



Freely we receive, Freely we give

Volunteer Handbook

***Open Hands Midway, Inc. is a registered
501(c)(3) nonprofit organization***

Volunteer Handbook

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Letter from the Executive Director

Dear Volunteer,

Welcome to Open Hands Midway! As a volunteer, you are a valuable resource to our organization. Open Hands Midway is strongly committed to responding to the ever-increasing needs of the families and individuals we serve. The need for community participation continues to grow, and it is apparent that volunteers are more and more vital to Open Hands Midway. Our team of staff and volunteers provides Open Hands Midway with the ability to serve its guests, enhance the quality of existing services, and even provide entirely new services when a need is identified.

Your personal contributions will help us meet our guest's needs. Your gifts of time, life experiences, sensitivity, knowledge and skills will give our programs an added dimension. Working and planning together, staff and volunteers can share visions and ideas for new ways to have a positive impact on the lives of all those we serve.

We are confident that you will be rewarded as you volunteer in a position that benefits from your talents and interests and provides you with a unique opportunity for personal growth and accomplishment.

Thank you for sharing in acts of service.

Sincerely,

Kay Kuehn

Kay Kuehn
Executive Director



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Our Mission

To serve the St. Paul Midway and surrounding area by leveraging contributors' gifts in providing a means for those who are economically challenged to obtain nutritious meals, groceries and personal supplies, along with access to an array of community resources.

To serve the St. Paul Midway and surrounding area

The mission of Open Hands Midway is to provide for people in the Midway and surrounding communities of St. Paul Minnesota. As stated in our Values and Beliefs, ALL are welcome – no matter where they come from.

By leveraging contributors' gifts

Open Hands Midway uses the generous financial and in-kind gifts of our contributors to provide *free* services to all of our guests.

Access to an array of community resources

Open Hands Midway offers referral resources to many organizations in the Midway area and beyond. Open Hands Midway seeks to provide the most current resource referral information available.



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Our Values

We affirm the following values:

- Everyone is welcome.
- Love changes people.
- Everyone has gifts to share.
- All things are possible.

Open Hands Midway is one of many Minnesota non-profit charitable organizations serving the Hamline-Midway neighborhood of St. Paul.

Open Hands Midway serves all people regardless of race, color, creed, religion, national origin, sex, sexual orientation, handicap or age.

About The Handbook

This Handbook is offered to help acquaint you with the general policies and procedures of Open Hands Midway, Inc. and the program(s) in which you are serving as a volunteer. It has been arranged to serve as a quick reference for you at any time; however, it is recommended you read it completely as you begin your Open Hands Midway volunteer assignment. This will allow you to feel more comfortable with Open Hands Midway practices from the start.

This handbook is provided for informational purposes only, and is not intended to create a contract, or any express covenant of good faith and fair dealing. Open Hands Midway accepts the service of volunteers with the understanding that such service is at the sole discretion of the organization. You, as a volunteer, understand that the organization may at any time, for whatever reason, decide to end the volunteer relationship. You may at any time, and for whatever reason, end your volunteer service with Open Hands Midway. This handbook does not modify this at-will relationship.

The policies and procedures described in this handbook are implemented at the discretion of Open Hands Midway and may be changed from time to time. Any decisions by Open Hands Midway concerning the interpretation or application of these policies and procedures will be final and binding upon all volunteers. The policies and procedures set forth in this handbook revoke all previous inconsistent policies and procedures.

Open Hands Midway Programs

Open Hands Midway offers services to homeless and economically challenged individuals in the St. Paul Midway area. Our programs include: Meal Programs, Food Shelf, and Produce Distribution.

Meal Programs

- **Monday Meal**
 - Monday meals began being served in 2006. Every Monday, excluding major holidays, Open Hands Midway serves a *free* nutritious meal to guests from 12 pm until 2 pm. At the time of the meal, our guests also have the opportunity to receive *free* fresh produce and bakery items.
- **Wednesday Meal**
 - Wednesday meals began being served in 2008 when a partnership was established with YouthWorks. Service initially started once per month and eventually increased to each Wednesday in May of 2020. Open Hands Midway serves a *free* nutritious meal to guests from 12 pm until 2 pm. At the time of the meal, our guests also have the opportunity to receive *free* fresh produce and bakery items.

