

HARVESTERS - VOLUNTEER POLICIES & GUIDELINES

Our volunteers are essential to our mission of addressing food insecurity and promoting equitable access to nutritious food. To ensure a safe, productive, and enjoyable experience for everyone involved, we have established a set of policies and guidelines. By adhering to these policies and guidelines, you help us maintain the high standards and integrity of Harvesters. All volunteers must sign the volunteer liability waiver before volunteering.

Volunteer Training

All volunteers will receive comprehensive training from our staff before beginning their volunteer roles. This training will cover essential safety protocols, role-specific responsibilities, and overall expectations to ensure a safe and effective volunteering experience. Depending on your volunteer role, additional training may be provided to equip you with the necessary skills and knowledge to perform your duties successfully. We are committed to ensuring that all volunteers feel prepared, supported, and confident in their roles.

Equal Opportunity

Harvesters is committed to creating an inclusive and welcoming environment for all volunteers. We believe in the value of diversity and are dedicated to ensuring that every individual can contribute to our mission without facing discrimination. It is the policy of Harvesters not to discriminate against any volunteer or volunteer applicant because of age, race, color, creed, religion, sex, sexual orientation, disability, or national origin.

Drug-Free & Alcohol-Free Workplace

Harvesters is committed to maintaining a drug-free workplace to ensure the safety and well-being of our volunteers and staff. Volunteers are prohibited from using, possessing, distributing, or being under the influence of illegal drugs or alcohol while performing their volunteer duties or on Harvesters' premises. Violation of this policy will result in immediate dismissal from the volunteer program. If you are taking prescribed medication that may affect your performance or safety, please inform a staff member.

Tobacco-Free Workplace

To promote a healthy environment, Harvesters Community Food Network maintains a tobacco-free workplace. The use of tobacco products, including cigarettes, cigars, e-cigarettes, and chewing tobacco, is prohibited on all Harvesters' premises, including indoor and outdoor areas, parking lots, and Harvesters vehicles. Volunteers are expected to respect this policy and use designated smoking areas offsite if necessary.

Dress Code

Volunteers are expected to dress appropriately for their roles to ensure safety, comfort, and a professional appearance. Exceptions may be made for special assignments or occasions. Where needed, Harvesters may also make a reasonable accommodation to this policy for a person with a disability. The dress code includes:	
Closed-toe, closed-heel shoes: Required for all volunteers and chaperones to protect against injuries.	Comfortable clothing: Wear attire that allows for ease of movement and is suitable for the tasks you will be performing. Warehouse volunteers should wear clothes appropriate for lifting, squatting, reaching, and carrying a product.
Hair and accessories: Long hair should be tied back, and accessories should be minimal to avoid safety hazards.	No offensive clothing: Avoid clothing with inappropriate or offensive language or images.

Vehicle Use

Harvesters volunteers will not drive a Harvesters vehicle unless an annual motor vehicle record check has been performed and authorized by a Harvesters staff. Volunteers must follow all Harvesters policies and procedures, as well as all Federal and State laws applicable to the operation of the vehicle. Authorized volunteer drivers must adhere to Harvesters Company Driving Policy while operating Harvesters vehicles. Volunteers who choose to use their personal vehicles for activities related to their volunteer service (e.g., transportation of goods or travel to and from volunteer assignments) do so at their own risk and expense.

Health and Safety Guidelines

The health and safety of our volunteers are a top priority at Harvesters. If at any time you feel unsafe in your assigned role, you can request to be reassigned to another project. Volunteer expectations:		
Follow all safety protocols and guidelines provided during training and orientation.	All spills must be reported immediately. Floors are to be maintained free of debris and spills.	Food, drinks, gum, and personal effects are not allowed in the warehouse.
Use personal protective equipment (PPE) as required for specific tasks.	Running and horseplay are not allowed in the warehouse.	Report any unsafe conditions, accidents, or injuries to a staff member immediately.
Practice good hygiene, including frequent handwashing and use of hand sanitizer.	Stay home if feeling unwell or experiencing any symptoms of illness.	Volunteers must stay in approved supervised areas.
Do not try to lift anything that might be too heavy for you. Please ask for assistance from a staff member or another volunteer if you need help lifting or moving a heavy object.	Do not attempt to operate or climb on equipment, machinery, racks, pallet stacks, etc. Ask a staff member to move a palette when needed.	Adult supervision by the parent or guardian is required at all times while minors under the age of 16 while volunteering.
No headphones or hoods may be worn while working.	Keep aware of all forklift traffic and heed all horns.	No cell phones in the warehouse.

