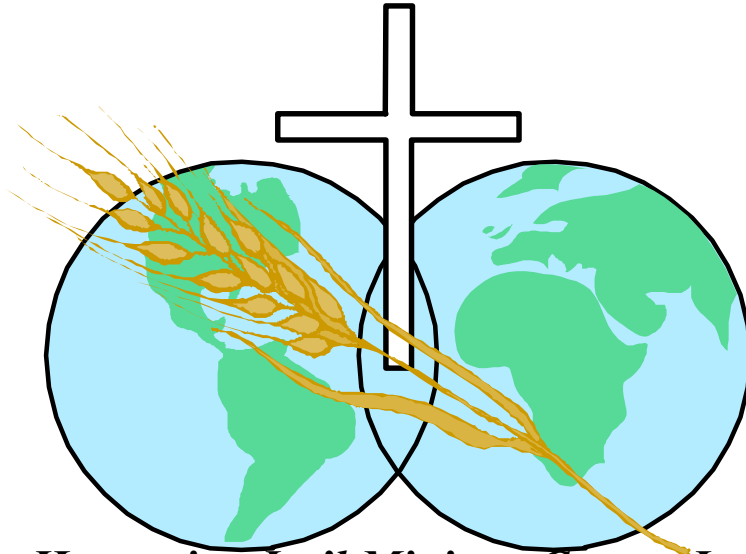


Volunteer Handbook



Harvesting Int'l Ministry Center, Inc.

*“Lift up your eyes
and look at the
fields,
for they are already
white for harvest.”*

JOHN 4:35

Welcome

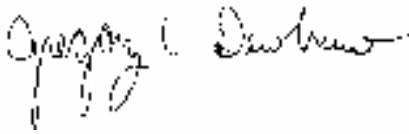
Welcome new volunteer!

We welcome you, and are grateful to God that you have answered His call on your life. Lives will be richer because of your decision. Harvesting Intl. Ministry Center wishes you every success here. We believe that each volunteer contributes directly to Harvesting Intl. Ministry Center growth and success, and we hope you will take pride in being a member of our team.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

Sincerely,

A handwritten signature in black ink, appearing to read "Gregory L. Dewbrew". The signature is written in a cursive style with a horizontal line at the end.

Gregory L. Dewbrew
President

TABLE OF CONTENTS

History	3
General Policies	
Personnel Data Changes	4
Attendance and Punctuality	4
Hours of Operation	
Holidays	4
Emergency Closings	4
Volunteer Conduct and Work Rules	5
Volunteer's Responsibilities to Ministry	5
Visitors In the Workplace	5
Drug and Alcohol Use	6
Smoking	6
Sexual and Other Unlawful Harassment	6
Safety	6
Use of Company Vehicles	7
Use of Company Equipment	7
Use of Telephone, Mail Systems & Other	7
Personal Appearance	8
Office Personnel	8
Warehouse Personnel	8
Open Door Policy	8
Section Two Warehouse	9
Sorting food boxes for Distribution	10
Preparing Sacks/Boxes for Individuals	11
Loading & unloading Trucks	12
Volunteer Responsibilities	13
Illustrations	14
Illustrations	15
Application	16
Agreement	17

Established in 1987, Harvesting Intl. Ministry Center has become a catalyst of measurable improvement by working with the business community to address the issues of hunger in our cities and provide meaningful alternatives for all those involved. Striving to educate our communities as to the needs of thousands of individuals and families, Harvesting Intl. Ministry Center has developed a network of good corporate citizens who share those concerns and who are committed to making a positive difference in the lives of others.

Mission Statement: To demonstrate God's love and compassion to those in need; by providing food, nutritional education and other temporary assistance for life's basic necessities. We strive to bring hope; encouragement and stability as we build stronger, healthier communities in which we can all reap the benefits.

PERSONNEL DATA CHANGES

It is the responsibility of each volunteer to promptly notify Harvesting Intl. Ministry Center of any changes in personnel data. Personal mailing address, telephone numbers, individuals to be contacted in the event of an emergency, should be accurate and current at all times. If any personnel data has changed notify the Personnel Director promptly.

