



God's Love We Deliver Volunteer Code of Conduct

POLICIES AND PROCEDURES

Without the help of our amazing volunteers, we simply would not be able to prepare, package and deliver delicious, nutritious meals to our neighbors in need. Volunteers work in the kitchen, in meal packaging, on our vans, in our office and at special events.

In order for us to fulfill our mission successfully, it is essential that volunteers follow the policies and procedures listed below.

- Commit only to shifts for which you are available.
- Be on time and plan to volunteer for the entirety of the shift.
- Arrive no earlier than an hour before your scheduled shift and leave no later than an hour after.
- Provide advance notice if you are unable to attend your scheduled shift. (please try to give us 24- to 48-hour notice so we have time to recruit a replacement)
- Notify the Volunteer Department immediately if you are no longer able to fulfill your volunteer commitment.
- Sign in at the front desk every time you enter the building.
- Lockers are available on a first-come, first-served basis. God's Love is not responsible for lost or stolen items.
- If you request Community Service documentation, we will report the total hours you actually volunteered, not the time you spent in the building.
- Follow all instructions given to you by staff.
- Adhere to all food safety and dress code guidelines when working in food preparation areas. For a full list of guidelines, please refer to signs in the volunteer lounge.



- Wash your hands before working in the kitchen or meal packaging and after using the restroom.
- Respect the property of the agency, staff, and other volunteers.
- Remember that the volunteer lounge is a shared space, and you are required to clean up after yourself so that everyone can enjoy their time volunteering.

CONFIDENTIALITY

God's Love respects and protects the confidentiality of information about our clients, staff, volunteers and donors. During the course of your volunteer work, you may be exposed to certain confidential information, including, but not limited to, information concerning our clients and prospective clients including medical information and records concerning diagnosis, symptoms, medications, treatment, living arrangements and household conditions, and family relationships. All volunteers are responsible for safeguarding confidential information and for maintaining this information in strict confidence. This information cannot be shared with anyone who does not have a need to know it. For the avoidance of doubt, the prohibition on sharing confidential information extends to all communications, written or oral.

CODE OF CONDUCT

Our volunteers are some of the most dedicated, thoughtful and respectful people in New York City. Everyday, we appreciate and celebrate your commitment to our mission and clients. This Code of Conduct helps ensure that God's Love maintains an environment where everyone feels respected and valued.

We expect volunteers to behave in a manner that is respectful, courteous and not disruptive to the operations of God's Love in any way. Organizations that host events at God's Love We Deliver are responsible for monitoring and controlling the behavior of those attending their events.



The following are prohibited when volunteering for God's Love:

- Rude or raucous behavior
- Excessive loitering before or after your scheduled shift
- Use of cell phones in the kitchen
- Smoking in the building, on terraces, on the rooftop near any entrance or exit points, or within 25 feet of entrances/exits
- Leaving personal property unattended
- Removing furniture from the volunteer lounge, volunteer orientation room, terraces or any other space
- Use of inappropriate, discriminatory or abusive language
- Photographing or filming for anything other than personal use without permission
- Possession or consumption of alcoholic beverages, unless served at an event and consumed in the space designated for the event
- Performing volunteer work while under the influence of drugs or alcohol
- Threatening violence
- Engaging in physical contact that does or could cause injury to others, including, but not limited to, hitting, punching, throwing objects

DISCRIMINATION AND HARASSMENT ARE STRICTLY PROHIBITED

God's Love We Deliver is committed to ensuring an environment free from discrimination and all forms of harassment. At God's Love, we respect differences and value inclusion. All volunteers are expected to conduct themselves in a professional and respectful manner when engaged in volunteer work on behalf of God's Love.

God's Love We Deliver has "zero-tolerance" with respect to harassment or



discrimination based on race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, gender identity or expression, marital status, citizenship, military or veteran status, or status in any group protected by federal, state or local law.

This policy against discrimination and harassment includes verbal, physical or visual conduct that may create an intimidating or hostile environment for others, including any such conduct based on the above-referenced characteristics.

God's Love We Deliver expressly prohibits the following conduct:

- Unwelcome sexual advances, requests for sexual favors and all other verbal, visual and/or physical conduct of a sexual or otherwise offensive nature, especially where or such conduct has the purpose or effect of creating an intimidating, hostile or offensive environment for others.
- Comments, jokes, innuendos, and other sexually-oriented statements

Examples of conduct that may be considered to be harassment include, but are not limited to, rubbing or massaging someone's neck or shoulders; brushing against another's body; grabbing, groping, kissing, or fondling; using offensive or obscene language; discussing or asking questions about one's sex life or experiences; and repeated requests for dates.

If you believe you have been subjected to any type of discrimination or harassment during the course of your volunteer work at God's Love, please report this conduct immediately to a member of the Volunteer Services Department.

ENFORCEMENT

The Volunteer Department staff is responsible for the safety of volunteers; their instructions are to be followed at all times, and any person may be asked to leave if they do not obey these instructions. If God's Love determines that a volunteer has engaged in conduct that violates any part of the God's Love We Deliver Volunteer



Code of Conduct, appropriate action may be taken up to and including the permanent suspension of a volunteer.

Anyone who feels they have been treated unreasonably by the Volunteer Department staff or any God's Love staff may make an appointment to speak with David Ludwigson, Chief Development Officer.

BUILDING ACCESS

God's Love volunteers are only permitted access to the building during hours of operation, during which they are only permitted to the volunteer lounge, third-floor terrace and areas related to their work as volunteers. Prospective volunteers are to be accompanied by a member of the Volunteer Services Department at all times.

Building Operating Hours:

Monday through Thursday 5:30am to 8:00pm

Friday 5:30am to 5:00 pm

Sunday 9:30am to 5:00pm

Third Floor Terrace Hours:

Monday through Thursday 7:00am to 7:00pm

Friday 7:00am to 3:00pm

Sunday 9:30am to 4:00pm