



# Volunteer Handbook

[www.LCCM.us](http://www.LCCM.us)

# Welcome to Lebanon County Christian Ministries!

Thank you for being a volunteer at Lebanon County Christian Ministries! Volunteers are the hands and heart of our organization, and we are so happy to have you join our team!

We could not provide access to healthy food, to safe shelter, to warm clothing and homes, and guidance toward personal sustainability without the support of hundreds of volunteers!

We invite you to try any role that interests you. We believe there is a volunteer position for everyone. Whether you like to work with people, work with your hands, cook, pick up donations or lend your own expertise, we have a role that will fit your mold.

The following policies and procedures have been established to provide guidance for volunteers. Our staff is here to support you on your journey. If you have any questions regarding any of our volunteer roles or our handbook, please reach out to your direct supervisor. We look forward to getting to know you!

Thank you!  
Lebanon County Christian Ministries staff

## Organization overview

### **Our Mission**

Lebanon County Christian Ministries shares the love of Jesus by providing food, clothing, shelter, and guidance toward personal sustainability.

### **Our History**

LCCM began its history in 1982 as a small food pantry. Area churches joined together in response to the closure of the Bethlehem Steel Plant.

Many of the employees worked at the plant through several generations and had no skills other than nut and bolt fabrication. They had a hard time finding jobs, which made it difficult to feed their families. Acknowledging the hardship, churches joined together to provide food.

Today, LCCM has grown into a multi-faceted organization. In addition to food, LCCM provides shelter, clothing, administers the free noon meal, provides heating energy and water bill assistance, and administers the USDA's federal government surplus food program (TEFAP) and the Commodity Supplemental Food Program (CSFP).

A 15-member Board of Directors and Council of Delegates (made up of two representatives from each member congregation), provide the direction needed to ensure financial and spiritual support of the ministry. A small staff and hundreds of volunteers carry out the day-to-day operations, ensuring that Christ's love and compassion is shown to all who come for help.

### **Our locations**

#### **Lebanon County Christian Ministries**

250 S. 7th St. Lebanon, PA 17042

#### **Chestnut Street Community Center (FRESH Start Emergency Shelter & Resource Center)**

611 Chestnut St., Lebanon, PA 17042

## Helpful Information

### Volunteer Orientation

The volunteer orientation is an opportunity to learn more about our organization and programs. For new volunteers with no prior volunteer experience with Lebanon County Christian Ministries, it is strongly recommended to complete an orientation within a couple of months of your start date. The orientation is required before volunteering in most areas of the organization. Supervision, on-the-job training, and more formal training will take place as needed, dependent upon the volunteer role. The orientation is largely informational, both virtually and in-person.

**Virtually:** Every volunteer should watch the training overview videos on the client choice overview, boundaries, guest relations, and food safety here:

<https://www.lccm.us/volunteertraining>

**In-person:** It is strongly recommended to get a tour of the facility prior to the start of your shift so you can get a better understanding of the layout of the building, meet staff and other volunteers, and see how each program works together with the whole.

### Volunteer age requirements

- 18+ may volunteer in any position (court-ordered volunteers may be limited)
- Volunteers must be at least 9 years old (3rd grade).
- All children under 18 must have a signed parent/guardian volunteer permission agreement form to participate.
- Children ages 9-12 must be accompanied by a parent or guardian, no exceptions, and are limited to the free noon meal and the Market on 7th.
- Children ages 13-15 may be accompanied by a parent or guardian, or must have permission by a parent or guardian to work with an assigned volunteer or staff member who has met Pennsylvania clearance requirements. They are limited to the free noon meal and Market on 7th.
- Children ages 16-17 may volunteer in all positions except client registration, drivers, shelter, and any position that may require operation of heavy machinery. They may work independently as long as they have a signed parent/guardian volunteer permission agreement.

## Helpful Information

### **Volunteer training**

Procedures and day of instructions will be explained by your direct supervisor or a lead volunteer. If it is your first time in a role, please arrive 15-30 minutes early. As noted under the volunteer orientation, please watch the virtual training instructions and attend a tour ahead of time.

### **Dress code**

Please dress comfortably and for the weather when volunteering at Lebanon County Christian Ministries. Jeans, T-shirts, sweatshirts, hoodies and modest shorts are acceptable, and **closed-toed shoes are required** for all non-administrative roles.

### **Valuables**

Please do not bring valuables to your work location, as we cannot be responsible for any damage or loss. If you bring a purse, please ask a staff member to show you a safe place to store it.

