

# Expectations for Just for Paws Administrative Volunteer

The expectations listed below define SourcePoint Volunteer Policy and Procedures Manual, so that volunteers may have a better understanding of the Department Manager's and Volunteer Supervisor's expectations.

Meals on Wheels (MOW) is an important part of the organization's offerings. It provides physically nutritious food, social interaction, and a wellness check to clients. Teamwork and respect are crucial to the success of day-to-day operations, hence the need for structure and rules. Volunteers are assigned with tasks that are critical to the daily operations of the department. Just as with paid staff, when volunteers request time off, someone must cover their assigned duties. If a substitute volunteer cannot be located, administrative staff are forced to fill the position and are pulled from their assigned duties.

## Attendance

- Time Off:
  - Preparing pet food for MOW routes is a crucial part of the program. If you are going to be unable to make your scheduled shift, please notify the Nutrition Department as soon as possible by one of the following means:
    - Calling off via our website (preferred method)
    - Sending an email to the nutrition department at [spnutrition@MySourcePoint.org](mailto:spnutrition@MySourcePoint.org)
  - Submit all time off requests as far in advance as possible to allow Volunteer Supervisor time to cover your shift with a substitute volunteer.
  - It is appreciated if volunteers plan appointments around their volunteer schedule to maintain reliability in attendance.
  - All requests for time off will be granted.
    - If volunteer is found calling off frequently or last minute often, the benefit of the volunteer/organization relationship will be assessed for fit.
- Clocking In & Out:
  - To correctly report volunteer hours, clocking in at the start of a volunteer shift and clocking out at the end of the day are mandatory.
    - If the kiosk is not working or if volunteer forgot to punch in/out, please alert manager so they may log hours manually.
- Timeliness:
  - Volunteers are expected to arrive on time for their shifts and stay until the task is finished.
    - If accommodation is needed, please discuss with volunteer supervisor or email the nutrition department.
  - To allow staff adequate time to prepare for your arrival, please do not arrive more than 10 minutes prior to your shift's scheduled start time.
- Breaks:
  - Due to the physical nature of the pet food pack breaks will be given as needed at the discretion of the volunteer supervisor.
  - Volunteers who eat lunch in the café should do so from 11:00am – 11:30am or after they have completed their scheduled shift to not interfere with productivity.

If volunteers struggle to follow these policies, action will be taken. Conversations about the overall fit for the volunteer in their position may arise. If the relationship is found to be unbeneficial, the volunteer may be encouraged to find other opportunities outside of the SourcePoint Nutrition Department.

## **Pet Food Store Room Standards**

- Dress/hygiene will include:
  - Close-toed shoes with grip or non-slip treads. The storage room floor can become slippery when wet.
  - SourcePoint ID badge
  - Weather appropriate clothing. Temperatures in the packing area can be variable, so dressing in layers is recommended.
- Sanitation and Cleaning:
  - The cleanliness of the storage area is the responsibility of all volunteers and staff.
  - Keep work area and surrounding areas clean.
  - On snowy or rainy days, wipe feet before entry and reentry into the building.
  - For dry spills, sweep up spill using the broom located by the trash can.
  - For wet spills, alert kitchen staff for a mop and bucket.
- Personal Beverages:
  - All beverages must contain a lid and must be stored away from food distribution area.
- Illness Policy:
  - If you are feeling nauseous, leave the food service area immediately.
  - For the health and safety of clients, staff, and other volunteers please do not work your shift if you are feeling sick in any way.
- Best Practices:
  - Practice safe lifting practices when loading bins on and off carts/shelves.
  - Do not stand in the way of the sliding doors, hit doors with carts, or open the sliding doors more than necessary. Keeping these doors shut as much as possible helps to control the temperature of the packing area.

## **Volunteer Conduct**

- Just as staff are expected to treat volunteers with honor and appreciation, volunteers are expected to treat café clients, peer volunteers, and SourcePoint staff members with dignity and respect showing no partiality to age, gender, race, religion, or any other characteristic. Failure to adhere to this conduct will result in disciplinary action.

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

This signature signifies that I have read, understand, and agree to the Just for Paws Administrative Volunteer policies and expectation of the SourcePoint nutrition department, and that I will follow to the best of my knowledge.

Signature: \_\_\_\_\_