2025 ReSources Volunteer Handbook

Welcome Volunteers

The Greater Vail Community ReSources (ReSources) Board of Directors thanks you for volunteering your time to help us help others in our community.

We realize that our success depends on your time and energy. Without you, we would not be able to bring our programs to the Greater Vail community. As a volunteer with ReSources, you will work side-by-side with other volunteers, our staff, and the Board of Directors.

This handbook is designed to provide you with information about our programs, as well as guidance on our policies and procedures. All volunteers are expected to adhere to these policies and procedures when volunteering. If you have any questions or comments, please feel free to contact one of our managers or other staff. You are the heartbeat of ReSources, and we thank you.

Mission, Vision, and Value Statements

Mission

With the help of volunteers and community partners, we improve lives by feeding Greater Vail's hungry and by assisting with basic needs.

Vision

ReSources envisions a caring, self-reliant, self-sustaining, hunger free community that is a model for others.

Values

Integrity, Respect, Collaboration

Our Programs

Vail Depot Thrift Store

Our Thrift Store is a carefully curated retail shop with a boutique feel. The revenue generated funds the Food Bank. The Thrift Store is open to shoppers on Tuesday, Wednesday, Thursday and Saturday. There are numerous roles and opportunities available with most revolving around accepting and sorting through the generous donations that are dropped off. This can include sorting, cleaning, pricing and displaying items - along with keeping the store clean and enticing for shoppers.

ReSources Vail Food Bank (RVFB)

Our Food Bank is open to participants Tuesday through Friday and the third Saturday of the month. Volunteers sort and organize food from food drives and daily deliveries from local stores. They also stock shelves, pack food bags/boxes, load them into participant's vehicles and complete various jobs to maintain a clean, healthy environment. Some roles even have direct interaction with participants.

- **Monthly / Weekly Food Distribution**
    - RVFB provides emergency food programs to eligible individuals and families, providing access to weekly and monthly supplements to ensure nutritious meals. Each year this program supports numerous households, with many receiving ongoing weekly assistance.
- **School Weekend Meals to Grow Program**
    - RVFB works closely with the Vail Unified School District to provide supplemental weekend/school break meals to students in the Greater Vail area, ensuring they are prepared to learn.
- **Homebound Senior Meals**
    - Each week, RVFB volunteers deliver easily prepared frozen meals to local home-bound and/or physically challenged individuals, offering nutritious food and a vital well-check for this vulnerable group in the community.
- **Holiday Meal Boxes**
    - These boxes give families extra food to celebrate the holidays. Each year, many households benefit from this support, making holiday celebrations a bit brighter.

Special Events

Volunteers can assist in other ways, such as fundraisers, coordinate food or clothing drives, building/remodeling projects and golf tournaments.

Volunteers

To ensure a comprehensive introduction to our organization, we require all new volunteers to attend an initial orientation session. This orientation will take place after an inquiry is made about volunteering and before a role is determined. It is designed to acquaint potential volunteers with our history, mission, vision, and values, as well as our policies and procedures, and to answer any questions. Following orientation, volunteers will

receive specialized training for their designated program areas, ensuring preparation for their roles.

Due to the nature of our organization, we require that all volunteers under high school age be accompanied by a trusted adult at all times. This allows us to maintain a safe and supervised environment for all volunteers.

We do not accept volunteers who have been charged with violent offenses such as domestic violence, assault, sexual harassment, sexual abuse, disorderly conduct, armed robbery, or aggravated assault.

Some of our roles will require volunteers to submit to a background check. For positions that require background checks, including but not limited to homebound delivery, volunteers will be asked to provide various forms of identification such as your Social Security number, driver's license, etc. to a third party to complete your background check. Background checks need to be completed and approved prior to starting in those roles.

Volunteer Van Drivers will be asked to provide a 5-year Certified Motor Vehicle Report (MVR) from the Arizona Motor Vehicle Division. Reports can be picked up by the volunteer at a local MVD office or ordered online at azmvdnow.gov. Volunteers will be responsible for paying the $5.00 fee associated with the records request. The MVR must be submitted before volunteering as a van driver.

In addition, all volunteers at the Food Bank are required to attend an annual Civil Rights Training (training on all programs available through the Community Food Bank and its partners) and sign an additional confidentiality agreement.

Thank you on behalf of the Greater Vail Community ReSources Board of Directors, Staff and, most of all, our participants!!

Policies and Procedures

Code of Ethics and Conduct

There are core values that represent what ReSources is all about. In order to create a predictable and positive experience for individuals served by ReSources personnel, all volunteers will:

- Respect others. A key component in respecting others is to always maintain the confidentiality of information pertaining to participants, volunteers, and other employees.
- Demonstrate a willingness to accommodate others with a positive attitude, respond in a timely manner, and demonstrate flexibility.
- Provide individual attention by listening, devoting time, being empathetic, and referring to individuals by name when possible.
- Follow through on promises made.
- Display a positive and caring attitude.
- Be consistent in actions and service delivery.