Food Shelf

Open Hands Midway provides food shelf *free* of charge to those in need on Tuesdays, excluding any major holidays, from 12:00 pm until 2:00 pm. Guests may use this service once per calendar month and are required to complete an eligibility form once per calendar year. Guests shop for their own food using shopping category cards. Open Hands Midway reserves the right to change or cancel service without any prior notice. Food Shelf hours are listed on our website calendar.

Produce Distribution

Produce Distribution is held in late summer and early fall on Wednesday from 12 pm until 2 pm. In a partnership with Second Harvest Heartland, we distribute between 5,000 and 10,000 pounds of *free* fresh produce to our guests. Produce Distribution is held outside and is a rain or shine event.

WELCOME TO THE OPEN HANDS MIDWAY PROGRAMS

Starting Out As a Volunteer

Open Hands Midway offers many different opportunities for volunteers in our various programs. You will be required to complete a Volunteer Application, Information and Photo Release form, Volunteer Waiver of Insurance form, consent to a background check and be accepted for service ***before*** starting a volunteer assignment. You will receive an orientation to your assignment and possibly additional training. As part of your orientation, you should review the policies and procedures in this handbook.

PROGRAM CONTACT INFORMATION

Open Hands Midway, Inc.

436 Roy St. North
St. Paul, MN 55104
Office Phone (651) 646-6549 ext. 4

Kay Kuehn, Executive Director
Office (651)646-6549 ext. 4
kay@openhandsmidway.org

For All Programs

In case of Fire 911
Emergencies 911

PROGRAM VOLUNTEER HOURS AND HOLIDAYS OBSERVED

Meal Programs

Monday 10:00 a.m. – 2:30 p.m.
Wednesday 9:30 a.m. – 2:30 p.m.

Open Hands Midway observes the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

Food Shelf

Tuesday 12:00 p.m. – 2:00 p.m.

Dates are posted on our website calendar. We reserve the right to cancel or change the food shelf dates without prior notice.

Produce Distribution

Wednesdays in August and September 12:00 p.m. – 2:00 p.m.

Produce Distribution will not be held if it conflicts with a holiday (see holiday list under *Meal Programs* above).

Communications

Volunteers will receive all necessary and relevant information for our programs via email, mail or phone depending upon the method of communication they select in their Volunteer Application.

Facilities – Located in Bethlehem Lutheran Church

Building Access and Security

Our program building is a locked and secure facility on days when no programming is taking place. Volunteers will utilize the building during normal operating hours. If it is determined a volunteer should utilize the program building outside of normal operating hours, authorization must be arranged with program staff.

Parking

Parking is available in our main lot located on the north side of the building. There is some street parking surrounding the building and a parking ramp located on Spruce Tree Drive at the Spruce Tree Center (you must pay to park there). Please pay attention to street signs regarding parking; Open Hands Midway cannot be responsible for any expenses incurred by volunteers for parking tickets or towing.

Restrooms

The restroom location will be shown to volunteers during their site location tour. State law requires you to wash your hands before returning to duty.

Personal Belongings

Volunteers are cautioned not to bring valuables into the building or leave them in vehicles. Open Hands Midway cannot be responsible for lost/stolen personal property. Please leave personal items at home.

Commitment to Volunteers

Open Hands Midway is pleased to have you as a volunteer with our programs. You enhance and complement the work of paid staff and enable us to provide better service to our guests. Because we do value you, Open Hands Midway makes the following commitments to our volunteers:

- 1. Assure equal opportunity for all volunteers and not discriminate or harass any person because of race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status, or status with regard to public assistance.*
- 2. Offer a volunteer assignment that is worthwhile and is appropriate to your interests, background, and abilities.*
- 3. Provide you with orientation and on-going training.*
- 4. Treat you as a valuable team member.*
- 5. Provide appropriate work direction and supervision.*
- 6. Provide support and advice when needed.*
- 7. Keep you informed of what is going on with Open Hands Midway programs.*

Volunteer's Commitment

As a volunteer with Open Hands Midway, you agree to the following commitments:

- 1. To be honest regarding intent, goals and skills, and to accept only realistic assignments.*
- 2. To have a clear understanding of the position, and be willing to learn and participate in orientation and training programs.*
- 3. To review organization handbook and attend all mandatory training.*
- 4. To respect the people we serve with kindness and dignity.*
- 5. To complete all assignments alert, sober and drug free.*
- 6. To be punctual, and to carry out duties promptly and reliably.*
- 7. To record volunteer hours by signing in and out.*

