



the local
community food centre

Volunteer Manual

Revised – June 18, 2021

Welcome!

The Local Community Food Centre values all of our volunteers. We would not be the organization we are without your help. We thank you for giving of your time and skills to enable us to serve our community. This manual is meant to assist you in understanding our organization, our expectations of volunteers, and your rights and responsibilities.

On behalf of the organization, I welcome you and thank you for your gifts of time and spirit!

Warm Regards,

A handwritten signature in black ink that reads "Debra Swan". The signature is written in a cursive, flowing style.

Debra Swan, Executive Director
The Local Community Food Centre

The Local, your local CFC

The Local Community Food Centre is an affiliated organization with Community Food Centres Canada. We are a welcoming space where people come together to grow, cook, share, and advocate for good food. CFCs provide access to high-quality food in a dignified setting that does not compromise a person's self-worth. People learn cooking and gardening skills, and kids get their hands dirty in the garden and kitchen in ways that expand their taste buds and help them to make healthier food choices. Community members find their voices on the issues that matter to them, and people find friends and support. CFCs offer multifaceted, integrated, and responsive programming in a shared space where food builds health, hope, skills, and community.

Examples of Programs and Services

Food Access Programs –

Community Meals, Market and Storehouse, Allotment Garden, CSA Community Garden.

Food Skills Programs –

Cook Ahead, Food Fit, Cooking with Diabetes, Newcomers Kitchen, Gardener's Plate, Green Team Gardeners, Children/Youth Programs.

Education & Engagement Programs –

Advocacy Office, Community Action Training, Social Justice Club, Various Events and Partnerships.

To find out more about current programs offered, please visit www.thelocalcfc.org

The Local Board of Directors and Staff

The Board of Directors is a group of elected volunteers who are responsible for governing the organization. The Board holds monthly meetings, and through the Executive Director, provide direction and support for staff who manage the day-to-day activities of the organization.

For a list of active board members, please visit thelocalcfc.org. Our current staff roster is listed below for your reference.

Position	Name	Phone Ext.	Email
Executive Director	Debra Swan	1008	debra@thelocalcfc.org
Community Engagement Facilitator	Derek Barnes	1004	derek@thelocalcfc.org
Manager of Food Logistics	Jenn Parsons	1002	jenn@thelocalcfc.org
Administrative Assistant	Serena Carley	1007	serena@thelocalcfc.org
Food Skills Educator	Sarah Pike	1003	sarah@thelocalcfc.org
Community Connector	Matthew Maynard	1005	matthew@thelocalcfc.org
Garden Educator	Lucas Tingle	1002	lucas@thelocalcfc.org
Manager of Finances and Systems	Heather Allan	1008	heather@thelocalcfc.org
Community Chef / Volunteer Coordinator	Mike Lurz	1006	mike@thelocalcfc.org

The Local's Commitment to Volunteers

The Local is committed to upholding the dignity and equality of rights of all persons. The Local is committed to diversity in principle and practice. Our commitment is founded in our communal sense of justice and our belief that the world and our organization are enriched by the diversity of our cultures and experiences. We strive toward a world of understanding and mutual support.

The Board of Directors and senior management wish that this commitment be clearly expressed for the benefit of all.

- The organization shall not dismiss, transfer, demote, displace, or suspend any volunteer because of race, sex, religion, colour, national origin, ancestry, physical and mental disability, pregnancy, marital status, age, medical condition, sexual orientation, political belief, gender identity, HIV status, or other non-job-related factors, providing the latter, once reasonably accommodated, does not prevent the volunteer from carrying out the essential duties or requirement of the position.
- The Local will not deny any duty to any volunteer applicant because of race, sex, religion, colour, national origin, ancestry, physical and mental disability, pregnancy, marital status, age, medical condition, sexual orientation, political belief, gender identity, HIV status, or other non-job-related factors, providing the latter, once reasonably accommodated, does not prevent the volunteer from carrying out the essential duties or requirement of the tasks assigned.
- The Local will not tolerate the harassment of any volunteer by another volunteer or employee of the organization because of race, sex, religion, colour, national origin, ancestry, physical and mental disability, pregnancy, marital status, age, medical condition, sexual orientation, political belief, gender identity, HIV status, or any other reason. The organization interprets harassment in this case to mean any course of comment or conduct that is known, or thought reasonably to be known, as unwelcome.

