



Second
Helpings

Volunteer Handbook

03**Welcome Letter****04****Mission Statement and History**

Mission • Vision • History • Second Helpings Programs

05**Volunteer Rights and Responsibilities at Second Helpings**

Definition of Volunteers • Volunteer Rights • Volunteer Responsibilities • Volunteer Benefits

07**Volunteering at Second Helpings**

Volunteer Positions

08**Volunteer Guidelines and Policies**

Volunteers and Food Safety • Parking and Volunteer Entrance • Dress Code • Smoking Policy • Bonnie Terrill Ross Break Room • Volunteer Information Center: Galaxy/Get Connected • Recording Your Volunteer Time • Mandatory Service Hours • Changes in Contact Information • Ending Volunteer Service • Standards of Volunteer Conduct • Accountability and Grievance Procedures • Emergency Procedures • Closing Second Helpings Due to Severe Weather • Social Media Policy • Holiday Schedule

13**Second Helpings Policies**

Second Helpings' Diversity, Equity, Accessibility, Inclusion, and Belonging Statement • Intimate Relations • Representing the Organization • Harassment • Reimbursement • Accidents/Injuries; Firearms and Other Lethal Weapons • Drug and Alcohol Policy • Operation of Motor Vehicle

17**Contact Information**

Welcome to Second Helpings!

Greetings,

Thank you for choosing to volunteer with us. In this busy world, we appreciate your service to our mission of addressing hunger in our communities. Our goal is for you to have a lasting and impactful experience here. Thank you for sharing your time and talents with us.

As a volunteer at Second Helpings, you are vital to our mission, and we value your time and commitment to our organization. Please share your feedback with me about the volunteer program and any other aspect of our organization. It is my goal to help you enjoy the best volunteer experience possible. Throughout our programs, Second Helpings has leveraged its wide range of resources and multi-generational, multicultural, multi-talented, and caring team of employees, volunteers, students, graduates, and community partners.

We have many areas where volunteers contribute their time and talents, and we hope we can help you find the position that best fits your interests. Please take the time to explore many different volunteer positions; you will find that each one has its own appeal. The Hunger Relief Kitchen is a wonderful place to be if you like cooking and prepping meals. If you want to see firsthand the community partners we serve, being a Driver or a Driver Companion may be the spot for you. Bread Sorters are champions of knowing how to redistribute hundreds of pounds of bread we receive daily.

Please take your time to read this Volunteer Manual thoroughly. It contains critical information ranging from where to park to how to schedule your volunteer shifts. If you have any questions about the information, please contact me. In addition, full-length printed copies of Second Helpings' Volunteer Policies are available by request.

Once you have read, please sign the acknowledgment receipt, located in the prerequisites tab of your Galaxy profile.

Peace and joy,



Michelle Woodruff
Manager of Volunteer Services
(317) 632-2664 ext. 131
michelle@secondhelpings.org



Our Vision

We envision a community where everyone has enough nourishing food and ample opportunities to thrive.

Our Mission

We address hunger today and build self-sufficiency to prevent hunger tomorrow.

History

Since 1998, Second Helpings has accepted donated perishable and overstocked food to prepare nutritious meals for thousands of hungry children and adults every day and distributes them free of charge through local community partners in central Indiana. Second Helpings also trains unemployed and underemployed adults for meaningful careers in the culinary industry.

In our first month, we had 37 volunteers who rescued 7,000 pounds (about the weight of an elephant) of food and prepared 3,074 meals. Thanks to our founders, partners, board, staff, and volunteers, we have grown to rescue almost 400,000 pounds of food and prepare and deliver over 100,000 meals **every month!**

We are a community-driven organization that prepares and delivers more than 1.3 million meals to the central Indiana community each year:

- We're not just teaching people to cook. We're providing an avenue for people to transform their own lives.
- We don't just collect food. We rescue food, because we refuse to stand by and allow waste while so many in our community do not have the healthy food they need to thrive.

Thank you for being a part of what we do each day!

Second Helpings Programs

We operate three programs: Food Rescue, Hunger Relief, and Culinary Job Training. To find out more about our programs please visit [our website](#).



Definition of Volunteers

As a volunteer, you are considered part of the Second Helpings team, with all the organizational support and personal responsibilities expected of all.

- **Volunteer Frequency:** There is great flexibility in how often and when you volunteer; however, we ask that everyone volunteer at least once a month.
- **Inactive Volunteer:** You will be taken off our active volunteer list after six months of inactivity, unless otherwise discussed.
- **Scheduling Shifts:** We strongly recommend you use the online Galaxy/Get Connected volunteer software or use the volunteer app Causer (compatible for iPhone and Android). If you do not have access to the internet, please contact the Manager of Volunteer Services.
- **Canceling:** If you cannot attend a volunteer shift that has previously been scheduled, please cancel the shift at least 48 hours prior. This is especially important for Meal Delivery, Food Rescue, and Front Desk volunteers, as we rely on a certain number of volunteers each day to accomplish our mission.

