

Epic-Cure Volunteer Handbook and Code of Conduct

I. Introduction

Welcome to the Epic-Cure volunteer team! You are a vital part of our mission, and we hope you find your association with Epic-Cure to be both enriching and useful. While we appreciate the uniqueness each person brings, we also know that a common value and commitment unifies our work. That value is our commitment to raising the dignity of everyone with whom we come into contact, whether volunteers, patrons, suppliers, or donors and grantors.

This handbook provides you with summaries of the policies, procedures, and expectations which guide our work with one another. It is important that you read this handbook carefully and discuss any questions with our Team Leaders, Board Members, and other volunteers in this volunteer program. Keep it for your future reference.

Epic-Cure reserves the right to modify policies, procedures, and the Volunteer Handbook and Code of Conduct as necessary. Revisions will be given to you in writing or posted where you serve.

II. Our Mission and Core Values

The Mission: Epic-Cure is an all-volunteer non-profit organization with a primary mission of feeding the food insecure and eliminating food waste. Through our partnerships with food donors and rescuers, we collect food that would otherwise have gone to waste, to:

- Prevent it from collecting in landfills, where it decomposition yields methane gas (10x more harmful to the environment than excess carbon dioxide in the atmosphere), and
- Distribute it to the food insecure people of Northeast Florida, thus removing a major driver of personal stress and, thus, the ill health it creates.

Epic-Cure also conducts cooking and nutrition classes to middle school aged Title 1 schoolchildren in NE Florida. Senior citizens plan and conduct the classroom activity which provides these underprivileged children with marketable and practical life skills, improving their self-confidence and self-reliance and potentially allowing them to take their newly created resumes into the workplace, improving their lives materially. An important side benefit of this program is that we are connecting widely disparate generations for the benefit of each. And, our senior citizen mentors are provided with important activity leading to a heightened sense of purpose, self-worth, and wellbeing, thereby rounding out the mutually beneficial relationship between the generations.

Finally, in addition to providing food for the food insecure in NE Florida, Epic-Cure also provides food and prepared meals to local veterans (VFW and AmVets), senior citizens (Council on Aging), and Title 1 schoolchildren (weekend meals).

Core Values: The Epic-Cure Pledge of Dignity, Respect, and Non-Discrimination

NON-DISCRIMINATION: Epic-Cure believes that every human being deserves to be treated with dignity and respect. We pledge to serve every individual, group and community with dignity and respect, and without regard to race, color, ethnicity, citizenship, religion, sex and/or gender, gender identity and/or expression, national origin, ancestry, age, marital status, disability, sexual orientation, unfavorable discharge from the military or status as a protected veteran.

INTEGRITY: We will identify and continuously do what is right and good for our planet and our good people.

RESPECT: We will preserve and enhance the dignity of our volunteers and those we serve – our good people.

APOLITICAL: We have no interest or involvement in, and remain silent on, political affairs and debates and will never recruit someone to join any political, ideological, or sociopolitical cause.

NON-PROSELYTIZING: We have no interest or involvement in, and remain silent on, religious affairs and debates and will never recruit someone to join one's faith or cause.

DIVERSITY: We embrace diversity and professionally deliver the utmost value to our volunteers and those we serve.

III. Governance

An elected Board of Directors composed of a diverse group of volunteers from around the state meets four times a year to guide the work of Epic-Cure. In addition, Epic-Cure has advisory committees of volunteers that provide counsel on improving services, extending our outreach, raising awareness of Epic-Cure's mission and accomplishments, and seeking funds for capital expenditures and operating expenses.

IV. Equal Opportunity and Non-Discrimination

Epic-Cure believes that every human being deserves to be treated with dignity and respect. We pledge to serve every individual, group, and community with dignity and respect, and without regard to race, color, ethnicity, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation, gender identity, or expression, unfavorable discharge from the military or status as a protected veteran.

