

FOTV Saint Paul

Volunteer Application

All Fields should be completed

Please review and complete pages 1-4 front and back than hand in. Keep your packet.

Name (please print): _____ * Phone Number _____ *

Address, City, State and Zip (Required): _____ *

Email: _____ * Birthday _____ *

Employer: _____

Check if you are a member of La Iglesia or Family Values For Life

Please have your Driver's License or personal ID available

Area you would like to serve (check all that you're interested in)

Pantry / Packaging <input type="checkbox"/>	Operations/Receiving <input type="checkbox"/>	Cleanup / Custodial <input type="checkbox"/>
Registration/Intake <input type="checkbox"/>	Prayer Ministry <input type="checkbox"/>	Photographer/Videographer <input type="checkbox"/>
Shopper / Cart Pusher <input type="checkbox"/>	Translator <input type="checkbox"/>	Special Events (fundraising, project management) <input type="checkbox"/>
Greeter <input type="checkbox"/>	Office Work (data entry, marketing) <input type="checkbox"/>	Writing (newsletter, grants) <input type="checkbox"/>
Hospitality / Coffee <input type="checkbox"/>	Food Shelf Set Up <input type="checkbox"/>	Driver <input type="checkbox"/>

When do you prefer to serve (Required)?

- Tuesday (9:00am-12PM)
- Tuesday (2:30pm-6PM)

- Fridays (9:00am-12PM)
- Saturday (8:00am-12:00pm)

Weekend to serve?

- 1st 2nd
- 3rd 4th
- 5th

_____ Are you willing to volunteer multiple weeks a month?

Comment: _____

Would you like the Volunteer Coordinator to call you about being on the schedule? OR

Would you like to be placed on the volunteer schedule? Yes No

Please contact our Volunteer Coordinator by email: volunteering@vcsmn.org or (952) 595-5980

Please make sure you hand this form into us!

FOR OFFICE USE ONLY

Address Verified w/Photo Id _____

Orientation Leader _____

Orientation Date: _____

Entered in Database _____

A Final Word...

As a volunteer, believing that the Fruit of the Vine Food Shelf (together with the Vineyard Community Services and La Iglesia Saint Paul, hereinafter referred to as "FOTV") has a real need for my services, I realize that I am subject to a "code of ethics" similar to that which binds the professionals in the fields in which I work. I am also agreeing to the policies and procedures for FOTV.

To accomplish this service, I will:

1. Be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.
2. Conduct myself with dignity, courtesy, and consideration.
3. Show respect for all our guests and neighbors.
4. Agree not to make any derogatory, discriminating or offensive remarks to or about the Neighbors we serve due to their race, color, creed, gender, disability, marital status, nationality, religious beliefs or status regarding any public assistance s/he may be receiving.
5. Will not discuss the condition or personal problems of any guest or neighbor or volunteer with anyone other than the leaders or staff at FOTV.
6. Promise to bring to my work an attitude of open-mindedness. I will be non-judgmental. I believe my attitude towards volunteer work should be professional. I believe I have an obligation to my work, to those who supervise me, to my fellow workers, and to those who benefit. I will hold on to the values and priorities of FOTV.
7. Agree to conduct myself in a manner that does not reflect negatively on FOTV.
8. Agree to not volunteer under the influence of alcohol or illegal drugs.
9. Agree to not accept cash or gifts as a tip while volunteering.
10. Agree to not give out Client, Neighbor or Volunteer's personal information, like phone number, address, or any other form of personal information.
11. Submit myself to the FOTV leadership.

To maintain compliance with the state of Minnesota, US Department of Agriculture and Second Harvest Heartland Food Bank the following policies have been implemented:

- a. All food distributed to a volunteer must be logged through the FOTV food order system.
 - I. Volunteers cannot receive produce only bags.
 - II. Volunteers may receive food orders twice a month.
- b. Volunteers may not prepare their own grocery order.
 - I. When receiving a volunteer grocery order, pick the next cart available and push it through the order fulfillment line.
 - II. Other volunteers will adjust for household size and complete the order.
 - III. Do not take food products from existing bags, or store food in any other location.
- c. Volunteer grocery order size must be the same as our Neighbors without 'cherry picking'.
- d. Volunteer grocery orders are to be completed at the end of a distribution day.

