



# Volunteer Handbook

# Table of Contents

Welcome to the Restaurant.....3

Mission & Programs.....4

Volunteer Culture.....5

Creating Connections.....6

    Conflicts of Interest.....7

    Safety.....7

    Orientation Process.....8

Ways to Make an Impact.....9

Volunteer Policies & Procedures.....10-13

Equity, Diversity and Inclusion Policy.....14

Confidentiality Agreement.....15

# Welcome to the Restaurant

Greetings,

It is our honor to welcome you to Women & Children's Free Restaurant & Community Kitchen! We are delighted that you have chosen to support our mission to fill nutritional gaps for women, teens and children in our community. Our volunteers are the lifeblood of our organization, and we cannot serve our community without dedicated individuals like you.

The Volunteer Handbook provides answers to many of the questions you may have about our volunteer program and your role with us. You will learn about our history, philosophy, policies and procedures, and our mutual responsibilities. We ask that you take the time to read and understand this handbook, and to adhere to WCFR policies and procedures. We reserve the right to change these policies at any time. The WCFR staff will assist you with any issues or concerns not addressed in the handbook. If anything is unclear, please discuss the matter with our Volunteer Services Manager.

Again, on behalf of everyone at the Restaurant, we welcome you to our volunteer program. Thank you for giving your most precious gift, your time, to help us continue to be a vital safety net for women, teens and children living with food insecurity.

Sincerely,



Lisa Diffley  
Executive Director  
lisa@wcfrspokane.org



Jessica Gebhardt  
Volunteer Services Manager  
volunteer@wcfrspokane.org

# Mission & Programs

## Mission Statement

Women & Children's Free Restaurant & Community Kitchen is a vital safety net, which fills nutritional gaps for women and children in need while fostering dignity and respect, both within our restaurant and in the community.

## Who We Serve

50,000 women and their children in our community live in poverty. In Spokane, 1 in 4 children are food-insecure. Poverty runs deep in our lowest income neighborhoods, where 90% of schoolchildren are enrolled in the Free & Reduced Meals program. Poverty and food-insecurity also disproportionately affect single mothers, older adults on fixed incomes, women with disabilities, women of color, and those experiencing homelessness.

Every day, the pathway to a more secure future starts with food. But "enough" food isn't enough! A truly just society must also ensure nutrition. WCFR does just that! We transform donated whole food ingredients into nourishing, ready-to-eat meals in our restaurant. We also deliver nutritional meals to nearly 30 partner locations, and offer nutrition education classes. In 2019, we provided 95,425 meals.

## Programs

### Restaurant Meals

Since 1988, Restaurant Meals has offered nutritious meals and dignified service for families in need. Women and children are greeted, seated and served restaurant-style meals. Diners sit together to encourage conversation and a sense of community. Volunteers are offered a meal to enjoy in the company of a diner. Our diners are not asked to qualify to receive our services. Our meal services are on Tuesdays and Wednesdays from 3:00 pm-6:00 pm (last seating at 5:45 pm) and Fridays from 11:30 am-1:30 pm (last seating at 1:15 pm).

### Nutrition-to-Go

We broaden our reach by providing nutritious, scratch-made meals to nearly 30 partner agencies that serve our target population. Our goal is to complement the services of other social services agencies through a collaborative effort to improve the quality of life of women, children and families through healthy meals. Nutrition-to-Go provides meals at no cost to our partner organizations, and our partners agree to provide the meals to their program participants at no cost. Current partners include Anna Ogden Hall, Cup of Cool Water, Volunteers of America, Transitions, Odyssey Youth Movement, St. Margaret's Shelter, Vanessa Behan Crisis Nursery, YWCA, as well as many others.

### Nutrition Essentials

Equipping women and children with knowledge and resources to improve their overall health and reduce the risk of obesity and diabetes, Nutrition Essentials offers cooking workshops and goal setting for women's health, and the health of their families. We also offer kids cooking camps. A new demonstration kitchen/classroom was constructed in 2018.

# Volunteer Culture

At WCFR, our volunteers are the lifeblood of our mission and the dignity within our program services. We share core values and beliefs while working together in a supportive, fun, and stimulating environment. We make an impact in the lives of our fellow community members by sharing the life-changing gifts of nutrition, health, education, inspiration, acceptance, dignity, kindness and compassion to help them flourish throughout their lives.





# Creating Connections

Women & Children’s Free Restaurant & Community Kitchen is an inclusive, supportive organization where volunteers are treated with kindness and respect. We value your time and your commitment to our mission.