All Volunteers Have the Right to:

- Work in a safe environment.
- Be treated with respect by all staff, students, vendors, and community members.
- Engage in meaningful work and be actively included.
- Feel valued and celebrated with award recognition.
- Be informed of the impact their work has on the community.
- Ask any staff members questions about their work.
- Provide feedback about their experience.
- A sense of belonging.



All Volunteers Have the Responsibility to:

- Embrace Second Helpings' mission and values.
- Follow safe food handling and safety procedures.
- Communicate their needs.
- Follow through on their obligations.
- Be accountable and accept feedback.
- Avoid overextending themselves.
- Address areas of conflict with the appropriate staff member or Manager of Volunteer Services.
- Respect our Diversity and Inclusion policy.

Volunteer Benefits

We show our appreciation for volunteers in a variety of ways. We work hard to create a welcoming atmosphere by providing snacks and beverages in the Bonnie Terrill Ross Volunteer Break Room. Before or after shifts, volunteers are welcome to join us for a complimentary lunch.

We have several events throughout the year including our spring and fall volunteer appreciation celebrations to thank and recognize our volunteers for hours served.

We recognize volunteer service milestones at:

- 100 hours
- 250 hours
- 500 hours
- 750 hours
- 1000 hours
- 1250 hours
- 1500 hours
- 1750 hours
- 2000 hours

Gift certificates for Second Helpings gear are given for milestones achieved at bi-annual volunteer appreciation events. If unable to attend the event, collect your milestone gift from the Manager of Volunteer Services.



Volunteer Positions

We rely on our devoted volunteer force to accomplish our mission in all three programs. Here is a [concise list of our volunteer positions](#). Additional positions are created when needs are identified.

All volunteers must be at least 16 years old to volunteer in our Hunger Relief Kitchen in one of our chopping and food prep positions. Youth 15 and under can serve on our Tuesday Family Nights and Saturdays. Drivers need to be 25 years of age or older and possess a valid Driver's License and proof of insurance. (Requires three training sessions with veteran volunteer driver)

We offer a variety of volunteer opportunities in our Hunger Relief kitchen and Food Rescue operations, positions are listed on the [Galaxy/Get Connected Volunteer Portal](#).



Volunteers and Food Safety

All volunteers must follow [safe food handling procedures](#). These procedures will be presented in your welcome letter and during everyday tasks in the kitchen. Any questions regarding safe food handling should be brought to Kitchen Management. (Updates will be shared as needed).

Parking and Volunteer Entrance

Please park on the south side of the building. If those spots are not available, there are additional spots on the east side (garage area), and on Shelby Street. There is a Volunteer Entrance on the south side of the building; please enter through the small vestibule and ring the bell. [Review our parking map and entrance instructions](#).

Dress Code

- Long pants that completely cover one's ankles for all Hunger Relief Kitchen volunteers (exempt for Meal Delivery, Food Rescue, Hub, and Bread Sorters).
- A Second Helpings t-shirt and name badge will be provided for all new volunteers. If you wear your own shirt, please avoid sleeveless shirts or tank tops. Additionally clothing should not display political or graphic messages.
- Sturdy, closed-toe shoes.
- ALL hair must be pulled back and completely contained within a hat, hairnet, or bandana (facial hair must also be covered with a beard guard).
- No exposed nail polish or artificial nails (gloves will be provided if handling food).
- No earphones or excessive jewelry. All piercings should be covered (especially while preparing meals).
- Office Assistants and Class trainers should wear business casual attire.

Smoking Policy

Second Helpings is a smoke and vape-free environment, and tobacco use is not permitted in our building, storage building, or vehicles. Smoking is permitted in the designated smoking area, on the south side of the building near the garden.



Volunteer Break Room

The Bonnie Terrill Ross Volunteer Break Room is located near the south entrance. Volunteers are encouraged to take breaks as needed. Snacks and beverages are provided while volunteering. We have lockers just outside the break room for your personal belongings.

Volunteer Information Center: Galaxy/Get Connected

Galaxy is to be used by all active volunteers who have created a profile and completed all required prerequisites. We ask you to schedule shifts on Galaxy. You may also view your volunteer history and add any hours you may not have clocked onsite. Review [instructions for the Galaxy system](#).