Inclement Weather

In the event of inclement weather, Harvesters may close or modify volunteer activities to ensure safety. If the closure is known prior to the volunteer shift, volunteers will be notified via email, phone, or text message. Always prioritize your safety and travel cautiously in adverse weather conditions. If you are unable to attend your shift due to the weather, please notify the Community Engagement department as soon as possible.

First Aid

First aid kits are available at all Harvesters locations for minor injuries. Volunteers should: Familiarize themselves with the location of first aid kits, notify a staff member immediately in case of an accident or injury, regardless of severity, and if medical treatment is warranted, a Harvesters staff member will call 911 for assistance.

Age Restrictions

To ensure a safe and appropriate environment, Harvesters has age restrictions for certain volunteer roles:		
Volunteers under the age of 12 are not allowed.	Volunteers must be at least 16 years old to participate in volunteer activities without adult supervision.	All youth under the age of 18 must have adult authorization on the volunteer liability waiver before the time of volunteering.
All youth under 16 must be supervised at all times according to the chaperone guidelines. If chaperone guidelines are not followed, Harvesters reserve the right to ask you to leave.	All youth under the age of 18 are not permitted to occupy the building outside of their assigned shift. Please coordinate transportation accordingly to ensure that youth volunteers arrive and leave at the appropriate times.	
Some roles may have higher age requirements due to the work. Harvesters may host designated volunteer opportunities for families and groups for youth under 12 years old. All other volunteer policies and guidelines apply for these designated events. Please see Harvesters website for those upcoming opportunities.		

Chaperone Guidelines

Minimum Chaperones: Each youth group must have at least two chaperones present, ensuring that the group is never without adult supervision. Youth groups are groups that consist of 5 or more minors. **Additional Chaperones:** For groups larger than 10 youth volunteers, an additional chaperone is required for every 10 youth volunteers. For example: Group of 9: 2 chaperones, Group of 20: 3 chaperones, Group of 34: 4 chaperones

Harassment, Discrimination, and Violence Prevention

Harvesters is committed to providing a safe and inclusive environment free from harassment, discrimination, and violence. Volunteers are expected to:

- Treat all individuals with respect and dignity.
- Refrain from any form of harassment, discrimination, or violence based on race, color, religion, gender, sexual orientation, national origin, age, disability, or any other protected characteristic.
- Report any incidents of harassment, discrimination, or violence to a staff member immediately.

Valuable Possessions

We encourage volunteers to leave valuable items at home. If you must bring personal items with you, please lock them in your car before entering the facility, ensuring they are out of sight to deter potential theft. For your convenience, Harvesters provides lockers where you can securely store handbags and other personal items. While convenient, they are not secure, so please do not leave any valuables in your pockets. Harvesters is not responsible for any lost or stolen items. Harvesters has zero-tolerance for theft and if a volunteer is found to be stealing, they will be dismissed immediately and potentially prosecuted. Theft is "taking anything not given to me directly by Harvesters staff."

Volunteer Warnings

Volunteers are expected to adhere to Harvesters' policies and guidelines. Failure to do so may result in warning, which can include: verbal or written warnings, suspension from volunteer activities and termination of volunteer status. Warnings will be issued based on the violation's nature and severity and conducted fairly and respectfully.

