



Helping Hands (HH) – Guidelines and Expectations

Sunset's Helping Hands and Pack the Pack are authorized emergency food agencies of the Oregon Food Bank and are ministries of Sunset Church. These guidelines and expectations are for the benefit and safety of both our volunteers and clients. We value your time as a volunteer and want to use it wisely.

EXPECTATIONS OF ALL VOLUNTEERS

- Volunteers do not need to be attenders or members of SC.
- Private agendas are not permissible while serving. Soliciting HH clients or volunteers with respect to any private business venture is not permitted.
- **All clients and volunteers of Helping Hands Food Pantry, Clothing Closet and Pack the Pack are to be treated with respect and dignity at all times. We strive for them to see the love of Christ whenever they visit Helping Hands.**

INVITATION TO OBSERVE

- Interested persons can contact hhvolcoordinator@sunset.church or 503-292-9293 ext. 3098 to visit and observe different serving opportunities. A Helping Hands leader will meet with you to answer questions.

VOLUNTEER APPLICATION

- Complete an application prior to serving (except Food Drive Helpers).
- Oregon Food Bank Requirements:
 - Sign the Confidentiality Agreement required by Oregon Food Bank.
 - Watch/read Civil Rights Training (Non-discrimination) annually.
 - Watch Food Safety Training annually. Required for Pantry and Pack the Pack volunteers.
- Sunset Church Transportation Policy acceptance is required for any volunteers driving on a regular basis for the ministry. This application process is handled through the church office and all confidential information is secured by them. This includes Bread Team and Pack the Pack delivery volunteers.

FAIRNESS AND HEALTHY BOUNDARIES

- We must treat all clients equally and be careful not show favoritism or give special treatment. Being consistent in how we serve is critical.
- Our role is to provide food and clothing to clients, and there can be potential harm to our clients when we step out of that role with the wrong kind of relationship. (ex. giving money, giving extra food/clothes, reserving food/clothes)
- The Oregon Food Bank mandates equal treatment from partner agencies. Our credibility in the community and our relationship with OFB and other resource partners is put at risk when healthy boundaries are not maintained.
- If a client has special dietary needs, a volunteer may make a change to the predetermined menu. This is not considered special treatment.

SAFETY

- The safety of all volunteers and clients is our top priority.

- Emergency medical kits and fire extinguishers are placed and clearly marked within HHC and PTP rooms.
- Driving of clients is not permitted.
- Should a fire or other emergency require the evacuation of the building, volunteers and clients are to leave immediately and go to the north parking lot. Re-entry to the building should only occur after the emergency has been dealt with and either church staff or a public official approves re-entering the building.
- In case of a **medical emergency**, call 911 first and then notify the church office and team lead. In these instances, do not lose critical time by first consulting with the Helping Hands Lead or church staff.
- In the case of a **security situation**, contact the team lead and the church office immediately and call Washington County non-emergency 503-629-0111 or 911 as needed.

VOLUNTEERS AS CLIENTS

- Volunteers may be a client of the Pantry and/or Clothing Closet, following the same self-declaration of income guidelines as non-volunteering clients.
- For the Food Pantry, registration is required through Care to Share Client and an appointment is needed prior to each visit.
- Shopping in the pantry and/or the clothing closet should be during or after the normal volunteer shift is completed. Shopping prior to the shift is not permitted as it could be perceived as a privilege for serving.
- Volunteer clients will place an order with an order taker and quantities are to follow the same guidelines as non-volunteer clients.

COMMUNICATION

- Clients should be referred to on a first-name basis for confidentiality.
- Volunteers are to wear a nametag while serving to help create a friendly atmosphere for all.
- Disagreements with clients need to be resolved with the Team Lead.
- Clients must be informed of their right to submit a claim/dispute to the Oregon Food Bank. Forms providing this information are posted on the Clients Rights bulletin board and on the order and pick-up carts.
- Openly disagreeing with, or critiquing, fellow volunteers is to be avoided. All are serving with the goal of showing the love of God to our neighbors. Disagreements should be addressed one on one in a private setting. The Team Lead should be included if conflict resolution is not mutually obtainable.
- Volunteers should be cautious while having discussions in the public setting of the pantry and clothing closet. (ex. discussing vacation plans with another volunteer while clients are present may not be considerate of their different lifestyles.)

CONFIDENTIALITY/NON-DISCRIMINATION AGREEMENT

- Helping Hands, Clothes Closet and Pack the Pack volunteers are required to complete a Confidentiality/Non-discrimination Agreement form. This is also required by the Oregon Food Bank for all persons directly or indirectly serving clients.
- Volunteers are not to discuss clients or their circumstances with others.
- All paperwork showing client information must be kept confidential. Storage of Clothing Closet sign-in cards and Food Pantry registration records should be kept in the Helping Hands office or Clothes Closet room.

TIME OF COMMITMENT

- Helping Hands is a weekly ministry serving the community, closing only between Christmas and New Year's Day, and during summer Kids Camp.
- There are weekly, bi-weekly, and monthly service opportunities available.
- **Be on time!** Volunteers are expected to be ready to serve at the scheduled shift time and are expected to stay until the end of the shift.
- Absences, late arrivals, and early departures should be arranged with as much advance notice as possible with the HH manager or ministry leader. Scheduled absences should be communicated to the Volunteer Coordinator.
- Volunteers are expected to make a minimum 3-month commitment to serving.

VOLUNTEER ORIENTATION AND TRAINING

- New volunteers will be provided orientation and training with a HH Leader on their first shift and subsequent shifts as needed or requested.
- Attendance at Annual Training (in person or online) is a requirement for continuing to serve with any ministry of Helping Hands.
- All volunteers serving are required to have the Oregon Food Bank's Food Safety and Civil Rights training yearly. Helping Hands will provide this training.
- Serving in any Helping Hands ministry will be suspended for volunteers out of compliance until training is completed.
- Training completion must be documented for Oregon Food Bank regulations.

EATING & DRINKING

- Eating in the Clothing Closet & Food Pantry are not permitted per OFB food safety regulations. Eating in the west lobby is allowed.
- Drinking non-alcoholic beverages from a bottle or cup with a lid during serve time is permitted.