if new or returning client
 - a) New clients need to fill out a client information form with basic information. Once the form is complete, the Program Manager will speak with the client about the program. One of the volunteers will assist the client with their food, household items, linens and clothing.

- b) Returning clients simply check in, have a seat and will be assigned a volunteer who will assist them.
2. Fill out an information form for the client and give the form along with a clip board to the volunteer who will be assisting the client. The form is important because it tells the food pantry volunteer how many people are in the family; they need to know this because some foods are distributed by family size.

Assisting Donors

1. When donors arrive, ask what they are donating. We take ASAP clothing – As Seasonal As Possible. We also take household items, small pieces of furniture, baby goods, linens, etc. If there is any question about a donation, simply ask a staff member.
2. Ask if the donor would like a tax receipt. Receipts are located in the basket at the front desk. Once the donor has filled out the information, any volunteer or staff member can sign the receipt. A list of estimated values is located at the front desk. Receipts should not exceed \$500.

The Food Pantry

The Food Pantry Coordinator or Program Manager will be able to tell you what in particular needs to be done on a given day, such as stocking shelves or unpacking goods. But your main duty is to help clients.

1. Clients are greeted by the person at the desk. The front desk person will give you a client information form attached to a clip board. The form is important because it tells you how many people are in the family; you need to know this because some foods are distributed by family size.

Important: Write your initials in the upper right hand corner of the form.

2. Introduce yourself to the client in a friendly, welcoming way; offer coffee or tea and a pastry. If there are children, they may be shown the play area at one end of the room. **Children are not allowed in the pantry.** Go with the client to the food area where shopping carts are lined up. The client may have brought bags. If they haven't, get several from the supply by the freezers.
3. Guide the client around the pantry. The first stop is bins for potatoes, onions, etc. Tags on the shelves indicate the number of items the shopper may take. If there are no tags, or if there are special circumstances and you are in doubt, ask the Pantry Coordinator. Across from the pasta cans, on the bottom shelf, are large sizes of peanut butter and other items that are suitable for families of five or more.
4. Occasionally there are a number of people shopping and the small area becomes congested. If that happens, suggest that your client go to the household and clothing areas first.

5. Meat, frozen goods, and perishables are in either the freezers in the pantry or in the upright ones in the main room. Generally if clients want to visit the clothing or household rooms, we suggest that they do that before choosing things from the freezer. If there are no tags indicating quantity and you have questions about how much meat a family may have, please consult the Pantry Coordinator.
6. Go with the client to the household area and then to clothing room, where they may browse by themselves. They may fill a large bag with clothing, but at times this amount may be increased. With the volunteers help, they visit the linens area. Note quantities of linens per household listed on the wall. They may also choose items from the household room; stress that others will be shopping and to limit their selections to what they really need. The volunteer needs to make a note of the quantity of household items and linens each client takes for reporting.
7. When the shopper has finished, get meat and/or perishables from the freezer or refrigerator.
8. Take the filled-out form to the desk, where the volunteer will give the client his/her next appointment.
9. If the client needs help getting groceries to their car, give them a hand and always a farewell smile!

Clothing/Household Area

We often need assistance in the clothing room sorting donations and categorizing items for our clients. Many of the clothing items are placed on hangers for easy access. Help in folding, hanging, sorting and categorizing clothing is always welcome.

Holiday Shop

Gifts of Love provides holiday gifts to all active clients. In many cases, clients are able to choose their own gifts for their children and also receive a gift card to a grocery store and/or other retail outlet for the purchase of holiday gifts. Children 12 and older receive a gift card. Volunteers are needed to organize and assist clients in the holiday room as they shop for their families.

Volunteer Program

Gifts of Love is also working with the local school systems to enable students to volunteer. Many students have a community service requirement. Gifts of Love has hired a volunteer coordinator to work some weekends and evening hours, times that are more convenient for students. These Volunteers run the Gifts of Love program the first Saturday of every month and 2 week nights per month. Weekend and evening hours are also more convenient for our working clients. Volunteers also assist with the fresh food program, fund raising and events. They truly make a difference in their community and have a great experience to add to their resume and college applications.

