

Court Ordered Community Service Policies

Second Harvest Food Bank of Middle Tennessee

Scheduling Process

1. All court ordered community service volunteers must pre-register and sign up for shifts in advance via our website. Walk-ins, telephone or in-person scheduling isn't permitted. All scheduling must take place online.
2. We'll review your application and let you know within 2 business days whether your application is approved.
3. Once approved, you'll log-in with your username/password, and sign up for the shifts you wish to work.
4. You're only eligible to sign up for shifts titled "Court Ordered Community Service." Hours won't be credited to volunteers working at any other time, or for any other volunteer opportunity
5. You can request a letter to verify your hours from a Volunteer Coordinator at the end of your service. You're responsible for giving the letter to your parole/probation officer or judge. Second Harvest isn't responsible for time served if you lose the letter. We won't re-issue letters.

Scheduling Guidelines

1. The minimum age for court ordered community service volunteers is 18 years old.
2. Volunteers must be able to use their hands, fingers, and arms with dexterity; be able to physically handle, lift, and move up to 30 pounds; and stand for a period of 4 or more hours.
3. Volunteers with the following charges (past or present) are not eligible to complete their hours at Second Harvest:
 - Theft (of any kind)
 - Sexual Assault or Misconduct (of any kind)
 - Violent crime (of any kind)
4. Shifts are Monday-Friday (8 am-12 pm and 1-4 pm); NO Saturday or evening shifts are available. You may only work the shifts for which you have pre-registered, so if you want to work the full day (7 hours), you must sign up for both shifts. You must check in with a Volunteer Coordinator and they'll sign you in before you start working in order for your hours to count.
5. You can only work a maximum of 7 hours per day. Additional hours (coming in early, staying late or working through lunch) ARE NOT AVAILABLE.
6. You must plan on staying for the entire shift. If you only have 1 hour to complete, you're still required to stay for the full 4-hour or 3-hour shift.
7. You must arrive on time, and plan on staying for the full shift. If you're more than 15 minutes late, you won't be permitted to work, and will be recorded as a no-show.
8. If you're not available for a shift you signed up for, you MUST log in and cancel within 6 hours of the scheduled start time. If you don't show up for a scheduled shift, or if you are late, it will be recorded as a no-show. After 3 no-shows, you're no longer be eligible to complete hours at Second Harvest and your account will be disabled.
9. Any Second Harvest staff member is authorized to dismiss you if you do not follow directions. A dismissal means you will be asked to leave immediately and you won't be eligible to receive credit for hours worked, or eligible to volunteer in the future.

Policies and Procedures

Inability to comply with any of these rules will result in an official warning; a second violation will result in dismissal.

1. Bags, backpacks, and purses are not allowed in the warehouse. Please leave these items at home, or in a locked vehicle. If you need your phone, keys, or other items, you must keep them on your person.
2. Closed-toe shoes are required. No exceptions.
3. Cell phone use in the warehouse is strictly prohibited (no calling, texting, listening to music, etc). If you need to have your phone in case of an emergency, you may notify a Volunteer Coordinator and they will direct you to an area where you can take a call.
4. Breaks are given at the discretion of your supervisor. You must ask permission before taking a break. Smoking is only permitted in the designated area behind the building.
5. Lunch breaks can't be taken in the front lobby! Lunch breaks can be taken outside, or you may leave for lunch.
6. Food safety is of utmost importance at Second Harvest. You are required to notify the Volunteer Coordinator if you have experienced any of the following symptoms in the past 24 hours: diarrhea, vomiting, jaundice, sore throat with fever, infected or exposed wounds, cuts, or boils.

Violation of the following policies will result in dismissal. A dismissal means you will be asked to leave immediately and you will not be eligible to receive credit for hours worked, or eligible to volunteer at Second Harvest again.

1. Everyone you come in contact with should be treated with respect – other volunteers, Second Harvest staff, food bank visitors, and anyone else. Harassment of any kind will not be tolerated.
2. No firearms or weapons of any kind are permitted on Second Harvest premises.
3. No drugs or alcohol allowed, and volunteers may not be under the influence of drugs or alcohol.
4. No forgery of hours on your time sheet, online account, the sign-in book or your hours letter.
5. No taking of objects, food, supplies, or tools, from the warehouse (even if it is going to be thrown away).
6. No communicating with work-release prisoners. It is a federal offense to provide any material to a prisoner.