Confidentiality Policy

All records and information regarding individual participants, volunteers, or employees shall be regarded as confidential and privileged. Discussion of personal matters or divulging personal information about a participant, volunteer or employee is strictly prohibited.

As a condition of working with ReSources, volunteers accept full responsibility for maintaining the confidentiality of all ReSources programs, participants, volunteers, and employees. This confidentiality is perpetual and continues during and after affiliation with ReSources.

Conflict of Interest

We appreciate all that our volunteers do for ReSources, our customers, and our participants, and we don't want to put you or ReSources into a difficult position. We ask that our volunteers abstain from the following:

- Offering financial or legal help to participants.
- Soliciting others (participants, customers, or staff) on behalf of other organizations while volunteering at ReSources.
- Making presentations on behalf of ReSources without Board approval.
- Making disparaging remarks in person or on social media.
- Making disparaging remarks concerning race, religion, politics, or other controversial topics.

Tobacco Policy

All Vail Unified School District (VUSD) campuses are tobacco-free. As our locations are situated on VUSD property this policy applies to all ReSources buildings and surrounding areas. The use of tobacco or nicotine products is prohibited indoors and outdoors, including in personal vehicles on the property. This policy also extends to all ReSources vehicles which are tobacco-free, even off site. This includes the use of e-cigarettes and smokeless tobacco products.

Dress Code

To ensure your safety, we ask that you dress in a way that protects you while you are volunteering with us. Please wear clothing that is appropriate in length and fit to be working on the sales floor of a retail store and in our food bank. All tops must have sleeves (no tank tops).

Please bring your own work gloves, if you would like to use them during your shift.

Proper footwear is very important for your comfort and safety. Please wear closed-toed, close-heel shoes at all times. Sandals or flip-flops are not permitted. Please understand that our goal is a safe working environment for all.

Thrift Store Volunteer Purchases

- Purchases can be made on the day of volunteering
- Items can be purchased when there is no line at the cashier, but before the register is closed.
- A member of management must price and tag all items received during the day that are to be purchased from the backroom by volunteers.
- Items will be priced appropriately with normal store prices.
- Volunteers are not allowed to store/hold items in the back of the store on days they are not working.

Food Bank Participant Volunteers

- ReSources Vail Food Bank participants can volunteer at all ReSources locations
- Participants are still able to receive weekly services when volunteering
- Participant volunteers cannot create their own food services boxes/bags
- Participant volunteers can receive service on the same day they volunteer, but only at the end of their shift or during a lull to avoid disrupting client flow. Morning volunteers must wait until service hours begin.
- Participants must adhere to the rules and guidelines of participant services

Court-Ordered Community Service

Volunteers are welcome to work with us to fulfill court-mandated community service hours. As a small organization, we are only able to offer a limited number of slots for court-ordered community service each week. Community Service volunteers must be high school age or older. We do not accept volunteers who have been charged with violent offenses such as (but not limited to) domestic violence, assault, sexual harassment, sexual abuse, elderly abuse, child abuse, disorderly conduct, armed robbery, or aggravated assault. Community Service volunteers will need to complete an orientation, provide the court provided documentation for attendance and sign the Handbook and Release Waver Acknowledgement prior to starting their service hours.

Gifts and Tips

At times, participants may want to express their gratitude through a gift. In these cases, we expect our volunteers to use their best judgment in accepting a token of appreciation. Gifts of a snack, a gift card, or other small gift may be accepted by volunteers. At no time should gifts with a real or perceived value of over $5.00 ever be accepted. Please contact a manager for values above $5.00.

Shift Work

As we are a small, but mighty group of volunteers working in limited space, we operate our volunteering a bit different than many places. We expect our volunteers to sign up to work the same shift on a weekly basis, as if it was a job. We do not have the luxury to accommodate one-off or drop-in volunteers.

Missing Work

There will be times when a last-minute emergency or illness may not allow you to fulfill your volunteer commitment. When this happens, please call the appropriate manager as early as possible so they may recruit another volunteer for your shift.

Volunteer Absences

We realize that there are times when you may not be able to volunteer for an extended period, such as vacations or for many months to a second home. We ask that you provide notice to the appropriate manager a minimum of two weeks prior so that a substitute can be found to fill your shifts.

Volunteer No-Shows

Life happens and we know there will be times a volunteer may not be able to make their shift. We ask that you alert your manager as soon as possible. If a volunteer is a no-show with no communication to the appropriate manager, they will receive a verbal warning. The second time this occurs we will ask that the volunteer not return as we count on attendance and communication.

Volunteer Resignation

There are times when a volunteer finds it necessary to resign. Should this happen to you, ReSources requests that you give us as much notice as possible.