Fund Raising

Gifts of Love has many fund raising events through out the year from our large scale events such as Ready Set Cook, Foodshare's Walk For Hunger and A Night Out In Style Fashion Show to smaller events such as Movie Nights at the Shoppes at the Farmington Valley, A Taste Of

The Valley at Acura of Avon and more. The larger events include live and silent auctions, tickets and sponsorship opportunities. If you are interested in assisting with any aspects of these events, please contact the Executive Director.

Furniture

This unique service transfers usable furniture for various reasons including a new addition to the family or those starting a new home due to divorce, fire or exiting an abusive situation. Items most in demand are beds, cribs, dressers and kitchen tables—the most basic needs of a household. Gifts of Love has a truck for furniture pick-up and delivery and an off-site storage space. We often need volunteers to assist with moving the furniture from donors to clients.

Fresh Food Program

Gifts of Love and the Community Farm of Simsbury have hired an organic farmer together to teach at the Farm summer school, assist in the camp program and grow food for Gifts of Love. Our Volunteens and Volunteers will assist in the picking and storing of fresh fruits and vegetables harvested from the 1 acre teaching garden. Volunteers will also assist in teaching our clients how to prepare a variety of fresh vegetables harvested.

Food Drives

Throughout the year, various local organizations host food drives for Gifts of Love. Volunteers can sign up for a shift and assist donors with their donations and raise awareness for the event. If you are interested in hosting a food drive, the volunteer coordinator has a “how to” manual.

Our largest food drive is the national Stamp Out Hunger Food Drive where letter carriers in more than 10,000 communities collect food items placed at mailboxes. Mail carriers bring the food to the post office where Gifts of Love volunteers collect the food, bring it back to the agency to be sorted and stored. This event is the second Saturday in May.

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Important things to help the program run smoothly:

While many people have a preference for working in a certain area, there may be times when help is needed somewhere else. Please be flexible, so that we can be as efficient as possible and give the best service to those who come to us.

Second, please remember to sign up for times when you are available, and if your plans change, please let us know as soon as possible so we can get a replacement

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8. Operational Policies and Procedures

Among the most important policies we must all adhere to is that of maintaining the *confidentiality of clients*. This means protecting their privacy and not discussing clients or their

situations except with professionals who are working with them. The motto “What happens here, stays here,” is a good one to go by.

In addition, although there may be disagreements about policies or procedures, it is *not appropriate to discuss them in front of clients*. Any issues of this kind need to be dealt with in private. Similarly, it’s important to be respectful of all who work here and to be helpful rather than critical.

PROFESSIONAL CONDUCT AND CONFIDENTIALITY

The employees, volunteers and contract personnel of Gifts of Love will observe professional standards of conduct. Such standards shall include, but not be limited to, conduct ensuring that:

- (a) Clients will be treated with compassion, respect, and courtesy.
- (b) Volunteers and staff will be careful and conscientious in the performance of their work
- (b) Information on clients and their families will be confidential and may only be released with the consent of involved parties on a “need- to- know” basis.
- (c) Volunteers and staff will be respectful and considerate of others
- (d) Volunteers and employees will be courteous and helpful when dealing with other volunteers, employees, supporters, donors, clients and the general public

The protection of confidential business and client information is vital to the interests and success of Gifts of Love. Such confidential information includes but is not limited to:

- i. Technical information
- ii. Client information
- iii. Client lists
- iv. Donor lists
- v. Financial records

Confidential information obtained during or through volunteer time with Gifts of Love may not be used by any volunteer or staff member for the purpose of furthering current or future outside employment or activities or for obtaining personal gain or profit. At no time should a volunteer or staff member disclose nonpublic or sensitive information to an individual other than on a need to know basis.

Volunteers and employees who improperly use or disclose trade secrets or confidential business or client information may be subject to termination of duties and legal action even if they do not actually benefit from the disclosed information.

