

VOLUNTEER POLICY FOR DUNDEE FRESH GROCERY

19 Union Street, Dundee, NY

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I. Letter of Introduction

Dear Volunteer,

Thank you for volunteering at DFG. We hope your experience with us will be gratifying. We are delighted that you would like to become a part of our organization and are eager to begin our work with you. Your commitment will help us establish and maintain a high level of quality and customer satisfaction. As a volunteer, you serve an important function within our organization.

From time to time, DFG may change or revise procedures. You will be notified of any changes that are made. As a volunteer, it is your responsibility to stay abreast of current procedures. This policy document does not guarantee any fixed terms and conditions of a volunteer's support of DFG. It is intended as a guide for us all to work towards providing a wonderful consistent experience for our customers, volunteers and staff.

Your service as a volunteer will last, as long as you and the DFG mutually agree. However, we look forward to a long and rewarding relationship with all our volunteers. We welcome suggestions you may have for improving our services, program or volunteer policies and procedures.

At Dundee Fresh Grocery we're building more than a store—we're building relationships, supporting farmers, and enriching the Finger Lakes lifestyle. We are happy to have your support as a volunteer!

Warmly,

Thad

Alice

Leslie

Board of Directors.

II. VOLUNTEERING AT DFG

A Dundee Fresh Grocery Volunteer is:

- at least 16 years of age (or younger with parental permission and DFG staff/board approval)
- has completed A VOLUNTEER APPLICATION
- has completed the screening and training process

Working Environment

Dundee Fresh Grocery, Inc. endeavors to promote a comfortable and productive working environment for all volunteers. In keeping with this policy, sexual, racial, religious, ethnic, or other kinds of harassment of volunteers is a violation of Dundee Fresh Grocery, Inc. policy and will not be tolerated.

We expect volunteers to treat each other, our customers, and Dundee Fresh Grocery staff with respect. Please let us know if you experience any difficulties. All volunteer policies and volunteer opportunities are administered without discrimination based on race, color, religion, sex, national origin, age, disability, marital status, or sexual orientation.

Application and Screening Process for Prospective Dundee Fresh Grocery Volunteers

All prospective volunteers must:

- Complete a written application which may include information about educational background, training, employment and other volunteer history
- Provide the names and addresses of references (who are not relatives of the applicant), *if requested by DFG staff*
- Have a personal interview with the DUNDEE FRESH GROCERY Store Manager. All screening must be completed before the volunteer completes training and is assigned a schedule.
- Dundee Fresh Grocery, Inc. provides prospective volunteers with an initial training and orientation.
- Occasionally, a volunteer's performance or conduct may conflict with DFG vision or mission. The Dundee Fresh Grocery DFG Store Manager or Personnel Committee Chair and the volunteer will discuss the situation and develop goals for improvement, when necessary.
 - Grounds for Dismissal of a Dundee Fresh Grocery Volunteer include but are not limited to: Failing to demonstrate an ability to effectively carry out assigned duties, falsifying his/her application or misrepresenting facts during the screening process, inability to maintain their agreed upon schedule.
 - The DUNDEE FRESH GROCERY Store Manager holds the final decision whether to retain the services of a volunteer and may terminate any volunteer for non-compliance with policies or procedures or for any other reason that DUNDEE FRESH GROCERY staff, in its sole discretion, deems appropriate.

III. RESPONSIBILITIES AS A DUNDEE FRESH GROCERY VOLUNTEER

Attendance

- Dundee Fresh Grocery Volunteers and DFG Store Manager will agree to a specific schedule for the volunteer.
- Volunteers are asked to arrive on time and sign in
- Volunteers will check in with the DFG staff to confirm their arrival and assignment for their volunteer "shift."

- Volunteers will sign out at the completion of their “shift” .
- Volunteers should call/text DFT Store Manager as soon as possible if they are unable to volunteer on an assigned day.
- The Dundee Fresh Grocery provides supervision appropriate to the volunteer’s needs and complexity of the work assignment.

DFG Ambassador!

