



750 Memorial Drive
Danville VA 24541
(434) 793-3663
godsstorehouse@comcast.net

Community Service Agreement Form

We are happy to have those in need of court mandated community service or school credit hours join us at God's Storehouse. As a community service volunteer, you understand that you are required to finish a certain amount of hours within a certain time-frame and must take responsibility to finish your hours during the time assigned to you. Please know that we have limited space available for those seeking court ordered community service, and that you are encouraged to seek out other organizations where you may be able to obtain hours.

If you have any mitigating medical concerns (pregnancy, back problems, etc.), or cannot handle the physical demands of working in a fast paced warehouse environment (heavy lifting, standing for long periods of time on concrete surfaces, bending, etc.), please reconsider your community service options. While there are some "light duty" activities at God's Storehouse, these tasks are limited and it may be difficult to obtain hours.

After completion of all required hours you must alert the Assistant Director that you will need a letter on God's Storehouse letterhead verifying your completed hours. Note that it is your responsibility to keep track of your hours and that while we do enter your hours in our database; it is not updated on a daily basis.

The following policies and procedures apply to all volunteers and are strictly enforced.

Volunteer Policies

Human Rights

God's Storehouse (GSH) provides an equal volunteer opportunity and prohibits discrimination against any individual on the basis of race, religion, age, political affiliation, national origin or disability. This agency will not tolerate any form of sexual harassment. All incidents are to be reported to your immediate supervisor for appropriate action. Threats, threatening behavior, or any act of violence will not be tolerated. Any violations should be reported to a Director for appropriate action.

Access to Building/Keys

The Executive Director will designate personnel having access to the building before and after business hours. A list of authorized personnel with keys to the building is maintained in the Executive Director's Office.

Attendance

Volunteers must sign in and out. The sign in sheet is located in the volunteer kitchen (yellow for regular volunteers) and in the warehouse (green for community service volunteers). Credit will not be given for any hours for which your time sheet is not complete. Volunteers may not sign in or begin work until a staff person is present to supervise. Any scheduled absences should be indicated on the volunteer calendar (located on the Assistant Director's office door). Please notify the Assistant Director as soon as possible if you will be late or absent for your volunteer shift due to illness or emergency.

Breaks

Volunteers working an entire six hour shift may take a lunch break of up to 30 minutes provided that their station is covered for the duration of their break. Community Service volunteers may take breaks as determined by the Warehouse Manager. Breaks can only be taken once approved by the volunteer's direct supervisor and if the station is covered by a co-volunteer.

Computers

The use of the computers is for God's Storehouse purposes only. Entry into other programs on the computer, without permission from a Director, is prohibited.

Copiers

You are allowed limited personal copies without charge. Should you need a large number of copies, you will need to receive permission from a Director before copying.

Customers who are Volunteers

Any customer that volunteers may pick up food between 11am- 12pm Monday/Tuesday/Wednesday or between 2-3pm Thursday OR 30 minutes before his/her volunteer shift ends. Once a food box is picked up, it must be taken to his/her car or kept in a Director's office. Customers that volunteer cannot pick up food before their designated day and do not receive special treatment or privileges.

Disciplinary Actions/Dismissal

GSH reserves the right to dismiss a volunteer if the relationship is no longer mutually beneficial for the volunteer or GSH. Before a volunteer is dismissed, attempts will be made to reconcile the situation. Dismissal may take place if a volunteer is unreliable, irresponsible, disruptive, or demonstrates inappropriate behavior. The decision to dismiss a volunteer will be made by the Executive Director.

Donated/Purchased Products

The use or removal of any donated or purchased products (food or store items) is strictly prohibited. Consumption of donated or purchased products is also prohibited unless permission is given by a Director.

Dress Code

Dress comfortably and appropriately for the work you will be performing. Closed toe shoes, such as sneakers, are required for working in the warehouse. Clothes should provide full coverage (no low tops or sagging pants) and should not contain nudity, curse words, or inappropriate jokes.

