



The Local Community Food Centre Volunteer Manual

Revised – May 5, 2023

Welcome to The Local Community Food Centre!

Your time and skills will help to shape an inclusive, caring and compassionate space here at The Local where we will work together to ensure everyone has access to good food and a sense of belonging.

Thank you so much for choosing to volunteer here. I hope this manual will assist you in understanding the organization, expectations of volunteers, and your rights and responsibilities.

On behalf of The Local, welcome and thank you for sharing your gifts of time and spirit!

Warm Regards,

Margaret Smart, Executive Director
The Local Community Food Centre

The Local, your local Community Food Centre (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 volunteer, 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. Adults and youths 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 Gardens, CSA Community Garden

Food Skills Programs

Seed, Feed and Lead for Youths, Green Team Gardeners, Loving Spoonfuls for Parents and Babies

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, provides 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. (519) 508-3663	Email
Executive Director	Margaret Smart (She/Her)	1008	margaret@thelocalcfc.org
Manager of Finances and Systems	Heather Allan (She/Her)	1007	heather@thelocalcfc.org
Manager of Food Logistics	Jenn Parsons (She/Her)	1002	jenn@thelocalcfc.org
Volunteer Support Facilitator	Katherine White (She/Her)	1006	katherine@thelocalcfc.org
Food Skills Educator	Valerie Andrews (She/Her)	1003	valerie@thelocalcfc.org
Garden Educator	Lucas Tingle (He/Him)	1002	lucas@thelocalcfc.org
Community Engagement Facilitator	Derek Barnes (He/Him)	1004	derek@thelocalcfc.org
Community Chef	Erin Hanako Innis (They/Them)	1001	erin@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 deny, 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 volunteer, once reasonably accommodated, is not prevented from carrying out the essential duties or requirement of the position.
- Likewise, The Local will not tolerate the harassment of any volunteer or employee of the organization for any of the reasons listed above, 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 play a key role in ensuring a safe workplace for themselves and their colleagues. 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/or as mandated by Public Health.
- Work in a safe manner for themselves and their colleagues.
- 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 your orientation and continues throughout your participation at The Local. This procedure outlines the responsibilities for a new volunteer's orientation.

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 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:

- Belly tops
- Muscle shirts
- Excessively tight or revealing clothing
- 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 position 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 Support Facilitator 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 staff supervisor, depending on what role they may be filling for the organization at any given time. Any concerns should be directed to the staff supervisor. If the concern is with the supervisor assigned, it will be addressed by the Volunteer Support Facilitator 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 staff 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 at least 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 staff 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: _____

Email Address: _____

Phone Number: _____

Home Address: _____

Postal Code: _____

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 not reveal 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 a volunteer of The Local Community Food Centre and when I am no longer a volunteer of The Local Community Food Centre.

Name: _____

Position: _____
(volunteer)

Email Address: _____

Phone Number: _____

Home Address: _____

Postal Code: _____

Signature: _____ Date: _____