

2021

# Volunteer Handbook



**IMPACT**

COMMUNITY ACTION PARTNERSHIP

Working together to change lives.

[www.impactcap.org](http://www.impactcap.org)

[volunteers@impactcap.org](mailto:volunteers@impactcap.org)

515-777-5532

---

# Welcome!

Welcome to IMPACT Community Action Partnership and THANK YOU. We are grateful that you have decided to share your time with us. It is our hope that the time you spend at IMPACT to be rewarding, interesting, and educational.

This Volunteer Handbook aims to answer many of the questions you might have about IMPACT as well as your service as a volunteer. It's also intended to act as an ongoing resource for you. Additionally, we want you to know that we are here to support you and welcome any additional questions or ideas that you might have now or in the future.

Each year, IMPACT works to advance our mission through a multitude of programs, aiming to ensure families in our communities can meet their basic needs. Your service plays a crucial role aiding our work.

Thank you again for your commitment and support of our efforts. As a part of the IMPACT team, you are making a difference in our communities.





## Our Mission

Reducing the barriers and burdens that families in poverty experience by increasing access to essential needs.

## Our Vision

All people will understand and have access to the opportunities and tools necessary to become economically self-sufficient.

## Our Values

Resourceful

Adaptable

Spirit of Service

Passion for the Work

Resolute

---

# General Information and Guidelines

## Confidentiality

IMPACT is committed to the individuals and families we serve. In the course of your volunteer experience, you will have access to confidential information. It is imperative that the privacy and confidentiality of those we serve be maintained at all times. Please use discretion when discussing clients while at IMPACT and never discuss clients outside of the organization. Likewise, your personal volunteer information will also be kept confidential.



## Donated Items

The donated items are for the use of those that we serve. They are available to anyone who has completed the intake process. Volunteers are not allowed to remove any donated items for their personal use without first completing the intake process. It's imperative that volunteers understand that using or removing items outside of this policy will result in your termination as a volunteer.

## Background and Reference Checks

IMPACT reserves the right to conduct background and reference checks when it is appropriate to the volunteer position and will ask for you to sign a release for us to do so.

## Age Restrictions

Volunteers must be at least 12 years old. Anyone younger than 12 years of age must be accompanied by a parent or guardian.

---

# General Information and Guidelines

## Attendance

We depend on our volunteers as a vital part of our organization. If you are unable to make your shift or need to change your schedule, please contact the Community Engagement & Volunteer Coordinator.

## Handling Complaints

If you find yourself in a situation where someone that we serve or a member of the public approaches you with a complaint, please refer them to an IMPACT staff member.

## Recording Your Time

Your time with us is important to us for a number of reasons. Many of our funders require us to record “in kind” contributions and your time with us meets that requirement. We also like to recognize when volunteers reach milestones of service. Each time you volunteer with us, we ask that you record your hours in a volunteer log.



## Emergency Procedures

As a part of your orientation tour, you will be made aware of where to go and what to do in the event of a fire or weather related emergency. In the event of a medical emergency, call 911 and remain with the injured person while remaining mindful to not come into contact with any bodily fluids unless appropriately trained and equipped. Be prepared to talk with emergency or investigative officials.



---

# General Information and Guidelines

## Accidents and Injuries

Safety at IMPACT is everyone's responsibility. Volunteers and staff are expected to perform their duties in a safe manner in order to prevent injury to themselves and others. Please report any safety issues to staff. If you have an accident while you are at IMPACT – no matter how minor – please report the incident immediately to a staff person so that it may be appropriately documented.

## Tobacco & Drug-Free Workplace

To protect indoor air quality and contribute to the health and well-being of employees, everyone who visits an IMPACT location is prohibited from using tobacco in any form. If you find yourself in need of a designated area, please ask a staff member to direct you. This policy also applies to agency vehicles.

IMPACT is a drug-free workplace in accordance with the Drug Free Workplace Act of 1988 and will take reasonable measures within our power to maintain a drug-free, healthful, safe and secure work environment.



## Workplace Violence

IMPACT is committed to preventing violence in and around the workplace. Threats, aggressive or violent behavior will not be tolerated. Please report any such behaviors to IMPACT staff.

