



VOLUNTEER HANDBOOK

REVISED SEPTEMBER 2026

WELCOME

Inter-Faith Food Shuttle is delighted that you have chosen to volunteer with us. Your time and energy are valuable, and we will strive to see that you have a meaningful experience combatting hunger in our community. This handbook is designed to inform you about the Food Shuttle, what you can do as a volunteer, and how to have a good volunteer experience while minimizing risk to yourself, the organization, and our mission. Please take a few moments to review it and keep it handy. We always welcome your questions, concerns, or suggestions.

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ABOUT US

MISSION AND VISION

FEED. TEACH. GROW.

Inter-Faith Food Shuttle envisions a hunger free community. We **FEED** our neighbors, **TEACH** self-sufficiency, **GROW** healthy foods by cultivating innovative approaches to end hunger.

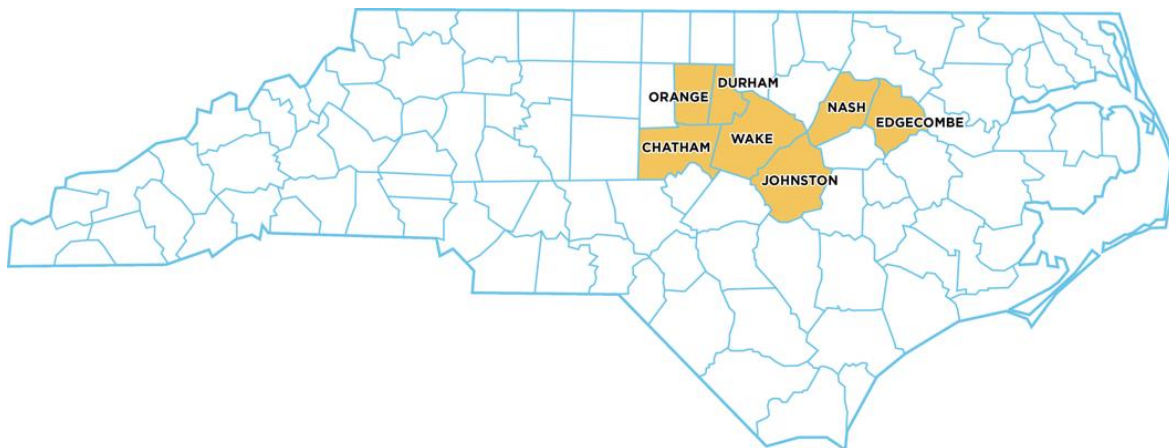
Since 1989, the Food Shuttle has recovered food that would have been wasted and distributed it to our low-income neighbors. Over time, we have designed innovative programs that address the root causes of hunger. And we have developed a 16-acre farm and community gardens to provide nutritious produce and teach sustainability.

We focus on easing hunger and addressing food insecurity, the first steps in creating stability and equity. Doing what we do best, we support partners in bringing their own strengths to improving our communities.

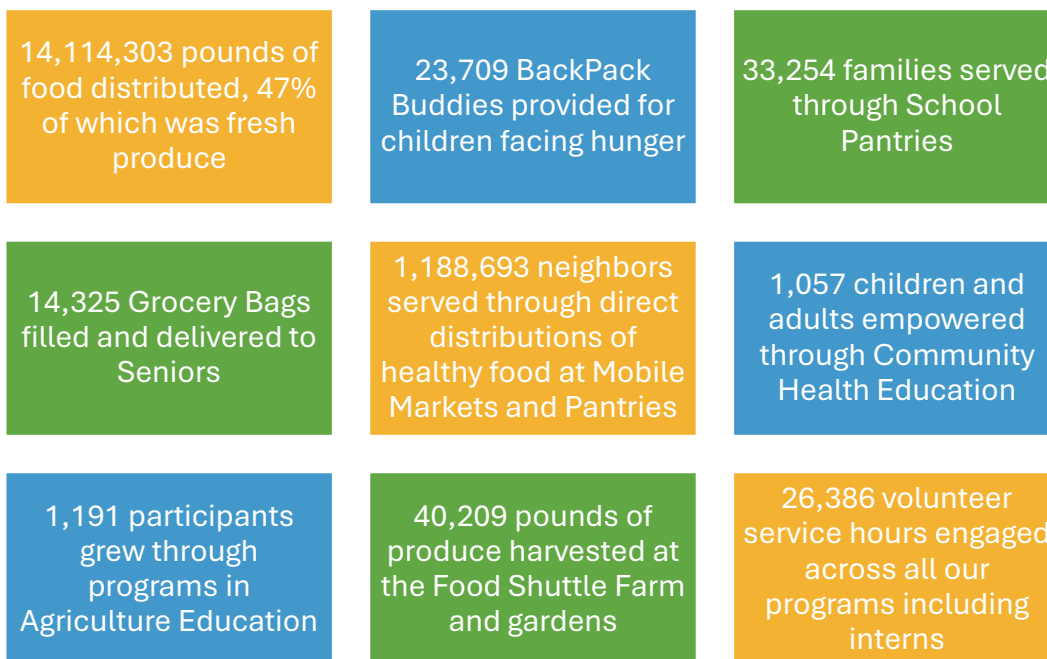
We have served the seven counties of central NC for over 35 years and are a member of the Feeding America network of 200 food banks across the nation.

