



# Welcome!

## New Fishline Volunteer Checklist

- Attend a New Volunteer Orientation
- Fill out and submit your Volunteer Application
- Read Fishline's policies (available online or in hard copy in our office) and sign our Policy Acknowledgement Form and submit to the signed forms to the Volunteer Coordinator
- Connect with us on Facebook and sign up for our newsletter (optional)

[North Kitsap Fishline](#)  
[North Kitsap Fishline Volunteers](#)

- Connect with the Volunteer Coordinator to schedule a training, be assigned to a committee, or be added to a volunteer team.

**We are excited to have you join us!**



## Acknowledgement Form

By checking the boxes and signing below, I acknowledge that I have read the following policies of Fishline. I understand that in order to volunteer with Fishline I must agree and adhere to these policies.

- Volunteer Confidentiality Agreement
- Culture of Respect
- Harassment Policy
- Ethical Business Practices
- Personal Use of Fishline Equipment/Tools
- Use of Electronic Communication Systems
- Smoking Policy
- Solicitation Policy
- Reimbursement of Expenses Policy
- Grievance Policy
- Volunteer Purchase Policy
- Volunteer Food Policy
- Dress Code
- Policy Regarding Immigration Status
- Use of Fishline Vehicles
- Use of Personal Vehicles for Fishline Business
- Waiver and Release of Liability

Signature: \_\_\_\_\_

Printed name: \_\_\_\_\_

Date: \_\_\_\_\_

**\*PLEASE RETURN THIS SIGNATURE PAGE TO THE VOLUNTEER COORDINATOR**



## Volunteer Confidentiality Agreement

As a volunteer for Fishline, a non-profit organization serving individual clients and their families, I understand that I may become aware of personal and private areas of people's lives. I agree to keep the following strictly confidential and will not copy, distribute or make available to others:

- Any and all client information and records, including, but not limited to, names, assistance provided, personal life and status with Fishline. Client information, including all file information, is not to be disclosed to any third party, under any circumstances.
- In emergency situations, when disclosure is necessary for the life or safety of our clients or another individual, I will discuss with a staff member the need to breach confidentiality.
- I agree to abide by this agreement and maintain confidentiality during my volunteering for Fishline and after my volunteering is complete.
- This also includes, but is not limited to, discussion of client information between volunteers that do not have a "need to know." Volunteers must take precautions regarding verbal information. Client information should not be discussed in public areas (i.e., lobby, market floor, volunteer or client area, etc.)

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single client, volunteer, or staff member. Failure to maintain confidentiality may result in disciplinary/ corrective action, up to and including termination of the volunteer's relationship with the agency or other corrective action.

## Culture of Respect Volunteer Addition

For a Culture of Respect to exist in any organization, commitment and consistency will be key, but the example must be set FIRST by our Staff and Volunteers. Our clients, volunteers and community should expect that what we expect of others, we are willing to do ourselves. But respect is a broad term and requires some context for our organization. Here are some guidelines that will help us realize this ideal.

### We know we are creating a Culture of Respect when:

**We are a team:** That means we pitch in where help is needed, we share the blame and we share the credit. We are open to new ideas, listen carefully to what is being shared, treat all suggestions and feedback as precious and needed. We assume positive intent as our default belief.

**We treat each other honorably:** We strive for positive, uplifting approaches without judgment, condescension or demeaning attitudes or actions. Even when we are teasing, we do so with respect and without negativity. When we have misunderstandings, we approach the person first and ask to work it out. We don't spread negativity amongst the team/volunteers.

**We don't gossip:** Gossip is toxic and deteriorates trust. When you are speaking about someone else, and they are not there, ask yourself if you would be speaking the same way with them present. If not, reconsider.

**We are discrete:** Confidentiality is a bedrock in a business like ours. Keeping information safe and private is a constant job that requires constant vigilance.

**We are brave:** We can have some very hard days that require courage and perseverance. And as improvements come, we will be asked to take on new and challenging assignments. These tasks may stretch (and even scare) us but we trust that the need is real and the experience we will gain invaluable. We can "lean in" and see just how capable we can be.