Drugs/Alcohol Policy

Illegal drugs and consumption of alcohol are not allowed on the premises of GSH. Any person under the influence of illegal drugs or alcohol will be dismissed from volunteer service.

Files

The front office volunteers are allowed access to the computers and files. No person is to pull a file unless designated to do so. Reading files and securing information for personal use is prohibited.

Holidays

God's Storehouse will be closed for the following holidays: New Year's Day, MLK, Jr. Day, Easter Monday, Memorial Day, July 4th, Labor Day, Columbus Day, Thanksgiving, the Friday after Thanksgiving, Christmas Day, and the week between Christmas and New Year's Day.

Inclement Weather

It is the general policy that GSH will close if Danville City Schools are closed. There will, however, be instances when the Storehouse may be opened even if schools are closed. Please listen to your local radio station for announcements or call GSH if in doubt as to the opening. If GSH is open but you feel unsafe driving in weather conditions, please notify the Assistant Director.

Parking

Volunteer parking is located on the east side of the building. Overflow parking is available behind the building.

Smoking

GSH is a smoke-free facility. Smoking is only permitted during break time in the designated smoking area (beside the awning outside of the volunteer kitchen). Cigarettes must be extinguished and disposed of.

Telephones

Personal telephone use is only permitted during break time.

Volunteer Kitchen

Coffee on the counter and water in the fridge are available for volunteers. You are welcome to help yourself to one (1) serving of any snacks on the counter and to store your lunch in the refrigerator.

Warehouse Rules

Volunteers must exercise safety and follow all directions from the Warehouse Manager.

- Closed toe shoes are required.
- Running and horseplay are prohibited.
- The use of headphones is prohibited.
- Eating is prohibited.
- The use or removal of any donated or purchased products (food or store items) is strictly prohibited.
- Only authorized personnel may operate forklifts.
- Use caution and clear the area when forklifts are in use.
- Do not attempt to lift more than you are able. Ask staff or fellow volunteers for assistance.

Weapons

The wearing, transporting, storage, or presence of firearms or other dangerous weapons on GSH facilities/property is prohibited. Any volunteer in possession of a firearm or other weapon while on GSH facilities/property or while otherwise fulfilling job responsibilities may face disciplinary action including termination. A customer or visitor who violates this policy may be removed from the property and reported to police authorities. Possession of a valid concealed weapons permit is not an exemption under this policy.

Whistleblower Policy

If a volunteer has an issue that cannot be addressed with their immediate supervisor or a Director, the volunteer should bring the issue to the President of the Board of Directors.

Youth Volunteers

The minimum age for volunteering is 12, and those between 12 and 14 years of age must have a parent or guardian volunteer along with them for the duration of their volunteer time.

Emergency Protocol

Open Wound Injury

In the case of an individual that experiences an accident on the premises which results in an open wound injury with the possibility of exposure to a blood-borne pathogen, staff or medically trained volunteers will handle these situations.

Fire Evacuation Plan and Procedures

In case of fire, all staff, volunteers and customers in the front office/customer service area will exit the building by the side doors. All staff, volunteers and customers in the food distribution area will exit the building by the side door. All staff and volunteers in the employee/volunteer kitchen area will exit the building through the door in the kitchen. Staff and volunteers working in the warehouse area should exit the building by the side doors. All staff, volunteers and customers exiting from the right side of the building should assemble in the parking lot of Superior Equipment Sales (next door) and remain there until it is safe to re-enter the building. All staff, volunteers and customers exiting from the left side of the building should assemble in vacant parking lot beside God's Storehouse and remain there until it is safe to re-enter the building. The Director, Assistant Director and Warehouse Manager are responsible for seeing that all staff, volunteers and customers are evacuated from the building. Evacuation plans are posted throughout the building.

Severe Weather Warnings

In case of severe weather such as tornados, hurricanes or severe thunderstorms, all staff, volunteers and customers in the front office/customer service area will seek shelter in the interior of the building away from windows. The Director, Assistant Director and Warehouse Manager are responsible for seeing that all staff, volunteers and customers are in a safe location.