ATTENDANCE AND PUNCTUALITY

To maintain a safe and productive work environment, Harvesting Intl. Ministry Center would like for volunteers to be reliable and to be punctual in reporting for your scheduled work time

In the event of sickness or other circumstances that keep a volunteer from being at work, the volunteer should notify Harvesting Intl. Ministry Center.

Any volunteer needing time off from the scheduled work hours should notify the office as soon as possible.

HOLIDAYS

Harvesting Intl. Ministry Center observes the following holidays:

- New Year's Day
- Martin Luther King Day
- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas
- Your Birthday

A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday with exceptions.

EMERGENCY CLOSINGS

At times, emergencies such as severe weather, fires, power failures, earthquakes, tornadoes, or hurricanes can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

VOLUNTEER CONDUCT AND WORK RULES

To ensure orderly operations and provide the best possible work environment, Harvesting Intl. Ministry Center expects volunteers to follow rules of conduct that will protect the interests and safety of all volunteers and the ministry.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination.

1. Theft or inappropriate removal or possession of property
2. Working under the influence of alcohol or illegal drugs
3. Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating volunteer-owned vehicles or equipment
4. Fighting or threatening violence in the workplace
5. Boisterous or disruptive activity in the workplace
6. Negligence or improper conduct leading to damage of employer-owned or customer-owned property
7. Insubordination or other disrespectful conduct
8. Violation of safety or health rules
9. Smoking in prohibited areas
10. Sexual or other unlawful or unwelcome harassment
11. Possession of dangerous or unauthorized materials, such as explosives or fire arms, in the workplace
12. Unauthorized use of telephones, mail system, computers, or other employer-owned equipment
13. Unauthorized disclosure of business forms, records or any other information deemed confidential
14. Violation of personnel policies
15. Unsatisfactory performance or conduct

Volunteerism with Harvesting Intl. Ministry Center is at the mutual consent of Harvesting Intl. Ministry Center and the volunteer, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

VOLUNTEER'S RESPONSIBILITY TO MINISTRY

Volunteers should consider it a priority to pray for the Ministry, its management and the workers

VISITORS IN THE WORKPLACE

To provide for the safety and security of the employees, volunteers and the facilities at Harvesting Intl. Ministry Center, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards volunteer welfare, and avoids potential distractions and disturbances.

All visitors should enter Harvesting Intl. Ministry Center at the reception area. Authorized visitors will receive directions or be escorted to their destination. Volunteers are responsible for the conduct and safety of their visitors. If an unauthorized individual is observed on Harvesting Intl. Ministry Center premises, employees or volunteers should immediately notify a supervisor or, if necessary, direct the individual to the reception area.

DRUG AND ALCOHOL USE

It is Harvesting Intl. Ministry Center' desire to provide a drug-free, healthful, and safe workplace. To prompt this goal, volunteers should report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on Harvesting Intl. Ministry Center premises and while conducting business-related activities off Harvesting Intl. Ministry Center premises, no volunteer may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair a volunteer's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Volunteers with the knowledge of another volunteer or employee of Harvesting Intl. Ministry Center using, selling, possessing, distributing or under the influence of alcohol or illegal drugs should disclose it to management as soon as possible. Violations of this policy will result in the dismissal of the volunteer.

SMOKING

In keeping with Harvesting Intl. Ministry Center intent to provide a safe and healthful work environment. Smoking is prohibited throughout the workplace and prohibited in any vehicles owned or operated by Harvesting Intl. Ministry Center. This policy applies equally to all employees, volunteers, customers, and visitors. Cigarette Butts should be picked up or put in a proper receptacle.

SEXUAL AND OTHER UNLAWFUL HARASSMENT

Harvesting Intl. Ministry Center is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of volunteer misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Any volunteer who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to a supervisor. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including dismissal as a volunteer.

SAFETY

To assist in providing a safe and healthful work environment for volunteers, employees, customers, and visitors, Harvesting Intl. Ministry Center has established a workplace safety program. The Safety Director has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all. Harvesting Intl. Ministry Center provides information to volunteers about workplace safety and health issues. Each volunteer is expected to obey safety rules and to exercise caution in all work activities.

