



# Food Bank of Alaska Volunteer Policies & Terms

Food Bank of Alaska relies on volunteers to help feed Alaskans in need. To ensure a safe, respectful, and effective volunteer environment, all volunteers must adhere to the following policies.

## Attendance & Absences

If you are unable to attend a scheduled shift, you must cancel your registration as soon as possible using the link in your confirmation or reminder email or by logging into your **CERVIS account**. You may also notify the **Manager of Volunteer Resources** directly.

- **One no-show:** Volunteers will receive a reminder to cancel future registrations in advance.
- **Two no-shows:** Volunteers will receive another reminder, and any future scheduled reservations will be canceled. Volunteers are welcome to sign up again when their schedule allows.

Volunteers play a crucial role in our operations, and advance notice of cancellations allows us to plan accordingly.

## Age Requirements

- Volunteers under the age of **16** must be accompanied by an adult.
- Due to safety regulations, **children under 10** are not permitted in the warehouse.

## Dress Code

To ensure a safe environment, all volunteers must adhere to the following attire guidelines:

- **Closed-toe, closed-heel shoes** are required at all times. Sandals, flip-flops, Crocs, and heels are not permitted.
- **Comfortable, moveable clothing** should be worn. Layers are recommended during winter.
- **Tank tops and clothing with offensive language, political slogans, or logos are not permitted.** Volunteers who do not follow the dress code may be asked to leave.

## Workplace Conduct & Safety

- Volunteers must remain aware of their surroundings and follow all safety guidelines.
- Running, climbing on equipment, or engaging in disruptive behavior is not allowed.
- Volunteers may not operate any equipment unless properly trained.
- Injuries, unsafe conditions, or safety concerns must be reported immediately to the **Manager of Volunteer Resources** or **Warehouse Manager**.

## Weather Closures

If the **Anchorage School District** cancels school due to inclement weather, Food Bank of Alaska volunteer shifts will also be canceled. Closures in the Mat-Su School District do not affect Food Bank of Alaska operations.

Check the website or watch for email notifications for updates on closures.

## Media & Photography Policy

Food Bank of Alaska reserves the right to film or photograph volunteer activities for promotional use. Volunteers who prefer not to be included in media must notify staff at the start of their shift.

Volunteers may take photos of themselves or their group but must not include other volunteers or partner agencies without their permission. Any media featuring non-group members should be approved by the **Manager of Volunteer Resources** before being shared publicly.

## Confidentiality Policy

Volunteers must maintain the confidentiality of Food Bank of Alaska's clients and donors. No identifying information (names, addresses, family circumstances, or needs) may be disclosed outside the organization without written permission. Any questions about confidentiality should be directed to the **Manager of Volunteer Resources** or the **Chief Philanthropy Officer**.

## Court-Mandated Volunteer Service

Individuals completing volunteer service for court-mandated requirements must submit a **Court-Mandated Volunteer Application** before their first shift. Failure to do so will prevent Food Bank of Alaska from signing any verification documents.

## Food & Personal Property

- Eating and drinking (except for water) are not permitted in the warehouse. A break room is available for meals and snacks.
- Volunteers may not take food or non-food items from the warehouse. Any volunteer who consumes or removes donated items will be asked to leave and will not be permitted to return.
- Volunteers should leave valuables at home or locked in their vehicle. Food Bank of Alaska is not responsible for lost or stolen items.

## Harassment & Code of Conduct

Food Bank of Alaska maintains a zero-tolerance policy for harassment, including sexual, verbal, or physical harassment.

If a volunteer experiences or witnesses harassment, they must report it immediately to their assigned supervisor. An incident report will be filed, and the Human Resources Manager will conduct an investigation.

Volunteers engaging in **violence, threats, bullying, or disruptive behavior** will be dismissed immediately.

## Tobacco, Alcohol, Drugs, & Firearms

- Tobacco use is not permitted inside Food Bank of Alaska facilities.
- The possession, use, or sale of alcohol or illegal drugs on the premises is strictly prohibited.
- Volunteers who arrive under the influence of alcohol or drugs, or who use these substances during volunteer hours, will be dismissed immediately.
- The possession of firearms on Food Bank of Alaska property is prohibited. Volunteers found in violation will be dismissed immediately.

## Volunteer Rights

Volunteers have the right to:

- Be informed about Food Bank of Alaska's mission, policies, and impact.
- Receive meaningful assignments that contribute to hunger relief efforts.
- Be provided with clear training and instructions for assigned tasks.
- Be treated with respect by staff, partner agencies, and fellow volunteers.

Volunteers are encouraged to share feedback, suggestions, or concerns with the **Manager of Volunteer Resources**.

## Volunteer Dismissal Policy

Volunteers are expected to follow all Food Bank of Alaska policies and conduct themselves in a professional and respectful manner. Grounds for dismissal include, but are not limited to:

- Theft or unauthorized removal of Food Bank of Alaska property.
- Falsifying records or reports.
- Disruptive behavior that endangers safety or efficiency.
- Refusal to comply with organizational policies or supervisor instructions.
- Unauthorized disclosure of confidential information.
- Repeated absences or no-shows.

Before dismissal, volunteers will typically receive **verbal and written warnings**. However, Food Bank of Alaska reserves the right to immediately dismiss any volunteer for serious violations.

## Acknowledgment & Agreement

By signing up as a volunteer, you acknowledge that you have read, understand, and agree to comply with these policies. Failure to adhere to these guidelines may result in dismissal from Food Bank of Alaska's volunteer program.

For any questions or clarifications, contact the **Manager of Volunteer Resources** at 907-222-3116 or [volunteer@foodbankofalaska.org](mailto:volunteer@foodbankofalaska.org).

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First and Last Name

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Signature

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Date