V. Compliance Program and Code of Conduct

Epic-Cure has established a company -wide compliance program. The Board of Directors and senior management of Epic-Cure have formally established the Program. The Program is the foundation of our commitment to conduct operations guided by our demand for high standards of volunteer conduct and by applicable laws and regulations. If you suspect that business is not being handled ethically, you may contact the Corporate Compliance Officer:

Ken Mulford

Confidential Email: Ken@epic-cure.org

Confidential Telephone: (914) 282-8564

Code of Conduct: Epic-Cure strives to operate in compliance with applicable laws and appropriate ethical standards. This Code of Conduct contains the principles underlying the policies of Epic-Cure and provides guidance to all individuals providing services through Epic-Cure. All staff, volunteers, and vendors are responsible for ensuring that their behavior and activities are consistent with this Code. Epic-Cure encourages you to make this Code an integral part of your work. Non-compliance with these or any other organization requirements is unacceptable and subject to corrective action. We welcome your suggestions to ensure our continued progress in meeting these standards.

Standard #1: Compliance with Laws and Regulations

The Epic-Cure staff, volunteers, and vendors will strive to ensure all activity by or on behalf of Epic-Cure is in accordance with all organization policies, state and federal laws, and nonprofit and service-related regulations.

Standard #2: Conflict of Interest

All Board Members, staff, volunteers, and vendors will conduct activities in a manner that is in the best interest of Epic-Cure and those it serves in furtherance of its charitable, tax-exempt mission. Any apparent conflict of interest is to be treated as if a conflict in fact exists and discussed with Team Leaders.

Standard #3: Treatment of Others

Epic-Cure believes that every human being deserves to be treated with dignity and respect. All Board Members, staff, volunteers, and vendors will preserve and enhance the dignity of our volunteers and those we serve.

Standard #4: Human Resources

All Board Members, staff, volunteers, and vendors will comply with applicable labor and related laws that regulate our staff, volunteers, and vendors.

Standard #5: Environmental Safety and Safeguarding of Property

All Board Members, staff, volunteers, and vendors will comply with environmental laws and regulations, and are committed to promoting the health, safety, and privacy of staff and persons served as well as conserving natural resources.

Standard #6: Non-Discrimination

All Board Members, staff, volunteers, and vendors will serve every individual, group, and community with dignity and respect without regard to race, color, ethnicity, citizenship, religion, sex and/or gender, gender identity and/or expression, national origin, ancestry, age, marital status, disability, sexual orientation, unfavorable discharge from the military or status as a protected veteran.

Standard #7: No Political Advocacy

While working at Epic-Cure facilities, including while representing Epic-Cure via telecommunications or social media, all Board Members, staff, volunteers, and vendors will advocate no interest or involvement in, and will remain silent on, political affairs and debates and will never recruit someone to join any political, ideological, or sociopolitical cause.

Standard #8: No Religious Advocacy

While working at Epic-Cure facilities, including while representing Epic-Cure via telecommunications or social media, all Board Members, staff, volunteers, and vendors will advocate no interest or involvement in, and will remain silent on, religious affairs and debates and will never recruit someone to join one's faith or cause.

Standard #9: Diversity

All Board Members, staff, volunteers, and vendors will embrace diversity and professionally deliver the utmost value to our volunteers and those we serve.

VI. Administrative Issues

Complaints and Suggestions for Improvement: All Board Members, staff, volunteers, patrons, donors, and vendors are encouraged to share, without reservation or hesitation, all complaints and suggestions for improvement with Epic-Cure Team Leaders or Board Members. You may contact the Corporate Compliance Officer:

Ken Mulford
Confidential Email: Ken@epic-cure.org
Confidential Telephone: (914) 282-8564

Volunteer Waiver Forms: Prior to volunteering with Epic-Cure, all volunteers must execute the Epic-Cure Volunteer Waiver Form, a copy of which is appended hereto.

