



Volunteer Policies and Procedures

The Martin Distribution Center
331 Great Circle Road, Nashville, TN 37228
volunteer@secondharvestmidtn.org
615-627-1623

Age Requirements: The minimum age for volunteers is 12 years old, with the exception of Family Night on Thursdays when the minimum age is 6 years old. Groups younger than 18 years old must be accompanied by adult chaperones (1 adult: 5 minors).

Application Process: All volunteers must complete an online volunteer application prior to arrival for a volunteer shift. (Volunteers under 18 MUST have a youth waiver signed by a parent or guardian). Volunteer applications and scheduling information can be found on our website at secondharvestmidtn.org/act/volunteer.

Arrival: Monday - Friday from 8 am - 4:30 pm, volunteers should enter the building through the 2nd door on the left into the lobby and check in with the receptionist. For evening and Saturday shifts, volunteers should enter the building through the 1st door on the left into the Culinary Arts Center. The Volunteer Coordinator will be there to greet volunteers upon arrival.

Late Arrivals/Cancellations: Groups must notify us within 48 hours in the event of a cancellation or significant group size change. Late arrivals will not be permitted. Each shift includes an orientation, training, time to work on the project, and then a wrap up with impact numbers and a tour. When a volunteer is late or leaves early, he/she is unable to receive the entire volunteer experience. It is also difficult for the volunteer leader to start/stop volunteers at various times. If you are unable to work the allotted shift time, please sign up to volunteer at a time when you are available to complete the entire shift.

Check in/out: All volunteers are required to wear a name badge, as well as sign-in/out to record service hours.

Dress Code: All warehouse volunteers must wear close-toed shoes (no sandals or flip flops) and casual/comfortable clothes. We also suggest that you bring a sweatshirt in case you are needed to work in the 40 degree cooler sorting frozen food donations.

Harassment: As an equal opportunity employer, Second Harvest has a strict policy against employee or volunteer harassment, whether sexual, racial, religious or national origin. Harassment in any form (verbal, physical or visual) is strictly against Second Harvest's policy and will result in dismissal. Simply put, harassment will not be tolerated from employees or volunteers.

Health Notification Responsibilities: Volunteers who are sick on the day of a scheduled shift, should reschedule for another day. Due to food safety concerns, volunteers should report symptoms of vomiting, diarrhea, jaundice, sore throat with fever, and/or exposed cuts, boils, sores, or infected wounds a supervising Second Harvest staff member. Volunteers will **NOT** be allowed to work if they are: currently suffering from vomiting, diarrhea, or jaundice, or are currently being treated for, or recently exposed to norovirus, salmonella typhi, shigella spp., enterohemorrhagic or shiga-toxin producing escherichia coli, or hepatitis A.

Parking: Volunteer parking is available anywhere in the Second Harvest parking lot.

Personal Hygiene: Volunteers must wash hands with soap/water after using the restroom, or whenever hands become contaminated.

Personal Items: Bags and purses are not permitted in the warehouse. Storage is not provided so these items should be left at home or in your vehicle. Bottled water is provided. Refillable plastic water bottles are permitted. Glass bottles are prohibited.

Physical Requirements: Volunteers primarily work in a warehouse around equipment such as forklifts and pallet jacks. Volunteers must be able to use their hands, fingers and arms with dexterity; be able to physically handle, lift and move product; as well as stand throughout the entire shift.

Smoking Policy: Smoking/chewing tobacco is only permitted in a designated area located outside at the back of the building.

Volunteer Conduct:

- Eating and chewing gum is not permitted in the warehouse.
- Volunteers are not allowed to throw cans or other food items, and running and horseplay is prohibited.
- Volunteers are expected to remain in the project work area throughout the shift.
- Volunteers are not allowed to drive forklifts, or ride/stand on the pallet jacks or shopping carts.
- Volunteers are NEVER allowed to take products from the warehouse, even food or items that have to be discarded.