- e. Only existing volunteers are eligible for volunteer grocery orders, new volunteers must complete orientation to be eligible for the volunteer grocery order program.
- f. All volunteers must complete orientation once every twelve (12) months.

Last, our counsel and partners require all volunteers to review and agree to the following waiver:

By signing the Final Word form, the volunteer discharges FOTV from any liability or claim that the volunteer, may have against FOTV with respect to bodily injury, personal injury, illness, death, or property damage that may result from my participation in ministry events or activities on FOTV property or under staff supervision. I also fully understand that FOTV does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance, in the event of injury, illness, death or property damage.

I, the volunteer, understand that I expressly waive any such claim for compensation or liability on the part of FOTV beyond what may be offered freely by the representative of FOTV in the event of such injury or medical expense.

Welcome to the team!

With these commitments in mind, *I agree and so indicate by signing this form below.*

Name: _____ **Date:** _____

Signature: _____

I have reviewed Appendix A - Grievances and Confrontations

I have reviewed Appendix B - Civil Rights

Volunteer:

Fill out this form pages 1-4 and make sure you sign above and check off your reviewing Appendix A and B. Please make sure you hand in pages 1-4, keep the rest of the packet.

Photo/Video Consent and Release Form

Occasionally, we take pictures or videos of our volunteers in action. For us to use your facial image we must have a consent and release form signed by you in your volunteer file.

Consent:

Without expectation of compensation or other remuneration, now or in the future, I hereby give my consent to **Vineyard Community Services**, its affiliates, programs, partners and agents, to use my image and likeness and/or any interview statements from me in its publications, advertising or other media activities (including the Internet).

This consent includes, but is not limited to: (Initial where applicable)

_____ - (a) Permission to interview, film, photograph, tape, or otherwise make a video reproduction of me and/or record my voice.

_____ - (b) Permission to use my name; and

_____ - (c) Permission to use quotes from the interview(s) (or excerpts of such quotes), the film, photograph(s), tape(s) or reproduction(s) of me, and/or recording of my voice, in part or in whole, in its publications, in newspapers, magazines and other print media, on television, radio and electronic media (including the Internet), in theatrical media and/or in mailings for educational and awareness.

This consent is given in perpetuity and does not require prior approval by me.

Name: _____

Signature: _____

Date: _____

Thanks!

Fruit of The Vine

Keep this packet

The Food Shelf of Vineyard Community Services,

La Iglesia Saint Paul Church

This packet is to be given to individuals over 16 who have indicated an interest in attending orientation.

We are committed to serving individuals and families (our "Neighbors") in crisis to meet their basic needs and provide opportunities for self sufficiency.

We welcome all who enter our doors as equals, respecting their dignity and accepting without judgment. We encourage those we serve to develop their capacity for independence, are thrifty with our resources, generous in our hospitality, and responsible to the communities that support us.

Volunteer Packet

Updated May 9, 2024

Version 2.7

Fruit of the Vine is open:

Tuesday Receiving, 9 am to 12 pm

Tuesday Distribution, 3:00 pm to 6:00pm (Volunteers arrive (2:30am)

Friday Preparation, 9am- 12:00pm (volunteers preparing orders)

Saturday Distribution, 9:00am to 12:00pm (Volunteers arrive 8:30am)

Community Services:

Offices open Monday to Friday from 10am to 4pm, **call 952-595-5980 for appointments**

Website: www.vcsmn.org

Like us on Facebook: <http://www.facebook.com/>

Main Phone Line: (952)-595-5980

Fax: (952)-892-5882

How can I get started?

It is of critical importance to continue to identify and recruit new volunteers to the Fruit of the Vine ministry. To ensure a smooth process we have come up with the following:

All prospective volunteers are invited to serve at the food shelf one time prior to orientation. They are to be given a handwritten name tag and be assigned an existing volunteer to shadow. This applies to all functions EXCEPT intake. Prospective volunteers may not shadow intake due to confidentiality issues.

