

VOLUNTEER PROCEDURES

Welcome to Bean's Cafe and The Children's Lunchbox! We are happy you are here and want you to feel welcome and safe while volunteering your precious time with us. We hope the information below will assist you in your volunteer support.

About Bean's Cafe, Inc.

Bean's Cafe, Inc. has been serving the community for over 30 years. Bean's Cafe, Inc. is a stand-alone nonprofit organization that serves breakfast and lunch seven days a week, 365 days a year.

Our Client Services staff works with clients to find housing, jobs, and more. Our client population includes some of the most vulnerable people in our community: seniors, veterans, people with physical and mental disabilities, and families just not able to make ends meet. In addition, we serve individuals with challenges in mental health, criminal histories including barrier crimes, and those struggling with alcohol and drug addictions. We do not turn away anyone in need of food - we simply ask that guests follow basic campus rules: Respectful Behavior, No Drugs/Alcohol, and No Weapons.

The day shelter provides a safe alternative to being on the street.

The Children's Lunchbox (TCL) is a program of Bean's Cafe and is dedicated to serving meals to at-risk children in safe community settings.

For over 15 years TCL has been feeding at risk children through many programs during the school year and throughout the summer. In 2015 we served over 430,000 nutritious meals to thousands of hungry kids in Anchorage.

Volunteer Expectations

Our client population is the most vulnerable, and need nurturing and kindness. It is this standard of providing kindness and help that we hold our employees and our volunteers to. The following guidelines are meant to keep you safe, as well as our clients.

Professionalism

No volunteer will undertake any activity on Bean's Cafe property that is or gives the appearance of being improper, illegal or immoral, or that could in any way reflect negatively on our organization.

Kitchen/Serving Line Volunteers

Please leave all jewelry at home, including wedding rings if possible. Bean's Cafe and TCL does not provide lockers for purses, etc. As a commercial licensed kitchen, we must ask that you

wear closed toe shoes in the kitchen and throughout Bean's Cafe, Inc. and The Children's Lunchbox.

Youth Volunteers

We love to see youth who are active in our community and encourage young people to volunteer their time with us to gain real world experience. We want to make sure that all of our youth volunteers are safe and happy while donating their time at Bean's Cafe, Inc.

Youth volunteers at Bean's Cafe

- **All kitchen volunteers must be over the age of 16 years old.**
- **Any volunteer age 16-17 must be accompanied by a parent or adult chaperone.**
- All Bean's Cafe youth volunteers are restricted to certain areas and duties (see AK Youth Labor Law Restrictions below).
- One adult supervisor should accompany every 4-5 youth volunteers.
- Adults are responsible for assuring all applicable Bean's Cafe age restriction policies are followed.
- Absolutely NO physical contact is permitted between youth volunteers and clients.

Youth volunteers at The Children's Lunchbox

- **All kitchen volunteers must be over the age of 14 years old.**
- One adult supervisor should accompany every 4-5 youth volunteers (ages 14-17).
- For children ages 14-17 volunteering without a parent or guardian present, separate volunteer shifts are available. Please check the volunteer calendar for available dates and times.
- Before a child volunteers on their own you must complete the paper document titled "Parental Consent Form". You may print the completed form via the Bean's Cafe website and bring it with you, or simply complete it on site when you drop your child off.
- Absolutely NO physical contact is permitted between youth volunteers and clients.

Per the State of Alaska Labor Standards and Safety Division, the following applies to youth under age 16 as PROHIBITED:

- Occupations which involve operating, setting up, adjusting, cleaning, oiling, or repair of power-driven food slicers, grinders, choppers, cutters, and bakery type mixers;
- Work in freezers, meat coolers, or preparation of meat for sale;
- Loading or unloading to and from trucks, railroad cars, or meat conveyors;
- Occupations in warehouses except office and clerical work;
- Occupations involving use of sharpened tools;
- Occupations in transportation of persons or property, warehousing and storage, construction except office or sales work in connection with these occupations.

Use of Tobacco, Alcoholic Beverages, Illegal Drugs and Weapons

Bean's Cafe, Inc. campuses are weapons-free, drug-free and alcohol-free campuses. We ask that you honor our policy. The following conduct is strictly prohibited and will subject any volunteer to disciplinary action, up to and including dismissal of volunteer services:

- No volunteer may use, possess, transfer, sell, purchase and/or distribute alcohol or drugs when on the site(s) or campus;
- Bean's Cafe, Inc. prohibits volunteers from being at the site(s) and/or campuses with alcohol or illegal or unauthorized drugs in their system that may impair their ability to perform their duties safely and productively, or that might impair their senses, coordination, or judgment.
- Carrying a weapon of any kind or using any item in a weapon capacity, at any time on Bean's Cafe, Inc. property, and/or during any sponsored program, is strictly prohibited and will be subject to disciplinary action, up to and including dismissal or volunteer services and trespassing from properties.

