



Volunteer Handbook

Policies and Procedures



Thank you for volunteering with Eden Food for Change! We appreciate that you have chosen to contribute your time and talents to our team. EFFC values the vital contribution that volunteers make to our organization, and recognizes that volunteers complement, and do not replace, the work of paid staff. We are committed to providing a safe and supportive environment for volunteers, and to providing the appropriate infrastructure to support volunteer engagement.

This handbook has been prepared to ensure that all Eden Food for Change volunteers are aware of the policies and procedures currently in place. EFFC will undertake a review of its policies and procedures from time to time as needed to amend. Policies can be amended and new policies can be formally documented at any time throughout the year.

Please review these policies and procedures. If you have any questions or concerns, please contact the Volunteer Coordinator. Contact information for agency staff can be found at the end of this handbook. For more information about our organization, including our board of directors, and our key sources of funding and food donations, please see our website at www.edenffc.org.

We hope that you will enjoy your volunteer time with us!

THANK YOU!!

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Introduction

Our Vision

Good Food for All!

Our Mission

Eden Food for Change is committed to increasing access to good food in a dignified manner, developing food skills to encourage healthy eating, and empowering the community through education, outreach and advocacy.

We continue to adapt to meet the needs of our community. Moving away from the traditional food bank model of food collection and distribution, we have adopted a community food centre model. Our goal is to better respond to the needs of hungry families by taking a more relational, long-term and sustainable approach.

This change encompasses our desire to:

- Help provide good food for hungry people
- Be a place for our entire community to access nutritious food and food skills, and
- Provide opportunities to learn more about healthy eating

Serving all of western Mississauga, Eden Food for Change is committed to working to provide **Good Food for All!**



GOOD FOOD PRINCIPLES

1 WE TAKE ACTION FROM THE INDIVIDUAL TO THE SYSTEMIC LEVEL

Poverty and food issues are complex, and so are the answers. Making good food a basic right means working for change at the individual, community, and system-wide level. We try to work across program areas to provide many points of connection for community members including meeting basic needs with food access programs; helping people maximize their choices by building the skills to choose, grow, and cook good food; and creating opportunities to get involved with the big-picture issues that affect our communities.

2 WE BELIEVE AND INVEST IN THE POWER OF GOOD FOOD

Good food has the power to build health while connecting and inspiring people to become engaged in issues that matter to them. We strive to make good food a priority and to provide food through our programs that is delicious, healthy, sustainably produced, and pleasurable to eat.

3 WE CREATE AN ENVIRONMENT OF RESPECT AND COMMUNITY LEADERSHIP

Respect for every person's inherent value and potential to contribute underpins our work. We strive to communicate this respect through procedures that break down the stigma often associated with charity and by creating an inviting and safe space for people to sit down with their neighbours over food. We look for ways for our participants to use their assets by involving them as volunteers and leaders.

4 WE MEET PEOPLE WHERE THEY'RE AT

We avoid making assumptions about community members' skills and goals. Some come with assets to share, and others need very tangible support in order to participate. We recognize that meeting people where they're at means not judging or preaching, but working with them toward the changes that they want to make. We focus on celebrating achievements big and small as we work toward reaching individual and community goals.

5 WE AIM HIGH FOR OUR ORGANIZATION AND OUR COMMUNITY

Our organizations need to be properly resourced to do our important work. Volunteers are vital, but they can't sustain the entire sector. Private philanthropy and government must also play a role in supporting organizations that are properly staffed and funded to be able to create impact. In return, we are committed to holding ourselves to a high standard of performance and impact in order to demonstrate our value.



www.cfccanada.ca www.goodfoodorganizations.ca

Programs

The following are brief descriptions of our three program areas:

Food Access

The food access program includes our two food bank locations, our advocacy services, and our food sharing and food delivery programs. We accept, sort and store food donations, and distribute food to food bank members with dignity, with an emphasis on fresh and healthy food when possible. We provide members with information about other EFFC programs and other external organizations that might be able to help them with their needs. We deliver food to members who are unable to access our food bank due to illness or disability, and we share excess food with other community organizations.