Voluntary Background and Driving Checks: Regular volunteers who are working with children and vulnerable adults will undergo criminal record checks and other appropriate screenings before assignment(s). Volunteer drivers additionally must undergo a driving license history check prior to assignment as a driver for the organization.

Documentation of Volunteer Services: All volunteer hours must be documented according to the center's system. Persons who are volunteering with Epic-Cure to complete a specified number of community service hours are responsible for informing their supervisor of such requirements, whether those are part of an academic requirement or legal judgment. Any forms or documents that need to be signed or completed to verify the time and service provided by a volunteer must be presented prior to the beginning of any assignments.

Volunteer Drivers: Volunteer drivers must have good driving records and current proof of insurance to help assure safe transportation of Epic-Cure clients and for other driving on behalf of the organization. All traffic violations must be immediately reported to the Team Leader.

Insurance Coverage: Epic-Cure provides liability insurance coverage for volunteers operating in good faith and within the scope of their responsibilities. Accident and automobile insurance coverage is the responsibility of the volunteer. You are encouraged to consult with your insurance agent regarding your personal insurance coverage relative to community volunteer work.

Tax Deductions and Expense Reimbursement: Federal tax law provides itemized deductions for the following out-of-pocket expenses as charitable contributions: mileage, parking, uniforms (must be items used only for volunteering) and uniform cleaning (See Internal Revenue Service publication 526 for details and rates). Epic-Cure

is generally unable to reimburse expenses but will provide receipts for contributions and a form to document expenses.

Volunteer Shopping Rules: All volunteers that are also patrons of Epic-Cure must follow the Volunteer Shopping Rules, a copy of which is appended hereto. Each such volunteer must certify his or her understanding of, and intention to follow, those rules.

VII. Work Relationships and Policies

Safety, Drugs, and Smoking: Epic-Cure is committed to providing a safe and healthy environment for all volunteers and employees as well as for the people we serve. Should you suffer an accident or injury at work, report it immediately to your Team Leader. If the injury requires treatment beyond first aid, your Team Leader will direct you to a clinic or your own physician. In either case, an accident investigation and report must be completed.

The following expectations apply to all Epic-Cure volunteers:

1. Use all safety equipment appropriate to the work
2. Work in a manner that will not cause injury to self and others
3. Follow all health and safety rules and regulations
4. Report all injuries and accidents honestly and thoroughly
5. Identify and report hazards

Other center-specific rules and procedures are detailed at your center. Please become familiar with them so that accidents and injuries may be prevented.

Each Epic-Cure workplace has an evacuation procedure in case of fire or other emergencies. Drills are conducted on a regular basis to assure familiarity with emergency procedures. Your ability to respond calmly and swiftly will help alleviate fears and excitement of others in your center that may require assistance.

Drug and Tobacco Free Workplace: Epic-Cure's worksites are tobacco-free. Use of drugs or alcohol while on the job represent a potential threat to the interests and work of the organization, and to Epic-Cure's commitment to provide a safe and healthy work environment and cannot be tolerated. The unlawful manufacture, distribution, possession, or use of illegal controlled substances during work hours or while representing Epic-Cure are prohibited. A violation may result in termination of the volunteer relationship.

Confidentiality and Professional Conduct: We have a moral and legal obligation to keep confidential all information concerning volunteers, employees, and persons we serve.

Unauthorized disclosure of such information is considered a major infraction and will result in the termination of the volunteer relationship.

We expect staff and volunteers to treat each other, visitors, and the persons we serve with courtesy and respect, and to always maintain a pleasant working environment. Hostile language, behavior, or harassment of any kind will not be tolerated.