General Safety Rules:

1. Horseplay will not be tolerated.
2. Hitchhiking rides on lifts, hoists, or outside the passenger compartment on vehicles is prohibited.
3. Fire extinguishers, passage aisles and doorways are to be kept clear at all times.
4. Always use proper lifting techniques.
5. While operating equipment, be aware of your surroundings.
6. Wear proper clothing, protection or other important articles in regard to the work that you are performing.

USE OF COMPANY VEHICLES

All volunteers driving company vehicles must have a valid driver's license and must have prior office approval before operating any company vehicle.

If, for any reason, your license is revoked or suspended, you are required to notify your supervisor immediately. If you are issued a moving violation and/or any other type of ticket or warning or in the event of an accident the volunteer should report it to his or her supervisor immediately.

While operating any company vehicle, under no circumstances are you, the volunteer, to pick up hitchhikers or others who may be stranded or in need of help. If the need arises to help someone in distress you may go to the nearest exit and call for help or when available use your cell phone to call for assistance. Under no circumstances do you place them in the vehicle with you.

Any violation of the above regulations shall be grounds for disciplinary action up to and including immediate termination.

USE OF COMPANY EQUIPMENT

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using equipment, volunteers are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

All tools are to be cleaned and returned to their proper place after use.

Please notify supervisor if any equipment, tools or machines appear to be damaged, defective, and or in need for repairs. This can prevent further deterioration of equipment and possible injury to volunteers or others.

USE OF TELEPHONE, MAIL SYSTEMS AND OTHER COMMUNICATION DEVICES

Personal use of telephones for outgoing calls, including local calls please limit to three minutes. The telephone must be kept free for conducting business. Personal long distance calls are not to be charged to Harvesting Intl. Ministry Center.

The mail system is reserved for business purposes only. Volunteers should refrain from sending or receiving personal mail at the workplace. The fax machine is reserved for business purposes only. Those volunteers who have access to e-mail; it is to be used for business purposes only.

PERSONAL APPEARANCE

Dress, grooming, and personal cleanliness standards contribute to the morale of all volunteers and affect the business image Harvesting Intl. Ministry Center presents to customers and visitors.

During business hours, volunteers are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Volunteers who arrive at work inappropriately dressed will be sent home and directed to return to work in proper attire.

Our success depends largely upon the image we present to our customers and the general public. If in the course of the job you come in contact with customers, we ask that you maintain an especially neat, clean and businesslike appearance. You should appear for work attired in properly laundered clothing and be properly groomed.

Consult a supervisor or department head if you have any questions as to what constitutes appropriate attire.

OFFICE APPAREL CODE Men and Women

You must always wear professional office apparel.

Men: Pantsuits with appropriate shoes to match, tie, cuff links if needed, belt, hair keep neat and well groomed, must be clean-shaven/groomed, moderate jewelry.

Women: Facial make-up must always be appropriate (not too much), hair well groomed, moderate jewelry, pant-dress-skirt suits with appropriate shoes to match, hosiery, moderate fingernails

WAREHOUSE APPAREL CODE Men and Women:

Harvesting Intl. Ministry Center T-shirt with properly fitted jeans, belt, shirt must be tucked in pants, appropriate shoes, hair well groomed, facial hair needs to be trimmed & groomed, gloves when necessary, and other sanitary apparel must be worn.

In a effort to project the dignity of the business profession in a warehouse setting:

Women: **NO** obscene language, see-through clothes, halter tops, tube tops, sandals, overdone facial make-up, clothes of obscene literature - body language-, sweats, torn jeans, mini dresses-skirts-shorts-blouses, tight clothes of any kind, shorts are okay use moderation or finger tip rule.

Men: **NO** obscene language, over-sized pants and T-shirts, sandals, tight clothes of any kind, clothes of obscene literature- body language sweats, torn jeans, see-through clothes, hair keep neat & clean

ALWAYS COME IN A PROFESSIONAL MANNER PLEASING UNTO GOD.