Interactions with Clients, Staff members and Other Volunteers

We want volunteers to get to know our staff, other volunteers and our clients! However, please be aware that some clients may employ manipulative tactics to achieve personal gain, and in some cases, unwise choices. Here are a few specifics to keep in mind while you are volunteering:

- Do not provide transportation to our clients in your personal or company vehicle.

- Do not give money to our clients.
- Always try to remain calm when working alongside our clients. Practice active listening and empathy. Remember that our clients are going through difficult times and their stress level may be high. Never take any negative comment made by a client personally and never allow yourself to be drawn into an argument. Always refer clients to staff members for questions or reassurance.
- Report any inappropriate behavior or anything that causes you to feel uncomfortable to a staff member immediately.
- Profanity is never acceptable when working with staff, clients or other volunteers.
- Verbal or physical threats towards persons or property; the use of vulgar or profane language toward others, disparaging or derogatory comments or slurs, verbal intimidation, and name-calling are impermissible. Volunteers are expected to communicate with staff, volunteers and clients in a professional manner at all times.
- Absolutely NO physical contact is permitted between youth volunteers and clients.

Fraternization

This policy is to provide guidelines concerning activities, actions, conduct, involvement and relationships between clients/guests and volunteers. This is a critical policy and merits strong commitment by every volunteer. We take this very seriously for the health and well-being of our clients and mission statement.

The following behaviors/actions are not permitted:

- Interacting with client(s) for personal reasons when off duty;
- Transporting or allowing clients in your personal or company vehicle;
- Transporting clients in a company vehicle without proper authorization from a service agency, or transportation authority (such as a state or municipal agency);
- Engaging in unauthorized transactions with clients including borrowing, lending, giving/receiving money or anything of value, buying and selling or acting as a client's agent in any of the above;
- Employing or giving any inducement designed to obtain any personal service from any client;
- Accepting any personal favors from clients;
- Showing favoritism between clients or doing a personal favor for a client without appropriate authorization;
- Any romantic or sexual relationship or attempted relationship between a volunteer and a client;
- Conduct that demeans or humiliates or embarrasses a client; and
- Inappropriate physical contact with a client.

Client Neglect or Abuse

It is the policy of Bean's Cafe, Inc. to provide a positive and encouraging environment for our clients in which they feel safe, and appropriate consideration is given to their privacy, dignity, and individual needs. You are required to embody this policy in client interactions and avoid conduct considered client neglect or abuse. Examples of neglect or abuse include but are not limited to:

- Intentional physical or emotional abuse of a client. Abuse is defined as intentional or reckless action or omission that causes injury or emotional trauma to a client;
- Any sexual relationship or attempted relationship with a client;
- Moral or social behavior which could have serious detrimental influence on clients;
- Procuring alcohol, illegal drugs or unauthorized prescription drugs from or for clients or staff members; and
- Exploiting a client for personal gain, including borrowing from or loaning money or any other item of value to a client or hiring a client for personal work.

Harassment/Sexual Harassment

It is the policy of Bean's Cafe, Inc. to provide a working environment free of harassment. Every form of harassment is expressly prohibited. Allegations of harassment will be investigated, and if warranted, appropriate disciplinary action, including termination, will be taken. Volunteers who believe they have been subjected to harassment should report the incident(s) to either the Program Manager immediately.

Harassment can include "jokes", comments, insults, ridicule, discrimination, unprofessional behavior or other personally offensive or unwelcome behavior that creates an intimidating, hostile or offensive work environment, unreasonably interferes with a volunteer's work performance, and/or is not deemed in the best interest of Bean's Cafe, Inc.

Sexual harassment is defined as personally offensive or unwanted suggestions, language, physical advances, requests for sexual behaviors, or physical conduct of a sexual nature. Please see a Program Manager immediately for assistance.

Grievances

An effective, successful operation and satisfied volunteers go hand in hand. Volunteer grievances are of concern to Bean's Cafe, Inc. regardless of whether problems are large or small. Please see a Program Manager at any time to voice concerns.

Reporting Incidents

An incident refers to any event or situation where someone could suffer injury. All incidents must be reported to a supervisor or Manager on duty immediately. This reporting policy is important for the safety and well-being of everyone in order to ensure a continued safe and successful workplace. It is the policy of Bean's Cafe, Inc. to provide a safe and healthy work environment for all volunteers. Volunteers must comply with all safety and health requirements by management, federal, state and local law(s).

