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Volunteer Notices & Rules

PLEASE READ THE FOLLOWING NOTICES & RULES.

Please let Volunteer Coordinator or Receptionist know if you need translation assistance.

Schedule:

Monday – Friday 8:00 a.m. – 12:00 p.m. OR 1:00 p.m. – 5:00 p.m. *(No later than 9am after noon schedule is 1 pm and no later than 2pm)*

Lunch Break 12:00 p.m. – 1:00 p.m. *(At no time is lunch break will count as hours made. If volunteer needs to work during the lunch hour, volunteer must let the Volunteer Coordinator or Receptionist know in advance. Volunteer must clock out and clock in otherwise the hour work will not count. A staff member must be working in the processing area in order for you to stay and work that shift.)*

Saturday 8:00 a.m. – 12:00 p.m. *(Under 18 years of age only, exception only on special occasion's approval needed from the Warehouse Director of Operation or Executive Director.)*

Groups: Contact the Food Bank Volunteer Coordinator one week prior to schedule the day, arrive and depart time, and to confirm the number of group members. Please call **two** days before if you cannot attend or if you want to change your scheduled date. All volunteer applications must be turned in before starting work.

Arrive on time or you will not be allow to perform community service that day.

**All community service workers and volunteers must make an application and turn it in.
No Exceptions.**

**A secure registration bar code card will be issued to you.
There is \$1.00 charge fee if lost or misplaced. Bar Code Card must be turned in in order to
receive your community service hours.**

**A VALID PICTURE ID IS REQUIRED IN ORDER TO DO COMMUNITY SERVICE HOURS
AT THE FOOD BANK.**

***The South Texas Food Bank reserves the right to refuse any community service worker or
volunteer for any reason that the food bank might deemed the person unqualified.***

Minors:

The South Texas Food Bank defines a minor to be under the age of 17. Minors between the age of 6 to 13 are allowed to volunteer only if accompanied by a parent or legal guardian. No child under the age of 6 will be allowed to volunteer. Minors between the age of 14 and 17 may volunteer with the parents or legal guardian's approval only. No exceptions. Reliable and timely transportation for minors is required. The food bank staff and/or representatives will not be responsible for any

minor that is not picked up on a timely manner. If parent or guardian is running late, he or she must call the food bank to notify the staff.

Community Service Hours:

Community services workers are not allow counting the hours for two different courts or agency at the same time. STFB employee Mr. Jose Espinoza will supervise of all court assigned juveniles worker during the Saturday and any assigned weekdays. Mr. Espinoza is authorized to handle and report on juvenile workers.

If at any point you are sent home, it is on your time and not on the schedule, you will be clocked out.

To request your community service hours, you must sign the request form. It takes 24 to 48 business hours to process community service hours. Please plan accordingly. Any expedited processing, must be discussed and approved by the volunteer coordinator.

Health Concerns/Injuries/Workers Comp/Disability:

In compliance with our health and food safety policies, any volunteer showing signs of any of the following conditions will be turned away: respiratory-related illness (Flu, cold, excessive cough and/or sneezing), allergies, stomach-related illnesses, or skin conditions (open wounds or cuts). If you are injured and have a medical release, you need to report this to the reception during the process of application. Determination if you stay and do your hours will be done by the volunteer coordinator.

If you need to bring a prescribed medication, please let the Volunteer Coordinator know in advance. Also, please let the Volunteer Coordinator know if you have any kind of food allergies so you can be assigned to a safe and appropriate work duty.

If you are reporting as part of workers comp, you must bring all workers compensation work status report and workers comp release to do on-site job.

If you in need of any special accommodations due to a disability, please let the Volunteer Coordinator know at least two business days in advance so you can be assigned to a duty or modifications can be made to accommodate your needs. If you do not notify the Volunteer Coordinator in advance, there is a chance you may be turned away for the day if no safe and appropriate work duties are available.

Lunch:

Lunchtime is from 12noon to 1 P.M. If you are a minor or want to stay in the building, you must remain in the lobby area. Volunteer and Community Service Workers are encouraged to take their lunch break. Minors may only leave the premises with an authorized adult. The food bank is not responsible for any minor that leaves the facility unsupervised. Parents/legal guardians must make the appropriate lunchtime arrangements.