**We keep each other informed:** Information is only powerful when shared. Keeping our team equipped with the knowledge they need to work well is a gift to our clients, our community, our Fishline. It takes extra effort, but it will likely save much more effort down the line.

**We are reliable:** We show up on time to our shifts, meetings and trainings, we call in with plenty of notice when we are going to be late or absent, we don't leave the building when we are the LEAD unless provisions are made.

**We inspire confidence and enthusiasm:** Maintaining a positive attitude can be hard on taxing days, yet your volunteers and clients will follow your lead wherever it takes them. If you stay positive and respectful, you will likely see a reciprocal response. The reverse is also true. When you maintain kind, understanding and professional atmosphere, it is an inspiration and example for other

## Resolution Procedures

If a volunteer violates these guidelines for respectful behavior, Fishline's Volunteer Coordinator should be notified. This may occur as a result of a client concern, a volunteer concern or observations of other staff or community members.

If the problem constitutes a pattern, Fishline will take the best course of action the agency deems necessary up to and including severing the volunteer relationship.

# Fishline's Culture of Respect:

## An idea worth promoting!

Fishline Food Bank strives to assure an environment of mutual respect and ethical behavior. We believe in the dignity of the human spirit and relationships built upon this belief.

Creating a safe, positive shopping and helping experience is our primary goal. We encourage every visitor to be kind to others and, even when there are disagreements, maintain respect for one another.

### We will have a truly respectful environment:

- When all interactions are civil and kind;
- When everyone can interact without fear or threat;
- When no firearms, alcohol or drugs enter our premises;
- When disagreements are handled in a peaceful way;
- When disrespectful behavior is witnessed, swift, fair and consistent accountability is enforced.

To protect our Culture of Respect, Fishline will follow these steps if disrespect occurs:

#### ***Disruptive Behavior***

such as being argumentative, frequent complaining, hiding items from checkout, disrespect of co-workers, etc.

**1st Occurrence:** Verbal Warning

**2nd Occurrence:** Written Warning

**3rd Occurrence:** Permanent removal of Shopping or Volunteer Privileges

#### ***Aggressive Behavior***

such as using raised voices, threats, confrontations, refusal to adhere to requests of volunteers or staff.

**1st Occurrence:** **Written** Warning and temporary restrictions

**Meet with Staff** Before privileges restored

**2nd Occurrence:** Privileges Permanently suspended

## Harassment Policy

At Fishline, harassment will not be tolerated. This includes harassment on the basis of race, color, creed, religion, gender, sexual preference, age, national origin, citizenship, marital status, veteran status, medical condition, sensory, physical or mental disability, or any other characteristic protected by local, state or federal law. Harassment is a form of discrimination and is an "unlawful employment practice" under Title VII of the 1964 Civil Rights Act. Prohibited harassment includes all derogatory comments about protected groups or individuals. Examples include, but are not limited to:

- Written or verbal comments
- Unfounded assumptions
- Jokes
- Innuendoes
- Physical contact
- Cartoons, pictures or posters
- Pranks
- Gestures

Harassment also includes activities that are derogatory on the basis of an individual's protected class membership and any negative actions based on an employee's participation in activities identified with or promoting the activities of the protected group. At Fishline, we take harassing conduct seriously, and this policy prohibits harassing conduct, even if that conduct does not rise to the level of a violation of the law.

Sexual harassment is a particular type of harassment, and it includes unwelcome sexual advances, requests for sexual favors, or other visual, verbal or physical conduct of a sexual nature. The *recipient* of the action defines an "unwelcome advance," and such definitions must be respected by all individuals affiliated with Fishline.

If you believe you are being harassed by employees, fellow volunteers or others, promptly notify your supervisor/manager. If your supervisor/manager is responsible for the harassment or discrimination, or if for any other reason you are uncomfortable discussing the matter with your supervisor/manager, you should report the matter directly to our Executive Director as soon as possible. If your concerns are about the Executive Director, you can contact the President of the Fishline Board of Directors.

