



Volunteer Membership Tracker

First Name	Last Name	
Address		
City	State	Zip
Home Phone	Cell or Work Phone	
Date joined	Emergency Contact	
Email address		
Organization (Church, school, community)		
Current or Previous Employer		

As a volunteer, I would be interested in helping C.R.O.S.S. with:

	Clothing /Household Items (sorting)	ANNUAL EVENTS / ACTIVITIES:
	Creating Flyers and Posters	Easter Baskets
	Data Entry	School Supplies (June – August)
	Driving	Parades (July – September)
	Filling Orders	Holiday Baskets (November)
	Food Drives	Toys for Tots (December)
	Maintenance / Lawn Care	CROSS Community Players
	Meals on Wheels Driver	Spaghetti Dinner
	Receptionist	Empty Bowls
	Sorting Food	Stamp out Hunger
	Warehouse Work	Stomp out Hunger

Other skills		
	Event Planning	Hours Available: (Please Circle)
	Editing or Writing	Weekday mornings
	IT support (Website, Facebook, Linked In)	Monday, Wednesday or Friday
	Marketing/PR	Weekday afternoons
	Maintenance	Monday, Wednesday, Thursday, Friday
	Graphic Design (flyer, form creator, etc.)	Evenings (Wednesday or Thursday)
	Repair equipment	Weekends for special events
	Donor Relations/Fundraising	

Comments: _____

CIVIL RIGHTS TRAINING

FOR STAFF AND VOLUNTEERS

- **Goals of Civil Rights** –that everyone is treated with fairness and equality while receiving food at the food shelf
- **Legal Prohibitions** – discrimination is prohibited on the basis of race, color, national origin, age, sex, and disability in special nutrition programs funded by the USDA and the Food and Nutrition Service, which includes your food shelf.
- **Types of Discrimination** – Intentionally treating someone differently because of their differences; making a rule that affects a protected class group negatively; and retaliation against complainant or his/her family, associates or others involved in complaint process or exercising civil rights.
- **When do Civil Rights rules apply** – Civil rights rules apply any time there is any federal financial assistance. Federal financial assistance is receiving anything of value from the federal government – not just cash. Because your food shelf receives federal commodities, the rules apply.
- **Special Circumstances** -- Make sure people with disabilities and limited English are accommodated.
- Treat all people with dignity and respect.
- Maintain confidentiality. It is not appropriate to talk about who is receiving benefits and to make remarks about them. Never share information with others regardless of an expression of good intentions. Refer all requests for information to managers. What happens at the site stays at the site. The exception, of course, is any illegal or inappropriate behavior that should be reported to state or federal officials.
- Make sure individual data is kept confidential.
- Sexual harassment is prohibited. Do not engage in or tolerate unwanted or unwelcome sexual behavior including jokes, touching, requests for sexual favors, etc. Report violations to management or to state or federal officials.
- Advise people who allege discrimination about how to file a complaint. They may write to: USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY).
- If conflicts occur, remain calm. Call for assistance immediately if you feel threatened. Consider mediation or a third party to help resolve the situation.
- Follow the platinum rule – treat people the way they would like to be treated!

I have read the Civil Rights information and agree to follow these guidelines.

Volunteer

Date

SERVICE & PRODUCT POLICY FOR CROSS STAFF & VOLUNTEERS

FOOD SHELF

- No food is to be removed from CROSS for personal use unless processed through an appointment with a caseworker.
- **Exception:** Food may be removed for personal use if it is POSTED that there is an EXCESS of perishable food and it is made available to ALL staff, volunteers, and client families.

BIRTHDAY CLUB, SCHOOL SUPPLIES, HOLIDAY TOY SHOP, ETC.

- These items are not to be removed from CROSS for personal use unless processed through an appointment with a caseworker.

CLOTHES CLOSET

- Staff and volunteers must purchase Clothing Room items out of the Clothing Shopping area at the current price from another staff person or volunteer.
- Staff and volunteers may not shop during their “on the job” office hours (lunch break periods are acceptable times for staff to shop and purchase items from a volunteer on duty). Volunteers may not shop during their shift. All quality clothing and household items MUST be placed on display for families served by CROSS in the Clothing Shopping area. Only unsold items still in the shop at the end of shift or during lunch breaks may be purchased by CROSS staff or volunteers.
- Free clothing is available to staff, volunteers, and shoppers ONLY AFTER a caseworker has assessed the extent of their financial hardship and provided a voucher.

FINANCIAL ASSISTANCE

- CROSS’s financial assistance is provided through 0% interest loans, which are processed through an application and an appointment with intake staff. The process takes at least five days and the decision is based on the circumstances of the individual case.

- Staff and volunteers are eligible to apply for these funds if they meet the requirements and follow the application process. Your position at CROSS will have no bearing on the decision.

SOCIAL MEDIA

- Social media (e.g., Facebook) is a powerful communications tool.
- CROSS employees and volunteers must communicate on social media sites professionally and respectfully, just as CROSS would expect them to communicate were they present in person.
- CROSS employees and volunteers must keep separate any social media communications that implicate CROSS from their own personal communications. Clients/customers should never be cited or obviously referenced. If you spot negative comments about CROSS or clients served in social media, please notify CROSS staff immediately and we will address it.

All services CROSS provides to the community are available to staff and volunteers. The staff person or volunteer must meet the requirements outlined for each department and must make the appropriate arrangements with the departmental staff to utilize the services.

Any staff person having concerns about serving other staff or volunteers is responsible to discuss these concerns with their direct supervisor.

The same confidentiality that is provided to the client accessing CROSS services would be provided to the CROSS staff or volunteer seeking services.

CROSS feels strongly that these policies will display the highest respect and dignity for staff, volunteers, and the families we serve. It is because of this belief that refusal to adhere to these policies and procedures could result in dismissal from your staff or volunteer position.

I, _____ have read and understand the CROSS Service and Product Policy.

SIGNATURE _____ DATE _____

CROSS Food Shelf

Non-disclosure agreement for Employees and Volunteers

Activities involved with the CROSS Food Shelf may require that one reviews or contributes to records containing private or confidential information about clients. Volunteers as well as employees may be given access to these files. This information about clients is private and confidential; by law, it is protected from unauthorized disclosure.

Minnesota Statutes, Section 13.08-13.09 provide for criminal penalties for unlawful disclosure of private or confidential data.

In addition to the criminal penalties, it is a policy of the CROSS Food Shelf that any unauthorized disclosure of private or confidential data is just cause for disciplinary action and/or removal from service.

A signature on this agreement confirms an understanding of the requirements and an individual's willingness to honor their requirements.

Signature of Employee or Volunteer

Date

Signature of Board Executive Director

Date