

Fruit of the Vine Food Shelf (FOTV) Saint Paul Volunteer Application

Fill this form out completely. **PRINT NEATLY**, it is important that we can read your writing to enter your information into our system correctly. Be sure to check the boxes that you have read our Code of Ethics, Appendix A and B and the Covid 19 Plan (found in the volunteer packet) and agree to adhere to them, and sign your name. Please give your completed application, pages 1 to 4, to a team leader and keep the rest of the packet for your reference.

Contact Information (Please have your Driver's License or personal ID with photo on it available)

Name: _____ Phone Number: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Email: _____

Birthdate: _____ Employer: _____

NOTE: Many companies want to donate to local charities that their employees volunteer for. If you're willing, we encourage you to investigate whether your employer donates to local charities.

Our Volunteer Needs

We would like you to serve for at least a 3-hour shift.

Friday (10:30am – 2:00pm)	Saturday (8:00am – 1:00pm)	
<ul style="list-style-type: none"> • receiving food orders • restocking shelves • packaging groceries • sorting produce • set up & clean up 	<ul style="list-style-type: none"> • set up & clean up • door greeters • cart loaders • restocking shelves/packaging food • sorting breads and dairy & produce • hospitality 	<ul style="list-style-type: none"> • assisting neighbors with food orders and pushing carts • translating • registration/intake (a ministry position) • prayer and spiritual ministry • weighing grocery orders

Volunteer Commitment

1. What day(s) would you like to volunteer? Friday Saturday
2. What time can you volunteer? (We encourage at least a 3-hour shift) _____
3. Do you want to volunteer weekly bi-weekly monthly or intermittently? _____

4. What date do you want to start? _____
5. Is your volunteer service court ordered? (If yes, we will send additional application material) _____
6. Is your volunteer service to fulfill a school requirement? _____
7. For what duration of time are you able to make this volunteer commitment? _____

Photo/Video Consent and Release Form

Occasionally, we take pictures or videos of our volunteers in action. For us to use your facial image, we must have a consent and release form signed by you in your volunteer file.

Consent: Without expectation of compensation or other remuneration, now or in the future, I hereby give my consent to Vineyard Community Services, its affiliates, partners, and agents, to use my image and likeness and/or any interview statements from me in its publications, advertising, or other media activities (including the Internet).

This consent includes, but is not limited to: (Initial where applicable)

_____ - (a) Permission to interview, film, photograph, tape, or otherwise make a video reproduction of me and/or record my voice.

_____ - (b) Permission to use my name; and

_____ - (c) Permission to use quotes from the interview(s) (or excerpts of such quotes), the film, photograph(s), tape(s) or reproduction(s) of me, and/or recording of my voice, in part or in whole, in its publications, in newspapers, magazines and other print media, on television, radio and electronic media (including the Internet), in theatrical media and/or in mailings for educational and awareness.

This consent is given in perpetuity and does not require prior approval by me.

Name (Please Print): _____

Signature: _____ **Date:** _____

Our legal counsel and partners require all volunteers to agree to the following waivers and to read and agree to abide by the documents mentioned below.

By signing below, I, the volunteer discharge FOTV from any liability or claim that I may have against FOTV with respect to bodily injury, personal injury, illness, death, or property damage that may result from my participation in ministry events or activities on FOTV property or under staff supervision. I, the volunteer, also fully understand that FOTV does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance, in the event of injury, illness, death or property damage.

I, the volunteer, understand that I expressly waive any such claim for compensation or liability on the part of FOTV beyond what may be offered freely by the representative of FOTV in the event of such injury or medical expense.

- I have reviewed and agree to the Fruit of the Vine Code of Ethics. I understand the FOTV policies and procedures and am willing to be a part of the ministry.
- I have reviewed and agree to Appendix A - Grievance and Confrontation and Misconduct
- I have reviewed and agree to Appendix B - Civil Rights
- I have reviewed and agree to act in accordance with the Covid 19 plan

With these commitments in mind, *I agree and so indicate by signing this form below.*

Name (Please Print): _____ **Date:** _____

Signature: _____

Welcome to the team!

FOR OFFICE USE ONLY

Address Verified w/Photo ID: _____

Orientation Leader: _____

Orientation Date: _____

Entered in Database: _____

Received T-Shirt _____ Size _____



Fruit of The Vine

The Food Shelf of Vineyard Community Services and
La Viña Saint Paul Church

We are committed to serving individuals and families (our "Neighbors") in crisis to meet their basic needs and provide opportunities for self-sufficiency.

We welcome all who enter our doors as equals, respecting their dignity and accepting them without judgment. We encourage those we serve to develop their capacity for independence.

We strive to always be thrifty with our resources, generous in our hospitality, and responsible to the communities that support us.

Volunteer Packet

Updated March 12, 2021

Version 2.8

Please keep this packet as a reference.

