Volunteer Manual

300 W. Oak St #100
Denton, TX 76201
940-566-1308

Hours of Operations
Monday – Friday 9:00 am – 1:30 pm
Saturday 9:00 am – 12:45 pm
Closed on New Year’s Day, Thanksgiving, and Christmas Day

Executive Director
Email: odbexecutivedirector@gmail.com

Volunteer Services Coordinator
Email: ourdailybreaddenton@gmail.com

Find us on Facebook: www.facebook.com/OurDailyBreadDenton
Visit Our Website: http://ourdailybreaddenton.org/
Volunteer Matters website: https://www.volunteermatters.net/vm/MenuHome.do?owner=odb
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WELCOME LETTER

Welcome to Our Daily Bread! Since Our Daily Bread (ODB) opened its doors in June 2000, volunteers have been a valuable resource for our guests and staff. By volunteering, you’ll not only help feed the hungry, but you will also help strengthen our workplace and promote community involvement. This handbook will help you to have the best possible experience as a volunteer. It answers frequently asked questions and gives information about the organization, our guests, and your role.

We are glad you have chosen to be a member of the ODB team.

Thank you for volunteering!

Our Daily Bread
ODB MISSION STATEMENT

Our Daily Bread feeds and cares for the homeless and at-risk in our community while maintaining the dignity of our guests and offering opportunities for a new start.

ODB VISION STATEMENT

We envision a community where everyone enjoys a life of independence, dignity, and hope.

VOLUNTEER NON-DISCRIMINATION POLICY

Our Daily Bread does not and shall not discriminate on the basis of race, color, religion, creed, gender, gender expression, age, national origin, disability, marital status, sexual orientation, or military status in any of its activities or operations. These activities include, but are not limited to, selection of volunteers, vendors, and provisions of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, guests, and contractors.

VOLUNTEER REQUIREMENTS

- All volunteers must sign up on Volunteer Matters: https://www.volunteermatters.net/vm/MenuHome.do?owner=odb
- After you register, you can also set your shift online. Some shifts are locked, but you may email ourdailybreaddenton@gmail.com and request the position for which you have interest. You may be asked to assist in other various areas if there is a need. You sign up for your own position, time, and date. You may also remove yourself if unavailable.
- All volunteers are required to attend an orientation prior to volunteering for the first time, and again annually.
- Volunteers must not be under the influence of any substance while volunteering.
- Volunteers must never have been convicted of a violent or sexually exploitative crime.
- Orientation
  - Once you have registered, we ask that you attend an orientation on Tuesday, Friday, or Saturday mornings at 8:15 am. If you are unable to attend on these days, please email ourdailybreaddenton@gmail.com to set up an appointment.
AGE POLICY

• Our Daily Bread welcomes volunteers 14 years of age and older to join us in volunteer activities, although food preparation, serving, and dishwashing is reserved only for volunteers 16 years of age or older in compliance with law and safety regulations.
• No one under the age of 14 may volunteer without a guardian.
• Children 6 years of age and older may volunteer with a guardian.
  o The guardian must be with the child the entire volunteer experience, including accompanying the child to the restroom.
  o The guardian accepts full responsibility of the child’s safety and well-being while at the Our Daily Bread facility.
  o Approved tasks: assisting with cleaning of the dining room when it is vacant, snack packs, 4th floor supply/hygiene closet organizer and distribution, and other special tasks.
• As a group children age 6 and above may volunteer to assist with snack packs if there is an assigned supervisor.
• ODB reserves the right to consider all volunteer groups and ages on a case-by-case basis.

COMMUNITY SERVICE VOLUNTEER POLICY

• Our Daily Bread welcomes community service volunteers who have been charged with non-violent, non-sexually exploitative offences. ODB reserves the right to deny or end a volunteer relationship with a volunteer at any time.
• Hour verification: ODB Staff must approve volunteer hours.
• Documentation of charge: All volunteers must bring paperwork from the court, probation officer, or other official agency with documentation of the charge.

GROUPS

• Volunteer opportunities are available for groups, but each person in the group will be required to register through Volunteer Matters.
• Group volunteer opportunities for special events will be posted when scheduled.
• If interested in scheduling a group, contact the Volunteer Services Coordinator: 940-566-1308 or ourdailybreaddenton@gmail.com

GUEST-VOLUNTEER POLICY

• Guests must be in good standing with ODB and speak with the Volunteer Services Coordinator or Executive Director before signing up for orientation.
• Guests may volunteer with ODB, but must follow all volunteer standards:
  o Create Volunteer Matters account to sign up for shifts
  o Attend orientation
• **Attendance Policy**
  It is important to stay for your ENTIRE shift. Please do not sign up for a shift for which you CANNOT fully commit. We have a 24-hour cancellation policy. If you are not able to contact us within 24 hours, please contact the Volunteer Services Coordinator via phone call at 940-808-1589, or by email at ourdailybreaddenton@gmail.com.