## How WCFR Will Support You

- Respectfulness of your time and commitment
- Clear and consistent communication
- Engagement with staff and other volunteers
- Ongoing support and training from staff and volunteer leaders
- An inclusive, welcoming culture
- A safe environment
- Recognition and appreciation for your work

## How You Can Support WCFR

- Honor your commitment to WCFR and the services we provide to women and children
- Cooperate with the staff and fellow volunteers
- Be prompt and reliable
- Act responsibly with integrity, respect and kindness
- Respect our confidentiality policy
- Maintain a professional relationship with program participants within the scope of our mission
- Uphold the procedures and policies of WCFR



# Conflicts of Interest & Safety

## Conflicts of Interest

Volunteers must avoid any relationship or activity that may impair or appear to impair their ability to make objective and fair decisions when performing their duties. At times, a volunteer may be faced with situations in which actions taken on behalf of WCFR may conflict with the volunteer's own personal interests. Organization property, information or agency opportunities may not be used for personal gain.

## Safety

Safety is the highest priority at WCFR – for our volunteers, staff and the families we serve. The regulations in the food industry require that training is ongoing for our volunteers. We are in the process of creating a safety committee comprised of staff members and volunteers who are committed to the safety and well-being of our WCFR community. It is the responsibility of each of us to conduct all tasks in a safe and efficient manner complying with all local, state and federal safety and health regulations and program standards, and with any special safety concerns for use in a particular area or with a program participant.

It is the responsibility of the staff supervisor to complete a report for each safety and health infraction that occurs by a volunteer or that the staff supervisor witnesses. Failure to report such an infraction may result in volunteer dismissal.

Management requires that every all staff members and volunteers act responsibly as it relates to matters of individual and organizational safety. Failure to follow organization safety and health guidelines or engaging in conduct that places any individual or organization property at risk may lead to temporary or permanent release from volunteer service at WCFR. If you have a safety concern, please discuss it with your staff lead.



Food Safety



Confidentiality



Personal Safety

# Orientation Process

WCFR is a full-service, licensed restaurant and caterer that is required to adhere to the same health and safety regulations as a for-profit restaurant. In order to maintain our exemplary health and safety status, all volunteers must complete the following:

- Attend a volunteer information session. Sessions are held at the restaurant on the first or third Thursday of most months. Please call the Volunteer Services Manager at 509-324-1995 x300 for full details.
- Complete a Volunteer Application form. References will be contacted and a background check will be conducted through the Washington State Patrol's WATCH program. Once reviewed and approved, you will work with the Volunteer Services Manager to create your schedule.
- Acquire a Food Worker Card issued by the Spokane Regional Health District within 14 days of your first shift (if required for your position).
- Training provided by your direct supervisor starting on your first shift.
- Complete a 60-day evaluation.





# Ways to Make an Impact

## Kitchen Volunteers

Do you know your way around the kitchen and want to work under the direction of a professional chef? Our volunteer prep cooks, kitchen assistants, dishwashers, expeditors, and meal platers assist the staff with meal preparation and support the kitchen during meal service. Kitchen volunteers report to the Executive Chef and other kitchen staff members. Full job descriptions are available at the time of agreed volunteer commitment.

## Dining Room Volunteers

WCFR serves dignity with its nutritious meals. Floor managers, hostesses, servers, bussers, beverage station attendants, and others make this happen with friendly smiles and a welcoming attitude. We have three incredible front of house teams on Tuesdays, Wednesdays, and Fridays. Let your people skills shine in our dining room. Dining room volunteers report to their floor manager. Full job descriptions are available at the time of agreed volunteer commitment.

## Pick Up & Delivery Drivers

Our drivers pick up donated food and deliver nutritious meals to our partner agencies through our Nutrition-to-Go program. Drivers report to the Executive Chef. Full job descriptions are available at the time of agreed volunteer commitment.

## Behind the Scenes Volunteers

Our volunteer positions also include dining room set up, laundry, office assistants, dry pantry organization, and walk-in refrigeration organization. Dining room set up volunteers report to the Floor Manager. Food storage volunteers report to the Executive Chef. Office assistants and laundry attendants report to the Volunteer Services Manager.



# Volunteer Policies & Procedures

## Food Worker Cards

All volunteers who are in contact with food are required to have a current Washington State Food Worker Card. Your food worker card must be presented within 14 days of first shift. It can be obtained at the Spokane Regional Health Department website, [www.srhd.org](http://www.srhd.org) where you will receive training materials and take a test. Payment for the test is \$10.00. Print or email a copy for our files. The Volunteer Services Manager will notify you prior to your card's expiration of your need to renew.

