

Los Angeles Regional Food Bank – Volunteer Handbook

Revised April 2026

INTRODUCTION

The purpose of this Handbook is to explain the policies and procedures that apply to Los Angeles Regional Food Bank ("Food Bank") volunteers. It is important that all volunteers read, understand, and follow the provisions of the Handbook. Volunteers play a critical role in the work of the Food Bank, and it is the goal of the Food Bank to ensure that we maintain a safe and productive environment.

WORK RULES

It is critical for volunteers to have the proper attire for their assigned volunteer activity. For many warehouse and food sorting activities, volunteers must not have “open-toed” or “high-heel” shoes or other attire that does not adequately protect the volunteer.

In addition, below is a list of actions that may require immediate termination of your volunteer service for the Food Bank. (Note: This list merely provides examples and is not exhaustive.).

1. Malicious or willful destruction or damage to Food Bank property or supplies, or to the property of another individual.
2. Stealing or removing without permission Food Bank products or property or the property of another individual.
3. Fighting on Food Bank property.
4. Harassing, threatening, intimidating, or coercing a Food Bank supervisor, employee or volunteer.
5. Giving the Food Bank's products away to any person or organization in violation of Food Bank policy.
6. Not following an established safety rules while performing your volunteer service.
7. Unreliability in showing up for your designated volunteer shift.
8. Horseplay or any other actions that are dangerous to others, to Food Bank property, or that disrupts operations.
9. Use of abusive or vulgar language or carelessness or negligence in performing your volunteer service.
10. Smoking inside any part of the Food Bank building.
11. Possessing or bringing onto Food Bank property without proper authorization any of the following: firearms, weapons, or other hazardous or dangerous devices or substances.
12. Possession, use, or sale of alcoholic beverages, illegal drugs, or controlled substances on Food Bank property, or reporting for volunteer service under the influence of alcohol or the improper use of controlled substances or illegal drugs

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WORKPLACE VIOLENCE & INAPPROPRIATE CONDUCT – POLICY AND PLAN.

Overview and Definitions:

No individual may engage in inappropriate conduct on Food Bank premises, or when using Food Bank facilities, or when participating in Food Bank programs. Visitors shall be engaged in normal activities associated with the Food Bank while in the building. Visitors, volunteers, or staff not engaged in Food Bank-related work activities may be asked to leave the premises.

Inappropriate conduct includes any individual or group activity which is unreasonably disturbing to other individuals using Food Bank facilities, materials and/or premises or is otherwise inconsistent with standard work duties, not properly using Food Bank property and other similar conduct normally associated with the Food Bank.

When possible, staff will first educate individuals about the applicable policies before taking stronger measures to enforce those policies. Inappropriate Behavior shall include, without limitation by enumeration, the following conduct or behaviors:

1. Committing or attempting to commit any activity that would constitute a crime or a violation of City or County laws, or ordinances.
2. Possessing, selling, distributing, displaying or using any dangerous weapon as that term is defined on Food Bank premises or using or threatening the use of any other object in such a manner that it may be considered a weapon.
3. Engaging in any intimidating or assaultive behavior. Making any threats of violence or unlawful activities. The Food Bank has a policy of zero tolerance for intimidating behavior, threats or acts of violence. Any person engaging in such behaviors will be immediately ejected from the Food Bank.
4. Possessing, selling, distributing, consuming or being under the influence of any alcoholic beverage or controlled substance.
5. Trespassing by entering or remaining on Food Bank premises after having been notified by an authorized individual not to do so, and entering or remaining on Food Bank premises during the period in which an individual has been banned from the premises.
6. Refusing to follow the reasonable directions of Food Bank staff to include, failing to take shelter in an emergency as directed by staff.
7. Engaging in any behavior that a reasonable person would find to be disruptive, harassing, or threatening in nature to Food Bank volunteers, visitors or staff including use of profanity, stalking, prolonged staring at or following another with the intent to annoy or intentionally behaving in a manner that could reasonably be expected to annoy or disturb other people.
8. Leaving minors unattended on Food Bank premises, or making unwanted physical advances towards minors .
9. Engaging in any sexual contact, activities or conduct at any time; or attempting to engage or solicit sexual contact, or unwelcome activities or conduct from another person at any time
10. Selling, soliciting, surveying, distributing written materials, panhandling or canvassing for any political, charitable or religious purpose inside a Food Bank building, doorway or vestibule without prior authorization of a Food Bank Director or designee.
11. Engaging in excessive or disruptive conversations, talking loudly, using personal electronic equipment at such

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a volume or making ongoing noise that is unreasonably disturbing to other Food Bank users.

