



Court Mandated Community Service Volunteer Policy Summary

Individuals ordered by the courts to perform community service often seek locations for a community service opportunity. Roadrunner Food Bank® of New Mexico may be a location where you can join our team to complete your required hours.

Court-Mandated Community Service Qualifications

Court-mandated community service volunteers **must be pre-approved** by Roadrunner Food Bank staff for their service hours to be validated and confirmed. Court-mandated community service volunteers are normally restricted to service as a **Warehouse Volunteer** inside our Albuquerque facility located at 5840 Office Blvd NE in Albuquerque (I-25 / Jefferson).

Pre-Approval and Charges

Court-mandated volunteers are selected and placed at the food bank on a case-by-case basis depending on the nature of the offense. Roadrunner Food Bank will not accept volunteers with charges or offenses that may in any way endanger the safety of other volunteers and staff or the security of the facility. While Roadrunner Food Bank recognizes and appreciates the service of all volunteers including those with mandatory hours, our priority is to protect and safeguard the mission, name, and productivity of our organization.

- Roadrunner Food Bank typically accepts court-mandated community service requests for offenders processed through New Mexico courts ONLY. We normally do not accept requests from out-of-state court systems.
- Roadrunner Food Bank **will not accept** volunteers who have been charged and/or convicted of any serious felony offense, including but not limited to: **assault, battery, child/elder abuse, child/elder neglect, cruelty to children/elderly, domestic violence, homicide, kidnapping, rape, sexual assault, theft, burglary, drug sales or distribution, or identity theft crimes.**

Application Materials

All court-mandated community service volunteers must complete, sign, and submit the following documentation to be considered for selection.¹ Once Roadrunner Food Bank has received all documentation, a member of the Roadrunner staff will review the documentation and approve or deny the application for service. Applicants will be notified of their status within two to three business days.

- RRFB Volunteer Application²
- Official Court document which indicates:
 - Your full name
 - Date/time of the offense
 - Court officer, probation/parole officer, or caseworker name and contact information
 - Case/docket number
 - Charge(s) and terms of parole, probation, or service³

Age and Chaperone Requirements

Juvenile volunteers aged 15 or younger must be accompanied by a parent, guardian, or caseworker. Juvenile volunteers ages 16-17 may volunteer without a parent, guardian, or caseworker.

¹ Roadrunner Food Bank recognizes the volunteer's right to privacy and will not disclose any information about him/her to an outside source without prior written consent, unless otherwise required by law. All documentation will be treated as confidential by Food Bank personnel.

² Our online application can be found at this link <https://www.rffb.org/give/give-time/warehouse-volunteers/court-community-service/> Roadrunner Food Bank reserves the right to accept or reject any applicant for any reason.

³ Roadrunner Food Bank reserves the right to confirm this disclosure with the court system, probation/parole officer, or caseworker.

Warehouse Shifts

Once approved for community service, Roadrunner staff will work with the volunteer to register for a shift. Volunteers must commit to a minimum of two (2) hours per shift. Longer shifts or double shifts include a 15-minute break. Shifts are normally available Monday through Saturday on the following schedule:

- Monday – Friday
 - 8:00 AM – 12:00 PM (4 hours, includes one 15-minute break)
 - 1:00 PM – 3:00 PM (2 hours, no break)
- Saturday
 - 8:00 AM – 11:00 AM (3 hours, no break)
 - 12:00 PM – 2:00 PM (2 hours, no break)

Tracking Hours

Roadrunner Food Bank uses an online system to track volunteer hours.

- Volunteers are required to sign in/out when arriving for and leaving your shift.
- Volunteers that do not sign in will **not** receive any volunteer community service hours for that day/shift.
- If you sign in but forget to sign out of a shift, you will only receive two hours toward your community service hours.
- All hours are maintained in a permanent database for court purposes.
- Any volunteer who attempts to forge their time sheets are subject to immediate dismissal.

If you know you will arrive late or need to leave early, please let a member of the volunteer programs team know ahead of time. Roadrunner staff can sign forms or documents to the courts which track your total service hours or provide a Roadrunner Food Bank form specifying the date(s) of service and number of hours served, upon request.

Absences

- If you are unable to fulfill your scheduled shift, please call **24 hours in advance to cancel or re-schedule**.
- Volunteers who arrive **more than 10 minutes late** for their shift will be rescheduled for another shift.
- **If you miss more than two scheduled shifts without notice of cancellation**, you will not be able to complete the rest of your service hours with Roadrunner Food Bank.

