

Volunteer Policies

Please review these volunteer policies prior to your service. The FACC reserves the right to revise these policies at any time.



299 E. 900 S., Provo, UT, 84606

www.foodandcare.org | 801.373.1825

Hours of Operation/ Donation Hours

Monday – Saturday,
8:30 a.m. – 5:30 p.m.

Parking

Park in designated FACC stalls on the South side of the property (front entrance). No parking behind gates – violators will be towed.

Deliveries

Please deliver your donations at the East entrance past the gate. Your contribution is tax deductible.

I. CODE OF CONDUCT

- a. **GENERAL CONDUCT:** Please do not swear, use foul language, resort to name calling or use rude gestures. Report any inappropriate language or behavior to staff. Please respect others and their property. Please do not litter or chew gum on the property.
- b. **ATTENDANCE:** Please arrive on-time for your assigned service. If you cannot attend your service assignment for any reason, please contact the volunteer coordinator ASAP to find a substitute.
- c. **DRESS CODE:** Arrive hygiene friendly. Dress appropriately for service:
 - No open-toed shoes
 - Long hair must be tied back or put under a hat
 - No tank tops/immodest clothingIf your clothing is immodest, you may be asked to change or to come back and serve on a different day.
- d. **RELATIONSHIPS WITH CLIENTS:** Do not share personal information (such as phone #s or addresses), provide rides or give money to clients. Donation opportunities are available upon inquiry with staff.
- e. **CONFIDENTIALITY POLICY:** Do not disclose who is staying in the shelter or share any client information to safeguard confidentiality.
- f. **DISCRIMINATION:** Please be considerate and respectful when discussing people on the bases of race, religion, gender or sexual orientation. The FACC does not discriminate against volunteers or clients on account of their race, religion, gender or sexual orientation.
- g. **SEXUAL HARRASSMENT:** Sexual harassment is not tolerated. Volunteers who harass others will be banned from the Food and Care Coalition premises.



II. GENERAL POLICIES

- a. **MEDIA:** All media inquiries should be directed to the Executive Director and have to be approved in advance.
- b. **SMOKE FREE FACILITY:** Absolutely no smoking inside or outside of the building or on neighboring property. If you would like to smoke, please use the "Smoke Hut" located behind the facility. A staff member can show you where it is located.
- c. **ALCOHOL/DRUG FREE FACILITY:** Absolutely no drinking or possession of liquor or illegal drugs inside or outside the building. Drug dogs are brought in on a regular basis as a deterrent.
- d. **NO PANHANDLING/LOITERING:** Panhandling is prohibited by city law. Loitering is not tolerated by the Coalition or other businesses nor on neighboring properties (#1997-069 Chapter 9.70).
- e. **MINORS:** We prefer volunteers be 10 years of age or older. Exceptions must be approved by staff in advance of your visit. Volunteers under the age of 18 must be accompanied by an adult.
- f. **MEDICAL EMERGENCIES:** Should a medical need of serious nature arise among clients or other volunteers, police and medical personal should be notified immediately. A first aid kit is located in the kitchen for minor medical needs. If you assist with a medical need where an open wound or blood is present, you must wear protective gloves.
- g. **DISMISSAL:** Volunteers who do not follow the policy or who demonstrate poor behavior will be dismissed from their volunteer responsibilities and, possibly, the FACC. Reasons for dismissal include but are not limited to: misconduct, coming in for service under the influence of drugs or alcohol, theft, abuse of clients or staff, breaking confidentiality, etc.
- h. **NO PETS ALLOWED:** Pets are not allowed in the facility unless they are registered service animals. In rare cases, we allow therapy animals to accompany a client as they attend a session with Wasatch Mental Health, however, this in an exception and not the rule. Therapy animals are not allowed in the kitchen or dining area under any circumstances.
- i. **DONATIONS:** We no longer accept used clothing donations. All clothing items must be new in order for the FACC to disburse them to clients. Blankets can be gently used but must be laundered prior to donating.

Volunteer Opportunities:

Ready to get to work?! Here are some of the service opportunities we regularly need filled at the FACC (Please contact the FACC volunteer coordinator to book your service opportunity or donation):

Meal Service

The FACC serves 3 hot meals a day. Helping serve a meal to our clients is one of our most popular service opportunities and books several months in advance. Serving the meal includes setting the tables, preparing the trays, bringing the clients their trays, and assisting the kitchen staff with clean-up.

Sack Lunches

When clients can't sit down for a hot meal because they are on their way to a job or interview, we give them a sack lunch. Volunteers make the sack lunches and donate them to the FACC. We request about 50 sack lunches per day.

Donations

Our greatest need is for cash donations as they are used to purchase our highest priority items. Weekly we post an updated "Needs List" on our webpage which includes things like hygiene items and kitchen supplies. Donating a dessert and serving it to our dinner or lunch guests is another way to serve our clients.

Entertainment

Do you have a talent you would like to share? Come entertain our guests during one of our meal services.

*For more ideas on how you might serve the Food and Care Coalition and your community, please go to our webpage: <https://foodandcare.org/volunteer/opportunities/>