Food Skills

Our food skills program consists of our fresh produce box program, and our learning kitchen. The goal of our fresh produce box program is to get more fresh fruit and vegetables into the homes of families in western Mississauga at a low cost. The program is open to all, to reduce the stigma of using it and encourage healthy eating. The learning kitchen welcomes groups in the kitchen for a rewarding team building experience that teaches food skills and produces large quantities of healthy food for distribution to EFFC programs. We also have a partnership with the Victorian Order of Nurses, in which we prepare nutritious meals for distribution through their Meals on Wheels program.

Community Engagement

Our community engagement program includes tours and group engagement, and donor stewardship. We send requests for financial support, and work to develop strong partnerships with a variety of community and corporate groups. We also set up information booths at community events in an effort to spread the word about our organization and the work that we do.

Locations

Please note that the hours below refer to service to the public, and are not volunteer shift hours.

Office: 3185 Unity Drive, Unit 2, Mississauga, Ont., L5L 4L5

Hours: Monday to Friday, 9 am to 5 pm

Unity Food Bank: 3185 Unity Drive, Unit 2, Mississauga, Ont., L5L 4L5

*Hours: Tuesday: 5 pm to 8 pm
Wednesday: 1 pm to 4 pm
Friday: 10 am to 1 pm*

Battleford Food Bank: 3051 Battleford Road (basement)
Mississauga, Ont. L5N 5Z9

*Hours: Monday: 10 am to 1 pm
Thursday: 5 pm to 8 pm*

Fresh Produce Box: 3 pickup locations on Fridays

Unity Drive (3185 Unity Drive, Unit 2)
12 pm to 4 pm

Meadowvale West Church Centre
(6945 Meadowvale Town Centre Circle)
4 pm to 6:30 pm

Streetsville Seniors Building (4 Caroline St.)
3:30 pm to 6 pm

POLICIES

Volunteer Rights and Responsibilities

Eden Food for Change is committed to providing a safe and supportive environment for volunteers, and to providing the appropriate infrastructure to support volunteer engagement. As a volunteer, you have the right:

- to work in a healthy and safe environment
- to be engaged in accordance with equal opportunity and anti-discrimination legislation
- to be given accurate and truthful information about the organization for which you are volunteering
- to be given a copy of the organization's volunteer policies and procedures
- to receive a volunteer role description
- to be provided with sufficient training to fulfill your volunteer role
- to have access to a grievance procedure
- to have your personal information kept confidential

At the same time, volunteers make a commitment, and are accountable to the organization. You are expected to act with respect for the organization, its mission and the community. As a volunteer, you are responsible:

- to work in accordance with Eden Food for Change's values and policies
- to represent Eden Food for Change in a responsible manner, in person and online
- to fulfill agreed commitments, or re-negotiate commitments if needed
- to work in accordance with your volunteer role description
- to give and receive constructive feedback
- to respect confidentiality
- to report any accident, injury or health and safety concern immediately
- to keep your volunteer coordinator informed of any changes to your contact information

Code of Ethics

As staff and volunteers at Eden Food for Change,

- 1) We understand that it can be very difficult for people to walk through our doors and ask for help, and resolve to create a welcoming environment for all.
- 2) We recognize that our choice of words, tone of voice, actions and attitude all contribute to the creation of a supportive and welcoming environment.
- 3) We base our interactions with others on the premise that people are honest.
- 4) We acknowledge the need for patience and compassion in interacting with people who face a variety of challenges.
- 5) We respect the diversity of people who use our services, and will not discriminate against anyone based on race, ethnicity, national origin, language, religion, gender, sexual orientation, age or disability.
- 6) We recognize every person's right to self-determination, and will be non-judgemental about the circumstances or life choices of the people we serve.
- 7) We respect the confidentiality of all information we learn about the people we serve.
- 8) We want people to leave feeling better than when they arrived.

Paperwork Requirements

All potential volunteers are required to complete and submit an online volunteer application, which is stored in our volunteer database. If an applicant for a regular weekly position or a summer position has not been offered a volunteer position within six months of applying, their application is deleted and they must reapply if still interested. Not everyone who applies will be offered a volunteer position. If an applicant has requested to be on our special events contact list, but they have no recorded volunteer hours after one year of being on that list, their application is deleted and they must reapply if still interested.

Regular weekly volunteers are required to complete two online training programs before they can begin volunteering with us. The first is an accessibility quiz, which is about interacting with people who might have a disability. The second is the provincial health and safety training program, which produces a certificate at the end which we must have on file.