12. Not wearing shoes or shirts within the Food Bank

13. Entering or remaining upon Food Bank premises with a bodily hygiene so offensive that it constitutes a nuisance to others.

RIGHT TO INSPECT

The Food Bank maintains the right to search and inspect any item brought onto Food Bank property. The inspection may include, but is not limited to, searching briefcases, purses, lunch boxes, lockers, desks, computer files, and automobiles. Volunteers should not bring items onto Food Bank property or into Food Bank vehicles that they do not want seen by management or others.

HARASSMENT, SEXUAL HARASSMENT, AND DISCRIMINATION

It is the Food Bank's policy to provide a work environment that is free of illegal discrimination or harassment based on any protected classification, including but not limited to, race, color, sex, religion, age, national origin or ancestry, physical or mental disability, veteran status, or any other characteristic protected by federal, state or local laws. The Food Bank strongly disapproves of and will not tolerate such discrimination or harassment of or by its volunteers or employees, including by managers, supervisors, employees other volunteers, agents of the Food Bank, or any other third party, such as vendors or visitors.

Sexual harassment is a form of misconduct, which undermines the integrity of the Food Bank's relationships with its volunteers, employees and others. All volunteers must be allowed to work in an environment free from unsolicited and unwelcome sexual overtures. Sexual harassment debilitates morale and interferes with the work productivity of its victims and others in the workplace.

Sexual Harassment Definition

Sexual harassment consists of unwelcome sexual advances, requests for sexual favors, and other verbal, visual or physical conduct of a sexual nature when:

- Submission to such conduct is made a term or condition of volunteer service;
- Submission to, or rejection of, such conduct is used as the basis for service-related decisions affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment includes, but is not limited to, physical harassment, such as unnecessary or offensive touching, or impeding or blocking movement, or sexually suggestive or obscene gestures; visual conduct such as derogatory or offensive posters, cards, cartoons, graffiti, drawings, jokes, or gestures; and verbal conduct such as sex based epithets, slurs, or suggestive or derogatory comments.

Complaint Procedure

If you believe you or another volunteer has been harassed or discriminated against by any volunteer or employee (including supervisors and officers), visitor, or vendor, you should immediately notify your supervisor or the Volunteer Manager. Alternatively, if it is not appropriate to report the incident to one of these supervisors, then you may report it to the Human Resources Manager or the President/CEO. You may, in your discretion, attempt to resolve

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the situation informally with the offender. However, this is not required as part of the complaint procedure. The Food Bank encourages prompt reporting of complaints so that a timely investigation may be made and appropriate action taken.

The Human Resources Manager (or his/her designee) will promptly investigate all allegations of harassment or discrimination. Confidentiality will be maintained throughout the investigatory process to the extent practical and appropriate under the circumstances and consistent with an adequate investigation and appropriate corrective action. Be assured that no individual will suffer retaliation for reporting any incident of harassment or discrimination, making a complaint, or participating in any investigation.

Disciplinary Action

Any volunteer who is found to have engaged in harassment or discrimination or to have retaliated against an individual for reporting or participating in an investigation of harassment or discrimination will be subject to appropriate corrective action including possible termination of volunteer service.

BUSINESS ETHICS

The Food Bank's policy is to conduct business in accordance with high legal, moral, and ethical standards. The observance of this policy is necessary in order for the Food Bank to remain a responsible member of our community and to assure the welfare of those dependent upon the continuation of the Food Bank's good health: namely, its participating charities, the individuals served by the charities, our volunteers, and our donors. Examples of violations of this policy include, but are not limited to, cases of fraud, theft, or kickbacks from vendors. Therefore, it is the duty of every volunteer of the Food Bank to report any violations of this policy to their supervisor, the Volunteer Manager, the Human Resources Manager, or to the President/CEO, without fear of retaliation.

WORKPLACE SECURITY

The Food Bank is firmly committed to providing a work environment that is free from acts of violence or threats of violence. Although some kinds of violence result from societal problems that are beyond our control, we believe that measures can be adopted to increase protection for volunteers and to provide a secure workplace. In keeping with this commitment, we have established a strict policy that prohibits any volunteer from threatening or committing an act of violence in the workplace, while on duty, while on company-related business, or while operating any vehicle or equipment owned or leased by the Food Bank. This policy applies to all volunteers, including managers and supervisors.