• **Health Code Requirements**
  - Long hair should be pulled back off the face, and a hairnet or cap must be worn.
  - Facial hair must be neatly trimmed.
  - Volunteers must wear gloves when assisting with food preparation, food service, utensil preparation, and food tray disposal.
  - Volunteers MUST wash hands between tasks.
  - Volunteers may eat in an assigned area at the discretion of the Chef.
  - Volunteers may not work in the kitchen if they are ill.

• **Dress Code**
  - Volunteers must wear clean, comfortable clothing.
  - Closed-toed shoes are required.
  - Shorts must be no shorter than 2" above the knee.
  - No tank, tube, crop, halter, or spaghetti strap tops.
  - Aprons are provided for kitchen staff.
  - No dangly jewelry on the wrists or neck is allowed. Minimal rings are allowed. No wristwatches.
  - Cell phone usage is not permitted in the kitchen. If there is an emergency, notify the Chef and step out of the kitchen to take the call.

• **Workplace Conduct**
  - Demonstrate **Compassion and Kindness** while volunteering at ODB.
  - Volunteers must not be under the influence of *any* substance.
  - Providing favors for guests such as phone usage, money, rides, clothing, etc. is **prohibited**. Do not let guests use your personal cell phone. This is a good rule to follow: “If you do not have the means to do it for everyone, don’t do it at all”.
  - Do not take food off the premises or out of the dining area.
  - Smoking is allowed in the smoking section only.
  - Park in the front or back.
  - Volunteer at your own risk; Sheriff on duty.
  - Do not take photos of guests even if given a verbal agreement.
  - If your group would like a group picture, make arrangements before or after hours.

• **Cell Phones**
  - Cell phones should not be used. They may pose a security or safety risk, and they distract from your volunteer tasks. Please avoid using your cell phone.
  - Cellphones should be turned off or set to silent, or **BEST** left in your vehicle.
  - Volunteers are encouraged to step away from your position to make any personal calls.
  - The use of a camera or other video or audio recording-capable devices on the premises is prohibited.
  - ODB will not be liable for the loss of personal cell phones.
• Emergency Procedures
  o In the event of a fire, exits are marked. Exit the building as quickly as possible.
  o In the event of a tornado, seek safety in shelter-safe area as marked.
  o If injury occurs to you, another volunteer, or a guest, please report the incident immediately.

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Conflict of Interest & Privacy Policy
For Volunteers

1. Purposes
The purposes of this Conflict of Interest & Privacy Policy (this “Policy”) are:
   A. To establish the policy of Our Daily Bread regarding conflicts of interest and privacy.
   B. To enhance public confidence in the integrity of ODB through the professionalism of its volunteers.
   C. To provide for a process by which transactions involving potential conflicts are reviewed, assessed, and authorized (or not) by the staff of Our Daily Bread.

2. Scope
This policy applies to all volunteers of Our Daily Bread.

3. Statement of General Policy
It is the policy of Our Daily Bread that all volunteers should take reasonable steps to avoid the existence or appearance of a conflict of interest with Our Daily Bread through their personal or professional relationships with conflicting enterprises (as defined below). Volunteers must respect the privacy of guests and must not share personal information of guests with external agencies or personal contacts. Volunteers must disclose if they have interests in conflicting enterprises.

4. Conflicting Enterprises
For purposes of this Policy, the term “conflicting enterprise” means:
   A. Any organization that is a known supplier of property or services to Our Daily Bread (other than suppliers who provide property and services exclusively at no cost to Our Daily Bread).
   B. Any business that is known or expected to compete with Our Daily Bread for funding, including other social service organizations within or serving the Denton community.
   C. Volunteers shall not vote on or participate in any discussion that would place them in a position of obligation to another entity.
5. Privacy
   A. Volunteers may have access to personal information through volunteer tasks or interaction with guests. All personal information shared must be kept private within the ODB facility. Any information that is in need of immediate attention is to be shared with the appropriate ODB staff. Information shall not be used for personal benefit or detriment of ODB.

6. Violation of the Policy
   A. Notification of an Alleged Violation
      1. If any guest, employee, or board member believes a violation of this Policy has occurred, then such person will promptly notify the Executive Director of such fact, together with the facts or circumstances the guest, employee, or board member believes are relevant to such allegation.
      2. If the Executive Director receives a notification, then:
         a. The matter shall be discussed the day of the action with the appropriate staff, and
         b. Further action will be taken as necessary.
         c. ODB Staff shall notify the volunteer against whom the concern has been raised regarding the fact and nature of the concern.

