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# *APOYO Food/Clothing Bank Policies*

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## 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 client information form 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 \$16.50 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 keep track of 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.

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# *APOYO Privacy Policy*

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We do not store or maintain any private information, electronically or otherwise, pertaining to the identity of our clients. We do not ask about their immigration status. We ask for family names, the ages of family members, the county and city of residence, and the country of origin, but we retain only the raw numbers for purposes of filing required reports to Washington State.

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, as indicated by the form below.

APOYO AUTHORIZATION TO DISCLOSE CLIENT INFORMATION

CLIENT NAME \_\_\_\_\_

I, THE CLIENT OR PERSONAL REPRESENTATIVE ACTING ON BEHALF OF THE CLIENT, HEREBY GRANT PERMISSION AND AUTHORIZATION FOR THE USE OR DISCLOSURE OF THE ABOVE-NAMED INDIVIDUAL'S INFORMATION AS DESCRIBED BELOW TO

REQUESTING AGENCY \_\_\_\_\_

SPECIFIC RECORDS: check boxes below to specify which type of information is to be disclosed

- NAME, FIRST AND LAST
- NUMBER OF PEOPLE IN MY FAMILY
- AGES OF PEOPLE IN MY FAMILY
- OTHER (specify): \_\_\_\_\_

I UNDERSTAND THAT THE ABOVE INFORMATION WILL BE USED BY THE REQUESTING AGENCY FOR THE FOLLOWING SPECIFIC PURPOSE:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

REVOCAATION:

I UNDERSTAND THAT I HAVE THE RIHGH TO REVOKE THIS AUTHORIZATION AT ANY TIME. I UNDERSTAND THAT IF I REVOKE THIS AUTHORIZATION, I MUST DO SO IN WRITING AND PRESENT MY WRITTEN REVOCATION VIA LETTER TO APOYO, INC. AT 111 PEAVINE RD., ELLENSBURG, WA 98926, OR VIA EMAIL TO [GARRISOP2001@YAHOO.COM](mailto:GARRISOP2001@YAHOO.COM). I UNDERSTAND THAT MY REVOCATION WILL NOT APPLY TO AGENCIES THAT HAVE ALREADY TAKEN ACTION PRIOR TO THE DATE OF MY REVOCATION NOTICE.

DURATION:

UNLESS OTHERWISE REVOKED, THIS AUTHORIZATION WILL EXPIRE ON THE FOLLOWING DATE, EVENT, OR CONDITION: \_\_\_\_\_

I UNDERSTAND THAT SIGNING THIS AUTHORIZATION IS VOLUNTARY AND WILL IN NO CASE AFFECT MY ELIGIBILITY TO RECEIVE SERVICES FROM APOYO. I UNDERSTAND THAT I AM ENTITLED TO RECEIVE A COPY OF THIS AUTHORIZATIOND AND ACKNOWLEDGE RECEIPT OF SUCH A COPY. A COPY OF THIS AUTHORIZATION IS AS VALID AS THE ORIGINAL.

\_\_\_\_\_  
SIGNATURE OF CLIENT OR LEGAL REPRESENTATIVE

\_\_\_\_\_  
DATE

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# *What to do in the (unlikely) event that ICE shows up*

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## INFORM ALL CLIENTS:

Tell them ICE is here and ask them if they would like to come inside. The back rooms off the kitchen and bathroom are Private Areas, which ICE cannot enter without a **judicial warrant**. **A judicial warrant must be signed by a judge and say “U.S. District Court” or a State Court at the top.** Administrative warrants are not judicial warrants from a court. They say, “Department of Homeland Security” and are on Forms I-200 or I-205, and they do not give ICE permission to enter Private Areas.

## WE WILL TALK TO ICE:

Either Philip or Patricia Garrison, or someone designated to supervise, will talk to ICE, examine their warrant, and determine what they are allowed to do. If anyone is arrested, we will ask ICE where the person is being taken, and we will get their contact information from you.

## GET PHONE NUMBERS:

If anyone is worried about being detained, get THEIR NAME and A PHONE NUMBER where friends or relatives can be contacted.

## CELL PHONES OUT:

Take video of everything ICE agents do. The more people taking video the better.

## DO NOT INTERACT WITH ICE AGENTS:

If possible, do not let them enter the building. Simply say, “You are not allowed to enter. You will have to talk to my supervisor.” If they do enter the living room, do not let them enter the Private Areas. Say, “I can’t give you permission to enter a private area. You will have to talk to my supervisor.” If they push past you, do not resist!

## STAY CALM:

You do not have to tell ICE agents who is here. You do not have to help ICE agents in any way. No one has to hand over any IDs or papers to ICE. If anyone is arrested, advise that person not to talk to ICE but simply to ask for an attorney.

## AFTER ICE LEAVES:

We will need to get a consensus on how many ICE agents were there (inside and outside). How were they dressed? How were they armed? Did they give the impression that no one was allowed to move or leave? Did they mistreat anyone? If yes, how?