Fruit of the Vine hours:**Volunteers Hours:**

Friday - 10:30am-2:00pm (volunteers sort food and prepare orders)

Saturday - 8am to 12:30pm (set up, distribution, and tear down, prepare orders)

Public Distribution Hours:

Saturday Distribution, 9:00am to 12:00pm (weekly food distribution)

Vineyard Community Services office Hours:

Monday to Friday from 10am to 4pm

Contact Us

Main Phone: (952) 595-5980 call or text

Email: administration@vcsmn.org

Website: www.vcsmn.org

Facebook: <https://www.facebook.com/VCSMN> (Please like, follow and share often.)

Twitter: [@VCS_MN](https://twitter.com/VCS_MN) (Please like, follow and share often.)

Instagram: [vcs_mn](https://www.instagram.com/vcs_mn) (Please like, follow and share often.)

How can I start volunteering at Fruit of the Vine Food Shelf?

It is of critical importance to continue to identify and recruit new volunteers to the Fruit of the Vine Food Shelf (FOTV). All volunteers will adhere to the volunteer process so that we will be sure to meet the requirements of our partners.

Individuals considering becoming a volunteer at FOTV:

- are invited to serve at the food shelf one time prior to filling out an application or attending an orientation.
- are to be given a handwritten name tag and be introduced to a volunteer that can show them how to do a certain task. This applies to all volunteer positions EXCEPT Intake. (Individuals volunteering in the Intake position need to go through additional screening because of confidentiality issues and must be comfortable praying for a neighbor.)

All volunteers should receive the current Volunteer's Packet. The Packet includes:

- Volunteer Application
- Fruit of the Vine Code of Ethics
- Grievance, Confrontation and Misconduct Policy
- Civil Rights Training.
- Covid 19 Plan

Once an individual chooses to become part of the FOTV volunteer team:

- They will need to have read the Volunteer Packet and completely filled out the Volunteer Application by the next time they come to serve.
 - The Volunteer Application should be handed to the Volunteer Coordinator or Team Leader. The rest of the packet should be kept by the volunteer so they can refer to its content as needed.
- A Volunteer Coordinator or Team Lead will ask to see an identification document containing name, address and picture.
 - The verification process is complete when the Volunteer Coordinator or Team Lead fills out the "For Office Use Only" box on the application with their initials and the date.
- The new volunteer can now be entered into the MyFoodShelf system by the Volunteer Coordinator or Team Lead.
- The application should then be filed in the locked file cabinet in order to maintain privacy for our volunteers.

Orientation: All new volunteers must attend a volunteer orientation which helps the volunteer to understand the various roles and requirements of being a volunteer with Fruit of the Vine Food Shelf. **Volunteer orientation must be updated annually.**

After orientation, the new volunteer may serve that day, however, their information will not have been set up in our FOTV system yet. They will need to wear a handwritten name tag again.

Setting up a new volunteer in the MyFoodShelf system: The Volunteer Coordinator will enter the new volunteer into the MyFoodShelf system within one week after the volunteer's orientation. Once the volunteer's data has been entered into the system, they will be able to print a name tag.

Name tags: Volunteers must wear a name tag, visible to all, the whole time they volunteer at FOTV. Handwritten nametags indicate the volunteer has not filled out an application, so they have not signed the disclaimer about accidents and having their picture taken.

Children under 16: Children volunteers under 16 are encouraged to volunteer with their parent/guardian but will not be entered into the MyFoodShelf system; they will need a handwritten name tag, visible to all, the whole time they volunteer.

Fruit of the Vine Code of Ethics

As a volunteer, believing that the Fruit of the Vine Food Shelf (together with the Vineyard Community Services and La Vina Saint Paul, hereinafter referred to as "FOTV") has a real need for my services, I realize that I am subject to a "code of ethics" similar to that which binds the professionals in the fields in which I work. I am also agreeing to the policies and procedures for FOTV.

To accomplish this service, I will:

1. Be punctual and conscientious in the fulfillment of my duties and accept supervision graciously.
2. Conduct myself with dignity, courtesy, and consideration.
3. Show respect for all our guests and neighbors and other volunteers.
4. Agree not to make any derogatory, discriminating, or offensive remarks to or about the neighbors we serve due to their race, color, creed, gender, disability, marital status, nationality, religious beliefs or status regarding any public assistance s/he may be receiving.
5. Will not discuss the condition or personal problems of any guest or neighbor or volunteer with anyone other than the leaders or staff at FOTV.
6. Promise to bring to my work an attitude of open-mindedness. I will be non-judgmental. I believe my attitude towards volunteer work should be professional. I believe I have an obligation to my work, to those who supervise me, to my fellow workers, and to those who benefit. I will hold on to the values and priorities of FOTV.
7. Agree to conduct myself in a manner that does not reflect negatively on FOTV.
8. Agree to not volunteer under the influence of alcohol or illegal drugs.
9. Agree to not accept cash or gifts as a tip while volunteering.
10. Agree to not give neighbors rides or money.
11. Agree to not give out Client, Neighbor or Volunteer's personal information, like phone number, address, or any other form of personal information.
12. Submit myself to the FOTV leadership.

