

POLICIES AND PROCEDURES ASHE COUNTY SHARING CENTER

- PREFACE: ANTI-DISCRIMINATION & ANTI-HARASSMENT**
- I. POLICIES and PROCEDUES REGARDING OPERATION OF THE SHARING CENTER**
 - II. POLICIES and PROCEDURES REGARDING CLIENTS**
 - A. Criteria for clients to receive food
 - B. Food procurement
 - C. Distribution of food to clients
 - D. Accepting donations of food
 - III. POLICIES and PROCEDURES REGARDING FINANCE**
 - A. FINANCE COMMITTEE
 - B. DONATIONS OF MONEY
 - C. GRANTS
 - D. MANAGEMENT OF EXPENDITURES & REIMBURSEMENTS
 - E. PURCHASING SUPPLIES
 - IV. POLICIES and PROCEDURES REGARDING TEAM LEADERS**
 - V. POLICIES and PROCEDURES REGARDING VOLUNTEERS**
 - VI. POLICIES and PROCEDURES REGARDING COMMUNITY SERVICE and PARTNERSHIP VOLUNTEERS**
 - VII. POLICIES and PROCEDURES REGARDING DOCUMENT RETENTION**
 - VIII. POLICIES AND PROCEDURE REVIEW**

PREFACE

ANTI-DISCRIMINATION POLICY

It is the policy and commitment of the Ashe County Sharing Center, Inc. that it does not discriminate on the basis of race, age, color, sex, national origin, physical or mental disability, or religion.

The Ashe County Sharing Center, Inc. is committed to a policy of equal employment opportunity and does not discriminate in the terms, conditions, or privileges of employment on account of race, age, color, sex, national origin, physical or mental disability, religion, or any other way that may be prohibited by federal and state law. Any employee, board member, volunteer, or client who believes that s/he or any other affiliate of the Ashe County Sharing Center, Inc. has been discriminated against is strongly encouraged to report this concern promptly to the Executive Director.

ANTI-HARASSMENT POLICY

Harassment or intimidation of a client, staff person, or guest because of that person's race, age, color, sex, national origin, physical or mental disability, religion is specifically prohibited and may be grounds for termination. Harassment and intimidation includes abusive, foul, or threatening language or behavior. The Ashe County Sharing Center, Inc is committed to maintaining a workplace that is free of any such harassment and will not tolerate discrimination against staff members, volunteers, or agency clients. Issues of discriminatory treatment, harassment, or intimidation on any of these bases should immediately be reported to the Executive Director and/or immediate supervisor and, if substantiated, prompt action will be taken.

I. POLICIES AND PROCEDURES REGARDING OPERATION OF THE SHARING CENTER

1. Client names and personal information must be kept confidential.
2. The Board of Directors will determine the days and hours of the Sharing Center's operation and the days of holiday closures.
3. Notice of planned closing days will be posted in advance at the Sharing Center.
4. Weather related closings will be as followed: The Ashe County Sharing Center will be closed when school is closed for students. It will be open on optional teacher workdays as long as two or more volunteers can arrive safely.
5. There must be two (2) or more volunteers present to open the Sharing Center. The team leader of each day's volunteers will ensure that there are sufficient numbers of volunteers scheduled for each day of operation.
6. Keys will be distributed to members of the Board of Directors, Team Leaders, and the Executive Director.
7. The Executive Director oversees the operation of the Sharing Center as a whole. Team Leaders or a lead volunteer will manage each day's operation in compliance with the Sharing Center policies and procedures. When funding permits, there will be an employed on-site Executive Director responsible for overseeing daily operations at the Sharing Center, managing all aspects of the food pantry and other duties. The Executive Director works with Team Leaders and reports to the Board of Directors.
8. Volunteers must sign the daily log book.
9. Volunteers must sign clients into the daily log book.
10. Volunteer tasks include client registration and re-verification of eligibility, sorting and distributing food, and general cleaning. The outline of daily cleaning tasks is posted near the registration desk.
11. Volunteers will contact the Team Leaders, who will notify the Executive Director regarding any needed repairs. Designated volunteers either perform or arrange for necessary repairs to the physical facility or equipment. Repairs costing more than

\$1000.00 must be approved by the Treasurer and/or Executive Director. Major repairs must be approved by the Board of Directors.