On the first day of service, regular weekly volunteers are asked to sign a volunteer waiver and a volunteer boundary form. High school student volunteers and their parents are also required to sign a student attendance and dismissal form. Please see Appendix II for EFFC's volunteer waiver, Appendix III for EFFC's volunteer boundary form, and Appendix IV for EFFC's student attendance and dismissal form. A specific volunteer role description will be provided by the volunteer coordinator.

Volunteers who work in front desk reception, in statistics, in advocacy, or on the board of directors, are required to have a criminal reference check completed, at their own expense. All volunteers who require a criminal reference check are required to have a new one completed every five years, with the exception of general board members, who must have a new one completed every three years, and signing officer board members, who must have a new one completed every two years.

Confidentiality

All volunteers are obliged to keep information regarding program participants confidential. Any information that you learn about a program participant in the course of your volunteer work with EFFC cannot be shared with anyone outside of EFFC. Please see Appendix II for EFFC's volunteer waiver, which includes a confidentiality agreement.

As a volunteer, you have the right to have your personal information kept confidential as well. Your personal information is stored in our computerized volunteer database. It can only be accessed by staff who are registered as system operators and have a password, as well as statistics volunteers who have had a criminal reference check and are responsible for recording volunteer hours of service. Your personal information cannot be shared with someone outside of EFFC, or with volunteers other than the statistics volunteers, without your consent. Your volunteer coordinator's email is only accessible to the volunteer coordinator, so any email you send directly to her can only be accessed by her.

Volunteers and the Media

Volunteers are not to represent EFFC to the media, unless they have been designated to do so by the Executive Director or Board President of EFFC. If you as a volunteer receive a request for comment from the media, please direct the request to one of the aforementioned people.

All official social media sites representing EFFC can only be initiated and managed by EFFC staff, unless volunteer support is requested. Third party fundraising social media sites can be created, as long as they clearly state that they have been created in support of EFFC, and are not official EFFC sites.

Smoking

Eden Food for Change has a strict “no smoking” policy. No smoking is permitted at our Battleford, Unity or satellite locations, either in the buildings or on the property.

Health and Safety

EFFC has a workplace violence and harassment prevention policy. Please see Appendix I for this policy. A health and safety information board is posted at both food bank locations.

EFFC does not carry disability or WSIB coverage for volunteer involvement. All volunteers sign a waiver indicating that EFFC will be held blameless against any claim that might arise from an accident or personal injury occurring as a result of volunteer work. Please see Appendix II for EFFC’s volunteer waiver.

Student Volunteers

Students are welcome as volunteers at EFFC, but cannot begin volunteer work until the summer before they start grade nine. Only students in our immediate service area (postal codes L5L, L5M, L5N) will be accepted for a regular weekly volunteer shift. If a student is under the age of 18, all of their paperwork must also be signed by a parent or guardian (please see “Paperwork Requirements”). High school students, who are regular weekly volunteers or summer volunteers, and their parents, must also sign a student attendance and dismissal policy. Please see Appendix IV for EFFC’s general student attendance and dismissal policy, and Appendix V for EFFC’s summer student attendance policy.

If a student volunteer has a school document that needs to be signed for verification of volunteer hours, it is the student’s responsibility to arrange a mutually agreeable time with the volunteer coordinator to have that form signed.

If the student requires a verification letter, then the policy regarding reference letters applies. Please read the section titled “Reference Letters”, and the section titled “Record Retention”, for additional information.

Record Retention

Volunteer records for volunteers with recorded volunteer hours, including personal information and records of service, are retained for five years from the date of last service. After five years of no recorded service, volunteer records are deleted from the database, and records of service cannot be retrieved.

Reference Letters

At your request, the volunteer coordinator will provide you with a letter stating your hours of volunteer service, the range of dates during which this service was completed, and a single sentence statement describing your volunteer service for EFFC. The volunteer coordinator will provide you with a maximum of two such letters per year. This type of letter can be provided regardless of the number of volunteer hours of service.

A reference letter with a character reference will only be provided to a volunteer, at his or her request, if that volunteer has completed 100 hours of volunteer service or more with EFFC.

All reference letters will only refer to volunteer service that has been completed directly for EFFC by a registered volunteer. Volunteer service which benefitted EFFC, but which was completed as a volunteer for a third party organization, cannot be included in any reference letter provided by EFFC.

