



## **GUIDELINES AND VOLUNTEER AGREEMENT FOR THE BREAD OF LIFE OUTREACH MINISTRY**

### **Welcome to the Bread of Life Outreach Pantry and Warehouses!**

Bread Of Life Outreach (BOLO) is a ministry of Newport Assembly of God Church. God has been faithful in blessing this ministry with a great variety of products and has asked us to be good stewards of His gifts. Our goal is to serve those in need with compassionate hearts and to share the love of God. We serve a continuously growing number of families in Perry and Juniata Counties as well as over 190 ministries. In total, our ministry feeds over 18,000 individuals per month. Our growth relies on God's blessings and a dedicated team of volunteers to assist in the stewardship of His blessings.

The following guidelines are intended to assist volunteers in understanding the expectations and requirements of serving at the Bread of Life Outreach.

### **PROCESS**

Effective 12/1/2023, every Volunteer (existing and new) must complete the Volunteer Application and obtain the necessary clearances within two months from the application completion date. You will be guided through this process by Pastor Wanda Bunker.

Volunteers are required to read the guidelines explained in this document, become familiar with them, ask the manager any questions they might have, and then sign & date the agreement to be kept in the files of the Director of Operations.

Volunteers are responsible for their own safety and are required to participate in an orientation/training meeting to understand the operations and safety responsibilities of each volunteer.

No volunteer under the age of 16 is permitted to use a knife or box cutter.

Children under the age of 16 must always be accompanied by a parent or legal guardian. At no time are children under the age of 16 to be left unattended.

All volunteers must enter and exit the Pantry/Warehouse through the front doors.

Each volunteer should sign-in when they begin and sign-out when they finish serving each day.

### **DRESS CODE**

As we are a ministry of Newport Assembly of God Church, our appearance and attire should be respectable. Please do not wear shorts, revealing clothing, or clothing with inappropriate wording on it. Comfortable fitting t-shirts or closed neck tops with sleeves and long pants are appropriate attire. For safety reasons, shoes must be closed-toed. If your name is not printed on your tee shirt, please wear a disposable name tag.

## **CONDUCT**

When sorting boxes in the warehouse, volunteers will sort only the pallet they are assigned. Volunteers are not permitted to dig through other boxes, looking for goodies.

The use of foul, vulgar, or bad language will not be tolerated. We are a faith-based ministry, and all volunteers are expected to conduct themselves according to Godly principles.

We want your time here to be a joyful and pleasant experience. We ask that you be kind, patient and respectful when interacting with our guests and your teammates. Remember, your mood and attitude affect everyone who you are in contact with.

Gossiping and negative talk can be hurtful and disruptive...it is sinful. Proverbs 21:23 reads: "Whoever keeps his mouth and his tongue keeps himself out of trouble." The Message Translation states it this way: "Watch your words and hold your tongue, you'll save yourself a lot of grief." We ask that all volunteers follow the golden rule and treat others as you would like to be treated.

Bullying and/or any type of harassment (sexual or other) will not be tolerated. This will result in Immediate Termination, and you will Not be permitted to return. We all have different points of view and life experiences. Just because your opinion on issues may differ from others', does not make you right or wrong.

## **WEATHER CLOSURES**

If the Newport School is closed for weather or other emergencies, our Pantry is also closed.

If you are scheduled to volunteer but prefer to not drive in the current/expected weather, please notify the person who oversees your service.

## **TIME AWAY FOR ILLNESS**

If you are scheduled to volunteer but are not well, please notify the person in charge of the area where you volunteer. If you are ill or not feeling well, please stay home to prevent illness from spreading. The manager/director has the right to refuse your help if you are ill.

## **VOLUNTEER APPRECIATION OPPORTUNITIES**

Our ministry could not function, our guests would not be served, those who are hurting would not feel the love of Jesus inside our pantry and warehouses without our faithful volunteers.