15-minute courtesy breaks are provided in the morning and in the afternoon. This is while you are on the clock. Please note that a staff member may request your help since you are on the clock.

RULES

- You may not enter the processing area until a staff member is there ready to assign work.
- Respect others. No bullying or harassing will be tolerated. Do not use abusive or profane language towards any staff member or fellow volunteers. Anyone caught engaging in disrespectful behavior will be immediately dismissed and all community service hours will be invalidated.
- Obey the site supervisors at all times. If you have a concern or complaint, please contact either the Volunteer Coordinator or the Director of Operations immediately.
- Do not leave the worksite without permission. Do not wonder or enter the warehouse area unless you are accompanied by an employee at all. Volunteer or community services worker must wear a vest all the time when inside the wear-house area.
- Do not carry weapons inside the building of any kind. "Pursuant to Section 30.06, Penal Code (trespass by license holder with a concealed handgun), a person licensed under Subchapter H, Chapter 411, Government Code (*handgun licensing law*), may not enter this property with a concealed handgun"; or "Pursuant to Section 30.07, Penal Code (*trespass by license holder with an openly carried handgun*), a person licensed under Subchapter H, Chapter 411, Government Code (*handgun licensing law*), may not enter this property with a handgun that is carried openly".
- Do not deliberately destroy or deface any tools or property. Any deliberate destruction or damage will be considered vandalism and will lead to immediate dismissal and will be reported to the authorities. All community service hours will be invalidated.
- Never accept any tips or cash from anyone in association with community service or at the designated worksite.
- Volunteers and community service workers are not permitted to fraternize or engage in any kind of personal relationship or inappropriate behavior with any South Texas Food Bank employee or another volunteer or community service.
- Wear appropriate clothing - jeans & t-shirt only. For safety and sanitary reasons, sleeveless shirts and shorts are not permitted. No skirts or dresses. Please refrain from using any kind of suggestive or inappropriate clothes (*I.e. crop tops, expensive clothing items*).
- **No gang-related, paraphernalia, criminal or offensive artwork on shirts, caps or other accessories is permitted.** Refusal to change clothing to approve attire will cause you to be dismissed from the South Texas Food Bank and all community service hours will be invalidated.
- No flip-flops/sandals, heels, or open-toed shoes are permitted. Comfortable, safe, and **covered footwear** is necessary (*sneakers, work shoes, or boots only*).
- No cell phones or electrical devices. Cameras are not permitted on premises, unless the volunteer coordinator authorizes its use. For safety reasons, no headsets or headphones unless they issue by a doctor (*medical prescription is required*).
- For food safety reasons, the use of jewelry and long/fake nails is highly discouraged.
- **There is no tolerance of gang-related/criminal activities or paraphernalia use in the facility. Anyone engaging in any of these activities will be reported to the authorities immediately.**
- Always leave purses and other valuables at home or in your car trunk – the Food Bank is NOT responsible for missing personal belongings.

- No eating, drinking, running, or smoking in warehouse.
- No smoking inside the facility. If you need to smoke a cigarette, please step out through the front door and smoke 20 ft. away from the facility and away from minor. Please wash your hands before resuming work.
- Do not remove any food product or items from the premises without authorization from either the Director of Operations or the Executive Director. Anyone who removes any food product or item will be dismissed immediately and all volunteer hours will be invalidated.
- Do not be under the influence of drugs or alcohol. You will be dismissed immediately if you are found to be under the influence of any substance. All community service hours will be invalidated.
- No breaks are allowed during working hours, with the exception of supervised groups.
- No one is allowed to enter the offices.
- Must wear safety vest at all times.
- During 12:00 p.m. – 1:00 p.m., if you stay in the building, you must remain in the lobby area.

Besides these rules, please review the posted **Good Manufacturing Practices (GMPs)** posted in the lobby. Please contact the Volunteer Coordinator if you have any questions or concerns about any of these rules and practices.

Non-Discrimination Policy

The South Texas Food Bank does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.

I understand the failure to follow these rules will disqualify me from the participation from this program. I also understand that it is my responsibility to notify the proper authority whether I have been disqualified or not.

Name (Print): _____

Signature (*Parent or Legal Guardian if under 18*): _____

Date: _____