12. Clients who behave in a belligerent or aggressive manner may be asked to leave the Sharing Center. For the safety of all persons, children must be closely monitored by the adults accompanying them. Uncooperative supervisory adults may be requested to remove the children from the Sharing Center.

II. POLICIES AND PROCEDURES REGARDING CLIENTS

A. FOOD

Food-related policies and procedures may be altered by the Board of Directors whenever necessary to comply with the requirements of the Sharing Center's partnering agencies or other entities.

1. CRITERIA FOR CLIENTS TO RECEIVE FOOD (Board approved 11/18/10)

- a. The client must be a resident of Ashe County or be staying in the county for seasonal work.
- b. The client must meet the current US government definition of poverty based upon the gross household income and the number of persons living in the household.
- c. The applicant will not be asked for proof, but must provide by self-declaration their gross income, name, local address, phone number, the number in household, and whether or not they receive food stamps. Gross income does not have to be declared if the client receives food stamps.
- d. The Executive Director will update the poverty guidelines annually.

FOOD PROCUREMENT (Board approved 4/21/11)

- a. The Food Pantry Committee will be comprised of the Treasurer, Executive Director, and a representative from each day's volunteer team.
- b. Each April the standing Food Pantry Committee will meet to review the operation of the food pantry. They will re-evaluate the kinds of foods stocked, amounts given per family size, and other pertinent issues. The committee may be called to meet at other times of the year as the Board directs.
- c. The Executive Director will maintain adequate supplies of food in the Sharing Center pantry, using a variety of sources to obtain maximum nutritional value in the most cost effective manner.
- d. The Executive Director will place food orders, make arrangements for deliveries, and designate pantry display space and food storage space.
- e. The Executive Director will confer with the Treasurer as needed regarding the food budget.
- f. The Executive Director will reconcile orders with delivery documents and invoices. The verified invoices will be delivered to the Treasurer or left in the bank bag.
- g. The Executive Director may designate a substitute in his/her absence to carry out his/her duties.

2. FOOD DISTRIBUTION TO CLIENTS (Board approved 4/15/11)

- a. The Board of Directors will determine the frequency with which qualified clients may receive food.
- b. Other persons may not pick up food for an absent client unless the client provides permission in writing. The volunteer will phone the client to obtain the required application information. The name of the person picking up the food will be noted on the client's application form.
- c. Food box contents are intended to provide food for four (4) days.
- d. Clients will be offered food choices within each food group, but they may not substitute between food groups.
- e. Contents of the food boxes may be altered at the volunteer's discretion when it is necessary to meet a client's special needs, health issues, lifestyle, or unavailability of the means to cook.
- f. Items stocked in the food pantry may vary based upon availability, cost, or the contents of food drive contributions.
- g. Foods arriving in large sized containers will be given to the larger sized households of five (5) or more family members.
- h. Donated items that are not consistent with the approved types of-stocked foods will be placed together in the pantry for families of five (5) or more members to choose. Please refer to this chart for distribution of food for these larger families. (Board approved 4/15/11)

3. ACCEPTING DONATIONS OF FOOD

- a. Donors will be offered a tax receipt, and the donor will fill in the information.
- b. Food drive donations will be recorded in the Donations Log. Record the date and the estimated weight of the food. Include the name, address, and a contact person from the church or organization that is making the donation. An acknowledgement will be sent. The Donations Log Sheet is located in the back of the Daily Long in book.
- c. Food donations will be checked for expiration dates and the condition of each package or can. Discard items that are opened, badly dented, or are more than one (1) year past the expiration date. Acceptable items will be shelved with similar kinds of items for distribution or on the shelves designated for large families.
- d. Baby food will be discarded upon expiration. The baby food will be placed with the non-stocked items for clients to choose.
- e. Donated fresh produce will be offered to clients and discarded when over-ripe.
- f. Accept frozen or refrigerated items **only** when the Sharing Center has cold storage facilities. Offer these items to clients.

