

Canadian Food for Children – Code of Conduct for Volunteers

Objectives:

- DONORS: To ensure that every donor feels:
 - Welcomed into the CFFC community
 - That their donation is appreciated
 - Motivated to continue donating to help the Poor
- VOLUNTEERS:
 - To provide clear expectations for behaviour of our volunteers:
 - When interacting with donors, the students, other volunteers, the office staff, the board members and our founder
 - Each volunteer reviews and, if a good fit, signs the CFFC Code of Conduct for Volunteers. All active volunteers need to have signed the Code of Conduct.
 - Held accountable to the Code of Conduct on a daily basis
- To provide CFFC Donation Guidelines to support our volunteers and donors.

Code of Conduct for CFFC Volunteers:

We value our many dedicated volunteers and aim to create a welcoming, safe, friendly community of people who have a common objective to help God's Poor.

Receiving Donations:

- Volunteers warmly welcome donors as they arrive to donate items, expressing gratitude for their generosity and support.
 - *E.g. "Welcome and thank you for your generous donations! Your support is invaluable to our charity's mission. Please know that every item you've brought will make a significant difference in the lives of those we serve. Your donations not only provide material support but also instill hope and dignity in those facing adversity. Together, we're building stronger, more resilient communities both locally and globally."*
- We accept everything that they bring with a smile.
- Volunteers are representing CFFC's list of acceptable donations, **not** personal preferences (*which may be incongruent*)
- We do **not** second guess what they have donated in front of them or any other donors
- We do **not** say that their item(s) will be taken to another charity
- Has available for the donors the CFFC Donations Guidelines document

Working with the Students:

- All Volunteers are expected to include the Students in their area of work/find a way that they can participate.
- [The Student Jobs Program](#) is an outline for how the students can be of assistance and the associated safety procedures. The details of the program can be found on the posters in the classroom and in the office.
- The students are essential to CFFC's future and should be treated respectfully.

Working with Other CFFC Volunteers:

- Treat each other respectfully. We are a team and clear communication is essential.

- If you have a concern please speak to the person(s) directly in a timely and constructive manner.
 - If this is not possible then you can ask Gloria or Sal to help facilitate the conversation
- To hold each other accountable. If you witness behaviour inconsistent with this Code of Conduct, please constructively voice it promptly to the volunteer or the office staff or a Board member. Please do not be a passive bystander.
- Respect the labels that have been put on the skids/boxes (e.g. Do not ship, Country they are to be sent to, # of items to be sent in each container, etc.).
- Ensure that the person who is recording the contents of the container has a clear understanding of what is being loaded into the container.

Working with the Office Staff:

- The office staff is very busy doing essential work. Interruptions can have a big impact on their productivity.
- If you have a quick question about a donation please consult them. Please keep interactions short and concise.
- If the main door to the offices is closed/an office door is closed, please respect their privacy. If it is an emergency please use the front door or call the office at 905-274-9239.
- If you have a request, a concern or feedback, please put it in writing and send it to the CFFC email address: cffc.aasimone@yahoo.ca

Working with the Board of Directors and our Founder, Dr. Simone:

- It is unacceptable to verbally attack or contradict a Board Member or our Founder in public or privately.
- If you have a concern, please put it in writing and send it to the CFFC email address: cffc.aasimone@yahoo.ca

Taking donated items for other uses:

- Volunteers are expected to not take donated items for personal use
- If you would like to make a personal request or a request for a local organization, please get pre-approval from Gloria at the end of the morning.

Requests to include items in our containers:

- If there is a request from another Organization to send items for them in our containers for their charity's recipients - It is not a service that we offer.
- Please direct them to the office staff. Any exceptions will require pre-approval from the office staff.

I, _____, agree to this CFFC Code of Conduct.

Signature

on _____
Date