Dress Code

During business hours or when representing Roadrunner Food Bank, you are expected to present a clean, neat, and tasteful appearance. Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards. Volunteers are expected to wear shoes with a closed toe and heel whenever working in the warehouse or distribution.
- Tank tops, tube or halter tops, midribs, low riding pants, short shorts, or miniskirts are not permitted.
- Clothes with tears of excessive size (larger than a quarter) are not appropriate.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.

Exceptions to this policy may be considered if requested as an accommodation for religious reasons. However, safety will remain our prime consideration in an accommodation determination. Any clothing that has words, terms, or pictures that may be offensive is unacceptable. As a 501(c)3 organization, Roadrunner must protect its tax-exempt status; therefore, no clothing, hats, or masks with political slogans, logos, names, or pictures may be worn.

Cell Phone, Ear Buds, Headphone Use

In the interest of safety, personal cell phones are **not permitted** in the warehouse or cooler/freezer areas, or mobile distribution sites, and should be stored in your vehicle or locker. Similarly, earphones (ear buds, headphones) should not be used in the warehouse or cooler/freezer areas, or distribution sites. Cell phones and earphones are distracting and can be a safety hazard.

Valuables

Roadrunner Food Bank is not responsible for the loss or damage to an individual's personal property or vehicle while on Roadrunner premises. Bags, purses, backpacks, and other personal items should be left at home or be locked securely in your vehicle during your volunteer service. Limited lockers are available and locks may be signed out at the front desk.

Security/Monitoring

Roadrunner Food Bank has an active security system throughout the building. Roadrunner may conduct video surveillance of task areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Food Donations

All donated items are the property of Roadrunner Food Bank and are to be used for the highest good of the agency and the participants it serves. Volunteers may not take donated items for personal use. If you are in need of food assistance, please contact a member of our volunteer programs team.

Alcohol, Drugs, Tobacco, Firearms

- Smoking of any kind shall not be allowed inside any Roadrunner Food Bank facility or company-owned vehicle at any time by any employee, volunteer, visitor, contractor, or other occupant. This includes smoking of tobacco products, herbal products, vaping, or electronic cigarettes.
- To promote the goal of maintaining an alcohol and drug-free work environment, volunteers are expected to be in an appropriate mental and physical condition to perform their tasks in a satisfactory and safe manner. **No volunteer shall report for their volunteer opportunity under the influence of drugs or alcohol.**
- The legal use of prescribed or over the counter (OTC) drugs is permitted only if it does not impair volunteer's ability to perform the essential functions of their task effectively and in a safe manner that does not endanger other individuals in the workplace.
- Volunteers may not use, possess, manufacture, dispense, distribute, sell, or be under the influence of controlled substances or marijuana while on Roadrunner premises or while participating in volunteer-related activities off Roadrunner premises.
- Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of the food bank at all times. This includes a volunteer's or any other personal property on Roadrunner premises.

Behavior and Respect in the Workplace

Roadrunner Food Bank strives to maintain a positive environment where everyone treats each other with respect and courtesy. We are a fully functioning warehouse. The following guidelines are suggestions for appropriate behavior to help everyone be more conscientious and considerate:

- Be respectful in communications, including the words you choose, the way you say them, and your body language.
- Keep socializing to a minimum and try to conduct conversations in an area where the noise will not distract others who are working.
- Refrain from using inappropriate or offensive language (swearing) that others may overhear.
- Volunteers may not ride or operate forklift equipment or other powered equipment. Please ask permission to use manual pallet jacks.
- Horseplaying and running in our facility is not allowed.
- Personal food and water are not permitted in the warehouse.
- Please observe all posted rules.
- Conduct that threatens, intimidates, or coerces another volunteer, an employee, a customer, or a member of the public at any time will not be tolerated. This prohibition includes acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

Health Precautions

- Face masks are optional.
- If you are feeling ill, please stay home until you are feeling better, no longer contagious, or symptom free.
- If you have Covid symptoms or tested positive, please stay home until you test negative and/or are symptom free.

Volunteer Orientation and Policies

As part of the initial shift at our facility, court mandated community service volunteers will receive a brief orientation by our staff and review our volunteer handbook and policies. Roadrunner Food Bank reserves the right to cancel or turn away any community service hours for any individual that does not follow our safety procedures, guidelines, and policies. Court-mandated community service is voluntary and subject to termination by you or by our staff, at will, with or without cause or reason, and with or without notice at any time.

Our complete **Volunteer Handbook and Policies** may be viewed at Roadrunner Food Bank, 5840 Office Blvd NE, Albuquerque, NM 87109. For more information, contact our volunteer programs team at volunteer@rffb.org or 505-349-5358.