   B. Review of the Alleged Violation
      1. When a concern has been made that a volunteer has violated this Policy, the Executive Director shall consider all relevant and material facts and circumstances giving rise to the concern. It is the Executive Director’s final determination concerning what is relevant and material, and is not subject to review or appeal.
      2. The affected volunteer will be able to speak with the Executive Director, Senior Program Coordinator, and/or Volunteer Services Coordinator regarding the alleged conflict and present the reason or reasons why, in the volunteer’s opinion, no conflict has occurred, or that the conflict should be waived.
      3. The affected volunteer will receive the determination from the Executive Director. The affected volunteer may be asked to leave the room for deliberation. The decision will not be subject to further review or appeal.

   C. Actions for Violation
      The Executive Director shall have broad discretion in determining the actions appropriate for any violation of this Policy. Such actions may, if the Executive Director so determines, include dismissal of the volunteer.
Volunteer Conflict of Interest & Privacy Policy

I have read Our Daily Bread Inc.’s Conflict of Interest and Privacy Policy for Volunteers, and I understand and acknowledge the requirements. I understand that Our Daily Bread Inc. is a tax-exempt organization that must engage primarily in activities that accomplish one or more charitable purposes in order to maintain its tax-exempt status. I agree to comply with Our Daily Bread Inc.’s Conflict of Interest and Privacy Policy. I will deal honestly, fairly, and with integrity on all matters related to Our Daily Bread Inc. I will not use my position or knowledge gained to the detriment of Our Daily Bread, Inc., or to my personal benefit, or the benefit of a member of my family, or an entity in which I hold an interest. I hereby agree to report immediately in writing to Our Daily Bread Inc.’s Executive Director any new situation with the potential for a conflict of interest.

I hereby agree to comply with the Conflict of Interest and Privacy Policy.

Name (Please Print):

________________________________________

Signature: Date:

________________________________________  __________________________

Parental/Guardian Consent

(Required for all youth volunteers under 18 years of age)

I certify that _____________ has my permission to serve as a volunteer with Our Daily Bread. I understand that Our Daily Bread serves a no-questions-asked meal, and there is some risk involved for my child. As the parent/guardian of the above-named minor, I understand that in case of a medical emergency, every attempt will be made to contact me before medical action is taken. However, this document is my consent as a parent or guardian that appropriate care will be taken at either a doctor’s office or hospital. I expect to be contacted as soon as any emergency arises involving my child. I will be responsible for cost of medical treatment.

Parent/Guardian Name (Print):

________________________________________

Signature: Date:

________________________________________  __________________________
Photo Release

I hereby authorize Our Daily Bread, hereafter referred to as “ODB”, to publish photographs taken of me on ________________________, and my name and likeness, for use in ODB’s print, online, and video-based marketing materials, as well as other ODB publications.

I hereby release and hold harmless ODB from any reasonable expectation of privacy or confidentiality associated with the images specified above.

I further acknowledge that my participation is voluntary and that I will not receive financial compensation of any type associated with the taking or publication of these photographs or participation in company marketing materials or other ODB publications. I acknowledge and agree that publication of said photos confers to no rights of ownership or royalties whatsoever.

I hereby release ODB, its contractors, its employees, and any third parties involved in the creation or publication of marketing materials, from liability for any claims by me or any third party in connection with my participation.

AUTHORIZATION

Printed Name: __________________________

Signature: ____________________________ Date: __________________________

Email Address: ________________________________

Phone: ________________________________
Volunteer Emergency Contact

Name________________________________________________________________________________

Address______________________________________________________________________________

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<tr>
<th>Street</th>
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<th>State</th>
<th>Zip</th>
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Email__________________________________________Phone_________________________________

Primary

Doctor__________________________________Phone________________________________________

Preferred

Hospital__________________________________________________________

Allergies______________________________________________________________________________

Medications___________________________________________________________________________

Medical

Conditions__________________________________________

Emergency Contacts

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I, ______________________________________________________________, understand that the above confidential information will only be used in the case of a medical emergency and will not be shared with other persons, corporations, and/or agencies.

__________________________________________
Signature                                      Date

__________________________________________
Printed Name

________________________________________________________________________________________
VOLUNTEER OPPORTUNITIES

On average annually, more than 1500 volunteers contribute 30,000 hours in time, saving ODB more than $750,000 in staff costs. As a volunteer, you make a tremendous positive impact!