OUR IMPACT

All our programs seek to support low-income families living in food deserts without adequate access to nutritious food and without the income to purchase healthy meals. While COVID-19 changed many aspects of how we deliver our mission, thanks to our generous supporters, the Food Shuttle forges ahead, focusing our services to be agile and targeted to meet the needs of those we serve. We operate in a seven-county service area in central North Carolina, including Wake, Durham, Johnston, Orange, Chatham, Nash, and Edgecombe counties and impacted 1,306,294 people in the last fiscal year.



2024-2025 by the Numbers



OUR HISTORY

In 1989, co-founders Jill Staton Bullard and Maxine Solomon had a light bulb moment. One routine morning, they noticed that fast-food breakfast sandwiches were being thrown away simply because the clock had moved from “breakfast time” to “lunch time.” They knew the need was out there and had to take action. Eleven sandwiches were delivered to Shepherd's Table that same day, providing nourishment to 44 patrons. The groundwork for Inter-Faith Food Shuttle was born.

You can learn more about our story on our website at www.foodshuttle.org/our-story/.

OUR STRUCTURE

The Food Shuttle is governed by a Board of Directors who engage the mission itself in multiple ways, including events and committees such as Development, Finance and more. Along with our President/CEO and Senior Leadership, our roughly 60 staff members work across Administration (Human Resources and Finance), Development and Communications, Agriculture, Food Recovery and Distribution, Child Nutrition, Community Health Education, and Culinary. Completing the Food Shuttle community of hunger fighters are 10-15 interns per school term and 2,600 dedicated volunteers each year.

VOLUNTEER PROGRAM

The vision of the Volunteer Services Program at Inter-Faith Food Shuttle is to create a full-circle volunteer experience that promotes inspiration, fosters growth in relationship, and creates a sustainable volunteer system in order to see a hunger-free community.

The Food Shuttle offers a variety of volunteer experiences across nearly all aspects of the organization. Children as young as 8 can volunteer with supervision. (See page 16 for more information on age requirements for our various programs.) There are opportunities for individuals and groups. There are tasks that are sedentary, light activity, and more strenuous. And there are opportunities that you can master quickly, while some require training and a commitment.

WHY DO WE HAVE THE OPPORTUNITIES THAT WE HAVE?

Volunteer opportunities are designed by the Food Shuttle staff to help fulfill the mission of the organization. Our commitment to our volunteers and all stakeholders is to offer volunteer experiences that are meaningful and targeted to the community in ways that are efficient and effective.

SCHEDULING

All volunteers must schedule their volunteer experience and agree to the volunteer waiver in advance by utilizing Bloomerang Volunteer, our online scheduling software. ALL volunteers must have agreed to the electronic waiver prior to volunteering. Individuals under 18 must have waiver signed electronically by a parent or guardian.

1. Learn about the opportunities and access the scheduling portal at www.foodshuttle.org/volunteer
2. Review the calendar for volunteer opportunities.
3. Use the filters to find the type of opportunity more easily, including group opportunities.
4. Create a volunteer profile and acknowledge the electronic waiver.
5. Schedule yourself or group to volunteer.

Notes:

- Please note that weekend volunteer slots are very limited and fill quickly (sometimes two to three months in advance).
- No one under the influence of drugs and/or alcohol will be permitted to volunteer.
- Questions/issues: Call our Volunteer Services department to help you. Refer to the “CONTACT US” page of the handbook.

ADDRESSES AND PARKING

Food Shuttle Raleigh Warehouse

[1001 Blair Dr., Raleigh](#)

Volunteers may park to the right of the Vernon Malone building or in front. Parking to the left of the building is reserved for Meals on Wheels of Wake County staff and volunteers. **All Food Shuttle volunteers must enter through the front door of the building.**

Food Shuttle Durham Warehouse

[2436 S. Miami Blvd. #200, Durham](#)

Volunteers can park in the gravel lot behind the building.

Food Shuttle Farm

[2300 Dover Farm Rd., Raleigh](#)

Volunteers may park along the tree line next to the dumpsters. There is limited parking, so we do encourage carpooling for group volunteer experiences.

Camden Street Learning Garden

[811 East Davie St., Raleigh](#)

Volunteers should turn into the gravel drive beside Revelation Missionary Baptist Church and park in the gravel lot that leads to the garden.

Food Bank Learning Garden

[1924 Capital Blvd, Raleigh](#)

The garden is an oasis in the parking lot of the Food Bank of Central and Eastern NC. Follow the signs for VOLUNTEER PARKING behind the garden and meet at the sheltered picnic tables.

Geer Street Learning Garden

[110 E. Geer St., Durham](#)

Volunteers may park along Magnum and Roxboro Streets and walk to the garden. Parking is extremely limited, so please carpool. Volunteers may also park across the street in the grassy field in front of the beehives. Volunteers may not park behind Reinvestment Partners or in the Sunrise Recovery Center parking lot. Those lots are designated for their clients.

DOCUMENTATION OF VOLUNTEER HOURS

Volunteers who need documentation of hours for school requirements must make sure they check in and out each time they volunteer. If a specific form is required, the volunteer can complete it based on the records in the Food Shuttle's system. Please give the Volunteer Services staff 48-hours' notice if a documentation letter is required.

