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# *APOYO Food/Clothing Bank Policies*

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## CLIENT PRIVACY

Without express written consent of the client, or as provided by law, the APOYO Food/Clothing Bank will not release, divulge, publish, transfer, sell or otherwise make known to unauthorized persons any information that identifies an individual's health, education, business, use or receipt of governmental services, names, addresses, age, telephone numbers, social security numbers, driver's license numbers and finances including financial profiles, credit card numbers or other identifying numbers. Written consent from the client must include what client information can be shared and with whom or which agencies/businesses.

## FOOD PROCUREMENT PRIORITY SYSTEM

The APOYO Food/Clothing Bank, while using state funds, is committed to procuring food in the most cost-effective manner. We try to acquire it in the following order:

- Donations
- Not-for-profit distributors
- Wholesalers or food brokers
- Discount retailers
- Local Retailers

## ELEGIBILITY STANDARDS

In keeping with a long-time policy of Northwest Harvest - which supplies over sixty percent of what we distribute - the APOYO Food/Clothing Bank imposes no eligibility standards.

## OUTREACH AND NETWORKING

All the information we gather comes to us via client responses to the attached questionnaire below. Each month, we share with Fish Food Bank the following: number of households served; the number of households duplicated/unduplicated; the total number of persons; the totals for age groups 0-2, 3-18, 19-54, and 55+.

	Apellidos: paterno-materno	Nombre	Edo	Res	1ª vez	personas total	0 - 2	3 - 18	19 - 54	55+
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
12										
13										
14										
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16										
17										
18										
19										
20										
21										
22										
23										
24										
25										
<b>Totals:</b>										

## POLICIES ON DISTRIBUTION

APOYO's immediate goal is to run a successful food bank. But a longer-range and more important goal is to help the local mexicano community run its own successful food bank. Therefore, anyone who shows up to receive food during a distribution may also be allowed to help assemble food boxes, inventory dry goods, or unload delivery trucks. Those who volunteer are also eligible to receive food. Regular staff may deliver food boxes to families who are not able to attend distributions, just so long as they provide the names of the families and the numbers required on our questionnaire.

We open twice a week, fifty weeks a year, and clients may come as many times a year as they wish. We require no formal ID. We give a full box of food to anyone over age fourteen.

All volunteers must avoid the appearance of favoritism at all costs. No one should consistently single out or store "special" items for distribution only to certain clients. The duty of filling out the above questionnaire should also be passed around between bilingual volunteers, so as to avoid giving the impression that any one volunteer is "in charge."

We do not sell anything.

No one in our organization receives a salary. Volunteers donate their time at the rate of \$14.00 per hour, which is claimed as an "in kind" donation on our tax returns and applications for future funding.

## STORAGE CONTAINERS

We currently have two storage containers. For the safety of ourselves and our clients, no one should be left alone inside these units. At least one volunteer should accompany any clients who go inside. No children should be allowed inside. When storage containers are locked, we need to make sure that *no one is left inside*.

## HARASSMENT-FREE WORKPLACE POLICY

APOYO is committed to a workplace free of all forms of harassment, including sexual harassment. We regard any unlawful harassment of volunteers or clients as a serious matter. Unlawful harassment of any kind, including sexual harassment, is strictly prohibited.

### DEFINITIONS

- A. "Unlawful Sexual harassment" includes: unwelcomed sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature where:
1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's status as a volunteer, or
  2. submission to or rejection of such conduct by an individual is used as a basis for awarding community service hours, or

3. such conduct is severe or pervasive and has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or abusive environment.
- B. Conduct which falls within the definition of unlawful sexual harassment may include, but is not limited to:
1. Unwelcomed physical contact of a sexual nature such as patting, pinching or unnecessary touching.
  2. Overt or implied threats against an individual to induce him or her to perform sexual favors or engage in unwelcomed sexual relationships.
  3. Verbal harassment or abuse of a sexual nature, including intimating by way of suggestion a desire for sexual relations, or making jokes or remarks of a sexual nature to or in the presence of an individual who finds them offensive.
  4. Use of sexually suggestive terms or gestures to describe an individual's body, clothing or sexual activities.
  5. Displaying, printing, or transmitting offensive sexually suggestive pictures or materials in the workplace.
- C. This policy is not intended to create needless intrusions on the freedom of speech or expression of volunteers nor to regulate their personal morality. It is intended to prevent any unlawful harassment in the workplace.
- D. This policy shall be conspicuously posted for viewing by volunteers. Each volunteer shall read this policy and become familiar with it.

#### COMPLAINT PROCEDURE

- A. Any volunteer who believes that he/she has been subjected to any form of unlawful harassment in the workplace is expected and has a responsibility to report the matter. Any complaints of unlawful harassment should be made to the President. An employee or applicant need not contact anyone that the employee or applicant believes to be an involved party. All complaints of unlawful harassment should be made within 60 days of the alleged harassment. Thereafter, a formal letter of complaint must be written and signed by the complainant. Any volunteer who becomes aware of an alleged incident of unlawful harassment must report it to the President, or, if the matter involves the President, to a trusted member of the Board of Directors.
- B. If an employee's complaint involves the President, the complaint should be made directly to a member of the Board of Directors. For such complaints the requirements specified for the President in the remaining paragraphs of this Policy shall not apply. Instead, the Board Member shall investigate the complaint and make a report to the Board. If the complaint is unsubstantiated, the complainant and the President shall be so advised. If it seems there may be a basis for the complaint, the complaint shall be presented to the Board for further investigation and remedial action where appropriate.

- C. The President or Board Member shall immediately document in writing any complaint, indicating the date, the persons involved, and a brief statement of the complaint. The complainant shall sign the complaint. The President or Board Member shall give a copy of the complaint to the alleged offender. All complaints shall be confidential to the extent possible.
- D. The President or Board Member shall investigate within 10 working days of receiving the complaint. The investigation shall include an interview with the complainant, the alleged offender, and any other persons who know anything about the matter. The President, or Board Member, will then make written findings and a written determination.
- E. If the President or Board Member finds that the complaint is unsubstantiated, the complainant and the alleged offender shall be advised of the right to appeal the decision to the Board of Directors. The appeal must be made within 30 days of receipt of notice to the complainant. The notice to the complainant shall contain the name and address of an alternate member of the Board of Directors.
- F. If it is determined that there is a basis for the complaint, the President or Board Member shall take the appropriate remedial action. Volunteers may be suspended or terminated; further opportunities for community service hours may be denied. The President or Board Member shall advise the complainant and the alleged offender of the decision, as well as the remedial action taken against the alleged offender. The complainant will have the right to appeal to the Board if he/she is not satisfied with the decision and/or the remedial action taken. Any appeal shall be filed with the Board Secretary within 30 days of notice to the complainant of the President's or Board Member's decision. The notice of appeal shall contain an explanation of the complainant's grounds for appeal.
- G. APOYO encourages and expects applicants and employees to immediately report any incidents of perceived unlawful harassment and to cooperate with any investigation of a complaint of unlawful harassment. We strictly prohibit any retaliation against any volunteer for filing a complaint of perceived unlawful harassment or participating in the investigation of such complaint.