In order to achieve our goal of providing a workplace that is secure and free from violence, we must enlist the support of all volunteers. Compliance with this policy and the Food Bank's commitment to a "zero tolerance" policy with respect to workplace violence is every volunteer's responsibility.

You are required to report immediately any incident involving a threat of violence or act of violence to your supervisor, the Volunteer Manager, the Human Resources Manager, or President/CEO. You may do so without fear of retaliation. The supervisor must report the matter immediately to the Human Resources Manager or President/CEO, and after an investigation of the matter, appropriate corrective action will be taken. This may include termination of volunteer service.

Volunteers who become aware of any security hazards or who identify methods of increasing security in the Food Bank environment should report that information to their supervisor, the Volunteer Manager, the Human Resources Manager, or the President/CEO.

DRUG-FREE WORKPLACE

In compliance with the Omnibus Drug Legislation enacted by the Congress of the United States, Public Law

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100-690, Title V, Subtitle D, it is the intent of the Food Bank to provide a workplace which is safe and free from the destructive influence which would result from any exposure to the unlawful manufacture, distribution, dispensing, possession, or use of any "controlled substance."

The Food Bank therefore forbids any employee or other person, volunteer or non-volunteer, to report to or be present on the Food Bank premises while under the influence of any controlled substance, or to attempt to manufacture, distribute, dispense, possess, or use any controlled substance thereon. Further, a violation by any volunteer of this policy, or any volunteer's violation of any federal, state, local statutes, rules, regulations, court orders, or similar restrictions dealing with the manufacture, distribution, dispensation, possession, or use of any controlled substance on Food Bank's premises, while driving a vehicle on Food Bank business, or wherever the Food Bank's business is conducted, is prohibited.

The term "controlled substance" shall include, but not be limited to: marijuana, hashish, heroin, cocaine, hallucinogens, and depressants and stimulants not prescribed for current personal treatment by the user by a licensed physician. For purposes of this policy, a drug will be considered a "controlled substance" if (1) its use is prohibited or restricted by law and (2) a volunteer improperly uses or possesses the controlled substance, regardless of whether such conduct constitutes an illegal act or whether the volunteer is criminally prosecuted and/or convicted for such conduct.

As a condition of continued volunteer service for the Food Bank, each volunteer will: (1) abide by the terms of this policy; and (2) if convicted of any criminal controlled substance statute for a violation which took place at the Food Bank or while providing services on behalf of the Food Bank, notify the Food Bank of such conviction within five (5) days of the date of that conviction. (Note: the Food Bank will take action on the matter within thirty (30) days of notification and inform the appropriate governmental entity of the action.) The Food Bank maintains the right to perform searches under the Megan's Law website, or similar websites, as it deems appropriate.

Any violation of the foregoing policy may result in termination of volunteer service. The Food Bank will attempt to reasonably accommodate, and will consider for future participation in the volunteer program, any volunteer who voluntarily and successfully participates in a controlled substance treatment program.

DRUG AND ALCOHOL USE

Use of illegal drugs and alcohol is highly detrimental to the Food Bank environment. Alcohol and unlawful controlled substances are absolutely prohibited in our premises.

This policy serves as notice to volunteers that: (i) the use, possession, distribution, or sale of illegal drugs or alcohol, and/or (ii) being under the influence of illegal drugs, alcohol, or any unlawful controlled substance, while on the Food Bank's premises or while performing services for the Food Bank or while operating the Food Bank's vehicles, is strictly prohibited.

If you must take prescription medication while performing volunteer services for the Food Bank, then it should be kept in the original prescription container. If your prescription medication affects your ability to perform your services safely or productively, you should promptly notify the volunteer supervisor of this situation in order to determine the appropriate course of action. Volunteers are not required to disclose what prescription medications they are taking. The Food Bank reserves the right to require written medical certification of your ability to perform your volunteer services while taking any prescribed medication.

Violation of any other part of the Drug and Alcohol Use policy may also result in termination of volunteer service.

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ACKNOWLEDGEMENT

This form is to acknowledge I have received and read a copy of Los Angeles Regional Food Bank Volunteer Handbook. I understand that it is my responsibility to read and understand the policies and statements contained in the Handbook.