Volunteer Dismissal

On the rare occasion that a volunteer violates a ReSources policy, behaves inappropriately, or acts in any way that does not represent our values, ReSources reserves the right to dismiss that volunteer with no notice and without the agreement of the volunteer.

Grievance Procedure

If any volunteer has concerns about the way they are being treated at any of the ReSources locations or programs, please speak first with the location manager. If, after taking this step, you still do not feel the issue has been satisfactorily resolved, please send your concerns in writing to the ReSources Executive Director.

Handbook and Release Waver Acknowledgement

I acknowledge that I have received, read and understood the documents and items listed below; and I agree to follow the rules and procedures described therein during and after my volunteer service with Greater Vail Community ReSources (ReSources).

ReSources Volunteer Handbook. Specifically, these specific policies:

- Code of Ethics: Includes, but is not limited to core values, respect for participants, volunteers, and staff, compassion, non-discrimination, dignity and trustworthiness

- Confidentiality Policy: Stating that volunteers will not discuss participant information with anyone during and after affiliation with ReSources

- Grievance Procedure

Pima County Health Code. I understand that I cannot volunteer if I am experiencing diarrhea, vomiting, jaundice, have a sore throat or fever, or have infected wounds or cuts.

Documents Required. I will provide ReSources with a copy of my current driver's license and car insurance if my duties require the use of my car or my driving a ReSources vehicle for ReSources business (i.e. senior meal delivery, corporate food pick-ups, etc.). I also agree to keep ReSources files updated as these items are renewed.

Background Check. For positions that require background checks, including but not limited to homebound delivery, volunteers will be asked to provide various forms of identification such as your Social Security number, driver's license, etc. to a third party to complete your background check. Background checks need to be completed and approved prior to starting in those roles.

Volunteer Van Drivers will be asked to provide a 5-year Certified Motor Vehicle Report (MVR) from the Arizona Motor Vehicle Division. Reports can be picked up by the volunteer at a local MVD office or ordered online at azmvdnow.gov. Volunteers will be responsible for paying the $5.00 fee associated with the records request. The MVR must be submitted before volunteering as a van driver.

Waiver and Release of Liability. In consideration of being allowed to volunteer my services at ReSources, I hereby acknowledge that there is a risk of injury involved. I knowingly and freely assume all such risks and assume full responsibility for my participation. To the extent allowed by the law, I agree to hold harmless ReSources and its affiliated operations, to include, but not limited to, ReSources Vail Food Bank and Vail Depot Thrift Store, its officers, directors, employees and volunteers, from all loss, damage or injury that I may suffer incident to my involvement or participation.

DO NOT CONFRONT, DO NOT PURSUE. I have read and understand that ReSources and its affiliated operations follow a DO NOT CONFRONT, DO NOT PURSUE policy with regards to any individual creating a disturbance of any kind. In such an instance a member of management must be informed immediately. I understand that ARS 12-982 provides that a volunteer is immune from civil liability for acts or omissions resulting in damage to others if the volunteer is acting in good faith and within the scope of the volunteer's duties and the damage is not caused by willful, wanton or grossly negligent misconduct by the volunteer.

Medical Treatment. Volunteer does hereby release and forever discharge ReSources from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the volunteer's activities at ReSources.

Insurance. ReSources does not carry or maintain, and expressly disclaims responsibility for providing any health, medical or disability insurance coverage for the volunteer. **Each volunteer is expected and encouraged to carry health insurance prior to starting as a volunteer.**

Media Release. I grant and convey unto ReSources all rights, title and interest in any and all photographic images and video or audio recording made by ReSources during my work for ReSources and its affiliates, including, but not limited to any royalties, proceeds or other benefits derived from such photographs or recordings. This media may be used for print, on the organizational website, social media pages or other outlets.

I understand that the handbook, provisions of the handbook, other documents, policies and procedures may be modified at any time by ReSources, and that the volunteers will be notified of any changes. I also understand that other, and more specific policies and procedures, will need to be followed with regards to individual jobs/tasks performed by volunteers. These will be provided through trainings, discussions and notices.

I understand that submitting this acknowledgement form does not automatically register me as a ReSources volunteer, and that there may be certain qualifications I must meet, including the acceptance of established volunteer policies and procedures before I may begin volunteering. I undertake to perform said service as a volunteer without compensation and that, in performing said services, I acknowledge that I am not acting as an employee of ReSources.

By signing below, I attest that the information I have provided on this form is true and accurate. In addition, the volunteer and, if applicable, the parent/guardian further acknowledges that this release is executed voluntarily, and with full knowledge of the legal significance. Volunteer, and if applicable, the parent/guardian agrees to read and adhere to all ReSources policies and procedures. I acknowledge receipt of volunteer guidelines.

_____ _____

Printed Name Date

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Signature