Afterwards they would follow our normal getting started process that is described as follows:

- All volunteers should be handed the current Volunteer's "Packet". The Packet includes the following pages from our Volunteer's manual:
 - "Volunteer Application" and "A Final Word" pages,
 - Grievance and Confrontations Policy, and
 - Civil Rights sections.
- The new volunteer must complete and sign the "Volunteer Application" and "A Final Word" forms. Once completed, these forms are to be handed to the Volunteer Coordinator or Team Leader doing the orientation. All required fields on these forms must be completed; our goal is to communicate with our volunteers by email, Facebook and our website.

Note: The new volunteer is stating by completing the A Final Word form, that they understand the FOTV policies, procedures and are willing to be a part of the ministry.

All new volunteers must attend a volunteer orientation which helps the volunteer to understand the various roles and requirements of being a volunteer with Fruit of the Vine Food Shelf.

Volunteer orientation must be updated annually.

After orientation the new volunteer may serve that day/night, however their information will not have been set up in our FOTV system yet. They will need to wear a handwritten name tag again. They will also receive a copy of the current Volunteers Packet, and the Volunteer Coordinator will place the new volunteer on the schedule and communicate to the new volunteer.

The new volunteer's login user account must next be setup on our FOTV system. The Volunteer Coordinator will do this within one week of the volunteer's orientation. This must be completed before a volunteer can continue to volunteer. Once the volunteer's data has been entered into the system, they will be able to print a name tag.

Note: a name tag or lanyard with the volunteer's name must be worn during all volunteer times.

Note: children volunteers under 16 are encouraged to volunteer with their parent/guardian but will not be entered into the volunteer system; they will need a handwritten label by the Team Leader and wear it on their shirt.

Appendix A – Grievances and Confrontations

Grievances, Confrontational and Acting Out Behavior

Your work at Fruit of the Vine will be a largely rewarding experience. You will help bless many people with food, comfort, prayer, and a listening ear. Due to the nature of the food pantry, you may sometime encounter a situation where someone is visually upset, confrontational or has a grievance. We want to prepare you for that challenge so your work environment will be one where you feel safe and in control.

When dealing with a grievance, confrontation or acting out behavior at FOTV we have three main objectives:

- To reduce stress and de-escalate potentially violent situations.
- To promote human dignity and treat all clients with care and respect.
- To have a safe and emotionally healthy environment for volunteers to work in.

TIP: The local police recommended that whenever any issue involves a claim of physical contact, call them!

Due to the nature of our serving people at an emotionally vulnerable time, we feel it is important to give a brief overview to volunteers to increase confidence in dealing with situations that may be challenging or dangerous.

As a volunteer you may encounter a situation that involves conflict of will or outbursts. Many of us tend to respond out of fear, frustration or anger when an emotionally fueled situation arises. Hurt feelings, anger, hostility or even injuries may result.

There are three basic principles to remember when helping people that are upset:

Human emotions are dynamic, not static. All of our actions have an effect on how others feel and react. Think of yourself...have there not been times when you were really upset and acted in a manner not consistent with your typical behavior? To have a successful relationship with others we need to have flexibility in our actions and reactions. GRACE...

You need to establish a quality relationship with those you are going to help. At FOTV we are doing more than handing out free groceries, we are building relationships, trust and sometimes we are the only taste of God's love that that person will ever experience. People feel safer and non-threatened in a good relationship and are more likely to be cooperative.

Most potentially dangerous situations follow a behavior curve. Behavior begins at a near neutral point and escalates upward. Your intervention at any stage may escalate, hold or (best of all) de-escalate a situation depending on how you handle it.

Remember de-escalation is the goal. Self-controlled behavior can accomplish this. Agitation, yelling and threatening makes the task almost impossible.

In a confrontational/acting out situation, the first and best thing to do is **do nothing (pray...)**. Control your movements, words and breathing. Calmly analyze the situation and determine if further action is necessary.

The second step when dealing with a confrontational/acting out behavior is a **non-verbal prompt**. In a non-verbal prompt you make eye contact with the person and establish your presence. It is like saying "I am here". It is a simple calming reassurance.

If the situation escalates, the third step is a **verbal non-directive**. A verbal non-directive is a verbal distraction to the problem at hand. A comment like "look it's snowing" may be all it will take to de-escalate the situation and calm the upset person.