To maintain compliance with the state of Minnesota, US Department of Agriculture, and Second Harvest Heartland Food Bank the following policies have been implemented regarding volunteer grocery orders:

- a. Volunteers are welcome to use the food shelf in the same manner as a neighbor. No special treatment must be given. This includes our policy to serve a neighbor 2 times each month.
- b. Volunteers may receive a grocery order the day that they are volunteering; however, they must wait until the end of the distribution to get their order.
- c. All food distributed to a volunteer must be logged through the FOTV food order system by an Intake Volunteer. Special requests (such as, no pork, diapers, birthday cake, no dairy, etc.) must be communicated at that time, in the same manner a neighbor would make a special request.
- d. Volunteers may not prepare their own grocery order.
 - I. Other volunteers will adjust for household size.
 - II. Do not take food products from existing bags, or store food in any other location.
- e. The size of a volunteer's grocery order must be the same as that of our neighbors. A volunteer cannot pick their own items. They should have the same access to a grocery order as a neighbor has. No "cherry picking".

Grievance, Confrontation and Misconduct

Your work at Fruit of the Vine will be a largely rewarding experience. You will help bless many people with food, comfort, prayer, and a listening ear. Due to the nature of the food pantry, you may sometimes encounter a situation where someone is visually upset, confrontational or has a grievance. We want to prepare you for that challenge so your work environment will be one where you feel safe and in control.

When dealing with a grievance, confrontation, or misconduct at FOTV we have three main objectives:

- To reduce stress and de-escalate potentially violent situations.
- To promote human dignity and treat all clients with care and respect.
- To have a safe and emotionally healthy environment for volunteers to work in.

TIP: *The local police recommended that whenever any issue involves a claim of physical contact, call them!*

Due to the nature of our serving people at an emotionally vulnerable time, we feel it is important to give a brief overview to volunteers to increase confidence in dealing with situations that may be challenging or dangerous.

As a volunteer you may encounter a situation that involves conflict of will or outbursts. Many of us tend to respond out of fear, frustration, or anger when an emotionally fueled situation arises. Hurt feelings, anger, hostility or even injuries may result.

There are three basic principles to remember when helping people that are upset:

Human emotions are dynamic, not static. All of our actions have an effect on how others feel and react. Think of yourself: Have there not been times when you were really upset and acted in a manner not consistent with your typical behavior? To have a successful relationship with others we need to have flexibility in our actions and reactions. GRACE...

You need to establish a quality relationship with those you are going to help. At FOTV we are doing more than handing out free groceries. We are building relationships and trust, and sometimes we are the only taste of God's love that that person will ever experience. People feel safer and non-threatened in a good relationship and are more likely to be cooperative.

Most potentially dangerous situations follow a behavior curve. Behavior begins at a near neutral point and escalates upward. Your intervention at any stage may escalate, hold or (best of all) de-escalate a situation depending on how you handle it.

Remember, de-escalation is the goal. Self-controlled behavior can accomplish this. Agitation, yelling and threatening makes the task almost impossible.

In a confrontational/acting out situation, the first and best thing to do is **do nothing (pray...)**. Control your movements, words and breathing. Calmly analyze the situation and determine if further action is necessary.

The second step when dealing with a confrontational/acting out behavior is a **non-verbal prompt**. In a non-verbal prompt you make eye contact with the person and establish your presence. It is like saying "I am here". It is a simple calming reassurance.

If the situation escalates, the third step is a **verbal non-directive**. A verbal non-directive is a verbal distraction to the problem at hand. A comment like "look it's snowing" may be all it will take to de-escalate the situation and calm the upset person.

If the situation continues to escalate, move to a short and simple **verbal directive** such as “you must leave”, “put the bag down”. If the situation has not resolved by this step immediately get the team leader or director (one of which will always be on site) to intervene in the situation.

If a guest asks for a grievance or complaint form, ask your Team Leader for assistance.

When dealing with people that are upset these are a few things to remember:

- feel comfortable and remember if you are in control of yourself, you control the situation
- always project a calm assured feeling
- keep the pitch and volume of your voice down
- always leave a person an avenue of escape, do not corner or trap someone
- respect personal boundaries, stay at arm’s length away from a person who is upset

Your team is always here to support you, and if you should at any time feel uncomfortable or unsafe just grab a team leader to assist you.

Appendix B

Civil Rights Training for Food Shelf Staff and Volunteers

Please indicate you have read each topic by initialing next to it.