Open Hands Midway General Volunteer Procedures

Background Screening

Open Hands Midway requires all staff and volunteers to complete a background screening prior to employment or volunteering at our meal and food programs. Our organization is mission-oriented and often serves vulnerable populations. Employee and volunteer background screenings are required to protect our staff, volunteers, and guests as well as to ensure continued funding. Background screenings also help protect assets, mitigate risk, and avoid potential liability lawsuits. The ultimate goal is to verify identity and weed out potential problems, especially problems that could arise from an undisclosed criminal history. You must provide Open Hands Midway with a current email address in order that we may send you a secure link to complete the background screening. The cost for the screening will be covered by Open Hands Midway.

Conflicts and Complaints

You may experience conflicts with guests, staff or other volunteers. You should try to resolve conflicts in a timely and respectful manner. If conflicts are not resolved, you should discuss them with the Executive Director of Open Hands Midway.

Scheduling and Absences

Scheduling varies with each volunteer position. Please remember that we rely on volunteers to assist with programming. We ask all volunteers to please arrive on time for their shift(s); if a volunteer is unable to come in for a scheduled shift(s) they need to contact Open Hands Midway directly at 654-646-6549 x4 or email info@openhandsmidway.org.

Termination

Open Hands Midway accepts the service of volunteers with the understanding that such service is at the sole discretion of the organization. You, as a volunteer, understand that the organization may at any time, for whatever reason, decide to end the volunteer relationship.

Time and Record Keeping

Open Hands Midway is responsible for registering its volunteers by maintaining records of applications, and other required forms, and by maintaining a roster of active volunteers and tracking volunteer hours. The methods to do this will vary depending on the requirements of the program you are volunteering with. Volunteer records will be accorded the same confidentiality as staff personnel records. You are entitled access to the records by submitting a request to the Executive Director.

Use of Organizational Resources

Furnishings, equipment and other resources owned by Open Hands Midway may not be used for the personal purposes of any employee or volunteer without prior approval.

Your services as a volunteer may be terminated by Open Hands Midway management for reasons including, but not limited to, violation of Open Hands Midway's policies and procedures or other forms of inappropriate conduct.

You may at any time, for whatever reason, end your volunteer service with Open Hands Midway. Notice of such a decision should be communicated, as soon as possible, to Open Hands Midway.

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You may at any time, for whatever reason, end your volunteer service with Open Hands Midway. Notice of such a decision should be communicated, as soon as possible, to Open Hands Midway.

Risk Management and Safety

Liability and Injury Coverage

Open Hands Midway is dedicated to maintaining a safe environment for all staff, guests, and volunteers. However, we **do not** provide liability and medical coverage for registered volunteers for accidental injuries incurred while performing duties within their volunteer assignment. Please see **page 23** of this handbook for our statement on this matter as well as the Waiver of Insurance each volunteer is required to submit before beginning service with Open Hands Midway.

Safety Procedures

Volunteers are responsible for knowing and following our safety policies and procedures. Included are the following expectations:

- Supporting efforts to promote safe working conditions and habits.
- Making full use of safety equipment and safeguards provided for assigned tasks.
- Reporting immediately all unsafe work conditions.
- Reporting immediately all personal injuries.
- Knowing the location of First Aid kits.
- Be sure you know your nearest exit in case of fire.
- Receiving instructions on how to lift properly to protect your back against injury, if lifting is involved in your volunteer duties. Most back injuries result from improper lifting.

Standard Precautions for all human blood and body fluids are the basic level of infection control:

- Treat all human blood and body fluids as if they were infectious for HIV, Hepatitis B and other blood-borne pathogens. You should immediately inform Open Hands Midway if you believe you have been exposed and seek medical attention.
- Use standard precautions in the care of all injured persons to reduce the risk of transmission of microorganisms from both recognized and non-recognized sources of infection. This applies to blood, all body fluids, secretions and excretions (except sweat) whether or not they contain visible blood; non-intact skin; and mucous membranes.