If the situation continues to escalate, move to a short and simple **verbal directive** such as "you must leave", "put the bag down". If the situation has not resolved by this step immediately get the team leader or director (one of which will always be on site) to intervene in the situation.

If a guest asks for a grievance or complaint form ask your Team Leader for assistance.

When dealing with people that are upset these are a few things to remember:

- feel comfortable and remember if you are in control of yourself, you control the situation
- always project a calm assured feeling
- keep the pitch and volume of your voice down
- always leave a person an avenue of escape, do not corner or trap someone
- respect personal boundaries, stay at arm's length away from a person who is upset

Your team is always here to support you and if you should at any time feel uncomfortable or unsafe just grab a team leader to assist you.

Requests for additional services:

Volunteers are not to give rides, money, or personal contact information to Neighbors. This is to maintain integrity and order at FOTV.

CIVIL RIGHTS TRAINING FOR FOOD SHELF STAFF AND VOLUNTEERS

_____ **Goals of Civil Rights** – fairness and equality of treatment and benefit delivery

_____ **Legal Prohibitions** – discrimination is prohibited on the bases of race, color, national origin, age, sex, and disability in special nutrition programs funded by the USDA, Food and Nutrition Service. (The Food Stamp Program and Food Distribution Program on Indian Reservations also prohibit discrimination based on religion and political beliefs in addition to the bases listed above.)

_____ **Types of Discrimination** – Disparate treatment (intentional), disparate impact (neutral rule impacts disproportionately on a group), reprisal/retaliation against complainant or his/her family, associates or others involved in complaint process or exercising civil rights.

_____ **Exceptions** - Congress can establish a program that is intended for certain groups of people, and it is not discrimination to exclude those who do not meet eligibility requirements. For example, Congress can set age limits, and this is not age discrimination or disability discrimination for those who do not meet the age limits.

_____ **When do Civil Rights rules apply** – Civil rights rules apply any time there is any federal financial assistance. Federal financial assistance is receiving anything of value from the federal government – not just cash. It can include commodities, training, equipment, and other goods and services.

Special Circumstances

_____ Make sure people with disabilities are accommodated. Sites should be accessible to people with all types of disabilities (e.g. mobility, sight, hearing, other) or alternate means of service delivery should be advertised and provided.

_____ Provide other language assistance to persons with limited English proficiency who could not gain meaningful access to the program without other language assistance. Assistance must always be provided to LEP households, but the level or type of assistance can vary based on circumstances.

Other Requirements

_____ Treat all people with dignity and respect.

_____ Display the USDA “And Justice for All...” non-discrimination poster in a place where it can be seen by all who visit the premises.

_____ Include the USDA non-discrimination statement on all materials that mention USDA funded programs and make sure the statement is also on web sites that mention USDA funded programs.

_____ Conduct outreach to ensure that potentially eligible persons and households are aware of the program and have information on how to apply. Provide suggestions about how to make more people aware of the program and how to receive benefits.

_____ Maintain confidentiality. It is not appropriate to talk about who is receiving benefits and to make remarks about them. Never share information with others regardless of an expression of good intentions. Refer all requests for information to managers. What happens at the site stays at the site. The exception, of course, is any illegal or inappropriate behavior that should be reported to state or federal officials.

_____ Make sure individual data is kept confidential.

_____ Cooperate with State and Federal reviewers. They are required to conduct periodic compliance reviews to help insure that program and civil rights rules are being obeyed.

_____ If there is non-compliance, correction of problems and voluntary compliance is sought. Failure to abide by civil rights rules can lead to loss of Federal financial assistance.

_____ Sexual harassment is prohibited. Do not engage in or tolerate unwanted or unwelcome sexual behavior including jokes, touching, requests for sexual favors, etc. Report violations to management or to state or federal officials.

_____ Advise people who allege discrimination about how to file a complaint. They may write to: USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 7795-3272 or (202) 720-6382 (TTY).

_____ If conflicts occur, remain calm. Call for assistance immediately if you feel threatened. Consider mediation or a third party to help resolve the situation.

_____ **Follow the platinum rule – treat people the way they would like to be treated!**