All volunteers should be confident that complaints of harassment or discrimination will be promptly and adequately investigated and will be kept confidential except for disclosure reasonably required by the investigation. After the investigation has been completed, prompt and effective corrective action will be taken against anyone found to have violated this policy. Corrective action in each case will depend upon the gravity and circumstances of the offense, and may include termination or separation from the agency. Fishline will also take whatever action is determined necessary to prevent an offense being repeated. Fishline expressly prohibits any retaliation against individual who makes complaints or who provides information about possible violations of this policy. Any individual who feels that he or she has been retaliated against for bringing forward a complaint or participating in an investigation should promptly notify his or her supervisor/manager or the Executive Director.

## **Ethical Business Practices**

We are committed to strictly adhering to ethical and fair practices in our activities. We expect 100% commitment from you and require integrity and the highest ethical standards in all business activities.

You should not accept gifts, make personal investments, or participate in interests or associations that may interfere with the independent exercise of your judgment, the performance of your responsibilities, and the best interest of Fishline.

While representing Fishline, you are expected to:

- \* Comply with all laws and regulations
- \* Deal honestly with all clients, consultants, staff, Board members and the public
- \* Use organization resources properly
- \* Refer all questions from the press to the Executive Director

If you are unsure whether a situation conflicts with this policy, please ask your manager or the Executive Director for clarification.

## **Personal Use of Fishline Equipment/Tools**

Fishline invests in equipment to help you do your job. You are responsible for any equipment that you use during the course of your job and for any equipment that is issued to you. Please take the time to learn how to use it correctly. Should you lose or damage such equipment please notify a staff member as soon as possible. Should you decide that you need to stop volunteering for Fishline you'll need to return any equipment issued to you, such as keys, fobs, cellular phone, name tags and/or laptop computer.

## **Use of Electronic Communication Systems**

Fishline maintains and utilizes a number of electronic messaging and communication systems, including voice mail, email, fax, telephones, computers, and internet and intranet access, in order to conduct company business. All of the messages and documents that are sent, received, composed, and/or stored on these systems are the property of Fishline. Volunteers using company accounts are acting as representatives of Fishline, and as such must act in an ethical and lawful manner to avoid damaging the reputations of the organization.

Messages on Fishline's voice mail, email, and other communication systems are subject to the same policies regarding harassment and discrimination as are any other workplace communications. Offensive, intimidating, harassing, or discriminatory content in such messages will not be tolerated.

### **Smoking Policy**

In accordance with Washington State's Clean Indoor Air Act of 2005, smoking is prohibited indoors. If you wish to smoke, you must do it outside, at least 25 feet away from all entrances, exits, windows that open, and ventilation intakes.

### **Solicitation Policy**

Each year, Fishline receives requests from organizations and individuals seeking permission to solicit for various causes. While these requests are in support of commendable endeavors, requests for payments, contributions, memberships, signatures, funds, and any other similar solicitation are not permitted at any time because it causes disruption to the workplace. The same limitation shall also apply to the distribution of pamphlets, handbills, folders, or other literature.

### **Reimbursement of Expenses Policy**

Volunteers are reimbursed on a weekly basis for pre-authorized reasonable expenses incurred on behalf of Fishline. All expenses must be supported with receipts or approved documentation and must be approved by management.

### **Grievance Policy**

In any organization, problems and misunderstandings arise from time to time. If you have a problem, management wants to know about it. We encourage you to first discuss and attempt to resolve the issue with your supervisor/manager. If the issue cannot be resolved with your supervisor/manager, we encourage you to take your problem to the manager next in succession. If your concerns involve the next supervisor/manager in succession, please see the Executive Director. If your concerns are about the Executive Director, you can contact the President of the Fishline Board of Directors.

Use of this procedure, however, will not delay implementation of any corrective action by Fishline. Moreover, Fishline reserves the right to end the procedure under circumstances it believes are appropriate.

