



STEAC VOLUNTEER POLICIES

GENERAL

- All volunteers must fill out a volunteer application prior to service.
- All volunteers will be interviewed and/or trained prior to service.
- Volunteers may be subject to reference checks.
- Volunteers of STEAC may be exposed to information that is confidential and/or privileged and proprietary in nature. It is the policy of STEAC that personal and financial information must be kept confidential both during and after volunteer service. All Volunteers must sign a confidentiality agreement to protect client and donor privacy.
- All volunteers serve at the pleasure of the STEAC Board of Directors and/or the Executive Director. Volunteers may be asked to step down at the Board or ED's discretion.

VOLUNTEER CODE OF CONDUCT

- It is the policy of STEAC to ensure equal volunteer opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law. STEAC prohibits any such discrimination or harassment.
- STEAC's mission is to support the needs of vulnerable populations. All volunteers of STEAC will conduct themselves in such a way as to protect the safety and dignity of our clients.
- Volunteers should not interact with clients in their role as STEAC volunteers outside of STEAC facilities or events.

WHO CAN VOLUNTEER

- STEAC Clients are not eligible to volunteer in the STEAC Pantry or Office until 1 year has passed since they or any first-degree family member has last received STEAC services.
- STEAC Pantry or Office volunteers or any first-degree family members may not receive STEAC services while volunteering.
- Volunteers under age 18 are not allowed in the Food Pantry whenever clients are present.
- Children between the ages of 10 and 13 years of age may volunteer for food sorting events with adequate adult supervision and STEAC office approval.
- Children between the ages of 14 and 17 may volunteer for food sorting events with parental consent and STEAC office approval.



FOOD PANTRY APPOINTMENTS

- In keeping with our agreement with St. Martin's Church that provides space for our food pantry, food is provided from the STEAC Food Pantry by appointment. Exceptions are made only for sanctioned mass distributions.
 - If you are approached by a client who does not have an appointment and asked for food or help, please inform them of the policy and give them the "STEAC Services Card" with information on how to access STEAC services.
 - Any unscheduled person in need of food can also be told to call Davis Community Meals (DCM) at 530-753-9204 to set up an appointment.
 - If a volunteer is uncertain whether a client has an appointment, call the STEAC office to confirm whether an appointment was scheduled.

ACCIDENT POLICY

- If an accident or incident occurs during volunteer service, the volunteer must notify the office as soon as possible.
- Volunteers are covered by STEAC's accident insurance policy. In the event of an injury, please seek treatment from your normal care provider or the appropriate emergency care facility. A claim for insurance coverage must be reported to STEAC's insurer within 30 days using forms available from the STEAC office.

SAFETY

- Food Pantry doors are to be kept locked when volunteers are working inside.
- If at any time a volunteer feels threatened or unsafe, please call 911.
- When a sensitive situation occurs in which a volunteer feels unsure of how to proceed the following steps can be taken:
 - If during STEAC business hours, call the office and ask for advice.
 - Call Harmony or Becky at Davis Community Meals at 530-753-9204. They know many of STEAC's homeless clients and can help de-escalate a situation.
 - Call the Davis Police non-emergency line (530)747-5400.
- Camping on St. Martin's Church property is considered trespassing. Volunteers who witness individuals camping on St. Martin's premises should not approach those individuals. Please report their presence to the STEAC office or the Davis Police non-emergency line (530)747-5400.
- All incidents must be reported to the STEAC office as soon as possible. If incidents occur after STEAC business hours, please report the incident by email to lmood@stecac.org.



VOLUNTEER ACKNOWLEDGEMENT

I acknowledge that I have read this STEAC Volunteer Policy.

Print Name _____

Signature _____ Date _____