Barrier Crimes

Alaska has developed legislation which prevents individuals who have been convicted of "Barrier Crimes" from working in certain professions. Beans Cafe has adopted this prohibition and requires that each group or organization that sponsors volunteers acknowledges that as a condition of providing volunteers to work at Beans Cafe they have checked into the background of each person who is volunteering and declare that these individuals have not been convicted of Barrier Crimes (7AAC 10.900-7AAC 10.990) which include the following: Attempt, Solicitation or Conspiracy to commit a crime; Offenses Against the Person; Offenses Against Property; Offenses Against the Family and Vulnerable Adults; Offenses Against Public Administration; Offenses Against Public Order; Offenses Against Public Health and Decency; Controlled and Imitation Controlled Substances; Fraudulent and Criminal Insurance Acts and Operating Vehicles While Intoxicated. It is critical that Beans Cafe maintain a volunteer force that will in no way endanger and serve to protect its patrons.

Bean's Cafe, Inc. would not be able to successfully accomplish its mission without the dedication and support of hundreds of volunteers who walk through our doors every year. Thank you so very much for your time and commitment. If you have any questions, please call the Deputy Director at 907-433-8620.

Thank you for volunteering at Bean's Cafe, Inc.

Volunteer Agreement and Release from Liability

In signing this form, I understand and agree to the following terms and conditions related to volunteering my services to Bean's Cafe, Inc. (including The Children's Lunchbox).

Volunteers Name: _____ Male _____ Female _____

I recognize that, as a volunteer I represent Bean's Cafe, Inc. to the public. I accept the responsibility for this status and will conduct myself in a professional manner. I will be clean and sober when conducting business as a representative of this organization.

I will not participate in and will report any and all instances of any sort of harassment, exploitation, and / or intimidation. I will work to maintain an atmosphere of physical and emotional safety for everyone associated with Bean's Cafe, Inc.: employees, volunteers, clients, and visitors.

Please initial here: _____

I agree to maintain the confidentiality of all volunteers, clients, and donors about whom I have personal and identifying information.

Please initial here: _____

I consent for and in consideration of the opportunity and privilege of appearing in or participating in one or more video or audio recordings, soundtracks, films, photographs, or written articles. I hereby consent to the use and editing thereof and release Bean's Cafe, Inc. and its employees and assignees from any and all claims resulting from such use and editing in Bean's Cafe, Inc. media, and use, sale, editing and release to the newspapers, radio and television stations; and use on the Internet.

Please initial here: _____

I am aware that as a volunteer I expose myself to potential hazards which include but are not limited to: kitchen accidents, cuts, burns, back injuries from lifting, car accidents, property damage or injury to others in accidents, falls, aggressive behavior, etc. Potential hazards have been explained to me. I am voluntarily participating in this service with the knowledge of the potential hazards involved and hereby agree to accept any and all risks of injury.

Please initial here: _____

I agree that my assignees, heirs, distributes, guardians and other legal representatives will not make a claim against, or sue for injury or damage resulting from the negligence or other acts, howsoever caused, by any employee, agent, or volunteer contractor of the organization as a result of my participation as a volunteer. I hereby release Bean's Cafe, Inc. from all actions, claims, or demands that I, my assignees, heirs, guardians and legal representatives now have or may hereafter have for injury resulting from my participation as a volunteer.

Please initial here: _____

If my volunteer service includes driving an automobile, I acknowledge that I have both a valid driver's license and automobile liability policy as required by state law. I agree to maintain my license and insurance in good standing for my entire tenure as a volunteer for Bean's Cafe, Inc. I am knowledgeable of and agree to abide by local and state traffic laws. I agree not to drive under the influence of alcohol and/or other intoxicating substances.

Please initial here: _____

I am aware that as a condition of providing volunteer services to Beans Cafe my background does not include a criminal conviction of any Barrier Crimes (7AAC 10.900-7AAC 10.990) which include the following: Attempt, Solicitation or Conspiracy to commit a crime; Offenses Against the Person; Offenses Against Property; Offenses Against the Family and Vulnerable Adults; Offenses Against Public Administration; Offenses Against Public Order; Offenses Against Public Health and Decency; Controlled and Imitation Controlled Substances; Fraudulent and Criminal Insurance Acts and Operating Vehicles While Intoxicated.

Please initial here: _____

Volunteer Signature

Date

Parent/Guardian Signature for Minors

Date

Emergency Contact: _____

Emergency Phone Number: _____