This complaint procedure does not apply to complaints about violations of Fishline's anti-harassment policy. For complaints about harassment, please see the guidelines outlined under the Harassment Policy.

## Volunteer Purchase Policy

To ensure ethical standards, fairness, and avoid the appearance to others that volunteers are benefiting more than just donating their time, the following policy has been created regarding incoming or in-stock donations for Second Season Thrift.

### Volunteer Purchase Discounts

Volunteers are able to receive a 20% discount on purchases at Second Season. Volunteers should present a Fishline issued volunteer ID card to the cashier to receive a volunteer discount. On sale days, no discount in addition to the sale one applies.

### Volunteer Purchases of Donated Thrift Items

- **No purchasing items as they come in.** The item needs to go through normal sorting and pricing procedures and be open for purchase by anyone.
- **Item must be on floor for purchase. Volunteer can be asked to be contacted once another volunteer processes and prices item.** If volunteer wants to purchase item but is not in store at time it is available on the store floor, the volunteer can purchase item over the phone with a credit card.

### **Second Season Thrift Shop**

As part of the sorting process of incoming items, there are items that are:

- purged off the sales floor
- removed due to lack of space,
- not appropriate to carry in store
- broken or incomplete.
- provided to the Free Clothing Closet for clients.

These are moved to "OUTGOING" for another thrift store, other community service programs, or the trash. Items have a value even if we are not putting them out for sale. A volunteer can make a freewill donation for above items under the following conditions:

- Another volunteer who handles pricing must evaluate the item and determine that it does not fit as an item for sale at Second Season. If it does, it should be priced and put on the floor for sale.
- If not appropriate for Second Season's sales floor by a pricing volunteer, then volunteer can contribute a freewill donation to Second Season donation jar. The funds from the donation jar will be considered to be donations to Fishline. All donations are given to the Business Manager for deposit into one or more of Fishline's accounts.

## Volunteer Food Policy

### For all volunteers...

- **Break room food:** Selected items from the market may be put on the lunch table in the break room **by a staff member only** for all to enjoy. Fishline is subject to the wishes of our partners, including Food Lifeline. Food Lifeline has guidelines concerning food for volunteers and food that must go directly into the market. Thank you for honoring this rule!
- **Food of any kind cannot be consumed outside of the volunteer breakroom.** Only water/coffee/tea is allowed at volunteer stations on the floor. This is a health department requirement, so please take a break to eat in the breakroom. You deserve it anyway!
- **Bread Shelf:** At the end of each volunteer shift volunteers are allowed to bring home one package of bread from the bread baskets in the break room. Bread is put in the baskets by staff members only.

***Please note- due to the COVID outbreak the lunchroom areas will be limited to rest periods. Any food consumption is restricted to eating only food you bring from home. Any sharing or communal food is strictly prohibited.***

### For volunteers who are also clients...

About 1 in 6 of our market volunteers also use the market. We feel so fortunate to have these individuals who know Fishline well, both as clients and volunteers. We do ask that client- volunteers follow some food guidelines to assure a fair and harmonious workplace. If you wish to receive food on the day of your volunteer shift, you can shop:

● Morning Shift	After your shift
● Afternoon Shift	Before your shift or 15 min. before closing
● Evening Shift	Before your shift or 15 minutes before closing
● All Day Volunteers	Shop on your lunch break after 11:30 a.m. or by taking a 15 min. break before closing

- You may take food for others or shop for friends/family if you are listed on their account. (This is done through ClientServices.)
- Please shop then checkout. Please do not set things aside at any point. Please do not shop while wearing your apron or name tag. You may bag up, label, and set your perishables aside in a back refrigerator if shopping before your shift is over.
- Please allow another volunteer or staff to check you out.
- Of course, you can shop the market and receive other services as a client any time you need on the days you are not volunteering!

## Dress Code

Our volunteers are the face of our organization! Please consider the following guidelines when representing Fishline in any capacity. Let us know if you have any questions. Thank you!