III. POLICIES AND PROCEDURES REGARDING FINANCE (Board approved 10/21/10)

A. FINANCE COMMITTEE

1. A standing Finance Committee will be comprised of the corporation's Treasurer, Chairman, and the Executive Director.
2. An annual audit will be completed each February.

B. DONATIONS OF MONEY

1. Donations of **CASH** will be recorded in the "cash only receipt book" located with the cash box. The cash will then be placed in the box. Volunteers are to fill in the amount of the CASH donation, obtain the donor's full address, and give the donor the white copy of the cash receipt. An IRS tax deductible receipt will be mailed at the end of the month to the donor by a member of the finance committee.
2. Donations of checks are to be left **UNRECORDED** and placed into the cash box by the volunteer. A member of the finance committee will record all checks into the "Account Receipt Book". An IRS tax deductible receipt will be mailed within three days to the donor by the Treasurer or Executive Director.
3. The Treasurer will pick up the bank bag as needed to make the deposit.
4. The Treasurer will reconcile the deposit receipts with the monthly bank statements and sign off as having done this in the actual receipt book.

C. GRANTS

1. The corporation will appoint a standing Grants Committee composed of the Treasurer and a grant writer.
2. The grant writer is not required to be a member of the Board of Directors.
3. Copies of submitted grants will be archived by the Secretary.
4. Supporting statistics and other information required to complete grant applications will be kept current by the Treasurer and the Executive Director.
5. Grant presentations will be received by representatives of the Board of Directors.
6. Thank you acknowledgements will be written by the Executive Director or a member of the Grant Committee with a copy archived with that application.

D. MANAGING EXPENDITURES and REIMBURSEMENTS

1. The Finance Committee must approve purchase orders over \$500 except for food purchases.
2. A receipt and a Request for Reimbursement Form must be submitted to the Treasurer for all purchases. The form may be left in the bank bag or mailed to the Treasurer. The volunteer should keep a copy of the form and the receipt.
3. No clients will receive any monetary gift from the Sharing Center.

E. PURCHASING SUPPLIES

1. The Executive Director purchases the Sharing Center's cleaning and office supplies. Other volunteers will notify the Executive Director when items are needed. The Executive Director may designate someone to purchase supplies on his/her behalf.
2. Supplies may be purchased with a debit or gift card if one is available or with a volunteer's personal money that will be reimbursed. Receipts and requests for reimbursement must be submitted.

III. POLICIES AND PROCEDURES REGARDING TEAM LEADERS

1. Each day has a Team Leader who works with the Executive Director to facilitate the operations of the Sharing Center.
2. The Team Leader may be a sitting member of the Board of Directors.
3. The Team Leader will have email access.
4. The Team Leader will be familiar with all aspects of the daily operations of the sharing center and is to be available to answer questions from team members.
5. The Team Leader will facilitate training of the team members in order to best serve the needs of the center's clients.
6. The Team Leader will submit to the Executive Director their team's work schedule on a monthly, quarterly, or yearly basis.
7. Team Leaders are encouraged to relate their team members' concerns to the Executive Director. The Team Leader and Executive Director will work to remedy any concerns.
8. Team Leaders will meet as needed with other Team Leaders and/or the Executive Director for planning and training.
9. Team Leaders will be responsible for the Sharing Center keys assigned to their group.