NON-DISCRIMINATION

Gifts of Love maintains a strong policy of equal opportunity. We seek to achieve equal opportunity for all volunteers, staff and clients as articulated by federal, state and local laws. Gifts of Love is an Equal Opportunity Employer and will not discriminate on the basis of race, color, national origin, creed, age, sex, marital status, sexual preference, religion, handicap, political affiliation, or medical condition in any personnel action or the delivery of services. This applies to employment, internal promotions, training, opportunities for advancement, terminations, relationships with outside vendors and customers, use of contracts and consultants, volunteers and dealing with the general public.

All contracts and letters of agreement executed with contractors and other organizations will make specific reference to Gifts of Love's commitment and adherence to the agency's nondiscrimination policy.

SEXUAL HARRASSMENT

Gifts of Love is committed to providing an environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive or disruptive, including sexual harassment. Actions, words, jokes or comments based on an individual's sex, race, color, national origin, age, religion, disability or any other legally protected characteristic will not be tolerated.

If you experience or witness sexual or other unlawful harassment at the agency, it should be reported to a staff member immediately. You can raise concerns and make reports without fear of reprisal or retaliation. All allegations of harassment will be quickly and discreetly investigated.

ALCOHOL AND DRUG-FREE WORKPLACE

Gifts of Love is committed to providing a safe, efficient and productive environment for all employees and volunteers. All staff and volunteers are expected to understand and comply with the alcohol and drug-free workplace policy. Using or being under the influence of alcohol or drugs at the agency may pose serious safety and health risks. While at Gifts of Love, no employee or volunteer may use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted at the agency only if it does not impair a volunteer or employee's ability to perform essential functions of the job effectively and in a safe manner that does not endanger other individuals.

SMOKING

Gifts of Love is a non-smoking facility. Smoking is only permitted in specifically designated areas.

GRIEVANCES

An employee or volunteer who believes that he or she has been, or is being unlawfully discriminated against or harassed in any manner in the work environment should immediately report the alleged harassment to the Executive Director. The complaint shall be investigated in a prompt and thorough manner, and will be kept as confidential as possible.

All complaints of sexual and/or other harassment will be kept confidential to the extent possible. There will not be discrimination or retaliation against any employee for making such a complaint, or for participating in any way in investigating or resolving such a complaint.

PUNCTUALITY AND ATTENDANCE

Gifts of Love hopes that volunteers and staff will arrive on time and work their full shift. If you need to be absent from work for any reason, please contact the volunteer coordinator or program manager.

CONFLICT OF INTEREST

Staff and volunteers are to uphold the mission of Gifts of Love. We expect the primary interest of the volunteer or staff member to be the clients we serve. A conflict of interest occurs when the interest of a volunteer or staff member or other outside party actually or potentially affects Gifts of Love in a negative way. A conflict of interest also occurs when a volunteer profits financially from their relationship with Gifts of Love.

USE OF PERSONAL AUTOMOBILE

Volunteers and staff who use their own automobile for travel on authorized agency business will be reimbursed for mileage at the current rate used by other area organizations. Volunteers must have prior supervisory approval for the use of personal vehicles and must carry, at their own expense, the minimum insurance coverage for property damage and public liability. Volunteers are asked to complete an expense report for reimbursement. Reimbursements are made by check.

OPEN DOOR POLICY

All volunteers and staff members are encouraged to provide input and suggestions concerning the overall operations and programs of Gifts if Love.

SPEAKING TO THE MEDIA

The Executive Director and Board President are the only ones with authority to speak to the media on behalf of Gifts of Love. The Executive Director and President may designate a staff or board member to speak to the media on a case by case basis.

GIFT OF RIGHT TO PUBLICITY

Volunteers and employees give Gifts of Love the right to reproduce, edit, distribute, publish, broadcast audio or visual media in which they are subjects in any form and manner without payment of fees.

VOLUNTEER SUPERVISION

Volunteers must take direction from the staff member that oversees the area where they are assigned. Any concerns with assignments must be directed to the Executive Director.

