



Volunteer Handbook

Thank you for volunteering at the Sadaqa Food Bank. Your willingness to help enables the Sadaqa Food Bank to continue its service to our community. The purpose of this booklet is to provide volunteers at the Sadaqa Food Bank with the essential information required to work as an effective member of our team.

This booklet covers:

- Volunteer Rights and Responsibilities at the Sadaqa Food Bank
- Code of Conduct
- Volunteer Scheduling
- Starting your volunteer shift

Volunteering at the Sadaqa Food Bank

Volunteers play an important part in maintaining our solid long-standing reputation in the community. In addition to doing your best on the job, you can help to maintain this reputation by knowing your rights and responsibilities as a volunteer and by following the Sadaqa Food Bank's code of conduct.

Your Rights	Your Responsibilities
Access to information about the Sadaqa Food Bank	Carry out duties promptly and reliably
A position description and on-the-job training	Provide advance notice of absence from scheduled shifts
Sound guidance and direction	Follow direction of supervisor
An environment free from harassment	Maintain confidentiality
A 15-minute break every 2 hours and a 30-minute break every 4 hours	

Code of Conduct

There is zero tolerance for:

- **Using or being under the influence of alcohol or controlled substances**
- **Smoking inside the Sadaqa Food Bank building**
- **Stealing(taking without asking) property, including food or funds**
- **Performing illegal, violent, or unsafe acts**
- **Participating in any acts of discrimination or harassment**
- **Abusing or mistreating staff, clients, or other volunteers**

Never hesitate to raise any concerns directly with our Volunteer Coordinator

Volunteer Scheduling

- Contact the Volunteer Coordinator at sadaqafoodbank@gmail.com in order to schedule a shift. Please note the volunteer schedule and availability varies throughout the month and year.
- Shifts will be booked every 2 months and must be booked in advance.
- Please advise the Sadaqa Food Bank, in a timely manner, if you are unable to meet your scheduled volunteer commitment.
- Always seek clarification or support from Sadaqa Food Bank staff when needed.
- Since we are limited on the amount of volunteers we can have in a day, we request volunteers to only be scheduled to volunteer twice a week. (Unless given by special request)
- We have a maximum of 12 volunteers per day, if we exceed this limit then we will ask volunteers to leave as this is a hazard within the sadaqa food bank.
- If you are a new volunteer, please sign up at sadaqafoodbankkottawa.com.

Starting Your Volunteer Shift

- **All volunteers must come by 9AM.**
- Sign in at the volunteer front desk
- Please report to your station and position you were assigned by your SFB staff
- Please wear appropriate attire for the work involved at Sadaqa Food Bank.

Version 1

Signature

Name: _____

Date: _____

Signature: _____