



Code of Conduct

NLCP provides food, clothing, toiletries, and referrals to members of the community who identify themselves as in need. It can be difficult for these families to ask for help, but we can make that task easier by always treating families with dignity, respect, and kindness. In order to create the most welcoming and helpful environment for visitors and fellow volunteers, we will always strive to uphold the Code of Conduct.

1. Treat others with unconditional positive regard.
 - Be polite, friendly, and respectful in your interactions with families and other volunteers.
 - Be patient, calm and maintain a pleasant tone of voice no matter what.
2. Set aside judgments.
 - Give people the benefit of the doubt.
 - Trust that families can self-determine their needs for services.
 - Trust that families are selecting items that fit their needs and understand that every family's needs are different.
 - Trust that the families who shop aren't trying to game the system, they're just trying to get by.
3. Treat the families we serve the same way you would treat anyone else.
 - Remember that the families we serve aren't any different from other families in our community, including your own. They're just going through a difficult time financially.
 - Remember that the thoughts and opinions of the families we serve are just as valid as your own thoughts and opinions.
4. If you don't know, ask!
 - Keeping track of all of the policies at NLCP can be difficult sometimes, so never be afraid to ask questions.
 - Start with your fellow volunteers, then check the Operations Manual. If you still aren't sure what to do, then ask the Volunteer Coordinator or the Executive Director.

I, _____, promise to uphold the Code of Conduct.

Signature: _____

Date: _____



Confidentiality Statement

NLCP serves people in need in our community. Often, it can be difficult for these families to ask for help, and they are hesitant to let people know that they have needs. We can help them by making sure that we do not deliberately or accidentally let other people know who they are. Please help us by reviewing the following agreement and agreeing to abide by it.

- I will respect the privacy of others. I will be careful what I say to friends, church members, or people in the community about my volunteer work. In talking about the people who come to NLCP, I will not use any names or identifying information.
- If I meet a family in the community, I will greet them only if they greet me. If they do greet me, I will not indicate how we know one another publicly.
- If working with family records or other sensitive information, I will make every effort to protect that information, by filing records in the correct spot and not leaving private information out in the open or unattended.
- I will respect that volunteer information is only to be used for NLCP purposes.
- I will recognize that stories of families and volunteers are their own, and they can choose if and when to share those stories.
- I will not repeat conversations or rumors about families or other volunteers overheard at NLCP.
- I will respect the confidentiality of donors who make financial or other contributions to the Pantry and protect their personal information.
- In the event I am concerned about something I hear or see at NLCP, I will discuss it with NLCP staff as soon as possible.

I, _____ (please print name), have read the confidentiality agreement and agree to do what I can to keep family information from becoming public.

Signature

Date



VOLUNTEER EXPECTATIONS

As a volunteer of North Liberty Community Pantry, I agree to:

- complete the required training
- maintain the confidentiality of the families who use the pantry
- follow the guidelines outlined in the Volunteer Handbook
- keep the pantry clean and organized
- communicate suggestions with the director, the Operations Committee or Volunteer Support Committee
- notify the director if I am uncomfortable with the attitude or actions of a fellow volunteer or family
- volunteer at least 12 shifts per year, for at least 1 year
- find my own replacement if I can't work my scheduled shift
- maintain a positive attitude and appropriate conversations
- maintain a valid driver's license if I will be providing transportation or driving for North Liberty Community Pantry

If I am working during the open hours of NLCP, I agree to:

- be available to work an entire shift
9:45am-12:15pm Monday, Tuesday, Wednesday, Thursday, and Saturday
2:45pm-6:15pm Tuesday and Thursday
- have no children or guests accompany me during open hours unless arrangements have been made with staff
- be polite and treat the families who use the pantry with dignity and respect
- politely remind families of our policies, and help them understand why those policies are in place

Statement of Intent

I, _____, agree to uphold the volunteer expectations stated above.
If I am unable to complete this commitment, I will immediately discuss my unique situation with NLCP staff to develop an alternative volunteering plan.

Signature _____ Date: _____

If under 18 years old, parent or guardian:

Signature _____ Date: _____



**North Liberty Community Pantry
Media Release**

I, _____, hereby grant North Liberty Community Pantry the right to use my photograph, picture or voice in all forms of media, including photo, film and audio, and in printed or online publications (such as newsletters, annual reports, and social media posts).

I have read this release and am fully familiar with its contents.

Signature_____ Date: _____

If under 18 years old, parent or guardian:

Signature_____ Date: _____