



564 SW Foundry Street
Grants Pass, OR 97528
www.rochome.org
541-476-3344

VOLUNTEER SERVICE AGREEMENT

Customer Service Pledge

- I recognize that people coming for food assistance are probably in a stressful situation when they reach our doors.
- I will strive to always provide a pleasant, healthy, and welcoming environment for them.
- I will treat people with dignity, courtesy and respect.
- I will honor their privacy.
- I will respect their right to say "no" to a food selection without judging their choices.
- I will treat my fellow volunteers with respect and work as a team member.
- I have read the Civil Rights TEFAP Handbook and will comply with their policies.

Client and Staff Confidentiality Pledge:

What I hear or observe about clients, staff and donors while volunteering is confidential. Even a seemingly harmless comment repeated to another person can be misunderstood and cause harm. I will not engage in any such language or listen to another that does so, but will remind them of the confidentiality pledge we signed in order to create a safe and respectful environment.

Volunteer Agreement:

I understand that my services are being offered to ROC Food Pantry on a voluntary basis. While performing volunteer services:

- I am bound by laws and policies which protect the Food Bank as a non-profit organization. Disrespect to any clients or other volunteers in the form of foul language; angry, aggressive or physical outbursts; sexual harassment; or breach of client confidentiality may result in dismissal as a volunteer.
- I understand that the ROC Food Pantry does NOT offer insurance coverage if I am hurt on the premises while volunteering. I understand that I will go to my own doctor for care and recovery of an injury. I understand that an ambulance will be called if an injury necessitates.

PRINTED NAME: _____ SIGNATURE: _____

DATE: _____ TELEPHONE: _____ CELL: _____

EMERGENCY CONTACT NAME: _____ & PHONE: _____

DAYS/TIMES YOU ARE AVAILABLE: _____

AREAS OF INTEREST: _____

(Available Opportunities: Warehouse, Deliveries, Food Pick-up or Distribution, Custodial Duties, Community Closet, Maintenance, Fund Raising, Grower's Market, Grant Writing, Special Programs, Publicity)

Thank **YOU** for serving at the **ROC!** **YOU** are a **BLESSING!!**

~ **ROC Mission:** It is our calling and honor to serve those in need with love as Jesus asks us, not out of pity, but with respect for their dignity, not just feeding their body but providing for their overall well being – body, soul & spirit. ~