COURT-ORDERED OR LAWYER RECOMMENDED SERVICE

Inter-Faith Food Shuttle will accept volunteers performing court-ordered or lawyer recommended community service under the following conditions:

- The volunteer must be 16 years old or older, and meet the minimum age for the Food Shuttle service opportunity.
- The volunteer must disclose the offense to the Volunteer Services representative or any other staff member of the Food Shuttle.
- Non-violent offenders are accepted, such as traffic violations, driving while impaired, misdemeanor drug charges, misdemeanor larceny, and non-violent misdemeanors. We cannot accept volunteers who have been accused of violent crimes, crimes of a sexual nature, or identity theft crimes. We cannot accept volunteers with felony charges.
- The Food Shuttle review all charges and reserves the right to decline any volunteer or to limit which days or hours a volunteer can work.
- The Food Shuttle also reserves the right to dismiss a volunteer at any time during their scheduled time.
- The volunteer must agree to, by signature, all documents in the community service packet.
- For more information, please see www.foodshuttle.org/volunteer.

VOLUNTEER OPPORTUNITIES

The following provides an overview of volunteer opportunities. To see the most current details, including age requirements, and to schedule your volunteer experience, please go to our volunteer website, <https://www.foodshuttle.org/volunteer>.

FEED

At the heart of our FEED programs is a commitment to make sure no one goes hungry. We're tackling food waste head-on by boosting food recovery efforts and improving how we distribute food to our communities. Through strong partnerships with retailers and expanded initiatives like School Choice Pantries, we're streamlining our services to ensure that everyone has access to healthy food. Together, we're working to reduce hunger and build a more secure food future for all.

Innovation is at the core of our FEED programs, where we combine multiple strategies to tackle hunger while minimizing food waste. By partnering with retailers for food recovery, we direct food into our initiatives, helping to eliminate hunger in our communities. **This comprehensive approach not only addresses immediate needs but also fosters a sustainable food system for our future.**

CHILD HUNGER

BackPack Buddies is designed to provide children from low-income households with 10-12 pounds of nutritious kid friendly groceries for the weekend when free school lunches and breakfasts are not provided. The Food Shuttle partners with schools across our service area who identify students to receive BackPack Buddies. Volunteers help us pack and get the food to those schools!

WHAT WE DO

- Pack and deliver close to 1,800 BackPacks to children each week
- Along with packing, tasks may include food sorting and helping keep the warehouse in tiptop shape.

SENIOR HUNGER

Grocery Bags for Seniors assists older adults on fixed incomes by delivering fresh produce and groceries to their doorsteps—helping to overcome transportation, health, and mobility challenges, while promoting better nutrition and well-being.

WHAT WE DO:

- Pack and deliver approximately 400 grocery bags full of fruits, vegetables, and shelf-stable food options, to seniors living in 14 low-income housing communities.

FOOD RECOVERY AND DISTRIBUTION

You may have seen one of our Food Shuttle trucks on the road. Every day, the Food Shuttle recovers food from retailers, markets, wholesalers, farmers, and community food drives. 80% of this food is immediately distributed to partner pantries, soup kitchens, institutional kitchens, and other human service agencies.

WHAT WE DO

- Recover and distribute food in the community, sort food donations, inspect eggs, and keep the warehouse in tiptop shape!

CULINARY/FOOD SERVICE

The Food Shuttle's Food Service and Culinary team works hard daily to help prepare food for our neighbors in our community. Housed in a shared kitchen space with Food Runners Collaborative, our team prepares meals to be distributed the same day and assembles blast frozen Individual Quality Fresh (IQF) meals to extend our food's reach.

WHAT WE DO

- Tasks range from slicing bread to peeling and chopping vegetables to scooping food to pulling pork.

TEACH

Our TEACH programs are designed to instill necessary skills for self-sufficiency by empowering our neighbors to meet their own food needs. We believe education is a vital step in nourishing more sustainable food systems at an individual and community level. By providing our neighbors with opportunities to learn about nutrition, agriculture, and culinary training, we seek to create a deeper, lasting impact that fosters sustainable lifestyles.

Our TEACH pillar prioritizes breaking the systemic cycle of food insecurity through education and resources. Through innovative programs, we equip neighbors with the tools to secure better-paying jobs, improve nutrition, and increase overall health and wellness. **This dedication to long-lasting solutions fosters immediate support and increased, long-term food security.**

COMMUNITY HEALTH EDUCATION

By empowering participants to lead healthy lifestyles, engage in physical activity, meal prep, and more, our neighbors learn how to get the most nutrition on a limited budget while tailoring solutions to their individual needs.

WHAT WE DO

- Professional culinary and nutrition educators volunteer their time and expertise to lead workshops to adults, families, kids and teens.
- Training is provided.

- Courses are offered in English and Spanish.
- Topics include USDA MyPlate guidelines, healthy eating habits, food budgeting, and family-friendly menu planning.
- Produce online video resources to increase access.

CULINARY APPRENTICESHIP PROGRAM

This workforce development collaboration between Inter-Faith Food Shuttle and Goodwill Industries of Eastern North Carolina aims to break the cycle of poverty by training participants to pursue careers in the culinary industry.

WHAT WE DO

- Volunteers provide classroom assistance by helping set up and break down culinary stations, supporting students, and reinforcing food safety practices.
- Training is provided.

GROW

Through GROW, we aim to enhance the efficiency of our farming operations, broaden access to agricultural knowledge, and create long-term solutions that minimize waste and strengthen local food systems. By prioritizing innovative practices, collaboration, and education, we are dedicated to fostering a sustainable, equitable, and food-secure future for our communities. Our GROW programs redefine innovation by seamlessly blending sustainable agriculture practices with community education and engagement. We enhance farming efficiency and reduce waste while expanding access to agricultural knowledge. **By empowering neighbors to cultivate their own food, we foster resilience and strengthen local food systems.**

CAMDEN STREET LEARNING GARDEN

The garden is situated on one acre of land in Southeast Raleigh and features over twenty raised beds, a ~400 sq. ft. production garden, a food forest, a 5,200 gallon rainwater catchment system, two beehives, a greenhouse, a composting facility and a covered kitchen classroom. It is a space that provides community members with the opportunity to cultivate new relationships as they find out where their food comes from, how to grow it, and how to turn it into healthy and affordable meals.