- Volunteers are valued at DFG. We couldn’t do it without you!
- Volunteers will typically have face to face contact with other volunteers, staff, and our customers on a regular basis.
- We appreciate volunteers who make our customers feel valued and at home at DFG.
 - Greet customers with a smile, be friendly, and ask how you can help them.
 - As a volunteer you represent Dundee Fresh Grocery, Inc., and what you do reflects on the organization.
- Volunteers should strive to make themselves part of the DFG team. Commit to having a good relationship with other volunteers, staff, and of course, our customers.

Training and Supervision

- Take any concerns that may impact the volunteer, staff, or customer experience to the Store Manager for consideration.
 - Please advise the Store Manager immediately if you are working with a “difficult” or unhappy customer.
- Please work with the Store Manager if you feel you would benefit from additional training, supervision, or a different volunteer assignment. DFG has a number of volunteer opportunities, and we will do our best to find a good fit for you.

Store Policies

- Personal Property
 - Dundee Fresh Grocery, Inc. cannot accept responsibility for personal property. Volunteers are requested to keep all valuable property safely secured in their car or on their person.
- Dundee Fresh Grocery Property
 - DFG has a volunteer rewards program. As such we expect that volunteers will not help themselves to store or café inventory during their volunteer shift.
 - Volunteers may of course purchase items from the store or café prior to or after their volunteer shifts.
- General Safety and Work Area Organization and Cleanliness
 - Dundee Fresh Grocery, Inc. considers its volunteers to be its most important asset. You are asked to help us maintain a safe work environment.
 - It is the responsibility of every volunteer to report any unsafe or questionable conditions to your DUNDEE FRESH GROCERY Director.
 - You may be volunteering prior to store opening or after store closing. Please discuss expectations for entering and leaving the premises at off hours with the Store Manager and become familiar with DFG opening and closing procedures as they may impact your volunteer shift.
 - Please keep your work area organized and clean at all times.
 - Please be sure to wear gloves when you are handling food items and to have your hair pulled back.

- Please exercise extreme caution when your volunteer assignment involves lifting, moving, cooking, or otherwise handling hot foods and beverages or cleaning supplies.
- Media Communications
- The DUNDEE FRESH GROCERY Director handles inquiries concerning Dundee Fresh Grocery, Inc., its policies and procedures, practices, or clients.
 - Volunteers are not permitted to make any statements involving Dundee Fresh Grocery, Inc. to the media without the prior consent of the DUNDEE FRESH GROCERY Director.

Dress / Volunteer Attire. Dress in a fashion that is office casual and not conspicuous and appropriate for the volunteer assignment. A Dundee Fresh Grocery apron will be provided and laundered by DFG. Proper footwear is required, must wear slip-resistant shoes when working in the Kitchen area to prevent slip and fall injuries. Closed-toed shoes, no sandals or flip-flops, must also be worn to prevent foot injuries while volunteering at Dundee Fresh Grocery.

Volunteer Recognition

The Dundee Fresh Grocery, Inc. has in place mechanisms for Volunteer recognition.

- Rewards program DFG “bucks”/ discount/volunteer of the week. At the discretion of the manager.
Dundee Fresh Grocery

Our Mission: to provide access to fresh and wholesome foods to support the health of the community.

Values: Quality and Service, Freshness, Community, Convenient, Variety

- We are committed to providing quality service to our customers.
- Join the Dundee Fresh Grocery community and discover the freshness we bring to your table.
- We take pride in sourcing the finest ingredients and fostering a sense of community through our dedication to quality and sustainability.
- Experience the convenience of Dundee Fresh Grocery with our wide variety of products.
- DFG is committed to the highest standards of ethics and integrity in all our work.
- We expect all people will be treated with dignity, fairness and respect.
- Dundee Fresh Grocery Volunteers have the ability to bring creative insight to the store.
- Dundee Fresh Grocery Volunteers bring an outsider’s viewpoint to regulated systems.
- Staff supports volunteers, assisting them with direction and supervision to provide the best experience possible.
- Responsibility to donors and the public: We endeavor to be accountable to the public in matters of stewardship and the conduct of our services, and especially to those who support us financially.
- Everyone working to further DFG’s mission, regardless of job title or paid or volunteer status, is equally important.
- Teamwork is necessary.

Thank you for your vital work.

I have read the Dundee Fresh Grocery, Inc. Volunteer Policies and Procedures and agree to abide by them.

Volunteer Name: _____

Date: _____

Program Representative: _____

Date: _____