### **Cell Phone Use**

If you need to take a call, please move it to a private area. Taking photos and videos at any time during your volunteer shifts is only allowed with staff permission. We avoid photos and videos unless it is for marketing purposes to respect the privacy of our guests. Please do not take photos or videos of guests.

### **Snacks and beverages**

Snacks and beverages may be provided during your volunteer shift. You are welcome to take a break and enjoy a snack and/or beverage with us.

### **Illness**

Volunteers are asked to stay home if they are ill to help stop the spread of disease. Please remove your name from our scheduling system on VicNet, as soon as you know you are unable to make your shift, or contact your supervisor directly. If it is within 24 hours of your shift, please contact your supervisor directly. The phone numbers are listed on page XX of this handbook. Volunteers should wash hands before and after working with food. Wear gloves when handling food directly.

## Policies

### Food Distribution Policy

Lebanon County Christian Ministries is a recipient of the federal Emergency Food Assistance Program, which provides food commodities to food banks, pantries, shelters, and soup kitchens. Through TEFAP, the USDA purchases USDA foods and makes them available to State Distributing Agencies. LCCM is also a partner of the Central Pennsylvania Food Bank which falls under the umbrella of Feeding America. As such, Lebanon County Christian Ministries is required to follow all rules established by the federal and state governments, as well as Feeding America.

All “distributable” items (food, supplies, etc) donated to Lebanon County Christian Ministries must be given to guests of LCCM or to an organization partnered with LCCM. Items that are determined to be “non-distributable” are considered waste and do not fall into the above requirement. If volunteers choose to take food that has been deemed non-distributable, LCCM isn’t responsible for the safety of the food.

#### Examples of non-distributable food:

- Severely damaged canned goods
- Food dated beyond the USDA’s food safety guidelines
- Perishable items with mold, punctures, or severe bruising

In order to safeguard the health of our guests, volunteers must follow the provided food safety guidelines when determining whether perishable food should be considered waste. Please refer any questions to the Nutrition Program Manager or Market Coordinator.

### Volunteers as guests

Our volunteers may be our guests, and, as such, will be treated the same as all other guests. Only registered guests will be eligible to receive food available for distribution. Volunteers will participate in distributions open to the public and will follow the same protocols as the public. No preferential treatment is given to volunteers at distributions.

You must register as a guest and have an appointment for other LCCM services, such as utility payment assistance, and receiving clothing in the clothing bank. You may shop for food before or after your regular volunteer shift. If storage for food is needed, it must be labeled with the volunteer’s name and placed in the designated area in the processing area.

## **Policies**

### **Community Service**

LCCM accepts court-ordered community service volunteers on a case-by-case basis. A background check is required prior to volunteering. We do not place volunteers with the following offenses: felonies of any kind, as well as violence against people, arson, vandalism, crimes involving abuse against children or other vulnerable populations, or disorderly conduct. Verification of service hours is available upon request.

Community service hours required for school, or church, are also welcomed. Verification of service hours available upon request.

### **Civil Rights Training**

LCCM is an equal opportunity provider. It is required all program staff and volunteers sign the annual Civil Rights training handout per our agreement with The Emergency Food Assistance Program (TEFAP). Staff will inform volunteers when the updated Civil Rights training handout is available.

### **Solicitation, Fundraising, Signs, and Literature Distribution Policy**

All notices, flyers, posters, brochures, or any other communications must first be approved, signed, and dated by a staff member.

### **Substance Policy**

Smoking is permitted only in the designated smoking area at the LCCM dock. No smoking permitted in the building or by vehicles. Drugs and alcohol are prohibited at LCCM.

## **Policies**

### **Background Check Policy**

Background checks are required for volunteers who have regular weekly shifts in-house and have access to all parts of the building, and for those who are drivers, working in the shelter, and who are court-ordered community service volunteers. Background checks come at no charge to volunteers. A legal name, birthdate and permission are required to run the background checks

We do not place volunteers with the following offenses: felonies of any kind, as well as violence against people, arson, vandalism, crimes involving abuse against children or other vulnerable populations, or disorderly conduct.

### **Driving Policy**

Volunteers who are driving LCCM vehicles must provide a copy of their driver's license to the executive director. No smoking allowed in vehicles. Drivers cannot be under the influence of drugs or alcohol. Prescribed medication cannot interfere with your ability to operate vehicles or heavy machinery. Drivers must use seat belts. Gas tanks will be refilled by staff, or staff may provide funds to allow volunteers to refill. In the event of an accident, the volunteer driver must call police and direct supervisor at LCCM. Volunteers may drive their own vehicles for LCCM purposes for certain roles. LCCM is not liable for any damage or accidents if a volunteer chooses to operate their own vehicle.