WHAT WE DO

- Projects vary seasonally and could include weeding, planting, mulching, and other gardening tasks.
- Last year, the garden was home to 33 community gardeners who harvested 1,326 pounds of fresh produce to share with the Camden Garden Neighbors.

FOOD BANK LEARNING GARDEN

The garden is a vibrant example of urban gardening and of the collaboration between sister Feeding America Food Banks: Inter-Faith Food Shuttle and Food Bank of Central and Eastern North Carolina. We aim to serve our neighbors by cultivating a sustainable source of produce and expanding on their diet. This garden is a working example of how to capitalize on limited space and a testament to communities helping communities.

WHAT WE DO

- Projects vary seasonally and could include weeding, planting, mulching, and other gardening tasks.

GEER STREET LEARNING GARDEN

Packed into only a quarter-acre lot in the heart of Durham, the Geer Street Learning Garden is building resilient community connections and engaging people of all ages in the powerful act of growing local food. The garden has twelve vegetable beds, community garden beds, fruit trees, a small greenhouse, three beehives, vermicompost system, perennial rain garden, outdoor kitchen, pollinator garden and areas for community gatherings.

WHAT WE DO

- Projects vary seasonally and could include weeding, planting, mulching, and other gardening tasks.
- Last year, we mentored 8 community gardeners and harvested 1,824 pounds of produce to share in the local community.

FOOD SHUTTLE FARM

The 16-acre Food Shuttle Farm provides locally grown, chemical-free produce for our neighbors. Over ninety percent of the land under cultivation grows food for distribution at our School Pantries, Mobile Markets, and culinary department distributions, providing the freshest produce possible to those in need. The remaining portion of the crops are sold onsite at our Farm Stand, located just 10 minutes from the heart of Raleigh.

WHAT WE DO

- Projects vary seasonally and could include soil preparation, planting, harvesting, weeding, composting, and mulching.
- Hard and fulfilling work, learning about sustainable agriculture and connecting to where our food comes from.
- Last year we grew and distributed over 40, pounds of fresh produce through our agricultural programs.

OTHER

Administrative

Volunteers in administrative roles assist a variety of Food Shuttle teams with day-to-day office tasks. This is a great opportunity for individual volunteers who are interested or experienced in office administration AND for people who want to better understand what it takes to keep a healthy nonprofit running.

Tasks might include handling telephone communication such as assisting callers with food assistance or volunteer opportunities; database entry related to food inventory or donors; or assistance with mailings or special projects.

Special Events

From time to time, we have one-time or short-term specific opportunities for volunteers. Specific opportunities can include speaking events on behalf of the Food Shuttle or supporting fundraising events that benefit the Food Shuttle.

Special needs/skills

The Volunteer Services Team occasionally releases notices for volunteers with special skills varying from construction to food service to Spanish translation.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

As a volunteer, you have the right

- To feel safe.
- To feel valued.
- To information about your volunteer role or project.
- To thoroughly planned and effectively presented volunteer job training.
- To know as much about the organization as possible, including its policies, staff, and programs.
- To continued education and information about new developments and opportunities.
- To an orderly designated place to work.
- To be heard, to have a part in planning, to feel free to make suggestions and to have respect shown for an honest opinion.
- To be supervised and have access to staff support at all times.

As a volunteer, you have the responsibility

- To be on time and commit to the time requirement that was set forth in the position description.
- To contact Food Shuttle asap if unable to volunteer as scheduled.
- To check-in and out when volunteering.
- To comply with any of the standards presented herein; including performance standards, policies, and guidelines found within the Volunteer Handbook.
- To comply with staff decisions.
- To be respectful to recipients, visitors, donors, volunteers and staff.
- To keep **confidential** any information learned about recipients, volunteers, or staff.
- To gain permission from the Chief Development Officer prior to use of the Food Shuttle name or trademarks.
- To ensure personal safety by following the guidelines from the task supervisors and providing emergency contact information.
- To not falsify any reports, records or expenses.
- To not engage in any form of harassment.
- To not engage in unlawful discrimination.
- To not engage in theft or other Illegal or unethical behavior.
- To prevent any negligent or willful damage of property.
- To prevent any negligence or willful endangerment of others.
- To insure an alcohol and drug free environment.
- To disclose any possible conflict of interest.

GENERAL GUIDELINES & PROCEDURES

CHECK-IN

Upon arriving to volunteer, volunteers are required to check-in at the front desk or with the appropriate staff member to clock-in for their volunteer shift. Volunteers will receive a name tag at this time.

DRESS CODE

Due to food safety and personal safety, volunteers should dress casually and wear comfortable, **closed toe and heel shoes** such as sneakers, work shoes, or boots. Volunteer work sometimes gets messy! During ALL months, all volunteers must wear sleeved shirts (no tank tops) and no cropped tops.