IV. POLICIES AND PROCEDURES REGARDING VOLUNTEERS

(Board approved 11/18/11)

1. Candidates for volunteers may be recommended by another volunteer, a Team Leader, the Executive Director or a Member of the Board of Directors. Any other persons wishing to volunteer need to meet with the Executive Director for consideration.
2. Clients may not serve as volunteers of the Ashe County Sharing Center. (Board approved 11/18/2010)
3. Potential volunteers will fill out the "Volunteer Information Form" which requests their name, address, telephone number, email address and their preferred times to work and will be given an overview of the duties involved.
4. Names of volunteer applicants will be taken to the Board of Directors by the Executive Director for Board approval before they begin their duties.
5. Training will be provided by the Team Leader or the Executive Director. Additional training methods will be the "Volunteer Handbook" and reading of all emails and updates sent out by Team Leaders and/or the Executive Director.
6. If volunteers cannot report for their duties, they are requested to call their Team Leader and/or call another volunteer to substitute for them.
7. Volunteers are encouraged to share their concerns with their Team Leader.
8. Volunteers are encouraged to notify their Team Leader or the Executive Director whenever they wish to stop their volunteering service.
9. Volunteers are not allowed to take any donated items out of the Sharing Center. Donated items are to remain in the Sharing Center for the exclusive benefit of the clients of the Ashe County Sharing Center, or they will be sent to other organizations in the county that share our mission of service to the needy [501 (c)(3) organizations]. In specific cases, approved by the board, items will be sold and the profit used for the purchase of food items.
10. Volunteers are to follow board policies and directives.

11. Whenever there is a breach of the Ashe County Sharing Center's policies or other unacceptable behavior that is offensive or could create a liability for the Sharing Center, action is required by the Executive Director and/or the Board of Directors. Action would be required for issues such as, but not limited to, volunteers taking any items from the Sharing Center, inappropriate language, an inappropriate attitude expressed toward anyone, discussion of topics or making any comments, even in jest, that may be perceived as offensive or discriminatory toward anyone. Such offenses may be observed directly by the Executive Director, another Board of Director member, an employee, or reported to one of those individuals by other volunteers or clients. An anonymous report is not actionable but will alert the Executive Director to a potential issue. The first notification of an offense will warrant a verbal discussion initiated by the Executive Director with the person, which will be documented, dated, and signed by the Executive Director. A subsequent offense will result in the facts or accusation being presented by the Executive Director at the next Board of Directors meeting, where discussion and a determination will be made, resulting in a vote by count of hands. With Board of Directors' assent the person will be presented with a written request to resign their association with the Ashe County Sharing Center. A copy of the request letter will be filed by the Secretary of the Board of Directors, along with the documentation of the initial offense discussion and a copy of the Board of Director's meeting minutes at which the issue was discussed. This documentation should be retained for a period two years.

12. The Board of Directors will sponsor a yearly gathering in May of each year for volunteer recognition and fellowship. (Board approved 10/20/10)

V. POLICIES and PROCEDURES REGARDING COMMUNITY SERVICE and PARTNERSHIP VOLUNTEERS

1. The courts may assign some individuals to serve the Sharing Center in fulfillment of their sentencing to community service hours.
2. A Community Service Notebook and forms are kept in the Sharing Center office area. Complete one (1) form for each person to keep a cumulative record of their service hours.
3. Occasionally another person may come on behalf of the individual assigned to serve the community service hours. The stand-in's name will be recorded on the indicated line of the community service person's record sheet and the stand-in will sign their own name on the day of service.
4. As verification of service, a regular Sharing Center volunteer will initial each entry in the space indicated on the form.
5. Students, interns, Work First and other partnerships may also volunteer for community service.

VI. POLICIES AND PROCEDURES REGARDING DOCUMENT RETENTION

1. The Sharing Center Board of Directors will retain important documents in a secure and orderly manner.
2. The following documents will be retained for five (5) Years:
 - a) Treasurer's reports and annual summaries
 - b) Annual audit reports
 - c) Previous copies of all forms
 - d) Volunteer application forms
 - e) All food invoices
 - f) Copies of grant applications
3. The following documents will be retained indefinitely.
 - a. Previous versions of by-laws
 - b. Previous versions of policies and procedures
 - c. Previous versions of the Volunteer Handbook
 - d. Minutes of Board Meetings

VII. POLICIES AND PROCEDURES REVIEW

1. The Executive Committee will review policies procedures periodically and report to the Board of Directors.