### **Behavior Policy**

Volunteers must treat LCCM's guests, volunteers, and other staff and community partners with dignity and respect. Our goal is to make the guest and volunteer experience as comfortable and welcoming as possible. Dismissal of a volunteer may take place when the volunteer fails to adhere to the policies and procedures outlined in this handbook.

### **Grievance Policy**

LCCM welcomes feedback, including complaints from guests, volunteers, and staff. This communication allows us to correct any issues with our service and allows us the opportunity to re-establish relationships and learn how to improve our service quality and delivery.



Volunteers should discuss their complaint or grievance with their program supervisor in a calm, respectful manner. If the complaint is about your supervisor, the volunteer should bring their complaint to their supervisor or the executive director. The appropriate staff will gather more information and determine the course of action to resolve the complaint.

### **Client and Volunteer Confidentiality Policy**

Confidentiality is a guaranteed right to our guests and volunteers. Guests' needs, concerns and personal situations are not to be discussed with anyone other than the appropriate staff members. Using personal contact information to connect with clients or volunteers without their consent is strictly prohibited and terms for volunteer dismissal.

### **End of Service**

If possible, please provide notice prior to your last day of service at LCCM. This will give us a chance to thank you for your dedication to our organization and wish you well on your next venture. We will then remove you from our database which helps us in accurately tracking our volunteers. To remain an 'active' volunteer in our database, volunteers must complete 2 service hours in a 12-month period. Volunteers with fewer hours will remain in our database but will be coded as 'archived.' To become active again, a volunteer simply needs to call/text/email [info@lccm.us](mailto:info@lccm.us).

### **Harassment Policy**

Harassment is considered to be any unwanted behavior or condition based on personal characteristics that creates an uncomfortable, hostile, offensive, or intimidating work environment. Harassment can include, but is not limited to, physical or psychological abuse, derogatory remarks, insults, slurs, advances, jokes, touching, pictures, requests or offers of favors, and decisions or actions based on personal characteristics. If you observe or believe you are the subject of harassment, tell the involved individual(s) the behavior is unwanted if you feel comfortable doing so. If you'd like support in addressing the situation, or the behavior continues, please report the incident to your supervisor.

### **Volunteer Liability Waiver**

All volunteers are volunteering at their own risk. If an injury occurs at LCCM, the volunteer must immediately notify their supervisor and fill out an incident report within 24 hours of the incident. LCCM may seek emergency medical treatment in case of injury, accident, or illness. Volunteers are responsible for medical costs incurred by accident, illness, and injury.

## Procedures

### Reporting Volunteer Hours

Nonprofit agencies are required to supply verification of volunteer hours when applying for grants or documenting in-kind services. When volunteering with a scheduled shift, staff will post your hours into the volunteer database (VicNet). If you're volunteering in the garden, at the Wittel Farm, or at an event, you will be responsible for entering your own hours into VicNet.

Entering Hours for Offsite Volunteer Roles:

- Visit VicNet profile
- Go to the 'service' tab
- Enter the month, day, and year you served your volunteer hours
- The assignment of where you served your volunteer hours
- How many hours you served
- Hit 'post'

### Logging into VicNet

- Visit our website: [www.lccm.us/volunteer](http://www.lccm.us/volunteer)
- Click the 'volunteer portal' button
- Log into VicNet using your email address and password
- Note: If it is your first time logging in or you need to reset your password, click 'reset password'
- Once in VicNet, you can view your schedule, cancel a shift, pick up a shift, view others who are scheduled, and view important messages from LCCM.

### Schedule Changes

Your direct supervisor inputs your regular schedule into the VicNet system. Please tell your supervisor if you need to cancel your shift within 24 hours or will be more than 10 minutes late for the start of your shift. Reach out to the appropriate staff: 717 272 4400

Nutrition Program Manager: ext. 241

Free Noon Meal Coordinator: ext. 217

FRESH Start Director: ext. 212

Sr. Guest Resource Specialist/Clothing: ext. 201

Operation Manager: ext. 208

## Procedures

### Safety Procedures

No guests will be invited into LCCM unless there are at least two staff members present.

Volunteers are not to offer rides to guests.

### HOLIDAY SCHEDULE

LCCM will be closed on the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day

LCCM also closes for a half day so staff can attend a Christmas lunch sometime during the week leading up to Christmas.