This policy is intended as a general guideline for all volunteers as to the conduct and behaviour expected within this organization. When used with sound judgement and common sense, it should properly protect all volunteers of The Local.

The organization will apply the interpretation of the Ontario Human Rights Code and the Canadian Charter of Rights and Freedoms in defining the terms used in this policy.

Collection of Personal Information

Any information collected will be for internal use only and will not be shared with any outside persons or agency. All personal information collected by the Local will be secured and maintained for 3 years from the date an individual's volunteer activities have ended, after which it will be destroyed or deleted. All volunteers must give written permission for third-party references to be contacted for a reference check.

Health and Safety Orientation

All volunteers at The Local have responsibilities for and play a key role in ensuring a safe workplace for themselves and their fellow workers. To meet the requirements detailed under the Occupational Health and Safety Act, all volunteers are required to ensure that they –

- Follow all procedures, found in the Local's Policies and Procedures manual.
- Use all required personal protective equipment, such as rubber gloves, etc., where directed and/pr as mandated by Public Health.
- Work in a safe manner which does not endanger themselves or a co-worker.
- Report unsafe conditions to their supervisor promptly.
- Report any incident that has occurred immediately to their supervisor, so that they receive proper first aid attention and that the incident can be investigated.

Volunteer Orientation

Purpose

Health and safety training is an important part of every volunteer's job. The integration of health and safety starts with a new volunteer's orientation and continues throughout a volunteer's working career. This procedure outlines the responsibilities for a new volunteer's orientation.

Application

The procedure applies to all volunteers of the Local.

Responsibilities

It is the responsibility of the Executive Director to ensure that all volunteers have received the proper training and instruction. This duty may be delegated to a staff person by the Executive Director. This delegation of duty does not relieve the Executive Director of the responsibility described herein.

All new volunteers are given a program/duty specific orientation during their first few days on the job. This orientation includes taking new volunteers on a comprehensive physical tour of our facility and the work site. This tour will include –

- Showing the location of fire extinguishers, first aid stations, fire exits, alarm system, and any safety equipment, as well as all storage areas, washrooms and facilities.
- Demonstrating proper material handling procedures, if applicable.
- Demonstrating the proper handling and storage procedures for any hazardous chemicals, if applicable.
- Introductions to staff, program participants and other volunteers in the building.
- An overview and understanding of any policies that relate to their duties.

The Local Volunteer Training

The Local is committed to providing volunteers with the best experience possible. To this end, the organization will ensure appropriate training is provided for all duties assigned, as well as optional training and work practices that will enhance the volunteer's general skill set. This may include topics like –

- Leadership.
- Conflict Resolution.
- Personal Wellness.
- Organizational Skills.

Evaluation

All volunteers are offered an opportunity to take part in an evaluation exercise each year. The evaluation is meant to help volunteers and the organization ensure that –

- The match between the volunteer and assigned duties is appropriate.
- The volunteer has adequate support from the organization.
- Training valuable to the role is frequently assessed and made available.
- Duties are being carried out as expected.

In rare cases it may be determined that the volunteer is not a good match for the organization, or vice-versa. In these rare circumstances, volunteers may be asked to, or may decide to, end their relationship with the organization. In such cases, an exit interview will be done.

