



**5 Loaves**  
**Two Fish Thrift Store**  
**Volunteer Handbook**

## **Our Mission Statement:**

**Our mission is collecting and distributing food, clothing and other appropriate items at a central location, serving people residing within the New Richmond School District area.** We accomplish our mission through five programs: the Food Shelf, Two Fish Thrift Store, Community Outreach Meal for Everyone (COME), Senior Deliveries and the Happy Kids Backpack Program (HKBP).

Five Loaves has sustained itself for nearly 30 years on the momentum of hundreds of local volunteers within the community who believe in giving back to their community by caring for their friends, family and neighbors. Our strength lies in our longevity and the grassroots support that enables programming to continue year after year. Members of the board of directors and staff, all of whom are local citizens, are passionately motivated to meet the needs of our own community, serving our own friends and neighbors who walk through our doors.

Two Fish Thrift store distributes clothing vouchers to those in need on a regular basis, such as food shelf clients, Grace Place clients, and New Richmond school district families. Two Fish Thrift store sells clothes at a modest price to the community at large. Profits generated in the Thrift Store will be used to purchase food for the food shelf.

## **ORGANIZATIONAL INFORMATION:**

### ***History, Mission, Goals and Accomplishments***

Five Loaves Food and Clothing connects people with the food and clothing they need. Five Loaves food shelf and Two Fish Thrift Store operate under the belief that all people, regardless of circumstance, deserve access to the most basic human needs - food and clothing. When these needs are met, individuals are better able to reach their full human potential by focusing energy on succeeding in other areas of life. Meeting a basic need is especially important for the most vulnerable groups - our children and our elders. We believe that children deserve to attend school without the distraction of hunger, and our elders have earned the right to spend their twilight years with the security and comfort of food and clothes.

## **Thank you for volunteering with Five Loaves!**

Five Loaves Food and Clothing could not operate without a cadre of committed volunteers. Volunteers play a key role in helping fulfill our mission of the organization and in promoting a favorable and lasting impression of both Five Loaves Food Shelf and Two Fish Thrift Store in the minds of everyone, with whom we interact, including clients, donors, media, volunteers and the general community.

Thank you for your time and talents!

Thank you for volunteering!

## **About the Handbook**

This handbook is designed to introduce you to Two Fish Thrift and to provide a basic overview of the policies and procedures that provide all of us guidance and direction. As a volunteer staff member, you are provided with a safe work environment, necessary job training, supervision, evaluation and recognition. In return we expect you to honor your commitment to Two Fish Thrift, respect other staff members and perform your assigned duties to the best of your abilities. As our organization grows and changes, there will be a need to modify policies, practices and other information in this handbook. When such changes occur, you will be notified by an announcement or update. If you have any questions or need any clarification of the information contained in this handbook, please contact the Executive Director or Two Fish Thrift Store Manager.

## Volunteer Task Descriptions

### **Floor/Cashier**

Greet people when they come in. Let them know what the sales are for the day. Ask if you can help them with anything. Ring up customers purchases; let them know how much food will be purchased with their purchase. Inform customers as to where the money goes and who it helps. Thank customers for shopping when they leave. Customers come first, the rest can wait. Fill Displays, clean and organize as needed

### **Donation Door**

Greet each person with a smile. Ask if they need help bring their items in. Ask if they would like a donation receipt for their taxes. Look at the current list of items we do not take on the clip board. If you get something we have on the list, just tell the person we do not take that item. You can show them the list of items we don't take. If you have a question about an item just ask Store Manager.

### **Sorting**

We put out **ONLY CLEAN** items. Look for stains, holes, worn out, pilled or smelly. Current Seasonal clean items get folded and go in the bins that correspond with the items to be put out on the floor.

Non Seasonal items go into the seasonal bins to be packed up and stored in the shed. Hard goods are sorted, no chips, scratches and etc. then put on a shelf in the small room. All items that don't go on the floor go into the Epilepsy bin. If time pack up the Epilepsy bin and bring the items out to the shed.