Sexual and Other Illegal Harassment: Sexual and other illegal harassment of Epic-Cure volunteers, whether by Epic-Cure employees or persons associated with the work of the organization such as vendors or other volunteers, is strictly forbidden and is subject to corrective action up to and including dismissal. Sexual harassment includes, but is not limited to:

- unwelcome or offensive sexual advances,
- requests for sexual favors,
- verbal and physical conduct of a sexual nature,
- uninvited touching that has the purpose or effect of creating an intimidating, hostile, or offensive working environment or unreasonably interfering with a person's work performance, or
- display of sexually provocative gestures, pictures, or videos.

Other illegal harassment includes references to an individual's age, gender, race, national origin, religion, height, weight, disability, sexual orientation, or any other classification protected by law. If you believe you have witnessed or been subjected to harassment while at work, immediately report the alleged act to your center administrator, service area vice president, or the Vice President of Human Resources.

You have the right to choose a person with whom you are comfortable to discuss such a sensitive issue. You are assured of protection against negative sanctions in reporting an incident of sexual or other illegal harassment. All complaints will be discreetly and thoroughly investigated, and appropriate action will be taken.

Addendum A
Volunteer Waiver Form

Epic-Cure

Volunteer Waiver of Liability Form

Name: _____ Gender: _____
Personal Email: _____ Age: _____
Address: _____
City: _____, FL Zip: _____ Cell Phone: _____

Closed-toed shoes required, no tank tops. Personal food/drink, and cell phone use permitted in break room or outside only. No smoking. Volunteers must remain in their assigned work area, and be escorted if necessary. Horseplay is not tolerated on the premises. No sitting or climbing on freight. Be alert of power industrial equipment in and around the facility. All volunteers must wash hands and use gloves if appropriate for assigned task. Ask questions if unsure of any assigned task.

Photos, videos, audio and other images in which I appear that are taken during volunteering may be used by Epic-Cure Inc. for news coverage, newsletters, publicity, reports, displays, and for other print, broadcast, web or electronic news or promotional purposes.
Safety is of paramount importance. For the protection of all involved, this disclaimer is necessary: I do not hold Epic-Cure Inc., or any volunteers liable for any injury, bodily harm, accidents or death of myself/my child during volunteering events sponsored by Epic-Cure Inc.

REQUIRED: *I must report any injury, no matter how minor. In the event the volunteer suffers any illness or accident requiring emergency hospitalization, medication, or surgery while participating in this event, on the recommendation of the doctor, after having a consultation with the adults in charge of this event, I hereby give my permission for any medical treatment which may be deemed necessary and reasonable under the circumstances, understanding that the coordinator or other responsible person will advise my emergency contact at the earliest possible moment. I fully understand and comprehend that reasonable care will be exercised by the adult staff for this event to protect the safety of those involved.*

List any concerns of which the field supervisor should be aware:

Signature _____ Date _____

(Parent/Guardian, if under 18 years of age)

Signature _____ Date _____

Emergency Contact Name & Number:

Addendum B
Volunteer Shopping Rules and Certification

Volunteer Shopping Rules

1. Volunteers follow the same shopping guidelines as patrons in relation to limits applied to each section/item.
2. Volunteers are allowed to shop one day a week ***after*** all intake is sorted and stocked.
3. Volunteers must fill out the demographic sheets each day they shop.
4. Families in the same household that volunteer together must shop together.
5. Volunteers are allowed to shop for themselves and one other family as our other patrons are allowed to.
6. Volunteers must work a minimum of 2 hours before shopping.
7. Volunteers are not allowed to shop from farm food. If a volunteer has animals that will eat produce, we will make exceptions on a case by case basis. **No meat can be used at all as it is a safety concern.**
8. Once intake is complete, we will set up dairy and meat tables for volunteer shopping. For safety reasons, only designated volunteers can enter the walk-in refrigerator and freezer.

I, _____, certify that I have received and read these rules and promise to abide by them. I understand that violations of these rules may result in Epic-Cure losing its agency status with FNEFL and/or other food suppliers. As a result, Epic-Cure reserves the right to remove volunteers that do not abide by these rules from volunteer duties - temporarily or permanently.