The following Personal Protective Equipment should be used as a standard precaution:

Gloves

- Clean, non-sterile gloves when touching or coming into contact with blood, body fluids, secretions or excretions.
- Apply gloves just before touching mucous membranes or contacting blood, body fluids, secretions, or excretions.
- Remove gloves promptly after use and discard before touching non-contaminated items or environmental surfaces, and before providing care to others.
- Wash hands immediately after removing gloves.

Food Safety Rules and Practices

At Open Hands Midway, we take food safety very seriously. When it comes to serving our guests, we need to be proactive to make sure food is handled safely from the time we receive it until the time it is served or distributed to our guests. The following rules and practices **must** be adhered to each time you are handling or serving food as a volunteer:

- **NO** smoking, eating, or chewing gum near food or while preparing and serving food.
- Volunteers **must** wear closed toe, skid-resistant shoes to reduce falls or injuries which could occur from the spill of hot liquids.
- **Never** come to volunteer when you, or someone you have been with, are sick or have been sick within the past 48 hours.
- All volunteers **must** wash their hands prior to handling any food. Sinks where dishes are washed should **never** be used for handwashing. There is a designated handwashing sink in the kitchen.
- Signs are posted throughout the kitchen and bathrooms regarding proper handwashing techniques.
- Gloves are available, and should be worn when handling food. Gloves **are not** a substitute for handwashing.
- Before returning to food preparation or serving you should put on your hair net or hat, properly wash your hands at the designated handwashing sink in the kitchen and then put on your gloves **in that order**. **Never** put on a hair net **after** you put on gloves, this is how germs spread. Hair nets are to be worn when preparing or serving food.
- A snug fitting hat may be worn in place of a hair net. Any long hair must be pulled into a ponytail or tucked underneath a hair net or hat, no hair outside of net or hat.
- **Never** eat food while wearing your gloves. If you take time out to eat, please wash your hands and put on a new pair of gloves prior to returning to the food preparation or serving areas.

The main purpose of handling food safely is the prevention and spread of illness among our staff, volunteers and guests.

Open Hands Midway Volunteer/Guest Boundary Guidelines

Open Hands Midway expects that volunteers will observe high professional and ethical standards. If your volunteer assignment involves interacting directly with guests, you must follow these guidelines. These guidelines are for the benefit of both you and our guests.

1. Do not physically touch, unless you ask permission first or your volunteer assignment duties permit it.
2. Do not give, lend or borrow money, vehicles, or other items to or from guests.
3. Do not co-sign guest loans.
4. Do not give personal advice or try to solve guest's problems.
5. Do not become emotionally or socially involved with guests outside of your assigned volunteer responsibilities and role.
6. Share only enough personal information about you to build trust; minimize self-disclosure.
7. Respect the person and try not to judge him or her.
8. Do not impose your personal beliefs and values, including your religious or spiritual beliefs.
9. Do not accept or give gifts or favors of more than nominal value.
10. Maintain confidentiality.
11. Do not buy or sell merchandise or services of any kind to or from guests.
12. Do not engage in situations or guest relationships in which there is any appearance of conflict of interest.
13. Model appropriate language and behavior.
14. Practice and adhere to healthy self-care.
15. Remember that personal safety comes first.
16. Admit your mistakes and be willing to learn. If you make a mistake you are expected to talk with the Executive Director of Open Hands Midway.

Open Hands Midway, Inc. Policies

The following key policies and procedures apply to all Open Hands Midway employees and volunteers.

Posted Rules at all Programs Which Provide a Safe Environment for All

We are glad you are here! All are welcome as long as you follow the rules and respect the leadership. We have established the following rules which make for a safe place for all persons within this community. We expect that you will follow them.

- We do not tolerate racial, gender or age denigration (or put-downs).
- No weapons, drugs or alcohol are allowed on your body or in your bags.
- You will be asked to leave or be removed from the premises:
 - If you are under the influence (drugs, alcohol) or are sick enough to infect others.
 - If you are aggressive or reckless with your eyes, body, words or behavior. This includes fighting, name calling, racial slurs, disrespect, and bullying.
 - If you are predatory in your behavior or cause anyone else to feel unsafe.
- You are responsible for cleaning up after yourself, when you eat or when using the restrooms.
- Dress respectfully and moderately so you are not a distraction or stumbling block to others. Pull up your pants to cover your underwear, cover your breasts, stay away from short shorts or see-through clothing, remove hooded sweatshirt from over your head.
- Open Hands Midway leadership solely reserves the right:
 - To call the proper authorities if you participate in criminal activity while on our property (i.e., gang activity, buying or selling, fighting).
 - To escort you or bar you from the premises. In other words, it is non-negotiable.

