



Roadrunner® Food Bank Summary of Volunteer Policies

Attendance

- Events and opportunities are planned and prepared often based on the number of volunteers who will be participating. Poor attendance and tardiness are disruptive to the work environment and to your co-volunteers.
- Volunteers who are unable to fulfill their commitment are asked to cancel or contact the volunteer programs team. This enables volunteers who have been waitlisted to step in to fill open positions.
- All volunteers must sign-in and sign-out at the beginning and end of their shift. Volunteers who are registered for an opportunity or event but do not show up and do not cancel are recorded as "no show". Volunteers who regularly have a "no show" marked in their profile will be asked to reconsider their ability to make a commitment to our organization.

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 may not be worn under any circumstance.
- 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.

Children, Teens, and Chaperones

For the safety of our volunteers, workers, and clients, we require that children age 15 and younger be accompanied by an adult. The minimum age for children in our food warehouse is 8 years old. The minimum age for children at mobile food distributions is 12. Other Roadrunner events may have specific age requirements. If your family or group will include children, please note that we require 1 adult chaperone (age 18 and older) for every 4 children/teens. Volunteers aged 16 and older may volunteer without an adult present but may not supervise younger children/teens. We reserve the right to turn away any group if the required ratio of adults to children is not met.

Volunteers with Special Needs

For the safety of our volunteers, workers, and clients, we require that volunteers with special needs requiring assistance be accompanied by one adult chaperone for every two disabled volunteers. Volunteers in wheelchairs who require assistance should have one adult for every wheelchair-bound volunteer. Roadrunner will make reasonable effort to accommodate special needs volunteers with safe and appropriate tasks. Roadrunner cannot provide one-on-one supervision.

Cell Phone 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.

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.

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.

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.

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, are no longer contagious, or symptom free.
- If you test positive for Covid or have symptoms, please stay home until you test negative and/or are symptom free.

Roadrunner® Food Bank reserves the right to:

- Cancel any group or individual that does not follow the safety rules and procedures.
- Turn away groups or individuals who do not meet the dress code.
- Cancel/suspend volunteers at any time.
- If groups bringing children/teens to volunteer do not adhere to the ratios listed above, we reserve the right to turn your group away. Providing the right number of adults to supervise children/teens is important for their safety.

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.