



ANNUAL VOLUNTEER TRAINING:

VOLUNTEER CODE OF CONDUCT:

At CVCCS, the goal is to show our clients the love of Christ in a practical and dignified manner. As a result, it is an absolute necessity that you possess and maintain a testimony/lifestyle that is above reproach, and in alignment with Biblical principles.

VOLUNTEER MANDATES FOR SERVING:

1. Volunteers agree to treat all clients and other volunteers with dignity and respect.
2. Inappropriate or foul language is prohibited.
3. All volunteers are expected to assist in cleaning the building on their assigned week (if applicable).
4. Inappropriate topics of conversation will not be tolerated.
5. Client privacy must be respected at all times.
6. Organizational policies and procedures must be followed.
7. Cooperation with staff is expected.
8. My attitude toward volunteer work should be professional. I have an obligation to my work, to those who direct it, to my colleagues, to those for whom it is done, and to the public.
9. I agree to complete all required training.
10. All deliveries must be made with 1 other person for volunteer and client safety

FOOD BANK POLICY

CLIENTS MUST RESIDE WITHIN THE CONESTOGA VALLEY SCHOOL DISTRICT, OR HAVE A REFERRAL FROM A CHURCH WITHIN THE C.V.S.D.

CLIENTS MUST MEET USDA INCOME GUIDELINES.

A PHOTO ID AND PROOF OF ADDRESS ARE REQUIRED UPON INITIAL VISIT, AND ONCE EVERY FISCAL YEAR.

ALL INDIVIDUALS RESIDING AT THE SAME RESIDENCE ARE COUNTED AS 1 HOUSEHOLD.

EACH CLIENT HOUSEHOLD MAY SHOP 1 TIME EVERY 30 DAYS.

CLIENTS AND VOLUNTEERS MUST ADHERE TO THE AMOUNTS ON THE MONTHLY PROVISIONS SHEET.

CLIENTS WILL BE SERVED IN A RESPECTFUL AND COMPASSIONATE WAY.

CLIENTS ARE RESPONSIBLE FOR TRANSPORTATION (UNLESS IT'S A DELIVERY). IF A CLIENT IS ARRANGING TRANSPORTATION, PICK UP MUST BE DONE IN A TIMELY FASHION.

CLOTHING BANK POLICY

REFERRALS ARE REQUIRED FOR ALL CLIENTS IN LANCASTER COUNTY. INDIVIDUALS CANNOT BE ADDED ON THE DAY OF A CLOTHING APPOINTMENT.

**ADULTS CAN SHOP EVERY 6 MONTHS.
CHILDREN CAN SHOP EVERY 3 MONTHS.**

CLIENTS MAY RECEIVE 1 WINTER COAT PER YEAR AND 1 BATHING SUIT PER YEAR.

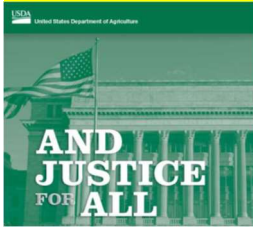
CLIENTS & VOLUNTEERS MUST ADHERE TO THE CLOTHING LIMITS ON THE CLIENT SHOPPING LIST.

CLIENTS ARE ENCOURAGED TO SHOP WITHIN THEIR GOD GIVEN IDENTITY.

CLIENTS WILL BE SERVED IN A RESPECTFUL AND COMPASSIONATE WAY.

CLIENTS ARE RESPONSIBLE FOR TRANSPORTATION. IF A CLIENT IS ARRANGING TRANSPORTATION, PICK UP MUST BE DONE IN A TIMELY FASHION.

CLIENT COMPLAINTS & INCIDENTS:



- a). In the rare occurrence that a client wishes to file a civil rights related complaint, please refer them to the USDA “And Justice For All” poster on the wall across from the front desk for instructions how to proceed. Or, on our website cvccs.org (nondiscrimination & privacy statements page).
- b). If an incident occurs, please let staff know so we can fill out an incident report with you.

MORE INFORMATION:

- a). Remember, we’re a “hand up,” not a “hand out.” Our organization exists to be a short-term solution.
- b). If you have a client asking for more, please refer them to the back office so we can best assist them.
- c). It’s ok to say no; we have policies in place for a reason (i.e.-If a client asks for another winter coat but has already received one). However, our staff is here to help you navigate each situation. Just ask!
- d). You have an opportunity to touch many lives. It’s ok to pray with, or for our clients; or around our building.
- e). Our website is a resource for you, save CVCCS.ORG on your phone.
- f). Please feel comfortable coming back to the office to ask questions and we love it when you make constructive suggestions. We want to listen to you!

EXPLAINING SOME OF OUR PARTNERSHIPS:

Food: Our products are obtained largely through donations from individuals, churches, schools, and local businesses. We have partnerships with Giant, Sheetz, Starbucks, Flowers Baking Co., Central PA Food Bank, and Community Action Partnership.

Clothing: Clothing Bank items are obtained through donations from individuals, churches, schools, and local businesses. We partner with Church World Services to clothe Lancaster County refugees.

CLIENT INCIDENTS:

If a client has an accident at our facility (inside or outside), please notify a staff member immediately so an incident report can be filled out with the client.

If a client has an emergency health issue, please call 9-1-1 first then notify a staff member immediately.

If a client has a non-emergency, please guide them to sit down in our waiting area in the food bank or volunteer table and ask them if they'd like bottled water (located in volunteer fridge) then notify a staff member.

ANY QUESTIONS?