Changes in Contact Information

It is essential that volunteers update their address, telephone numbers, email address, emergency contact information, and availability in Galaxy/Get Connected as it changes. We encourage you to use the online Galaxy system to update this information. If you are unable to use Galaxy, please contact the Manager of Volunteer Services (Michelle Woodruff, 317.632.2664 ext. 131).

Recording Your Volunteer Time

Recording your donated time is an important step in volunteering and is used in a variety of ways. Besides being used to recognize our dedicated volunteers, this information also assists us in obtaining funding.

On-site volunteers should sign in and out using the computer in the Bonnie Terrill Ross Volunteer Break Room. Volunteers can sign in with their phone number, email address, or name. Please report any difficulties using the sign-in computer to the Manager of Volunteer Services or to the staff member on duty when volunteering on the weekend or in the evening.

Off-site volunteer hours will be recorded by the Manager of Volunteer Services after completion of service.



Court-Appointed Volunteers

The Volunteer Services Coordinator Priscilla Carbajal (317.632.3664 ext. 111) must be informed of anyone who is volunteering to complete court-appointed volunteer hours. When registering, court-appointed volunteers must supply charges, a contact person, the number of hours needed to complete service, and the date by which service hours must be completed. Court-appointed volunteers must sign a community service contract. Missing a shift or showing up late may result in termination.

Second Helpings reserves the right not to accept volunteers required to perform volunteer work under a Community Service Order if:

- They have been charged with any violent offense including any form of assault, all sexual offenses, domestic violence, or child abuse.
- They have been charged with any other offense that would raise concern in the minds of the staff/volunteers as to issues of safety, well-being, or security of Second Helpings' personnel, clients, or property.

Ending Volunteer Service

It is important for Second Helpings to know if a volunteer decides to stop volunteering. Notification of this action must be given to the Manager of Volunteer Services within a reasonable time frame.

Standards of Volunteer Conduct

We expect all our volunteers to conduct themselves in a manner which is in the best interest of the organization and its volunteers. Second Helpings has established policies and procedures for the convenience and protection of our volunteers. Any violation of these policies and procedures is considered misconduct and appropriate disciplinary procedures will be initiated at the discretion of the Manager of Volunteer Services. Disciplinary action can include, but is not limited to, oral warnings, written warnings, or termination. Any such actions will be noted in the volunteer's file kept by the Manager of Volunteer Services.



Accountability and Grievance Procedures

It is important that all volunteers feel respected and comfortable. If a volunteer has a disagreement about the organization, staff, or volunteer position, there is a grievance policy in place to help in certain situations.

1. An attempt should be made to solve the issue between related parties.
2. If the issue cannot be solved between the two parties, or if one party does not feel comfortable addressing the problem with the other, a Grievance Form (which can be obtained from the Manager of Volunteer Services) should be filled out and returned to the Manager of Volunteer Services.
3. The Manager of Volunteer Services will arrange a meeting between the two parties.
4. If either party is not satisfied with the decision, then the problem may be taken to staff leadership. The decision made during this step will be final.

Emergency Procedures

- Alert Second Helpings staff.
- Follow the staff's directions.
- Emergency Evacuation Procedures are posted at each exit.
- Always walk, don't run, to the nearest exit in case of an evacuation.

Closing of Second Helpings Due to Severe Weather

In the rare event that the Second Helpings facility closes because of inclement weather, the Manager of Volunteer Services will attempt to contact you via email and or text message. Second Helpings will post any closures on our social media. If you are unsure, please call Michelle Woodruff, Manager of Volunteer Services, at 317.632.2664 ex. 131.

Social Media Policy

We appreciate when you share information about the organization on social media. Please remember that when you mention Second Helpings, it is a reflection of Second Helpings. [Review our social media policy.](#)



Holiday Schedule

Second Helpings will be closed on the following holidays:

- New Year's Day
- Martin Luther King Day
- Memorial Day
- Juneteenth
- July Fourth
- Labor Day
- Thanksgiving Day and the Friday afterwards
- Christmas Eve and Christmas Day
- Occasional Saturdays immediately before or after a planned holiday or Second Helpings event

Please look for announcements on facility closures in the monthly volunteer newsletter or on the online Galaxy calendar and on social media.



Second Helpings' Diversity, Equity, Accessibility, Inclusion, and Belonging Statement

At Second Helpings, we believe that everyone deserves access to healthy and nutritious food, and an equal opportunity to access the resources and support they need to thrive, regardless of their background or identity. We recognize that historically marginalized communities have been disproportionately affected by systemic barriers and inequalities, including food insecurity and poverty. We are committed to creating a more just and equitable community. We are committed to fostering a culture of inclusion and belonging where everyone feels valued, supported, and respected. We can only achieve this goal through ongoing intentionality, education, and collaboration.