- NO sandals/flip flops allowed.
- NO exposed undergarments
- NO sagging pants
- NO see-through or excessively short, tight, or revealing clothes
- NO bare midriff or strapless shirts
- NO clothing with lewd, indecent, or vulgar messages or illustrations
- NO clothing that advertises products or services that are illegal
- NO chains, spikes, or other accessories that could be perceived as or used as a weapon.
- NO clothing that promotes gang and gang-related activities

Please leave personal belongings at home or locked in your car. Necklaces and long earrings pose a safety concern; please remove if necessary. The Food Shuttle will not be responsible for any missing personal belongings.

Volunteers are encouraged to bring a water bottle with them when they come to volunteer. Hydration is important especially in the summer months.

ACCIDENTS AND FIRST AID

Some volunteer activities at the Food Shuttle require a level of physical ability especially tasks in the warehouses, gardens, or farm. Volunteers are responsible to know their personal limitations. Staff will provide guidance to keep volunteers safe. All sites are equipped with a first aid kit for very minor injuries. Volunteers are responsible for providing an emergency contact in their volunteer profile in our scheduling system. Food Shuttle staff is required to complete an incident report if there is an accident, injury, near-miss, or illness that befalls a volunteer.

SMOKING AREA AND VAPING

Inter-Faith Food Shuttle's policy prohibits smoking and vaping on all company premises to provide employees with a safe and healthy work environment. Smoking is defined as the “act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe in any kind.” Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices such as e-cigarettes, e-pipes, and e-cigars.

This policy applies to:

- All company employees, volunteers, and visitors
- All areas of buildings occupied by employees, volunteers, and visitors
- All vehicles owned or leased by the company

Smoking and vaping are permitted only in designated smoking areas on the premises outside the workplace. Please ask the staff member supervising your experience where the designated smoking area is.

IMPORTANT POLICIES

YOUTH VOLUNTEERS

Inter-Faith Food Shuttle believes that involving youth is paramount to our vision of ending hunger in our community; however, we must provide a safe and productive work environment for our volunteers, staff, and community. Therefore, age-appropriate volunteer opportunities for minors (17 years of age and younger) are outlined below. Exceptions to the minimum age can be made for established volunteers at the discretion of the staff at the volunteer site and arranged in advance.

Volunteer Opportunity	Minimum Age	Adult Supervision Required	Adult-to-Youth Ratio
Grocery Bags for Seniors	8	under 18	1 to 4
BackPack Buddy Packing	13	under 16	1 to 4
All Learning Gardens	10	under 16	1 to 4
Warehouse Assistants	13	under 16	1 to 4
Food Service (Kitchen)	13	under 18	n/a
Food Shuttle Farm	13	under 16	1 to 4
Driver Assistants	16	under 18	n/a
Culinary Classroom Assistant	18	n/a	n/a

(Considerations included if service takes place on or off IFFS property, risks involved in the activities, and level of independence needed after onsite training.)

GROUP VOLUNTEERS

Groups with youth or adults with disabilities must have chaperones over the age of 18.

- Youth aged 16-17 require 1 chaperone for every 10 volunteers.
- Youth aged 8-15 or adults with disabilities require 1 chaperone for every 4 volunteers.

ABSENCES

In the event that you will not be able to make your scheduled volunteer time please contact the Volunteer Services Team via phone call, (919)390-1968 or email, VolunteerTeam@foodshuttle.org. Sometimes there are volunteers on a waitlist who need to be contacted or tasks have to be adjusted for fewer volunteers.

HARASSMENT, ABUSE AND MOLESTATION

[This section is an excerpt from the Inter-Faith Food Shuttle Employee Handbook, dated 08/08/2025, pp. 4-14, and is applicable to all volunteers.] [Full Policy](#)

Inter-Faith Food Shuttle is committed to providing a work environment for all employees free from sexual harassment and other types of discriminatory harassment based on race, color, religion, sex, gender, national origin, age, disability, veteran status, or other characteristics protected by applicable law. Employees are expected to conduct themselves professionally to show respect for their co-workers. Inter-Faith Food Shuttle's commitment begins with recognizing and acknowledging that sexual harassment and other types of discriminatory harassment are unlawful. To reinforce this commitment, Inter-Faith Food Shuttle has developed a policy against harassment and a reporting procedure for employees who have been subjected to or witnessed harassment. This policy applies to all work-related settings and activities, whether inside or outside the workplace and includes business trips and business-related social events.

Inter-Faith Food Shuttle's property (e.g., telephones, copy machines, facsimile machines, computers, and computer applications, such as e-mail and Internet access) may not be used to engage in any conduct that violates this policy. Inter-Faith Food Shuttle's policy against harassment covers employees and other individuals who have a relationship with Inter-Faith Food Shuttle that enables Inter-Faith Food Shuttle to exercise some control over the individual's conduct in places and activities that relate to Inter-Faith Food Shuttle's work (e.g., directors, officers, contractors, vendors, **volunteers**, interns, and loaned employees).

Sexual Harassment: Inter-Faith Food Shuttle's policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature when: (1) submission to such conduct is made an express or implicit condition of employment; (2) submission to or rejection of such conduct is used as a basis

for employment decisions affecting the individual who submits to or rejects such conduct; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile, humiliating, or offensive working environment. Sexual harassment can include conduct between members of the same sex.

While it is not possible to list all of the circumstances that would constitute sexual harassment, the following are some examples: (1) unwelcome sexual advances, whether they involve physical touching or not; (2) requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment; or (3) coerced sexual acts.

While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make coworkers uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action, regardless of whether it is unlawful. It is also unlawful and expressly against Inter-Faith Food Shuttle's policy to retaliate against an employee for filing a complaint of sexual harassment or for cooperating with an investigation of a sexual harassment complaint.

