



Emergency Community Help Organization
P.O. Box 3212
1014 South Front Street
Mankato, MN 56002-3212

ECHO FOOD SHELF

SERVICE LEARNING AND COMMUNITY SERVICE POLICIES

Thank you for sharing your time with ECHO Food Shelf. It is because of our wonderful volunteers that we are able to continue our mission of providing food assistance to people in our community.

Please read and sign these guidelines. If you have any questions feel free to ask.

1. Students should sign up on Sign-Up Genius
2. The schedule is printed at 9 am. Anyone not on the printed schedule may be turned away. Anyone on the printed schedule who does not show up will be reported to the university as a no-show.
3. Students are responsible for deleting volunteer time if things change. ECHO staff will not delete scheduled service hours. You must make changes to your volunteer session before 9:00am on the day you are scheduled to volunteer.
4. Only sign yourself in. If you sign someone else in you will be sent home, your hours will not be submitted, and you will be reported to MSU.
5. We allow ½ hour leeway from the schedule time to accommodate school and bus schedules.
6. A staff member must initial the schedule when the volunteer signs in and out. If you do not have staff initials you will not be given credit for being here.
7. If you are unable to perform an assigned duty due to beliefs or physical constraints tell the manager. If you abandon an assigned task, we reserve the right to dismiss you.
8. Limit cell phone usage to break times.
9. Students are allowed a 15 minute break after working two hours. This will NOT be deducted from your total volunteer hours. Students must sign in and out on the break roster. There is no need for a break for shifts shorter than three hours.
10. You must inform a staff member before leaving the premises. If you are leaving for personal reasons (i.e. to eat lunch, take an exam, or attend to an "emergency") you must sign out on the computer.
11. We will conduct random roll calls. Anyone not located who is signed in will not be given any credit for the day.
12. Volunteers must be trained in and approved by a staff member before walking clients through.
13. Volunteers must wear name tags.

I understand and agree to these policies. I have also read the Civil Rights checklist and agree to follow those guidelines.

Print Name _____ Signature _____

Date _____



Goals of Civil Rights – fairness and equality, elimination of barriers, and knowledge of rights

Legal Prohibitions – discrimination is prohibited on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the USDA.

Staff and Volunteer Requirements

- Treat all people with dignity and respect.
- 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 local, state or federal officials.
- Make sure personal data is kept confidential. This includes names, dates of birth and addresses.
- 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.
- Everyone has a right to file a complaint. Contact your supervisor immediately if anyone says they feel discriminated against and refer to your program's grievance procedure.
- If conflicts occur, remain calm. Call for assistance immediately if you feel threatened.
- Follow the platinum rule – treat people the way they would like to be treated!