OPEN DOOR POLICY

Keep in mind that all managerial office doors are open to you up to and including the executive staff of the ministry. It is important that each volunteer should feel free to discuss his or her concerns and/or problems.



How to Sort Food Boxes

1. Prepare work area:
 - a. Arrange pallets
 - b. Get equipment that's needed e.g. cleaning solution buckets, tape guns, empty boxes, and cardboard inserts for bottom of boxes, pallets.
 - c. Make sure boxes are clean and free of debris & remove any labels from outside of box *See Illustration 2 pg 6*

2. Getting started:
 - a. Open boxes and begin sorting
 - b. Inspect cans to make sure there is no rust, puffy tops or bottoms, sharp dents on crease.
 - c. When filling can boxes put larger cans on bottom
 - d. Clean cans and other items according to need, with cleaning solution
 - e. Inspect open (e.g. cereal, Mac & cheese, prepared meals) boxes for damage to inner pouches. Any boxes with inner pouch damaged throw away. Repair boxes or remove inner product.
 - f. Always remember when in doubt throw-it out

3. Palletizing sorted foods: *see Illustration 3 PG 6*
 - a. Sort food into food groups e.g. cereal in one box, can goods into another, snacks in another, breakfast foods (pop tarts, oatmeal, breakfast bars) in another, assorted groceries are all of the rest.
 - b. When filling boxes make sure nothing protrudes (sticks up over) above box bottom, so when stacking they will be level.
 - c. Remember when boxes are full they get heavy, so use safe judgment when lifting. Bring box close to body and use your knees. If needed get Help!
 - d. Label pallet with pallet tag with date and product type.
 - e. When banana boxes get five high, shrink-wrap if needed and put in them proper place.

5. Finishing up:
 - a. Clean-up work area sweep and wash down area
 - b. Weigh all spoilage and trash before throwing it away
 - c. Return buckets, tape guns, etc. to proper place

How to Prepare Sacks for Individuals

1. Getting started: Dry

- a. Prepare work area, make sure it is clean and free of debris
- b. Get equipment that's needed stamps, bags/boxes, literature, tape gun etc.
- c. Get products cereal, box foods, cans, etc.
- d. Organize the bag to get the most products you can in each bag/box.
- e. When finished clean up area and put bags in proper place

2. Frozen and Cool Items;

- a. Look to see what is available.
- b. Inspect items dates, to see if they are good
- c. Get amount per size of family

3. **When distributing:**

- a. Always be pleasant remember it's hard enough to come for help.
- b. Ask if there is anything you can pray with them about.
- c. Make sure you get proper amount per family size.
- d. If we have non-food items ask if they could use any.
- e. Try and encourage them to get plugged into a local Body of believers, if they are not already.
- f. Remember you might be the only Jesus they will see today.

Loading and Unloading of Trucks

1. Loading:

- a. Ministries wait outside in approved area, not in the warehouse.
- b. Forklifts are used by approved personal only.
- c. We will load pallets onto trucks. It is the ministries responsibility to load all other items.
- d. All carts and empty pallets are to be returned to proper place after ministry has been loaded, not left in parking lot.
- e. Safety is a major priority if pallet looks unsafe fix it before loading. An extra row of wrap is ok if it will secure a possible problem.

2. Unloading:

- a. It is the responsibility of H.I.M. Center to unload semi-trucks. If a driver wants to help they do it at their own risk
- b. Always make sure the product can be unloaded in a safe manner.
- c. It takes at least two people to unload a large truck.
- d. Make sure you have a count and weight on all products coming in. if unsure weigh it.
- e. *Never get in a hurry!* It is better to take your time and be safe.
- f. Inspect cables/ropes before using.

Volunteers you are a blessing and we want to treat you that way. Without you, we could not get things done.

1. Responsibilities:

- a. To help sort and clean products.
- b. To help get pallets ready for Ministries.
- c. To prepare sacks for individuals.
- d. To keep shelves stocked *See Illustration 1 Pg. 6*
- e. To help keep warehouse and grounds clean and neat.
- f. Cleaning 101 – pick up after yourself, this includes break room.