Termination of Volunteer Service

While we value and appreciate the contributions of all our volunteers, there may be circumstances that require the termination of volunteer service. The following outlines the process for termination:

- Volunteers may choose to terminate their service at any time. We request you provide as much notice as possible to the Community Engagement department for a smooth transition.
- Harvesters reserves the right to terminate a volunteer's service for reasons including, but not limited to:

Violation of Harvesters' policies or code of conduct	Consistent unreliability or failure to meet commitments
Behavior that jeopardizes the safety or well-being of others	Any form of harassment, discrimination, or violence

In cases of severe misconduct or actions that pose an immediate threat to the safety and well-being of others, immediate termination of volunteer service may be necessary without prior warnings. By adhering to the guidelines and procedures included in this handbook, we aim to maintain a positive, respectful, and productive environment for all volunteers at Harvesters. Thank you for your commitment and dedication to our mission.

Volunteer Liability Release

All volunteers are required to sign the volunteer liability waiver before volunteering. A parent or guardian must sign the release form for all minors volunteering.

Policies and Safety Rules

I desire to work as a volunteer for Harvesters and engage in the activities related to being a volunteer and understand that this volunteer liability release is required for my participation. I understand that activities may include heavy lifting, risk of personal injury and other physical activities. For my safety and that of others, I will comply with all Harvesters' volunteer policies, safety rules, and other directions provided verbally or in writing for all volunteer activities.

Assumption of Risk

I understand that my volunteer activities may have inherent risks that may arise from the activities themselves, Harvesters' operations, my own actions or inactions, or the actions or inactions of Harvesters, its directors, officers, employees and agents, other volunteers, and others present at Harvesters. I assume full responsibility for any and all risks of bodily injury, death or property damage caused by or arising directly or indirectly from my presence or participation, regardless of the cause.

Release and Waiver

I waive and release any and all claims against Harvesters, its directors, officers, employees, volunteers and affiliates (collectively, the "Released Parties"), for any liability, loss, damages, claims, expenses and attorneys' fees resulting from death, or injury to my person or property, caused by or arising directly or indirectly from my presence at Harvesters, or participation in activities on behalf of Harvesters, regardless of the cause and even if caused by negligence, whether passive or active, except for liability caused gross negligence or intentional misconduct.

Medical Treatment

I authorize Harvesters to provide first aid, medical assistance, and to call for emergency medical services as needed. This consent does not impose a duty upon Harvesters to provide such assistance, transportation, or services. In addition, I waive and release any claims against the Released Parties arising out of any first aid, treatment, or medical service made in connection with my volunteer activities with Harvesters.

Insurance

I understand that Harvesters does not carry or maintain health, medical, or disability insurance coverage for volunteers. If my volunteer service includes driving an automobile, I acknowledge that I have both a valid driver's license and automobile liability insurance policy as required by law. I agree to maintain my license and insurance in good standing for my entire tenure as a volunteer for Harvesters. If there are any changes to my license or insurance status, I will promptly notify Harvesters before any further volunteer duties driving an automobile. In the case of any traffic incident while volunteering driving an automobile for Harvesters, I agree to cooperate fully with any investigation by Harvesters.

Indemnification

I will defend, indemnify, and hold the Released Parties harmless from and against any and all loss, damages, claims, expenses and attorney's fees that may be suffered by any Released Party resulting directly or indirectly from my volunteer activities for Harvesters, except where the liability is caused by the gross negligence or willful misconduct of the relevant Released Party.

Photo and Media Release

I hereby grant and convey unto Harvesters all rights, title and interest in any and all photographic images and video or audio recordings made by Harvesters during the time I volunteer that may be used to promote Harvesters and its activities, including, but not limited to: royalties, proceeds, or other benefits derived from such photographs or recordings. I waive any right to inspect or approve the finished product and acknowledge that I am not entitled to any compensation for creation or use of the finished product.

By entering this facility, I acknowledge that my Volunteer Liability Release is being agreed to by me voluntarily, without coercion, duress, or undue influence and with full knowledge of its terms and effects. I certify that I have read the above volunteer policy and guidelines, waiver and release of liability and fully understand and agree to its contents.

Volunteer Name* _____

Phone Number* _____ Email* _____

Address* _____

Signature _____ Date _____

All youth under the age of 18 must have parent/guardian authorization by signing below prior to volunteering.

Parent/Guardian Name _____ Signature _____

Emergency Contact Number: _____