## Volunteer Scheduling

Volunteers are asked to make a minimum commitment of six months. Commitment agreements may vary for students and interns. Flexible scheduling opportunities are available. If you are on a recurring schedule and you need to cancel a shift, please do so as soon as possible or within a minimum of 48 hours. This enables our programs to continue smoothly and without interruption. We recognize that emergencies may occur where less than 48 hours' notice cannot be provided. Leaves of absence or permanent schedule changes may be requested with as much notice as possible or a minimum two-week request of a commitment change.

To communicate a schedule change, please call or email the Volunteer Services Manager or request time off on the "Change of Schedule" sheet located on the sign-in desk at the volunteer entrance.

## Dress Code

Our dress code ensures volunteers are easily recognized by program participants, other volunteers and staff. It also conveys a polished, professional image to program participants and others in the restaurant. Volunteers are required to wear their nametag when volunteering for WCFR.

### Front of House (Floor Managers, Servers, Beverage Attendants, and Bussers)

Solid white top with sleeves and black or denim pants, capris, or knee-length shorts (free of distress and holes).

### Back of House (Prep Cooks, Kitchen Assistants, Dishwashers, Expeditors, Platers, Pantry Organizers, Walk-In Organizers, and Nutrition-to-Go Packagers)

Solid black or white top with sleeves and black or denim pants, capris, or knee-length shorts (free of distress and holes).

### Front and Back of House

Comfortable, slip-resistant, closed-toe shoes.

Shoulder length or longer hair pulled back. Hairnets are available.

Aprons are provided for all front and back of house volunteers.

Office assistant, story lady, and registration and seating hostess volunteers may follow a business casual dress code.

### Laundry

Solid white top with sleeves and black or denim pants, capris, or knee-length shorts (free of distress and holes).

## Drivers

Clean, casual dress code that conveys an appropriate representation of the restaurant (free of distress, and holes).

## Dining Room Set-up

Solid white top with sleeves and black or denim pants, capris, or knee-length shorts (free of distress and holes).

## Presentation

Business casual dress code that conveys an appropriate representation of the restaurant.

## Special Events

Solid white top with sleeves and black pants that conveys a professional image. If an alternate dress code is chosen, it will be communicated prior to the event.

## Color of the Month

In addition to the standard dress code, an additional shirt color option is available each month. We welcome you to have fun with our special options such as polka dots, plaid, tie-dye, and holiday themes.

January: Blue or sports themed

February: Pink, red, and hearts

March: Shades of green

April: Shades of yellow

May: Shades of purple

June: Floral prints

July: Patriotic (red, white, and blue)

August: Tie-dye

September: Stripes and polka dots

October: Orange & black

November: Plaid

December: Red, green, and holiday sweaters

## Parking

All volunteers are asked to park off-site. Parking is available along Sinto Avenue.

## Entering the Building

Use the east door (at top of ramp) on the front of the building. For security reasons, we keep our building locked at all times other than meal services. Please ring the doorbell for admittance and sign in on the daily schedule located at the volunteer sign-in desk prior to starting your shift. Use the same door to exit the building after signing out on the daily schedule at the end of your shift.

## Personal Belongings

WCFR offers a volunteer room with a limited number of lockers to store your items while volunteering. WCFR cannot be responsible for lost, stolen, or damaged items, so we recommend that you bring minimal personal items into the building. Phones and keys may remain on your person but phones may not be visible during your shift.

The Spokane Regional Health District and WCFR has restrictions for the type of beverage container used in food service facilities. It must have a lid and rigid straw that does not need to be handled for use. WCFR encourages you to stay hydrated while volunteering.



## Phones

Cell phones are not allowed to be used while volunteering. If you choose to keep your phone on your person, please keep it put away. If you are expecting a call while volunteering, please notify your supervisor and take your call in the designated area. WCFR also supports device-free dining.

## Breaks

Time permitting, a complimentary meal will be provided during your volunteer shift. Female volunteers may share in the gift of conversation and community with a program participant or family during your break time. Please see your direct supervisor with questions.

## Smoke-Free Workplace

Smoking, vaping and tobacco use of any kind are not permitted anywhere on WCFR property, including parking lots or behind the building.

## Accidents

We strive to maintain a safe working environment for all staff, volunteers, and diners. If an injury occurs, regardless of severity, seek the immediate assistance of your staff supervisor. All injuries will be documented in the appropriate incident report. All volunteers are covered under WCFR's Labor & Industries policy and are entitled to coverage as provided under the law.