The Local Volunteer Dress Code

The Local expects volunteers to dress appropriately. Dress that is not appropriate includes –

- Low necklines
- Belly tops
- Muscle shirts
- Excessively tight or revealing tops
- Clothing with large logos or cartoons that may be offensive or contain profanity
- Clothing that exposes stomach, bum, or chest
- Ripped or torn garments
- Pajama pants, beach shorts, slippers

Volunteer Guidelines

All volunteers are expected to accept and honour the following guidelines –

- Volunteers are expected to sign an “Oath of Confidentiality” before starting their assigned duties.
- Volunteer positions should be meaningful and satisfying for the volunteer in conjunction with fulfilling the operational needs of the organization. A job description for the assigned task will be given to the volunteer to ensure that all parties are clear on duties and responsibilities.
- All volunteers will meet with the Volunteer Coordinator to determine qualifications, interests, ability, and suitability of the individual to perform the required work assigned, and to determine the most appropriate assignment. This process also allows the potential volunteer to decide whether they are a good fit for our organization.
- Volunteers are free to accept or refuse any assignment.
- All volunteers are expected to act in a professional and positive manner in all interactions with staff, participants, and other volunteers, and to perform their duties to the best of their abilities.
- Volunteers will be assigned a direct supervisor, depending on what role they may be filling for the organization at any given time. Any concerns should be directed to the direct supervisor. If the concern is with the supervisor assigned, it will be addressed by the Volunteer Coordinator and/or the Executive Director.

- Ongoing feedback will be provided to volunteers, to ensure that –
 - The experience is/was mutually beneficial, satisfying, and enjoyable.
 - The objectives of the assignment are/were achieved.
 - Policies and protocols are/were followed by all parties.
 - Other assignments or tasks that might be of interest or more suitable to the volunteer skill set are explored.
- All volunteers are required to report to their direct supervisor upon arriving and departing from their duties.
- If a volunteer is unable to fulfill a shift that they have committed to, they must contact their supervisor as soon as possible. Preferably, we would like a minimum 24 hours notice.
- Volunteers are not to act as representatives of The Local or do any public speaking on behalf of the organization.
- Volunteers must not be under the influence of any alcohol, drug, or illegal substance while performing their duties.

Dismissal from Duties and Association with The Local

When a volunteer's behaviour or actions are deemed harmful, dangerous, or otherwise inappropriate, they will be immediately dismissed from duties and any association with the organization. Grounds for dismissal may include but not be limited to –

- Gross misconduct or insubordination.
- Being under the influence of drugs, alcohol or any illegal substances while performing duties.
- Theft of property or misuse of organization funds, equipment, or materials.
- Illegal, violent, or unsafe acts.
- Abuse or mistreatment of staff, volunteers, or participants.
- Failure to abide by organizational policy or procedure.
- Unwillingness or inability to support and further the mission of The Local.
- Harassment, discrimination, violation of human rights.

Volunteer Records

Volunteer records will be kept in a secure location. Requests for information about volunteers should be made through the Executive Director and requesting parties will need to provide proof of permission for the release of information from the volunteer.

Volunteer records may include, but not be limited to:

- Application form
- Resume and any attachments
- Record of initial and subsequent meetings with their direct supervisor or the Executive Director
- Letters of reference
- Verification of completed training
- Signed statement of confidentiality
- Performance reviews
- Letters of resignation
- Other relevant documentation

The Local Community Food Centre
Volunteer Manual Recognition

Please initial in the circle:

- I have read and understood The Local Volunteer Manual.
- I agree that I will follow the Manual as written.

Name: _____

Signature: _____ Date _____

Witness: _____ Date _____

Oath of Confidentiality

Confidential information is –

- Personal information about participants and volunteers;
- Personal information about employees and board members;
- Information about The Local Community Food Centre business which should remain confidential to protect the organization; and,
- Other information that The Local Community Food Centre Board of Directors decides is confidential.

I agree that I will keep secret any confidential information that I know through my position with the non-profit unless authorized by the Board of Directors.

This applies while I am an employee/volunteer/director of The Local Community Food Centre and when I am no longer an employee/volunteer/director of The Local Community Food Centre.