Professional Conduct

The following ethical principles should be followed by all volunteers.

I. Professional Conduct

- a. Volunteers should maintain high standards of personal conduct in the performance of their duties.
- b. Volunteers must not knowingly participate in or be associated with dishonesty, fraud, deceit or misrepresentation. In certain instances, the Director may approve community service persons who have been convicted of one of these crimes for service at GSH.
- c. Volunteers should act with the highest standard of professional integrity and impartiality. They should be aware of and resist biases that interfere with decision-making and judgments of a customer's lifestyle.
- d. Volunteers should not take actions of customers personally and try never to react in kind.
- e. Volunteers should refrain from discussing theological or political issues.
- f. Volunteers will not take or consume any donated or purchased products intended for distribution to GSH customers (food or "One Stop Shop" items).

II. Rights of Customers

- a. Volunteers' primary responsibility is to the customer.
- b. The customer should be treated with respect, courtesy, and fairness.
- c. Volunteers should provide customers with accurate and complete information concerning the services for which they are eligible.
- d. Volunteers should inform customers of their rights and responsibilities.
- e. Services to the customer should be terminated when policy indicates. The Volunteer should notify a Director who will make the decision on termination or interruption of service. The customer will be notified in a prompt and courteous manner.
- f. Volunteers should not engage in any action which violates the civil or legal rights of the customer.

III. Confidentiality and Privacy

- a. Volunteers should respect the privacy of customers and hold in confidence all information obtained, except in cases of suspected abuse or threat of bodily harm to an employee, volunteer, or vulnerable person. All concerns should be first shared with a Director and an appropriate course of action will be determined.
- b. Volunteers should not share information concerning customers or confidences revealed by customers without obtaining proper consent. In obtaining proper consent, the customers should be informed of the purpose for, to whom the information will be shared and how the information will be used.
- c. Volunteers violating the customer's confidentiality, without proper cause, can be relieved of duties.

IV. Ethical Responsibility to Co-Volunteers

- a. Volunteers should treat fellow volunteers and staff with respect, courtesy and fairness.
- b. Volunteers should respect all confidences shared by co-volunteers and other professionals.
- c. The volunteer should work together with fellow volunteers and other staff as needed in the best interest of the customer.
- d. The volunteer should seek appropriate resolution of conflicts with co-volunteers before contacting a Director.



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Community Service Registration Form

For volunteers completing court mandated service, paying off fines,
 or receiving credit for scholarships or school.

P L E A S E P R I N T C L E A R L Y & N E A T L Y

Personal Information

Name: _____ Nickname: _____ DOB: _____
 Address: _____ City: _____ State: _____ Zip: _____
 Cell: _____ Home: _____ Work: _____
 Email: _____ Yes, I would like to receive emails from God's Storehouse
 Emergency Contact: _____ Relationship: _____ Phone: _____
 Please list any physical limitations, medical problems or allergies: _____

Background Information

Current/Last Job: _____ Education/Training: _____
 Who will need to receive verification of your completed hours?
 Name: _____ Phone: _____ Email: _____

Community Service Assignment Information

If court ordered, is your offense an act of violence, harassment, sexual misconduct or identity theft?
 Yes. We will discuss this further. No.

How many hours or amount of fines are you required to complete? _____ Due: _____

Times and days you are able to volunteer:

	Monday	Tuesday	Wednesday	Thursday
Morning				
Afternoon				

Please list other agencies where you are completing your community service:

I attest that the above information is true and accurate. I have had the opportunity to read and ask questions regarding the policies and procedures. I accept and agree to the terms outlined herein and hereby volunteer my services to God's Storehouse.

Volunteer Signature _____ Print Name _____ Date _____

Parent/Guardian Signature _____ Print Name _____ Date _____

For God's Storehouse Use Only – Updated 7/2017

Received: _____ Entered: _____ ID Number: _____