Resolving Issues with Volunteers

Eden Food for Change has boundaries in place to ensure that the best service is provided to program participants, and to protect our participants, volunteers, staff and organization as a whole. Please see Appendix III for our volunteer boundary policy. EFFC recognizes that there will be occasions when problems may arise, and wants to ensure that they are dealt with fairly and consistently. The following are the actions that will be taken when problems occur:

- 1) Informal discussion. Program managers will make every effort to resolve problems with informal discussions, which may include additional training or support for the volunteer. This is not considered disciplinary action. Only where this fails to bring about the desired improvement will disciplinary procedures be implemented.
- 2) Verbal warning. If, despite informal discussions or additional training, a volunteer's conduct or performance still does not meet acceptable standards, the volunteer will be given a formal verbal warning by the program manager and the volunteer coordinator. The volunteer will be told the reason for the warning, what the volunteer needs to do to improve the situation, and that the verbal warning is the first stage of the disciplinary procedure. A note about the warning will be made in the volunteer's file.
- 3) Written warning. If there is no improvement in conduct or performance after a verbal warning, or if a further offence occurs, the volunteer will be asked to attend a meeting with the program manager and the volunteer coordinator, and will be given a formal written warning. The letter will contain details of the concern, the reasons why the behaviour is unacceptable, the improvement that is required, the date for achieving the improvement, and a statement that failure to improve will result in dismissal. The executive director will be alerted that a written warning has been issued, and a copy of the warning will be kept on electronic file.

- 4) Dismissal. If the volunteer's conduct or performance still fails to improve or if further serious misconduct occurs, the volunteer will be dismissed. The decision to dismiss will be made by the volunteer coordinator, in conjunction with the program manager and the executive director.
- 5) Gross misconduct. When a volunteer is found guilty of gross misconduct, that volunteer will normally be subject to immediate dismissal and the above procedures regarding progression of warnings will not apply. Please see the section on gross misconduct in Appendix II—Volunteer Boundary Policy.

PROCEDURES

Dress Code

Volunteers must wear flat, closed toe and closed heel shoes during their volunteer shifts. Other than that, it is recommended that volunteers wear clothing that is casual, comfortable and appropriate for a work environment that is not temperature controlled. If you are an adult volunteer who has been volunteering for three months or more, please contact the volunteer coordinator to request an EFFC T-shirt.

Parking

Parking at our Battleford location is available in the parking lot of Eden United Church, but please don't park on the side of the lot beside the church, because those spots are kept free for truck deliveries and food bank member parking.

Parking at our Unity location is available at the front of the building, but parking is limited. Please do not park in the spaces reserved for the dry cleaning service next door. You are welcome to seek parking at the arena west of our location if needed.

If you are volunteering at one of our Fresh Produce Box satellite locations, the Fresh Produce Box coordinator will contact you with parking information related to your particular site.

Tracking Attendance

Some of our funders want to know the number of volunteer hours contributed to EFFC. All regular weekly volunteers are assigned a five or six digit number for signing in and out of their volunteer shifts and tracking their hours. If you are a

volunteer at our Battleford or Unity location, you are provided with this number and asked to sign in on the volunteer tablet and on the attendance sheet when you arrive, and to sign out when you leave. If you forget to sign in on the tablet, please record your correct arrival and departure times on the attendance sheet and circle them, and they will be input manually into the tracking system.

If you are a volunteer at one of our satellite Fresh Produce Box locations, you will not have access to a computer tablet, and so are asked to sign in and out on the attendance sheets provided. Your volunteer hours will then be input manually into the tracking system.

If you are a donation pickup driver, or a committee or board member, you will be asked to submit a bulk estimate of your hours at the end of the calendar year.

Reporting an Absence

If you have accepted a regular weekly volunteer shift at Eden Food for Change, it is expected that you will usually be there. If you must be absent from the volunteer shift to which you have been assigned, please let the volunteer coordinator know as soon as possible. The best way to reach her is by sending an email to janet@edenffc.org. You can let your program manager know as well if you like, but you must inform the volunteer coordinator.

Storage of Personal Items

There is no secure location for the storage of personal items at our Battleford location or at our satellite Fresh Produce Box locations. It is recommended that items of value be left at home, kept on your person, or locked in the trunk of your vehicle. Small lockers are available at our Unity Drive location, but you must use your own lock and remove your lock and belongings at the end of your shift. Eden Food for Change is not responsible for the loss of any personal items brought into any of our locations.