Dishwasher
Monday – Friday 9:00 am - 2:00 pm; Saturday 9:00 am - 1:00 pm
Job Responsibilities:
• Maintain kitchen work areas, equipment, or utensils in clean and orderly condition
• Wash large pots, load trays and silverware in washer
• Clean up after meal shift
Physical Requirements: Prolonged standing

Kitchen Support Food Prep/Serving Volunteer
Monday – Friday 9:30 am - 1:30 pm; Saturday 9:30 am - 1:00 pm
Job Responsibilities:
• Clean and prepare various foods for cooking or serving
• Serve meals, drinks, and desserts
• Store food in pantry and refrigerator
• General clean up
Physical Requirements: Prolonged standing

Market Pantry Scanner/Volunteer
Monday, Wednesday, Friday 11:00 am - 1:30 pm
Job Responsibilities:
• Sort food inventory on shelves, walk-in refrigerator, and freezer
• Organize and sort items for the Market Pantry
• Assist guests with items from the Market Pantry
• Scan guest ID for services
• Maintain accurate records by identifying system errors and correcting them
• Keep guests’ interactions positive and professional

Receiving and Stocking
Monday, Wednesday, Friday 10:00 am - 1:30 pm
Job Responsibilities:
• Load or unload trucks that deliver or pick up food or supplies
• Sort food inventory on shelves, walk-in refrigerator, and freezer
• Organize, sort, and inventory non-food items for the Hygiene Closet
• Stock supplies such as food or utensils in serving stations, cupboards, and refrigerators
• Sort and remove trash and recycling
• Help with additional pantry and inventory tasks as assigned
Physical Requirements: Ability to lift and transport 35 pounds
**Guest Services Coordinator**  
Monday – Friday 8:45 am - 1:30 pm; Saturday 9:00 am - 1:00 pm  
**Job Responsibilities:**  
- Greet and build rapport with regular guests and new visitors  
- Educate and connect guests with Community Resources  
- Create and print identification cards  
- Distribute clothing, backpacks, books, coats, etc. as needed  
- Assist with hygiene vouchers  
- Distribute snack packs  
- Distribute mail to guests  
- Conduct surveys and guest intake forms  
**Physical Requirements:** Must be able to sit and bend for several hours  

**Check-in Volunteer**  
Monday – Friday 8:30 am - 10:00 am  
**Job Responsibilities:**  
- Greet each guest and register his/her visit in the **Volunteers Matters Database**  
- Assist new volunteers in setting up online scheduling  
- Communicate with the Chef/Kitchen Manager and Volunteer Services Coordinator regarding volunteer management issues  

**Scanning Breakfast/Lunch Volunteer**  
Monday – Friday 8:30 am - 1:30 pm; Saturday 9:30 am - 1:00 pm  
**Job Responsibilities:**  
- Scan Our Daily Bread IDs for services received  
- Maintain accurate records by identifying system errors and correcting them  
- Keep guest interactions positive and professional  

**Hygiene Distribution Volunteer**  
Monday – Friday 10:00 am - 1:30 pm  
**Job Responsibilities:**  
- Collect hygiene vouchers from guests before distributing items  
- Distribute hygiene items to guests  
- Track and record items that are distributed  
- Restock hygiene closet  
**Physical Requirements:**  
- Ability to lift 30 pounds  
- Prolonged standing and bending  

**Snack Pack Volunteer**  
Third Saturday of each month 10:00 am - 11:30 am  
**Job Responsibilities:**  
- Assist in the assembly of snack packs to help supplement the weekend meals
4th Floor Hygiene Inventory Volunteer
Monday – Friday 9:30 am - 1:30 pm; Saturday 9:30 am - 1:00 pm
Job Responsibilities:
- Assisting in unloading deliveries
- Organize, sort, inventory non-food items
- Work independently with minimal instruction
Physical Requirements: Ability to lift 30 pounds

Mail Assistant Volunteer
Monday – Friday 9:30 am - 1:30 pm; Saturday 9:30 am - 1:00 pm
Job Responsibilities:
- Sort and alphabetize mail
- Verify client identity, track, and record mail recipients
- Distribute mail to guests
- Distribute clothing, backpacks, books, coats, hygiene vouchers, snack packs etc. as needed
- Assist with conducting surveys
Physical Requirements: Must be able to sit and bend for several hours

Medical Assistant Volunteer
Monday & Wednesday 11:00 am - 1:30 pm
Job Responsibilities:
- Escort guests to and from Doctor’s Office

Hair Stylist Volunteer
First Monday of each month 9:30 am - 1:30 pm
Job Responsibilities:
- Provide quality haircuts to guests
- Education/experience required
- Must be a licensed or formerly licensed stylist

Volunteer Drivers
Job Responsibilities:
- Pick up donations in a timely and professional manner
- Ensure the donation is weighed and recorded on a General Donation Form by our Meal Program Steward, a stocker, or by receiving volunteer
Qualifications:
- Valid driver’s license and insurance
- Must drive SUV or larger
- Good organizational skills
Physical Requirements: Must be able to lift up to 40 pounds