2. What's expected:

- a. Good attitude
- b. Not to be greedy. Remember we are here to be a blessing not to get blessed or take advantage of the blessing.
- c. To dress modestly
- d. Be willing and prepared to minister to someone in prayer or counseling
- e. When able to help unload trucks
- f. We have community service people here from time to time, so be an example to them. They are here to pay a debt back to the community. We can't force Jesus on them but we can invite them.
- g. If you can't report on scheduled day to please let us know.

Illustration 1 not like this

Much better



Illustration 2 not like this

More like this



Illustration 3



Illustration 4 Bad Very Bad

Pass Okay

Pass Okay



Illustration 5 very dangerous





560 Easy Drive, Mansfield, Texas
P.O. Box 949
(817) 453-3663 FAX (817) 473-0929

Volunteer Application

Name _____

Street Address _____

City _____ State _____ Zip _____

Home Phone _____ Cell Phone _____ Pager _____

In case of emergency, please notify _____ Phone _____

Doctor's Name _____ Phone _____

Home Church _____ Address _____ Pastor _____

AREA OF INTEREST

		<input type="checkbox"/>	<input type="checkbox"/>					
Warehouse	Pick-ups & Deliveries	Special Events	Custodial	Maintenance	Errands	Office	Any	Available Start Date

TIMES AVAILABLE

	AM	PM
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		

Community Service:

Reason

Probation Officer

Telephone Number

Hours needed

Harvesting Intl. Ministry Center understands that situations arise and you may not be able to come in at the times you have listed. However, we do ask that, if at all possible, you contact your Harvesting International supervisor 24 hours in advance if you will not be able to keep your commitment. Be faithful to your assigned position.

VOLUNTEER AGREEMENT & PLEDGE OF CONFIDENTIALITY

I understand that I may have access to personal information about clients and their household situations that is highly confidential. I may also have access to information regarding the operations of Harvesting Intl. Ministry Center, Inc., staff and other volunteers in the course of my work as a volunteer. I understand that this information is to be held in strictest confidence and is **NOT** to be discussed outside of volunteer meetings nor with anyone except the staff of Harvesting Intl. Ministry Center, Inc. or other volunteers who have made similar pledges of confidentiality. Therefore, I pledge to keep the aforementioned information confidential as a condition of my volunteering and I understand that a breach of this pledge will be grounds for immediate termination from the volunteer program and possible legal action.

Volunteer Signature

Date

WAIVER OF LIABILITY AND DAMAGES

As a voluntary participant in programs offered and administered by Harvesting Intl. Ministry Center, Inc., I, the undersigned, as one of the conditions of my participation, specifically release Harvesting Intl. Ministry Center, Inc., its officers, directors and employees from any claims by the undersigned or liabilities to the undersigned of any kind whatsoever, including, but not limited to, those claims which are actual or contingent, presently asserted or yet to be asserted, known or unknown, arising from or related to my participation in those activities or Harvesting Intl. Ministry Center, Inc., even if caused by the negligence of Harvesting Intl. Ministry Center, Inc., its officers, directors, or employees. In addition, I agree to indemnify, defend and hold harmless Harvesting Intl. Ministry Center, Inc., its officers, directors, and employees, from and against any claims by third parties or liabilities to third parties of any kind whatsoever caused by my negligent acts.

Volunteer Signature

Date

NONCOMPENSATION AGREEMENT

Harvesting Intl. Ministry Center

I understand I will not receive any compensation, either financial or material, for time, work, or services that I may provide as a volunteer. My volunteer status does not prohibit me from applying for any services offered by Harvesting Intl. Ministry Center, Inc., and if eligible, receiving such services. If I receive assistance from Harvesting Intl. Ministry Center, Inc., I also understand that this will not cancel my responsibilities as a volunteer. I further understand that my volunteer status does not entitle me to receive any resources, whether grant provided, donated, or purchased that are intended for Harvesting Intl. Ministry Center, Inc. clients, unless I am eligible for such services.

Volunteer Signature

Date