Cell Phone Etiquette

Many volunteers wish to carry a cell phone on them, in case they are contacted by a family member, a child's school, etc. This is fine, provided that the phone is only used in case of emergency and does not interfere with the volunteer's responsibilities.

First Aid

At our Battleford location, first aid supplies are located in the back room and in the mop room. At our Unity location, first aid supplies are located by the food bank manager's desk in the service area, by the operations supervisor's desk in the warehouse, by the office manager's desk in the office, and by the sink in the learning kitchen. At our satellite Fresh Produce Box locations, first aid supplies are located in the bins of supplies that are brought to the sites.

If you injure yourself in the course of your volunteer duties, please report the injury to your program manager. If you identify a health and safety concern, please report this to your program manager as well.

Reporting of Concerns

If you have any concerns, such as questions about the responsibilities of your volunteer role or concerns about your interaction with program participants or with other volunteers, your first step is to discuss these issues with your program manager, who will work with you to resolve your concerns.

If your concerns are not resolved to your satisfaction, or you think it is more appropriate to speak to someone outside of your program, please speak to your volunteer coordinator. You can contact her at janet@edenffc.org to arrange an appropriate time to meet to discuss your concerns.

Appendix I

Workplace Violence and Harassment Prevention Policy for EFFC

Purpose:

The Management of Eden Food for Change is committed to preventing workplace violence and harassment in accordance with the Occupational Health and Safety Act. This policy defines behaviour that constitutes workplace violence and harassment, and explains procedures for reporting and resolving such incidents. The Management of Eden Food for Change is committed to providing a working environment free of violence and harassment by familiarizing all workplace parties with the related terminology as well as their individual responsibilities for prevention and corrective action

Policy:

The Management of Eden Food for Change recognizes the potential for violence and harassment in the workplace. We will make every reasonable effort to identify all potential sources of such risk and eliminate or minimize them through our Workplace Violence and Harassment Prevention Program. We will not tolerate any type of violence or harassment within the workplace or during work-related activities. The Management of Eden Food for Change is committed to ensuring a safe and healthy working environment for all workers, by taking every reasonable precaution to protect from workplace violence type as defined below.

Definitions:

Workplace Violence:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or
- A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Workplace Harassment:

Engaging in a course of vexatious comment or conduct against a worker, in a workplace, that is known or ought reasonably to be known to be unwelcome

Reporting and Investigation:

Workers are to report all violence-related incidents or harassment incidents to their manager or supervisor. This report can be made confidentially, with the exception of the steps to ensure the safety of others and prevention of recurrence. For example, a police report may be necessary. The manager or supervisor or HR member of the Board of Directors receiving the report investigates and ensures that measures are taken to safeguard workers and curtail the violence or harassment. No report of workplace violence or risks of violence can be the basis of reprisal against the reporting workers. Also, there will be repercussions for falsely reporting an incident.

Appendix II

Volunteer Waiver-EFFC

The following agreement must be signed and understood by any volunteer member working at or on behalf of the Eden Food for Change.

1. VOLUNTEER LIABILITY WAIVER

I, the undersigned, hereby indemnify and hold harmless the Eden Food for Change, directors, employees and volunteers against any claim of any sort that I might otherwise have arising from any accident or personal injury occurring as a result of my volunteer work at or for the Eden Food Bank.

I understand that Eden Food for Change does not carry disability or WSIB coverage for my volunteer involvement.

2. PRIVACY AND CONFIDENTIALITY AGREEMENT

The Eden Food for Change has a responsibility to its members, donors, volunteers, staff, and the general public to maintain the highest level of confidentiality. I, the undersigned hereby agree:

- a. that any information related to donors, volunteers, programs, members and the operations of the Eden Food for Change will remain confidential.
- b. not to use any information that I have access to during the course of my work or after completion of work at the food bank, or to copy, trade or sell such information.
- c. not to disclose, disseminate or publicize any confidential information to any person, corporation or government agency save and except where required by law.
- d. to use information I have access to only as directed for the intended purpose.
- e. that I will respect the Eden Food for Change copyrights.
- f. and understand that if I fail to comply with this agreement, my association with the food bank will be terminated and that legal proceedings may be taken against me.

