



Volunteer Policy

INTRODUCTION

Arks Harvest recognizes the importance of Volunteers in the achievement of its mission. This policy has been developed to facilitate the involvement and management of volunteers in the delivery of services.

PURPOSE OF THE VOLUNTEER POLICY

This Volunteer Management Policy outlines an overall framework for the recruitment management of volunteers with Arks Harvest. This policy is designed to:

- Create volunteer management practices that will manage risk, enhance program delivery, and protect volunteers.
- Ensure volunteers are effectively recruited, coached and supported while performing their volunteer functions.
- Provide guidance to encourage positive volunteer experiences

STANDARDS

- Volunteers must be a minimum age of 14 years of age. Volunteers under the age of 18 must have a parent and/or guardian's consent to volunteer with Arks Harvest. All volunteers over the age of 18 must complete screening in order to continue volunteering
- Volunteers under the age of 14 must be accompanied by their parent and/or guardian
- Arks Harvest has a clearly designated individual responsible for Volunteer Management
- Volunteer assignments will meaningfully and respectfully reflect each volunteer's abilities, needs, and backgrounds.
- Arks Harvest has adopted a clearly communicated screening process that is consistently applied.
- Each volunteer will be provided with an orientation to the organization, its policies and procedures, including the rights and responsibilities of volunteers. Each volunteer will receive training customized to the volunteer assignment.



- Contributions of volunteers will be regularly acknowledged with formal and informal recognition methods (i.e. Volunteer Incentives, tips and/or gift card giveaways)
- All volunteers are required to follow Arks Harvest Code of Conduct at all times while representing the organization

POLICY

- All volunteers must complete the volunteer agreement, and must complete the criminal background check
 - Exemption: An exemption to this is applied only to those volunteers who aide with Truck unload only on an on-call basis. These volunteers are unable to enter the store following unloading of the truck for any other duties.
- All volunteers must provide their availability for Truck unload, store hours and/or closing/clean-up at the end of the day.
- All volunteers must be scheduled on the monthly schedule created by the Volunteer Coordinator and/or be added to the on-call list
 - No volunteer should be walking into the store if additional hands are not needed and/or requested.
- On-call Volunteers can only be asked to come in by the Floor Manager, Volunteer Coordinator, and/or a director.
- All scheduled volunteers are eligible to participate in the Volunteer Incentive Program (*see Volunteer Incentive Policy*)
- All volunteers must comply with Arks Harvest's Policies and Procedures