Name: _____

Position: _____
(employee/volunteer/director)

Signature: _____ Date: _____

Witness: _____ Date: _____

COVID – 19 Policy and Protocols

Policy Statement

The Local Community Food Centre (The Local) is committed to the safety of staff, volunteers, patrons, participants, and our community. The organization will make every possible effort to ensure that this policy is current, relevant, and used consistently to achieve this objective.

Purpose and Scope

This policy ensures all safety protocols are in place to limit the spread of COVID-19 and complies with federal and provincial guidelines, as well as protocols as dictated by the Huron-Perth Public Health Unit and the Ontario Department of Labour. This policy has been developed to ensure that the organization stands up to scrutiny by all of its stakeholders.

Application

This policy will be enforced until such time as the Covid-19 pandemic is declared over by government and health officials, and applies to all employees, board members and volunteers of The Local. While the policy is created specifically to address the COVID-19 pandemic, all - or part of it, may be applied to other community health crises as deemed appropriate by the Executive Director and/or Board of Directors.

Responsibilities

It is the responsibility of the Executive Director to ensure this policy is adhered to and the procedures herein are followed.

Screening

1. Upon entering the building for their shift all staff and volunteers are required to read the screening questions posted at the front door, and sign that they answer no to all questions in the sign-in book provided. If they answer yes to any question, they must exit the building and return home for self isolation until they are symptom free. The employee will be advised to seek medical advice for any symptoms.
2. Visitors, patrons, participants, and anyone from the public are required to read and affirm negative answers to the screening questions. These questions will be posted on the front door, as well as written in large print on a white board in the entranceway to the building. A staff or volunteer will direct them to the questions and request a verbal answer to each question. If an individual answers in the affirmative to any question, they will be asked to leave the building. The individual will be advised to seek medical advice for any symptoms.
3. Screening questions will be reviewed according to Huron-Perth Health Unit directions and public updates. The sign-in sheets will be kept on file for no less than 1 month from the date used.

Screening Tools

Screening tools used will included, but not be limited to:

- a) Written and verbal questioning using Huron-Perth Health Unit guidelines
- b) Acclamation sign-in sheets
- c) Posters
- d) Signs
- e) Personal greeting

Lessening Risk of Transmission Protocols

Physical Distancing

1. While in the building all individuals, including staff and volunteers, are required to maintain at minimum a 6' distance (2 metres) whenever possible. Visual clues will be used to assist individuals in maintaining this distance. These clues will include but not be limited to:
 - a. Floor mapping of traffic flow direction (one way)
 - b. Stickers placed at minimum 6' apart
 - c. Arrows adhered to walls
 - d. Written instructions in visibly accessible places
2. The number of individuals allowed in the building at any given time will be monitored to ensure that the number does not exceed the Perth-Huron Public Health Unit and provincial guidelines. This number is fluid according to the risk dictated by these governing bodies.

Masks – Staff and Volunteers

1. Masks must be worn in all common areas, even if a 6' distance is maintained. These areas include the dining area, storehouse, and greenhouse. Common sense exemptions to this rule would be:
 - a. Food tasting
 - b. Video filming
 - c. Consumption of water etc.
2. Masks may be removed when staff are alone in their office, however if another individual enters the office, all individuals must put their masks on. In instances where offices are shared, masks must be worn by all staff sharing the space when not alone.
3. All staff must utilize masks deemed at minimum "good performers" as per the attached addendum. If a staff or volunteer's mask fails to comply with this standard, they will be offered a mask that fits the criteria. If they refuse to utilize the mask offered, they will be asked to leave the building.
4. When it is necessary to interact with the public for a consistent period (more than 30 seconds) while not being able to maintain a 6' distance extra PPE must be worn. This extra

PPE will consist of a mask, face shield, and gloves. Situations where this would be required, but not limited to are:

- a. Market greetings and screening
 - b. Market weigh stations
 - c. Market check outs
 - d. Program facilitation
 - e. Visits to the community connector program
5. All appropriate PPE will be supplied to staff and volunteers by the organization.