## Volunteer Policies and Procedures

### **Attendance and Absenteeism**

You are a volunteer staff member and we depend on you to complete your scheduled shifts. We do understand that, from time to time, certain situations may arise that prevent you from doing so. Please alert the Store Manager of any scheduled absences—such as vacation—as far in advance as possible so that an appropriate substitute may be found. In the event of an unscheduled absence—illness or emergency—please alert the Store Manager as soon as possible, preferably 24 hours before your scheduled shift begins.

Punctual and regular attendance is an essential responsibility of each volunteer at Two Fish Thrift. Any tardiness or absence causes problems for fellow volunteers and customers. When a volunteer is absent, others must perform his or her work. No matter how skilled a volunteer, if they do not have a good attendance record, their contributions to the smooth functioning of Two Fish Thrift are diminished. The purpose of this policy is to promote the efficient operation of Two Fish Thrift and minimize unscheduled absences.

Any volunteer who fails to report to work without notification to his or her supervisor three shifts or more will be considered to have voluntarily terminated their position.

Volunteers must sign in at the beginning of their shift and sign out at the end of their shift.

### **Volunteer's Code of Conduct**

- All customers must be treated with patience and respect. If you are experiencing difficulty with a customer, please call on the Store Manager or other staff person to intervene.
- Be courteous, friendly and cooperative.
- Any injury, accident, or incident where you might have experienced harm while volunteering must be reported to the Store Manager or staff person on the shift.
- Please let us know if you have any restrictions that would prevent you from lifting or if you are unable to stand for more than one hour.

- If you are asked to perform a task or have a volunteer situation that is uncomfortable for you, please talk with the Store Manager or Executive Director.

The following behaviors are not permitted. Individuals who exhibit any of these behaviors will be asked to leave and will not be allowed to volunteer in the future.

- Offensive or derogatory comments or jokes, including epithets or slurs
- Yelling, intimidation or threats
- Pushing, hitting or any physical contact with a customer, staff or other volunteer
- Theft, taking an item without paying for it

**Two Fish Thrift's commitment to our volunteers:**

- We are committed to equal opportunity volunteerism. We coordinate a diverse community of volunteers from varied backgrounds and social identities, including, but not limited to: people of color, immigrant communities, people of all faiths and spirituality, people living with disabilities, lesbian/gay/bisexual/transgender communities, and people of diverse ages.
- We are committed to working together towards creating a safe, supportive, and caring volunteer experience where we can learn from each other and grow in service to our communities.
- If needed, Two Fish Thrift will provide a document confirming volunteer hours as community service.

**Dress Code**

Look at volunteering as you would any job in which you are serving the public. It is important to look neat as you are representing 5Loaves. Your appearance, what you say and how you act will determine in large measure how the public views the organization.

**Theft and Fraud**

All items donated to the organization is the property of Two Fish Thrift. Tips, money or items found with or in donated material are to be turned over to Store Manger. Removal of money or articles without payment or the approval of management will be considered theft. This Volunteer Handbook contains a section on "Volunteer and Employee Purchases." It is imperative that this section be read, understood and followed. Our reputation in the community as a thrift store serving the hungry cannot be tarnished. It would be detrimental to our image to allow the perception that employees and volunteers have "first-pick." Any theft or violations of the employee purchase rules may result in termination.

**Emergency Evacuation Program**

In the event that the emergency fire alarm system is activated, all volunteers are to evacuate the building by following the procedures below.

- All volunteers should exit the building by way of the nearest exit. There are two exits: the front door of the building and the donation door that goes into the patio.
- Once outside the building, walk to the Heritage Center. The Store Manager will ensure that everyone got out of the building and give further instructions

**Ending Your Volunteer Service**

You may resign from your volunteer service with the organization at any time. We request that you notify the Store Manager ideally two weeks prior to your departure.

**Problem-Solving Procedure**

When a group of people work and volunteer together, problems may arise. It is important to all of us that such problems are solved as quickly as possible. Occasionally, however, it may be necessary to investigate certain problems in greater detail. Our problem-solving procedure provides you with the opportunity to have a review of any problem, dispute or misunderstanding that arises during the course of your volunteering.

- In situations where differences arise between volunteers or volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved.

- If a third party is needed, the Store Manager is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
- If the grievance is in regard to the Store Manager, the Executive Director should be contacted.