Prohibition of Other Types of Discriminatory Harassment: It is also against Inter-Faith Food Shuttle policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion because of race, color, sex, religion, age, national origin, disability, veteran status or other protected category that: (1) has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities.

It is also against the Inter-Faith Food Shuttle's policy to retaliate against an employee for filing a complaint of discriminatory harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

REPORTING HARASSMENT PROCEDURE

If an employee [volunteer] experiences or witnesses sexual harassment, bullying, abuse, or other discriminatory harassment by any other employee [or volunteer] of Inter-Faith Food Shuttle, he or she must report the incident immediately to Human Resources. Harassment by others with whom Inter-Faith Food Shuttle has a business relationship, including customers and vendors, must also be reported to Human Resources as soon as possible so that appropriate action can be taken. This procedure does not require reports to be made to one's supervisor or to anyone who one believes is participating in the conduct.

Inter-Faith Food Shuttle will promptly investigate all reports of harassment as discreetly and confidentially as practical. A panel consisting of Human Resources, along with two

individuals not employed with Inter-Faith Food Shuttle, will conduct a private interview with the person making the report of harassment. The panel may also meet with the accused individual(s) and others who may have information relevant to the investigation. Inter-Faith Food Shuttle's goal is to decide whether harassment occurred and what action to take if it is found improper behavior occurred.

If Inter-Faith Food Shuttle determines that a policy violation has occurred, it will take appropriate disciplinary action against the offending party, up to and including termination. Consideration will also be given to remedial action necessary to eliminate unlawful harassment and remove any detriment suffered by the aggrieved employee due to unlawful harassment. Employees who report violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation.

Abuse or Mistreatment of Consumers

Inter-Faith Food Shuttle has **zero tolerance** for abuse and will not tolerate the mistreatment or abuse of consumers in its programs. Any mistreatment or abuse by an employee, contractor, or volunteer will result in disciplinary action, up to and including termination of employment, contracting, or volunteer service. Further, Inter-Faith Food Shuttle will fully cooperate with law enforcement and child protective services throughout the investigation and resolution of mistreatment or abuse incidents.

Physical Contact

Inter-Faith Food Shuttle's physical contact policy promotes a positive, nurturing environment while protecting consumers, contractors, employees, and volunteers. Inter-Faith Food Shuttle encourages appropriate physical contact with consumers and prohibits inappropriate displays of physical contact.

Any inappropriate physical contact by employees, contractors, or volunteers towards consumers will result in disciplinary action, up to and including termination.

Verbal Interactions

Employees, contractors, and volunteers are prohibited from speaking to consumers in a way that is or could be construed by any observer as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating.

Employees, contractors, and volunteers must not initiate sexually oriented conversations with consumers. Employees, contractors, and volunteers are not permitted to discuss their own sexual activities with consumers.

One-on-One Interactions

One-on-one interactions with consumers should only occur during in-person or virtual programming under authorized circumstances.

DRUG FREE WORKPLACE

In compliance with the Drug-Free Workplace Act of 1988, Inter-Faith Food Shuttle is committed to providing a safe, quality-oriented and productive work environment consistent with the standards of our community. Alcohol and drug abuse pose a threat to the health and security of the company's equipment, facilities, employees, and those whom we serve in our community. For these reasons, the Food Shuttle is committed to the elimination of drug and alcohol use and abuse in our workplace. Volunteering while impaired by intoxicants, alcohol or drugs, is unacceptable and will result in cancellation of volunteer status.

Any volunteer involved in an incident resulting in injury or vehicle damage will be required to take a drug test.

DONATED FOOD & BEVERAGE POLICY

Donated product (food, beverage, and otherwise) is to be used for the intended purpose of serving food recipients through appropriate Inter-Faith Food Shuttle (Food Shuttle) channels (direct distribution, partner agency distribution, kitchen programming, and nutrition classes and demos). Staff and volunteers are prohibited from using any and all donated product for personal consumption. Violations of this policy may result in termination or removal from volunteer duties.

The Inter-Faith Food Shuttle is a non-profit, 501(c)3 organization that receives donated products in accordance with IRS Code 170(e)(3), which defines the tax deduction that donors are eligible to receive if the donation is used according to the regulations, defines the organizations eligible to receive those donations, and defines allowable uses of those donations. The internal use of donated items is prohibited by the IRS and Feeding America. Furthermore, we (the Food Shuttle) have an obligation to make sure that these products only go to those in need.

Under limited circumstances and with approval, internal use of donated product may be allowed:

- Specified non-food products for operational use
- Product specifically donated (in writing) for use for fundraising events
- Tasting and Testing

The Food Shuttle is committed to maintaining high standards regarding use of donated product. We have a commitment and accountability to the people that we serve and to our donors, who make this work possible. Our community has bestowed a great amount of trust and good faith in our work and mission. Furthermore, personal consumption of food and beverages is not a benefit of employment or perk of volunteering.

FOOD SAFETY

Food Safety is critical to our operations. We want to distribute safe and healthy food. **Our neighbors deserve it and Feeding America and our donors expect it.** Practicing safe

food handling, cooking, and storage are essential to prevent foodborne illnesses. You cannot see, smell, or taste harmful bacteria that may cause illness. Depending on your tasks you will be informed of specific food safety and handling procedures. Important steps to always remember:

1. Practice good personal hygiene. Wash your hands at the beginning of your volunteer shift. During task training you will be informed if gloves are needed.
2. Clean surfaces – you may be asked to help clean or sanitize surfaces before or after you volunteer activity.
3. Separate – don't cross-contaminate.
4. Cook – cook to the right temperatures.
5. Chill – refrigerate promptly.