9. Scheduling and Sign-in Process

If you need to be absent from work for any reason, please contact the volunteer coordinator or program manager.

When you arrive for your shift, please sign in. The sign in book is located on the out take desk. When you come to volunteer, please record your name, date, time in and time out in the book. Please also designate your job.

We ask volunteers to sign in and out for a few reasons:

- **Grant Writing:** recording your hours enables us to track the number of hours donated by our volunteers. This in turn helps us obtain funding from various foundations.
- **Safety:** We need to know who is in the building in the event of an emergency such as a fire.

- **Tracking and reporting:** Signing in and out lets us track students volunteer hours for projects, scholarships and college applications. It also allows us to verify community service hours, both mandatory and voluntary.

10. Hours of Operation

Gifts of Love is open Monday – Friday from 9 to 3

Thanks to the Volunteen Program, we are now open the first Saturday of every month (9 -12) and some evenings during the week – call for more information about evening hours.

11. Contact Information

P.O. Box 463
 35 East Main Street
 Avon CT 06001
 860-676-2323 PHONE
 860-676-9864 FAX
www.giftsoflovect.org

Diana Goode Executive Director dgoode@giftsoflovect.org	Jennifer Hopkins Intake and Benefits Coordinator Operation Fuel Coordinator jhopkins@giftsoflovect.org
Denise Phillips Program Manager dphillips@giftsoflovect.org	Furniture Program Coordinator
Chris Napierski Volunteer and Outreach Coordinator cnapierski@giftsoflovect.org	Lori Shield Development and Marketing Specialist lshield@giftsoflovect.org
Jennifer Aldag Accountant aldag82@sbcglobal.net	Maggie Saska Gardener msaska@giftsoflovect.org
Lauren Titus Volunteen Coordinator ltitus@giftsoflovect.org	Tom Heleniak Food Pantry Coordinator theleniak@giftsoflovect.org

13. Emergency Information

In the event of inclement weather, if the Avon Schools are closed, the Gifts of Love office will be closed. Volunteers are encouraged to call the office if they have any questions or are uncertain about a closure. In some cases, employees will be at the office to assist clients, donors and volunteers but please call before coming.



14. Code of Ethics and Volunteer Agreement

As a volunteer representing Gifts of Love, your conduct and interaction with staff, volunteers and the public is expected to always be professional and courteous. By volunteering, you are making a commitment to staff, clients and the community to carry out, to the best of your abilities, the tasks you have pledged to perform.

The Volunteer Code of Ethics clarifies the expectations and principals for Gifts of Love. Should a volunteer display unprofessional, dishonest or disrespectful behavior or exhibit a lack of self discipline, the volunteer will be asked to leave the premises. Such behavior could be grounds for termination of volunteer status.

As a Gifts of Love Volunteer, I pledge to:

Respect

- Handle sensitive and confidential information with discretion and diplomacy
- Respect others even though I may not agree with them
- Display courtesy, sensitivity, consideration and compassion for people
- Use good judgment in recognizing the scope of authority of staff members

Safety

- Keep safety at the forefront of all volunteer activities
- Follow the rules presented to me in training
- Respect and use equipment and supplies as they are intended
- Report all injuries immediately to a staff person

Quality

- Perform all tasks to the best of my ability
- Ask for help when needed

Self Discipline

- Recognize my limitations and those of others
- Hold myself accountable for the commitments I undertake

Communication

- Recognize that I communicate both verbally and non-verbally
- Listen to the needs of others

Commitment

- Recognize that commitment comes from within
- Work together with staff and other volunteers to meet Gifts of Love's goals

Welfare

- Value my role in the maintenance and growth of the organization
- Strive to promote a positive environment

- Respect and support the people around me

Volunteer Code of Ethics:

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Commitment

- Recognize that commitment comes from within
- Work together with staff and other volunteers to meet Gifts of Love's goals

Welfare

- Value my role in the maintenance and growth of the organization
- Strive to promote a positive environment
- Respect and support the people around me

Volunteer

Date