### **Policy against Harassment**

Two Fish Thrift is committed to maintaining a work environment free of unlawful harassment. Two Fish Thrift harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected under federal or state law or local ordinance or regulation. All such harassment is unlawful. Two Fish Thrift policy applies to all persons involved in the operation and prohibits unlawful harassment by any volunteer/employee of the store including supervisors and co-workers.

### **Policy against Sexual Harassment**

Sexual harassment is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes sexually oriented conduct that is sufficiently pervasive or severe to unreasonably interfere with an employee's job performance or create an intimidating, hostile, or offensive working environment. While sexual harassment encompasses a wide range of conduct, some examples of specifically prohibited conduct include:

- Threatening, directly or indirectly, to retaliate against a volunteer, if the volunteer refuses to comply with a sexually oriented request;
- Engaging in sexually suggestive physical contact or touching another volunteer in a way that is unwelcome;
- Displaying, storing, or transmitting pornographic or sexually oriented materials using Two Fish Thrift equipment or facilities;
- Engaging in indecent exposure; or
- Making sexual or romantic advances toward a volunteer and persisting despite the volunteer's rejection of the advances.

Sexual harassment can be physical and/or psychological in nature. An aggregation of a series of incidents can constitute sexual harassment even if one of the incidents considered on its own would not be harassing.

Volunteers are prohibited from harassing other volunteers whether or not the incidents of harassment occur on Two Fish Thrift premises and whether or not the incidents occur during working hours.

Sexual harassment can involve males or females being harassed by members of either sex. Although sexual harassment typically involves a person in a greater position of authority as the harasser, individuals in positions of lesser or equal authority also can be found responsible for engaging in prohibited harassment

### **Volunteer Responsibility:**

If a volunteer believes he/she has been subject to sexual harassment or any unwanted sexual attention, he or she should:

- Make their unease and/or disapproval directly and immediately known to the harasser;
- Make a written record of the date, time, and nature of the incident(s) and the names of any witnesses; and
- Report the incident to the Store Manager or Executive Director.
- All incidents of sexual harassment or inappropriate sexual conduct must be reported regardless of their seriousness.

### **Substance Abuse**

The possession, use or sale of illegal drugs is never acceptable in our business environment. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise your job performance and conduct.

We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for discipline, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

## **Dismissal**

Dismissal of a volunteer is a serious consideration. Before a volunteer is dismissed; attempts to reconcile the situation will be made including a meeting between staff and volunteer involved, the Store Manager and, if appropriate, the Executive Director. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of Two Fish Thrift.

Volunteers are subject to disciplinary action, including dismissal for the same reasons any employee would be.

- Breach of confidentiality
- Theft or dishonesty
- Failure to follow policies or procedures
- Improper conduct

## **Volunteer and Employee Purchase Policy**

There are many underlying reasons for the purchase policy below. First and foremost is the reputation of Two Fish Thrift. It is vital that we value each donation and respect the wish of the donor that the proceeds from the sale of their items are directed for the good of the community. It is also important that our customers have the first opportunity to purchase donated items. Our staff, employees and volunteers can not appear to have "first-pick." rights over customers. This could seriously damage our market appeal, not to mention our integrity in the community. WE CAN NOT STRESS THIS CONCEPT ENOUGH.

### **Purchase Rules**

- We cannot allow for items to be "set-aside" or "specially priced."
- All saleable items must be on the sales floor for 24 hours before an employee or volunteer may purchase them.
- All shopping must be done after your completed work time.
- Resale of purchases is not permitted.

5 Loaves, Two Fish Thrift reserves the right to interpret practices, rules and policies herein described. The Store may make changes to these policies and practices if and when deemed appropriate. These policies will be reviewed regularly and approved by the Board of Directors. Volunteers who wish to recommend changes may do so presenting them to the Store Manager.



### VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

I, \_\_\_\_\_ have received and read the Two Fish Thrift  
Print Name

Volunteer Handbook. I have had the opportunity to ask any questions I have regarding the contents of the handbook.

\_\_\_\_\_  
Signature of Volunteer

\_\_\_\_\_  
Date