

Volunteer Code of Conduct

Source: The Stop Community Food Centre

Before becoming a volunteer The Stop, all applicants review this Code of Conduct with Volunteer Coordinator and sign it. This is a crucial step in establishing expectations and requirements of the volunteer's role.

Anti-harassment and Anti-discrimination

All volunteers at The Stop will:

- work to ensure that people are treated equally with respect;
- work to ensure that people feel safe and welcome;
- work to address discrimination based on race, class, gender, ability, religion, sexual orientation, or cultural background;
- work to ensure that incidents of ill-treatment or injustice that negatively impact a person or a group of people are reported to a staff person; and,
- abide by The Stop's Mission, which states: "We strive to increase access to healthy food in a manner that maintains dignity, builds community and challenges inequality."

Confidentiality

It is important that all volunteers respect the privacy and confidentiality of each other and of participants. This means, for example:

- not disclosing information read in documents or files;
- not disclosing information heard in conversation with participants, volunteers or staff; and,
- not disclosing information about an incident that involved participants, volunteers or staff.

Access to services at The Stop

Volunteers are invited and welcomed to use service at The Stop, in the same way that other community members access services. These services include:

- **Food Bank** - All volunteers are allowed to access the food bank once per month. Volunteers do not need to live in the catchment area. You must wait until the end of your shift to pick up your hamper.



community food centres
CANADA good food is just the beginning



- **Drop In** - All volunteers are allowed to have breakfast or lunch after their shift. Remember, if you want a break or use another service, please don't leave your volunteer shift unattended unless you have the okay from your staff person.
- **Healthy Beginnings** - Volunteers have access to the day care while they are volunteering.

Call staff for support when needed

Volunteers must call a staff person if there is an incident involving community members or in case of an emergency. Do not deal with incidents on your own.

Theft

Any volunteer who takes food from The Stop without permission will be immediately asked to leave the volunteer program. Any drinks, meals or other items for volunteers will be distributed by Stop staff members only. The impact of theft on The Stop adds up. Even when an individual takes only a little, over time that costs a lot of money. It may mean that another community member doesn't get access to much-needed food.

Coats and Bags

There is a locked closet provided for all volunteers to store their coats and bags during their shift. Staff will show you where this closet is located. We discourage you from bringing valuable items to your shift. We also discourage you from bringing bags unless you are picking up a food hamper that day.

Attendance

In order to provide our services to the community, we need volunteers who are reliable in turning up for their shifts. The minimum commitment we require is 1 x 4hr shift per week for a period of 4 to 6 months. Please arrive for your shift on time. Please call in to let us know in advance if you are not able to attend so that we can try to fill your place.

Tokens

Tokens are available for those who need them in order to be able to volunteer at The Stop (i.e. if you live at a distance that requires you to take transit or if you are disabled). Tokens are available from your supervising staff at the end of the shift.

Good Food Market membership

All volunteers are welcome to become members of the Good Food Market. This entitles volunteers to a membership card. Each time a volunteer completes a shift they receive a stamp on their card. Four stamps on a card entitles the volunteer to \$10 of produce at the Good Food Market.



community food centres
CANADA good food is just the beginning



Use of drugs and alcohol

Volunteers must not attend their volunteer shift while under the influence of drink or drugs. To do so will be cause for instant dismissal. Volunteers must not take drugs or drink during their shift at the Stop.

Access to restricted areas

Volunteers on shift have access to certain areas and supplies that community members do not. When volunteers are not on shift, they should not go into these areas.

Use of Stop equipment

Volunteers must not use Stop equipment (photocopier, fax, phones, computers) during their shift unless it is an emergency or part of their volunteer task. Please ask a staff member if you can use the equipment before you do so.

Record of volunteer hours

All volunteers must sign out as they leave their shift and record the number of volunteer hours completed in that shift.

Volunteer Code of Conduct Acceptance

I, _____ have read and will conduct myself according to the Volunteer code of Conduct of the Stop community Food Centre.

Signature _____ Date _____

Witness _____