___ **Goals of Civil Rights** – fairness and equality of treatment and benefit delivery

___ **Legal Prohibitions** – discrimination is prohibited on the bases of race, color, national origin, age, sex, and disability in special nutrition programs funded by the USDA, Food and Nutrition Service. (The Food Stamp Program and Food Distribution Program on Indian Reservations also prohibit discrimination based on religion and political beliefs in addition to the bases listed above.)

___ **Types of Discrimination** – Disparate treatment (intentional), disparate impact (neutral rule impacts disproportionately on a group), reprisal/retaliation against complainant or his/her family, associates or others involved in complaint process or exercising civil rights.

___ **Exceptions** - Congress can establish a program that is intended for certain groups of people, and it is not discrimination to exclude those who do not meet eligibility requirements. For example, Congress can set age limits, and this is not age discrimination or disability discrimination for those who do not meet the age limits.

___ **When do Civil Rights rules apply** – Civil rights rules apply any time there is any federal financial assistance. Federal financial assistance is receiving anything of value from the federal government – not just cash. It can include commodities, training, equipment, and other goods and services.

___ **Special Circumstances**

- Make sure people with disabilities are accommodated. Sites should be accessible to people with all types of disabilities (e.g., mobility, sight, hearing, other) or alternate means of service delivery should be advertised and provided.
- Provide other language assistance to persons with limited English proficiency who could not gain meaningful access to the program without other language assistance. Assistance must always be provided to LEP households, but the level or type of assistance can vary based on circumstances.

___ **Other Requirements**

- Treat all people with dignity and respect.
- Display the USDA “And Justice for All...” non-discrimination poster in a place where it can be seen by all who visit the premises.

- Include the USDA non-discrimination statement on all materials that mention USDA funded programs and make sure the statement is also on web sites that mention USDA funded programs.
- Conduct outreach to ensure that potentially eligible persons and households are aware of the program and have information on how to apply. Provide suggestions about how to make more people aware of the program and how to receive benefits.
- Maintain confidentiality. It is not appropriate to talk about who is receiving benefits and to make remarks about them. Never share information with others regardless of an expression of good intentions. Refer all requests for information to managers. What happens at the site stays at the site. The exception, of course, is any illegal or inappropriate behavior that should be reported to state or federal officials.
- Make sure individual data is kept confidential.
- Cooperate with State and Federal reviewers. They are required to conduct periodic compliance reviews to help ensure that program and civil rights rules are being obeyed.
- If there is non-compliance, correction of problems and voluntary compliance is sought. Failure to abide by civil rights rules can lead to loss of Federal financial assistance.
- Sexual harassment is prohibited. Do not engage in or tolerate unwanted or unwelcome sexual behavior including jokes, touching, requests for sexual favors, etc. Report violations to management or to State or Federal officials.
- Advise people who allege discrimination about how to file a complaint. They may write to: USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 7795-3272 or (202) 720-6382 (TTY).
- If conflicts occur, remain calm. Call for assistance immediately if you feel threatened. Consider mediation or a third party to help resolve the situation.

Follow the platinum rule – treat people the way they would like to be treated!

Covid-19 Plan

The following rules have been adopted for all volunteers and staff:

- Social distancing (specifically, staying 6 feet away from others when you must go into a shared space)
- Frequently washing hands or use alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available.
- Wearing cloth face coverings (required)
- Avoiding touching eyes, nose, and mouth
- Staying home when sick
- Cleaning and disinfecting frequently touched objects and surfaces.

We will consider practices that reduce the potential for exposure; we can all contribute. For FOTV, we follow a “Safety First” priority.

The following rules have been implemented at all Fruit of the Vine Food Shelf locations:

- Face masks always used.
- Gloves on hands (provided) during food shelf service.
- Temperatures are taken at the start of volunteering prior to sign-in. If the volunteer’s temperature is over 100 degrees, they will be sent home.

A Few Important Reminders about Coronaviruses and Reducing the Risk of Exposure (from CDC):

- Coronaviruses on surfaces and objects naturally die within hours to days. Warmer temperatures and exposure to sunlight will reduce the time the virus survives on surfaces and objects.
- Normal routine cleaning with soap and water removes germs and dirt from surfaces. It lowers the risk of spreading Covid-19 infection.
- Disinfectants kill germs on surfaces. By killing germs on a surface after cleaning, you can further lower the risk of spreading infection.
- Store and use disinfectants in a responsible and appropriate manner according to the label. Do not mix bleach or other cleaning and disinfection products together--this can cause fumes that may be very dangerous to breathe in. Keep all disinfectants out of the reach of children.
- Always wear gloves appropriate for the chemicals being used when you are cleaning and disinfecting.

Practice social distancing, wear facial coverings, and follow proper prevention hygiene, such as washing your hands frequently and using alcohol-based (at least 60% alcohol) hand sanitizer when soap and water are not available.