### **Personal appearance and cleanliness:**

- Please practice good hygiene (clean face, finger nails, hands, etc.)
- Perfume and cologne should be worn conservatively
- Visible tattoos are subject to our executive director's request that they be covered

### **Attire:**

- Clothes must be neat and clean, and in good condition. Remember that in each of our locations we are interacting with donors, families, and members of the community. In this spirit, we ask that you refrain from wearing...
- **NO** pajamas, short shorts or skirts, pants hanging below the hips or dragging below the shoes;
- **NO** shirts that expose the midriff, have thin straps, are sheer or are too low cut and/or revealing;
- **NO** open-toed shoes, sandals or flip-flops for safety purposes. Shoes should cover the entire foot and offer foot and toe protection.

### **Name tags:**

- All volunteers receive a name tag. Name tags need to be worn where they are visible and worn each day the volunteer is on duty.

### **Market volunteers:**

- All volunteers are required to wear a red or black Fishline apron while working on the floor.  

**During the COVID crisis, aprons may be optional if there are not sufficient cleanly laundered aprons to distribute among all volunteers**
- Market volunteers should be prepared for the weather.
- Disposable gloves are to be worn while sorting and packaging food.

**During the COVID crisis, masks are required throughout the building and outside when social distancing is not practical.**

## Policy Regarding Immigration Status

We want to assure you that Fishline is a non-profit, non-governmental organization, and we are committed to serving residents of North Kitsap regardless of their immigration status. We do not collect nor share information about participants' immigration status.

We understand there are clients who may be concerned or nervous about accessing our services given the recent federal focus upon illegal status of immigrants. We would appreciate it if you could let us know if you observe significant drops in participation of our food programs. If a client indicates distress about sharing his/her personal information, you may waive the requirement to show valid photo ID. You are welcome to direct any client questions to a staff member as soon as you are aware of their concerns.

### **If officials call or visit to inquire about client immigration status**

We are told that an inquiry from either Immigration or Customs Enforcement is relatively low. If it happens, it will most likely be because an individual submitted the address of the nonprofit as their home or mailing address to ICE or US Citizenship and Immigration Services. We are told by Kitsap Law Enforcement that there have been NO apprehensions by ICE officials in Kitsap County as of April, 2017.

However, we want to be prepared in case such a situation occurs.

- No Fishline staff member or volunteer should answer inquiries over the phone. Information on clients can only be released upon VISUAL VERIFICATION of AJUDICIALSEARCH WARRANT or **SUBPEONA**.
- Fishline should not allow immigration agents access to Fishline unless the agents have a judicial search warrant or subpoena granting them access to our premises. An "administrative" arrest warrant is not a search warrant and would not suffice.
- Fishline should not release information about our clients to immigration agencies unless those have a judicial search warrant or subpoena specifically requiring release of that information.

**If an immigration official does come to Fishline,  
please contact a staff member immediately.**

## **Use of Fishline Vehicles**

Fishline has a number of vehicles that employees may be permitted or required to use from time to time. Fishline vehicles are for work use only and may not be used by employees for personal needs (such as moving or side jobs). The use of a Fishline vehicle is a revocable privilege. If you have been authorized to use a company vehicle, you must adhere to the following guidelines:

- All volunteers who operate a vehicle in connection with Fishline must possess valid driver's licenses and sign forms authorizing Fishline to examine their driving records and proof of insurance.
- You must have your valid, current driver's license with you any time you drive a company vehicle.
- Both driver and passengers must use proper safety restraints at all times.
- You may not loan out a Fishline vehicle to others inside or outside of Fishline.
- Volunteers who use Fishline vehicles are required to keep them clean and maintain the vehicles in good working condition. Report any problems to your supervisor/manager immediately.
- You must notify your supervisor/manager immediately of any citations for moving violations or accidents involving a Fishline vehicle. Volunteers who fail to report damage to or misuse of a company vehicle may be subject to corrective action, up to and including separation from Fishline.
- Volunteers are responsible for any moving and parking violations and fines that result from operating Fishline vehicles.
- You must not operate a Fishline vehicle while under the influence of drugs, alcohol, or any controlled substance.
- No volunteers under 18 will operate Fishline vehicles at any time, for any reason.
- You must have a copy of your valid, current license on file with Fishline.