As appreciation for serving our guests with love, respect and compassion, our volunteers have an opportunity to take up to 1 item (food or non-food) per hour when the service for that day is over. No more than 15 items may be taken within the same week, even if the number of hours served is greater than 15 hours. No duplicate items should be taken on the same day. No more than ONE meat/refrigerator/freezer item may be taken within the same week, unless informed by the manager of an exception.

If more than one member of the same family is volunteering, the above opportunity applies to each of them, individually for their hours of service.

All volunteers must have their items checked at the front before leaving, by the manager of the pantry/warehouse. None of the items may be sold in any way...nor may any item be taken to a retailer for cash or credit.

Volunteers are not permitted to take any large items, electronic items, toilet paper, paper towels, laundry detergent, fabric softener, diapers, pull-ups, toys or any other item that is hard for the ministry to obtain. Large items, tools or anything that could be used as a gift needs approval from the BOLO Director of Operations. Volunteers will wait until the pantry is closed and the last guest has left before gathering their items. This means no shopping before or during their volunteer time. Volunteers are not permitted to take any items from the frozen food sorting. This is a Central Pa Food Bank rule and must be followed.

## COMMUNITY SERVICE

Community Service Youth Volunteers under the age of 18 must be accompanied by a parent or legal guardian, at all times. Adult Community Service Volunteers should be accompanied by a BOLO Volunteer for supervision and training purposes. Those paired together will be male with male and female with female.

The process to follow for Community Service volunteers is as follows:

- Complete and Submit the Application
- Interview with a Pastor from Newport Assembly of God Church
- Have clearances run and submitted to the Pastor
- Be trained by the Pantry or Warehouse manager, including review of the guidelines
- Be released to serve with Supervision, according to the schedule provided by the Mgr.

If providing volunteer hours to address Community Service Requirements, it is the responsibility of the volunteer to keep track of the hours served and ask the Pantry/Warehouse Manager to sign the paperwork before leaving for the day. If the volunteer forgets to ask for a signature, know that we are not permitted to sign the form later. A Community Service Volunteer is not permitted to bring friends with them. Also, no cell phone use is permitted during Community Service Volunteering time with us.

## GENERAL

The use of a forklift, power jack or other BOLO equipment is prohibited unless authorized by the BOLO Director of Operations.

Please do not bring non-volunteers to work at the pantry/warehouse without prior approval of the manager.

When sorting products brought into the warehouse portion of the pantry, please do the following:

- \* All products must be wiped off to remove dust and dirt, or liquids that may have leaked from other products.
- \* Any damaged boxes must be taped or the item needs removed from the original package. This is especially true if the damage involves a bottle or an inner container.
- \* Anything that is damaged with no inner container must be legally disposed of, in the trash dumpster.
- \* When sorting non-food items, draw a vertical line across the bar code, with a marker. This will prevent the item from being scanned at a retailer.
- \* When sorting non-food items, all products must be sorted in boxes or totes with the same type of product (for example....cold medicines, vitamins, pain medications, etc.)
- \* Pallets or piles of items collected for other ministries are off-limits to volunteers. Do not take anything from these areas which are clearly marked with signs.

Please Remember.... we have an open-door policy related to comments and concerns. If you have questions or concerns, you may contact **Craig @ 717-731-2381, Lorrie @ 717-805-4193, or Dave @ 717-250-3714**. We are happy to meet with you.

By signing this document, I am confirming that I have read each of the above guidelines and understand them completely. I further understand that by signing this document, I agree to the terms for volunteering at the Bread of Life Outreach Ministry. I also agree to work diligently to obtain my clearances and submit them to the church within two months of the date my Volunteer Application was completed. If there is a delay in completing the clearance process, I understand that I will be unable to serve as a volunteer after the two-month period expires, until my clearance process is complete.

\_\_\_\_\_  
Volunteer Signature

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

\_\_\_\_\_  
Authorized Bread of Life Outreach Signature

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