Please report any violations of these rules to the Executive Director

Non-Discrimination Policy

Open Hands Midway will not discriminate against or harass any person with respect to race, color, creed, religion, national origin, sex, sexual orientation, disability, age, marital status or status with regard to public assistance. ALL are welcome.

Disability Policy

Open Hands Midway welcomes volunteers with disabilities. Open Hands Midway complies with the Americans with Disabilities Act. Please contact the Executive Director if you have special requirements so we may seek to accommodate your needs.

Smoke-Free Facility Policy

Open Hands Midway is committed to providing a healthy, comfortable and productive environment for our employees, volunteers and guests. Therefore, smoking is prohibited throughout organization facilities and outside during programs and events.

Solicitation Policy

Volunteers may not solicit or distribute literature to guests. Volunteers also need prior approval before soliciting donations on behalf of Open Hands Midway, Inc.

Drug and Alcohol Policy

Open Hands Midway is committed to maintaining an environment that is free from the influence of illegal drugs and alcohol to protect the health, safety and well-being of our guests, employees and volunteers. Open Hands Midway has, therefore, adopted this Drug and Alcohol Policy for employees and volunteers. This Policy is not intended as, and should not be construed as, a contract with any employee. This Policy applies to all employees and volunteers.

Open Hands Midway prohibits the use, possession, transfer, and sale of alcohol and illegal drugs by employed and volunteer persons while working or volunteering, while on all premises owned by Bethlehem Lutheran Church or operated by Open Hands Midway, and while operating any equipment. It also prohibits persons from reporting for duty, and working or volunteering anywhere on behalf of Open Hands Midway, while under the influence of alcohol or illegal drugs. This policy applies to all times during the day in which an employee or volunteer has reported for duty.

“Illegal drugs” means inhalants and controlled substances including medications that contain a controlled substance which are used for any other purpose, in any other amount, or by any other person than as prescribed or intended.

The use and possession of properly prescribed drugs or medications is permitted, provided that it does not interfere with the volunteer’s performance or pose a direct threat to the health and safety of others.

Confidentiality

It is critical to treat our guests with respect and to do everything to keep them safe while being served in our programs and includes a strict commitment to confidentiality. Confidential information is not to be shared with friends, family or others who are not authorized to receive it, either inside or outside the organization. Failure of any volunteer to follow this policy may result in immediate dismissal from volunteer tasks.

Information and Photo Release Form

At Open Hands Midway, we strive to inform the community about the programs we offer. One of the most effective ways to achieve this goal is to share photos and stories through our website, social media, videos, brochures and other promotional materials.

By signing this release form, you grant permission for Open Hands Midway to share the following about you without compensation for public use to illustrate Open Hands Midway programs and services.

You grant permission for Open Hands Midway to use the following:

- Your photo
- Your experiences with our organization

Volunteer Name (Please print) _____

Volunteer Signature _____

Date _____

Thank you for helping us to promote the work of Open Hands Midway!

Volunteer Waiver of Insurance

Open Hands Midway appreciates and depends heavily on the contributions of our volunteers who provide a broad array of services for our programs. Open Hands Midway does not have direct control over all volunteer activities in our programs therefore we cannot possibly extend personal injury insurance to our volunteers.

If you are injured while volunteering for Open Hands Midway you must agree that you will not hold Open Hands Midway accountable for paying any expenses incurred as a result of your injuries. We request that you read the following statement, sign, and date and submit the ORIGINAL copy of this page to the Executive Director of Open Hands Midway to be kept on file. Please keep a copy for your records.

Insurance Waiver:

I, _____, attest to the following statement:
Volunteer Name (Please Print)

As a volunteer at Open Hands Midway, it is my understanding that the organization does not extend personal injury insurance to me and therefore, if I am injured while volunteering for Open Hands Midway, I must rely on my own insurance coverage for any medical expenses incurred.

By signing below, you agree to the above statement

Volunteer Signature _____

Date _____