## Equipment Use

Some volunteer positions require the use of kitchen equipment, computers, and other tools. Training and supervision are required.

## Vehicle Use

Some volunteer positions require the use of a vehicle. Whether using a personal or WCFR vehicle, all drivers must provide a copy of and carry a valid driver's license, proof of insurance, and submit a copy of their driving record. Driving records may be requested through the Department of Licensing. Drivers must submit renewed documents to the Volunteer Services Manager prior to document expiration.

Drivers are required to abide by all traffic laws while volunteering for WCFR. Vehicle damage, infractions, or other concerns must be reported to your immediate staff supervisor.

## Program Participant Confidential Information

We have an obligation to our clients to maintain their confidentiality and respect their privacy. Every individual served by WCFR has the right to confidentiality, as stated in the confidentiality agreement at the back of this handbook.

## Personal Data

We archive information provided on your application in our secure database. We also maintain information such as position history and accrued hours. Please notify the Volunteer Services Manager with any edits to your contact information.

## Following the Law

All volunteers representing WCFR are expected to follow the laws of the state of Washington and the city

of Spokane.

### **Background Changes**

Any changes to your background that may disqualify your ability to volunteer must be immediately reported the Volunteer Services Manager.

### **Resignation**

We understand that sometimes volunteers must leave our organization for one reason or another. Please provide as much notice as possible so we can fill your position. A minimum of a two-week notice is required. An exit interview will be conducted once notification has been given.



## Equity, Diversity and Inclusion Policy

Women & Children's Free Restaurant & Community Kitchen (WCFR) is committed to fostering, cultivating and preserving a culture of equity, diversity and inclusion for the benefit of its employees, volunteers, program participants and the Spokane community.

The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that WCFR employees and volunteers invest in their work represents a significant part of not only WCFR's culture, but its reputation and achievements as well.

WCFR embraces and encourages differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make WCFR's employees, volunteers and program participants distinctive.

WCFR's diversity initiatives are applicable—but not limited—to its practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; social and recreational programs; layoffs; terminations; and the ongoing development of a work environment built on the premise of gender and diversity equity that encourages and enforces:

- Respectful communication and cooperation between all employees, volunteers and program participants.
- Teamwork and employee participation, permitting the representation of all groups and employee perspectives.
- Work/life balance through flexibility in work schedules provided it meets the needs of the organization and the communities we serve.
- Employer and employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.

All employees and volunteers of WCFR have a responsibility to treat others with dignity and respect at all times. All employees and volunteers are expected to exhibit conduct that reflects inclusion at the Restaurant, at functions on or off the work site, and at all other organization-sponsored and participative events. All employees are required to attend and complete annual workplace diversity training to enhance their knowledge to fulfill this responsibility.

Any employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action. Volunteers found to have exhibited any inappropriate conduct or behavior may be required to undergo a formal review and/or termination of their volunteer relationship with WCFR.

Employees, volunteers and program participants who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance as follows:

Employees and Volunteers:	Contact Immediate Supervisor or Executive Director
Program Participants:	Contact Program Director or Executive Director

July 15, 2019



## Confidentiality Agreement

I understand that in the course of my activities as a volunteer for Women & Children's Free Restaurant & Community Kitchen (WCFR), I may have access to documents, data, or other information which may be confidential and/or privileged from disclosure, whether or not labeled or identified as confidential.

Except as required by my activities, I agree to never, either during or after my service as a volunteer, directly or indirectly use, publish, discuss, disseminate, or otherwise disclose to any third party, or use for personal gain, any information acquired in the course of my activities. I understand that this includes information about WCFR, as well as its customers and its donors and volunteers.

I understand that all materials that I come into contact with at WCFR, including information and materials related to WCFR's operations and its customers will be used and stored in a manner that will assure their absolute confidentiality. I further agree that all information (reports, financial information, lists, manuals, letters, contacts, agreements, notes, memoranda, and all other WCFR matters, documents, and data used, prepared, or collected as part of my work with WCFR, in whatever form) are and will remain the property of WCFR.

Accordingly, I agree that at the end of each volunteer project or task in which I participate, I will return to WCFR all documents and other materials of any kind, which represent or contain any WCFR proprietary or confidential information. I further agree that I will destroy all information stored or maintained on computer, tapes, discs, email, or any other forms of technology.

I understand that my adherence to this agreement is fundamental to the organizational integrity, privacy, and protection of our diners' personal information.

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Name (please print)

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Date

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Signature