Intimate Relations

All staff and volunteers of Second Helpings are to refrain from any relationship with current students in the Culinary Job Training program outside of a professional work relationship. This allows students to complete their program without feeling undue influence from individuals who may impact their program success and completion.

Once a student has completed the training program and has successfully ended their relationship with Second Helpings, it is acceptable for them to have a relationship of a personal or professional nature with a staff or volunteer.

Staff and volunteers are considered peers and may have personal relationships with each other in addition to professional relationships if the personal relationship does not affect their work performance or place any other employee or volunteer in an unsafe working environment.



Representing the Organization

Prior to any action or statement that might significantly affect or obligate Second Helpings, volunteers will first seek consultation and approval from appropriate staff. These actions may include, but are not limited to, any agreements involving contractual or other financial obligations. While on assignment for Second Helpings, volunteers will not represent themselves as anything other than a volunteer with the organization. Volunteers are authorized to act as representatives of the organization as specifically indicated within their position descriptions and only to the extent of such written specifications.

Staff, volunteers, and culinary students must not make any written or oral statement to the media concerning any plan, policy, procedure, or situation without prior approval by the CEO or CEO designee.

Harassment

Second Helpings strives to provide a safe, professional environment for all involved with the organization. Staff and volunteers must observe normal standards of courtesy and consideration when interacting with other employees, volunteers, and any other individual with whom our organization has business dealings. All employees must be sensitive to the concerns and values of others. All staff and volunteers are to refrain from harassing other employees, volunteers, or any individuals with whom our company has business dealings.

Further clarification on the procedures and definitions surrounding harassment can be found in Second Helpings' employee handbook. Please ask Human Resources for this policy.

Reimbursement

Volunteers, like staff, are eligible for reimbursement of pre-approved expenses incurred while fulfilling assigned duties. All expenses must be summarized on the Expense Voucher form, receipts attached where possible and submitted to the Manager of Volunteer Services for approval and payment.



Accidents/Injuries

- First-aid kits are in the cafeteria near the dish storage area.
- Notify a staff member immediately of injuries and accidents.
- Complete an Accident Report with staff member, and give a copy to Manager of Volunteer Services.
- Payment for services to treat injuries requiring medical treatment are at the expense of the volunteer.

It is the responsibility of everyone – volunteers, staff, and culinary students – to call the appropriate parties (rescue, police, fire department, etc.) for any serious, unsafe situation that requires immediate assistance.

Firearms and Other Lethal Weapons

Staff, volunteers, temporary staff, and students may not use, possess, distribute, or sell firearms, lethal weapons, or explosives while on assignment or on Second Helpings' property, including grounds and vehicles, except as expressly permitted by state or federal law.

Drug and Alcohol Policy

No volunteer may report for a volunteer assignment or remain on duty while impaired by alcohol or drugs. The use, possession, or sale of drugs or drug paraphernalia by any volunteer during working hours or on Second Helpings' premises or property is prohibited. The use, possession, or sale of alcohol by any volunteer during working hours or on Second Helpings' premises or property is prohibited except for the following situations:

- Alcohol can be used and stored for the Culinary Job Training program. This alcohol is to be used for cooking. This alcohol cannot be used for personal consumption or sales. This alcohol must be safely stored by a staff member.
- Alcohol can be used and stored for fundraising events and for donor/volunteer appreciation gifts and events. This alcohol must be safely stored by a staff member and the use must be supervised by an appropriately designated staff member.

Any volunteer violating this policy will be removed from their volunteer assignment with Second Helpings.



Operation of Motor Vehicle

Volunteers and staff in positions that require operation of a Second Helpings vehicle must:

- Be 25 or older.
- Provide Second Helpings with a copy of a valid driver's license, which will be checked through the Department of Motor Vehicles.
- Report accidents, near-accidents, or injuries that occur during a Second Helpings assignment.
- Always require all passengers and drivers to wear seat belts. This requirement shall not be excused without a physician's certificate.
- Inform staff of any moving violations or at-fault accidents that occur during their tenure, whether or not they occur while involved in agency business.
- Refrain from cell-phone use while vehicle is in motion.



Second Helpings

The Eugene and Marilyn Glick Center
1121 Southeastern Avenue
Indianapolis, Indiana 46202

Volunteer Information— Manager of Volunteer Services

Michelle Woodruff

michelle@secondhelpings.org

(317) 632-2664 ext. 131

Volunteer Information— Volunteer Services Coordinator

Priscilla Carbajal

pcarbajal@secondhelpings.org

(317) 986-6567

Front Desk

(317) 632-2664 ext. 100

info@secondhelpings.org

Website Links

[Online Donations](#)

[Galaxy/Get Connected](#)

[Volunteer Experience Survey](#)