Masks – Visitors, Participants and Patrons

1. All individuals entering the building must wear a mask. If the mask does not comply with the standard set, an appropriate mask will be offered to wear when in the building.
2. If an individual accessing the market indicates they cannot wear a mask, they will be offered an order sheet and a staff or volunteer will complete their order for them.
3. If an individual accessing the community connector office indicates they cannot wear a mask, a meeting space that allows for at minimum a 12' distance will be used, knowing that to do so may compromise confidentiality.

Other Measures

1. Where staff are able, they are encouraged to work from home.
 2. If a staff is experiencing COVID symptoms they must self isolate at home and not return until they have not experienced symptoms for 24 hours. A negative COVID test result may be required before returning to work if symptoms continue for more than 3 days. The Local will continue services until test results are obtained. If a positive result is indicated, services will be suspended for 14 days and all staff will be asked to self isolate at home.
 3. If a staff suspects or knowingly has been exposed to the virus (by a family member or friend, for example) they will be asked to self isolate at home until such time as the risk of contracting the virus is deemed very low, or a negative test result is obtained. In this circumstance The Local will remain open, unless the staff person in question is deemed at high risk for contracting the virus. In this case, protocols in 'Other Measures #2' will be followed.
1. In instances where staff are asked to self isolate, they will receive their regular pay for the first 14 days. If isolation is still necessary after the first 14 days, they will have the following options:
 - a. Request vacation time, using the standard process
 - b. Request personal days using the standard process
 - c. Request lieu time be applied using the standard process

- d. Claim government supports that may be available to individuals
- e. Any combination of the above

Cleaning and Disinfecting

1. All frequently touched areas (doorknobs, light switches, taps etc.) will be disinfected at minimum twice a day. On market or program service days, these areas will be disinfected more frequently as needed. For example, after each use.
2. All staff are responsible for disinfecting the following areas at the beginning and end of each shift:
 - a. Personal office doorknobs and light switches
 - b. Office telephone
 - c. Desk and tabletops
 - d. Computers and keyboards
 - e. Other communal equipment upon use, such as photocopier, shredder, paper cutter etc.
3. The custodian is responsible for disinfecting the following areas:
 - a. Tables and chairs upon use
 - b. Other high contact surfaces such as cupboards, in common areas
 - c. Bathrooms
 - d. All floors
4. Kitchen staff are responsible for disinfecting the following areas:
 - a. Counter tops
 - b. Sinks
 - c. Stoves and equipment
 - d. Dish pit area
5. Food logistics manager is responsible for disinfecting the following areas:
 - a. Storehouse counters
 - b. Display areas
 - c. Cash Register
 - d. Debit machine (after each customer)
6. Greenhouse Educator is responsible for disinfecting the following areas:
 - a) All surfaces commonly used in the greenhouse
 - b) All equipment and garden tools used in both the greenhouse and community garden
7. The solution that is recommended by the Huron-Perth Health Unit and currently being used to disinfect the kitchen countertop is the preferred choice for disinfecting.
8. Cleaning compliance sheets will be posted outside of all offices and common areas, and staff are required to initial, date, and indicate time of each cleaning.

The Local Community Food Centre
Agreement to Follow COVID Policy # 2020.1.OPP

Please initial in the circle:

- I have read and understood COVID-19 Policy 2020.1.OPP.
- I agree that I will follow the COVID-19 Policy 2020.1.OPP as written.

I understand that if I do not agree to follow COVID-19 policy 2020.1.OPP, I may not be able to perform my duties and it may affect my employment/volunteer status with The Local Community Food Centre.

Name: _____

Position: _____

(employee/volunteer/director)

Signature: _____ Date _____

Witness: _____ Date _____