## **Use of Personal Vehicles for Fishline Business**

Volunteers may use their own vehicles for conducting Fishline business. Volunteers who use their own vehicles must adhere to the following:

- All volunteers who operate a vehicle on behalf of Fishline must possess a valid driver's license.
- All volunteers must possess adequate and current insurance certification.
- You must have your valid, current driver's license and proof of insurance at any time you drive your personal vehicle for Fishline.
- You must follow all legal requirements and regulations in the State of Washington.
- You must have a copy of your valid, current license and proof of insurance on file with Fishline.



## Release and Waiver of Liability

This Release and Waiver of Liability, executed on this \_\_\_\_ day of \_\_\_\_\_, 20\_\_, by \_\_\_\_\_, (Volunteer) in favor of Fishline, a Washington nonprofit, their directors, officers, employees and agents.

The Volunteer desires to work as a volunteer for Fishline and engage in the activities related to being a volunteer. The Volunteer understands that the activities may include walking, bending, lifting, twisting, driving, work on projects, work with tools, and potential exposure to communicable diseases. The Volunteer hereby freely, voluntarily and without duress executes this release under the following terms:

### **Release and Waiver:**

Volunteer does hereby release and forever discharge and hold harmless Fishline and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which may arise or may hereafter arise from Volunteer's activities with Fishline.

Volunteer understands that this release discharges Fishline from any liability or claim that the Volunteer may have against Fishline with respect to any bodily injury, personal injury, illness, death, or property damage that may result from Volunteer's activities with Fishline, whether caused by the negligence of Fishline or its officers, directors, employees, or agents or otherwise. Volunteer understands that Fishline does not assume any responsibility for or obligation to provide financial assistance or other assistance, including but not limited to medical, health or disability insurance in the event of injury or illness.

### **Medical Treatment:**

Volunteer does hereby release and forever discharge Fishline from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the Volunteer's activities at Fishline.

### **Assumption of Risk:**

Volunteer understands that the activities included work that may be hazardous to the volunteer including, but not limited to, walking, bending, lifting, twisting, driving, work on projects, work with tools and potential exposure to communicable diseases. Volunteer hereby expressly and specifically assumes the risk of injury or harm in the activities and releases Fishline from all liability for injury, death, or property damage resulting from the activities.

### **Insurance:**

Fishline carries L&I insurance on all Volunteers while on the job site. However, we make no assurances that this is adequate to your needs. Each Volunteer is expected and encouraged to obtain his or her own medical or health insurance coverage.

If a Volunteer is injured while working at Fishline, the incident must be reported to Management prior to the Volunteer leaving the Fishline premises.

**Photographic Release:**

Volunteer does hereby grant and convey unto Fishline all right, title, and interest in any and all photographic images and video or audio recordings made by Fishline during the Volunteer's activities with Fishline, including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

**Other:**

Volunteer expressly agrees that this release is intended to be as broad and inclusive as permitted by the laws of the State of Washington, and that this release shall be governed and interpreted in accordance with the laws of the State of Washington. Volunteer agrees that in the event that any clause or provision of this release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this release which shall continue to be enforceable. Volunteer expressly agrees that Fishline may run any background check deemed necessary. No person may volunteer who has been convicted of a crime of sexual nature. No person may volunteer who has been convicted, in the last seven years, of a crime of a violent nature.

IN WITNESS WHEREOF, Volunteer has executed this release as of the day and year first written above.

Volunteer: \_\_\_\_\_ Staff Signature: \_\_\_\_\_

**\*PLEASE RETURN THE DATED PAGE (PG. 15) AND THIS SIGNATURE PAGE (PG. 16)  
TO THE VOLUNTEER COORDINATOR**