Volunteers under the age of 18 require parent/guardian signature to volunteer at or for the Eden Food for Change.	
Volunteer name (printed)	
Volunteer Signature	Date:
Parent Signature	Date:
I have read and understood the Safety Manual	Initial:

Appendix III

Volunteer Boundary Policy-EFFC

At Eden Food for Change, we are committed to the protection and well-being of all who are involved in our organization. Challenges can arise when boundaries are not clearly defined. This form has been created to ensure that you understand the boundaries that are in place.

For your protection and the reputation of our organization, there are situations that cannot under any circumstances occur, and will result in the immediate termination of your volunteer responsibilities. These situations may include, but are not limited to:

- Gross misconduct
- Harassment, abuse or mistreatment of staff, volunteers, or program participants
- Being under the influence of alcohol or drugs during your volunteer work
- Theft or misuse of the organization's funds or property
- Falsification of records
- Breach of confidentiality

There are other situations that are also not acceptable, and if they occur, disciplinary measures may be taken, up to and including termination of your volunteer responsibilities. These situations may include, but are not limited to:

- Failure to satisfactorily perform assigned duties
- Repeated absenteeism without due cause
- Failure to abide by organization policies and procedures

These boundaries are in place to ensure that the best service is provided to program participants, and to protect our participants, volunteers, staff and organization as a whole.

*I acknowledge that I have read and understood the Volunteer Boundary policy.

Volunteer Name

Date

Volunteer Signature

Parent Signature (if volunteer under 18 yrs)

Appendix IV

Student Attendance and Dismissal Policy-EFFC

1. Students are accepted as volunteers at Eden Food for Change until the end of the shift in which they complete 40 hours of volunteer work. Students are allowed a maximum of two absences in the first 40 hours, reported ahead of time with a reason given. Unreported absences, or greater than two absences in the first 40 hours of volunteer work, are grounds for immediate dismissal. Confirmation of hours will not be provided unless a minimum of 40 volunteer hours have been completed.
2. If the 40 hours are completed successfully, with two or fewer absences, reported ahead of time with a reason given, and performance is deemed satisfactory, the student will be allowed to continue as a volunteer if interested. Students will be allowed a maximum of two reported absences per semester. 40 hour agreements will be signed by students and their parents.
3. Summer will be considered a separate semester. Year round students who wish to continue through the summer will be allowed two absences per summer. Students taken on for the summer only will only be allowed one absence per summer.
4. If a student decides at any point that he/she cannot continue with their volunteer commitment, he/she must give two weeks written notice to the volunteer coordinator.
5. Students and parents signing this agreement understand that if the student does not fulfill his/her commitment of regular shift attendance until the end of the shift in which 40 hours are completed, with a maximum of two reported absences during that time, the student will not be allowed to continue volunteering with us, and confirmation of hours will not be provided.

Volunteer Name: _____

Volunteer Signature: _____ Date: _____

Parent Signature: _____ Date: _____

Appendix V

Summer Student Attendance Policy-EFFC

Congratulations! You have been offered a summer volunteer opportunity at Eden Food for Change! You have been asked to make a commitment to a particular shift, and you are expected to keep that commitment.

Your summer shift is every _____, from _____ to _____.

Your volunteer position starts on _____, and will end on _____.

You are allowed a **maximum** of 1 absence during this period, reported ahead of time with a reason given. Any absence must be reported to the Volunteer Coordinator at janet@edenffc.org. Confirmation of volunteer hours will not be signed or given unless attendance requirements are met. By signing this form, you are acknowledging your commitment, the attendance requirements, and the results of not meeting them.

Volunteer Name: _____

Volunteer Signature: _____ Date: _____

Parent Signature: _____ Date: _____

Our Staff

If you ever have any questions or concerns, please contact your Volunteer Coordinator. Her contact information is as follows:

Volunteer Coordinator: Janet Watson Office #: 905-785-3651 x228
Cell #: 416-837-2650
Email: janet@edenffc.org

All other staff can be reached through the office number, 905-785-3651, at the following extensions, or via the following email addresses:

Executive Director:	Ida McLaughlin	x222	ida@edenffc.org
Food Bank Manager:	Lindsay Hunting	x226	lindsay@edenffc.org
Director of Kitchen Operations:	Peter Costello	x223	peter@edenffc.org
Meals on Wheels Program Chef:	Dave Sipchand	x223	dave@edenffc.org
Office Manager:	Sharon Austin	x223	sharon@edenffc.org
Operations Supervisor:	Chris Szypulewski	x223	chris@edenffc.org