HEALTH AND WELLNESS

The Inter-Faith Food Shuttle will continue to follow CDC guidance to minimize risk to our employees, volunteers, partners, and visitors. Effective March 1, 2024, CDC has updated the recommendations for how people can protect themselves and others from respiratory viruses, including COVID-19. As part of the guidance, the CDC provides active recommendations on core prevention strategies for everyone to help protect themselves and others from severe respiratory illnesses:

- Staying up to date with vaccination to protect people against serious illness, hospitalization, and death. This includes flu, COVID-19, and RSV if eligible.
- Practicing good hygiene by covering coughs and sneezes, washing, or sanitizing hands often, and cleaning frequently touched surfaces.
- Taking steps for cleaner air, such as bringing in more fresh outside air, purifying indoor air, or gathering outdoors.

INCLEMENT WEATHER POLICY

Emergency conditions, such as severe weather, fire, icy roads, flood, or hurricane can disrupt operations and interfere with work schedules, as well as endanger well-being. These extreme circumstances may require closing of work facilities and curtailment of operations. In the event that such an emergency occurs, the CEO will send an all-employee e-mail to communicate the facility status no later than 6am of the impacted day and the Communications Department will update the website. In the event of such conditions, please check the Food Shuttle website or directly with your supervisor if you have not been informed of special instructions.

SERVICE ANIMALS

The Food Shuttle follows ADA Requirements regarding Service Animals. In short, service animals are dogs that are individually trained to do work or perform tasks for people with disabilities. Service animals are working animals, not pets. Dogs whose sole function is to

provide comfort or emotional support do not qualify as service animals under the ADA. Generally, service animals are permitted to accompany people with disabilities in all areas where members of the public are allowed to go.

The Food Shuttle public spaces are the lobbies of the Vernon Malone Center and the Child Food Hub, as such volunteers would be allowed to bring their service animals if assisting with administrative tasks at the front desk or a space immediately adjacent to the lobby areas. **Service animals are not allowed in the warehouses or at the Food Shuttle Farm, Camden Street Learning Garden, or Geer Street Learning Garden.**

TECHNOLOGY AND AI

Some administrative volunteers will have access to the Food Shuttle's computer and communications systems. The Food Shuttle has provided the use of these systems to support its mission. The organization's property is all the data in Inter-Faith Food Shuttle computers and communication systems (including documents, other electronic files, e-mail, and recorded voice mail messages). Inter-Faith Food Shuttle may inspect and monitor such data at any time, including internet usage. Inter-Faith Food Shuttle reserves the right to record and monitor internet access and audit internet usage. Volunteers must discuss the use of AI with supervising staff member to ensure acceptable use in the course of volunteer tasks.

VOLUNTEER GRIEVANCE AND DISMISSAL POLICIES

Volunteers are an invaluable resource to the Food Shuttle. We strive to see that you have a meaningful experience, and our primary aim is to encourage and support your contribution to ending hunger. However, it is also recognized that there may be times when things do not go as intended; thus, processes are in place for volunteers to express grievances or for volunteers to be dismissed.

Complaints or Grievances

Volunteers are encouraged to bring any and all questions, concerns, and suggestions for improvement to Food Shuttle Staff. Staff are available to assist volunteers with problem solving and decision-making.

- Any volunteers who have concerns about their volunteer assignment should first discuss the situation/concern with the Food Shuttle staff most closely involved.
- If a problem or concern remains unsolved after this contact, or if Volunteers have concerns about the direct staff member, programs, or members of the Volunteer Services Team they should contact the Volunteer Services Director at 919-390-1974 or volunteers@foodshuttle.org. Volunteers may also request the director's confidential voicemail if he/she is not available.
- If the problem remains unresolved after contact with the Volunteer Services Director, or if the volunteers want to appeal any decision(s) made, they should

contact the Chief Development Officer at 919-250-0043, and he/she will direct them about the next steps that may be taken.

Dismissals

Volunteers may voluntarily leave the organization at any time and may be asked to leave the organization at any time. Volunteers who do not adhere to the policies and procedures outlined below are subject to dismissal.

Conduct that the Food Shuttle finds unacceptable:

- Consistent failure to be on time or “no showing” for a shift. **A volunteer will be removed from future shifts if there are two no-shows without contacting the office.**
- Unable to commit to the time requirement that was set forth in the position description.
- Inability to comply with any of the standards presented herein; including performance standards, policies, and guidelines found within the Volunteer Handbook.
- Failure to comply with staff decisions.
- Failure to be respectful to recipients, visitors, donors, volunteers and staff.
- Distributing confidential information about recipients, volunteers or staff.
- Use of the Food Shuttle name or trademarks, without prior permission from the Food Shuttle Development and Communications Department.

Steps taken by the Food Shuttle to enforce outlined policies:

1. The first infraction of above policies will result in the staff member involved verbally addressing situation with volunteer along with notifying the Volunteer Manager. The infraction will then be documented in the volunteer file.
2. In the event of a second infraction, the volunteer will meet with the program staff member involved and the Volunteer Manager. At this meeting, the volunteer will be asked to sign a probationary letter that will explain infraction and outline any action steps.
3. In the event that a third infraction takes place, the volunteer will be asked to immediately relinquish their position as a volunteer with the Food Shuttle.