---

# General Information and Guidelines

## Anti-Harassment Policy

All volunteers should enjoy an environment free of harassment. Harassing conduct interferes with a volunteer's work performance or creates an intimidating, hostile or offensive work environment. This relates to, but is not limited to, harassment in the following areas: race, color, creed, national origin, gender, marital status, sexual orientation, age, religion, veteran status, political beliefs, physical or mental disabilities or any other characteristic protected by law. Any harassment will not be tolerated and will result in immediate dismissal. This prohibition applies to everyone – employees, volunteers, clients, vendors and visitors. If a volunteer believes he or she is being subjected to harassment, the volunteer should notify the Community Engagement & Volunteer Coordinator immediately. An investigation will determine what appropriate action needs to be taken up to and including termination of the harassing party.



---

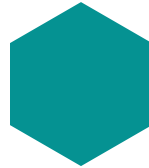
# What To Expect

Volunteers can  
expect IMPACT to:

IMPACT can expect  
volunteers to:

---

Value and appreciate  
your time, talent, and  
interests.



Perform as a team  
player with IMPACT  
staff and other  
volunteers

---

Treat all volunteers with  
respect and dignity.



Treat the families we  
serve with respect and  
dignity.

---

Protect volunteer  
privacy.



Protect the privacy of  
the families we serve.

---

Provide  
adequate training and  
recognition.



Make safety a top  
priority.

---

Communicate and  
listen.



Communicate  
concerns, ideas, and  
questions.

---



---

# Let's Stay In Touch!



**IMPACT**

COMMUNITY ACTION PARTNERSHIP

Working together to change lives.



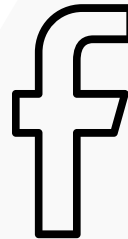
515-777-5532



volunteers@impactcap.org



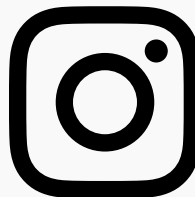
www.impactcap.org



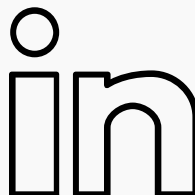
facebook.com/IMPACTCAP



@IMPACT\_CAP



@IMPACT\_CAP



IMPACT Community  
Action Partnership

---

# USDA Civil Rights Compliance in Food Distribution

The Emergency Food Assistance Program (TEFAP)

- Civil Rights are “The nonpolitical rights of a citizen; the rights of personal liberty guaranteed to U.S. citizens by the 13th and 14th Amendments to the U.S. Constitution and by acts of Congress.”
- Discrimination: The act of distinguishing one person or group of persons from others, either intentionally, by neglect, or by the effect of actions or lack of actions based on their protected classes.
- In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, write UDA Director, Office of Adjudication, 1400 Independence Ave SW, Washington, DC 20250-9410 or call 866-632-9992 (voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339; or 800-845-6136 (Spanish). USDA is an equal opportunity provider and employer.
- Protected classes: Any person or group of persons who have characteristics for which discrimination is prohibited bases on a law, regulations, or executive order. Protected classes in TEFAP are: race, color, national origin, age, sex, and disability.
- Federal financial assistance is anything of value received from the Federal government such as: cash grants and loans, USDA food/commodities, training, property donations, permission to use Federal property and similar items and services.
- Goal of Civil Rights Legislation:  
Equal treatment for all eligible participants  
Knowledge of rights and responsibilities  
Overcome the Civil Rights barriers that people have in participating in the program  
Dignity and respect for all
- People receiving TEFAP products, have the right to fill and submit a complaint. These might be based on: race, color, age, sex, disability.
- Complaints might be verbal or written. Complaint forms are available on the food bank’s website
- Never discourage anybody to submit a complaint.
- Customer service: Making a difference treating all people with dignity and respect. Answering questions in a non-threatening voice, clearly explain rules, rights and responsibilities to everyone, find tools and techniques to improve customer service an recognize that stress can impact customer service.

I have received and understand that I must adhere to the practices and guidelines above

\_\_\_\_\_

Print Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