Conduct that permits immediate release of Volunteer:

The following is a list of inappropriate conduct that will result in the immediate cancellation of volunteer status. Even if a staff member does not personally see the below infractions take place, if reasonable belief exists that the infraction occurred it will result in immediate release of the volunteer. Examples cannot be listed to cover every situation. Other offenses may be deemed serious that are not specifically mentioned here.

- Falsifying reports, records or expense
- Sexual Harassment

- Physical or Verbal harassment
- Negligent or willful damage of property
- Theft
- Unlawful discrimination
- Illegal or unethical behavior
- Negligent or willful endangerment of the safety of others
- Working while impaired by intoxicants- alcohol or drugs
- Insubordination
- Breach of conflict of interest

WHISTLE BLOWER

Any volunteer that reasonably believes that some policy, practice, or activity of Inter-Faith Food Shuttle violates the law, or public policy concerning the health, safety, welfare, or protection of the environment, must file a written complaint and submit it to Human Resources. Any escalation of a Whistleblower claim will be processed from the Human Resources office to the Human Resources Committee. Inter-Faith Food Shuttle will not retaliate against a volunteer who, in good faith, has made a protest or raised a complaint, against some practice of the Food Shuttle, or an employee or a volunteer of the Food Shuttle, or of another individual or entity with whom the Food Shuttle has a business relationship, on the basis of a reasonable belief that the practice violates the law. A volunteer is protected from retaliation only if he or she brings the alleged unlawful activity, policy, or practice to the attention of the Food Shuttle and provides the Food Shuttle with a reasonable opportunity to investigate and correct the alleged activity.

VOLUNTEER WAIVER

Understanding of Benefits

I acknowledge that I have voluntarily agreed to participate in Inter-Faith Food Shuttle's volunteer program. I understand that the scope of my volunteer relationship with the Food Shuttle is limited to a volunteer position and that no compensation is expected in return for services provided by me; that the Food Shuttle will not provide any benefits traditionally associated with employment; and that I am responsible for my own insurance coverage in the event of illness or personal injury as a result of my services to the Food Shuttle.

Compliance

I understand that it is my responsibility to follow the guidelines and policies posted in the volunteer registration system, the Volunteer Handbook, and at the site where I am volunteering. Such guidelines include information about confidentiality; food safety and handling; personal safety and hygiene; dress code; and Food Shuttle abuse prevention [policies](#), Code of Conduct, and consumer protection standards.

Health and Safety

Following Center of Disease Control standards as related to COVID-19 and Respiratory Viruses, I understand it is my responsibility to monitor my personal health and that I should stay at home and follow health and safety guidelines, if I am experiencing symptoms, especially of a respiratory virus.

Assumption of Risk

I understand that my volunteer activities with Food Shuttle may include activities that could be hazardous to me and/or my children, including but not limited to packing, loading, unloading, and carrying heavy items, transportation to and from work sites, using tools, and the risk of being exposed to, contracting, and/or spreading COVID-19 or other infectious diseases. I fully understand and appreciate the risks that are inherent to my and/or my children's volunteer activities. I hereby choose to assume the risk of bodily injury, illness, death, medical treatment, and property damage resulting from my and/or my children's volunteer activities, even if resulting from the negligence of Food Shuttle or its officers, directors, employees or agents.

Screening

The Inter-Faith Food Shuttle reserves the right to conduct reference checks and a criminal background check on volunteers. I understand that once having been accepted, any

information or data which I have given, that is false or misleading, can or may result in my dismissal as a volunteer. Any volunteer involved in an incident resulting in injury or vehicle damage will be required to take a drug test.

Media Release

I understand that while volunteering, the media and/or Food Shuttle may take photos, video, or audio of volunteers in action. I give permission to Food Shuttle to use my image/voice in news coverage and promotional material.

AGRITOURISM WARNING: Under North Carolina law, there is no liability for an injury to or death of a participant in an agritourism activity conducted at this agritourism location if such injury or death results from the inherent risks of the agritourism activity. Inherent risks of agritourism activities include, among others, risks of injury inherent to land, equipment, and animals, as well as the potential for you to act in a negligent manner that may contribute to your injury or death. You are assuming the risk of participating in this agritourism activity.

Waiver and Release of Liability and Indemnification

I hereby forever release, discharge and agree to indemnify and hold the Food Shuttle harmless from, and waive on behalf of myself and my heirs and personal representatives and any minors I am responsible for who volunteer with me, any and all causes of action, claims, demands, damages, costs, expenses and compensation for damage or loss to myself and/or property that may be caused by any act, or failure to act of the Food Shuttle, or that may otherwise arise in any way in connection with any voluntary activities with, or for the Food Shuttle. I understand that this release discharges the Food Shuttle from any liability or claim that I or my heirs, personal representatives or minors I am responsible for may have against the Food Shuttle with respect to any bodily injury, illness, death, medical treatment, or property damage that may arise from or in connection with my volunteer activities. This liability waiver and release extend to the Food Shuttle together with all of its owners, officers, directors, affiliates, employees and agents.

I agree that this release will be governed by North Carolina law and that the exclusive venue for any dispute arising from this release will be a court of competent jurisdiction sitting in Raleigh-Durham, North Carolina.

By completing the check-in process and serving as a volunteer, I give my consent and agree to the terms in this document for **myself and any minor dependents serving with me.**

CONTACT US

**Inter-Faith Food Shuttle
Volunteer Services Office**

VolunteerTeam@foodshuttle.org

**919-390-1968
919-390-1974 – Director**

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