



Sowing Seeds for Life

**"Where Caring Never Stops"**

# Volunteer Manual

Sowing Seeds for Life  
1350 Arrow Highway.  
La Verne, CA 91750  
[www.SowingSeedsForLife.org](http://www.SowingSeedsForLife.org)  
**909-392-5777**



SOWING SEEDS FOR LIFE

## Dear Volunteer,

Welcome to Sowing Seeds for Life!

Volunteers are the backbone of our organization and we want to thank you for deciding to make us part of your life. Our volunteers come from a variety of backgrounds, with the common goal of aiding those in need within our community.

Whether you have an interest in direct contact with the clients in food pantry, or helping with the administrative duties in our office, you will play a vital role as the support we require to make our program function. We look forward to working with you to both maximize your volunteer experience and provide you with the tools to effectively make a difference in the life of the lives of the clients of Sowing Seeds for Life.

Please feel free to provide us with any questions, comments or concerns.

In this manual you will find:

Our Mission  
Our Statement of Purpose  
Community Benefits and Services  
Volunteer Opportunities  
Volunteer Code of Ethics  
Volunteer Signature Page  
Pantry Dates

## Food Security

1. "Access by all people at all times to enough food for an active, healthy life." (World Bank)
2. "All people at all times have both physical and economic access to the basic food they need." (FAO committee on World Food Security)
3. "Access by all people at all times to sufficient food and nutrition for a healthy and productive life." (The Agricultural Trade Development and Assistance Act of 1990 {P.L.480})
4. "When all people at all times have access to sufficient food to meet their dietary needs for a productive and healthy life." (USAID Bureau for Africa, 1986)

## Established in 2007

### Our Mission:

#### Mission Statement

The mission of Sowing Seeds for Life is to provide food for the hungry, respond to emergencies for those in need, and to eliminate hunger in the in the communities in which we serve. It is our goal to serve our community with dignity and respect. Anyone who is placed in a difficult situation due to illness, accident or misfortune that causes them to be in temporary or emergency need of the basic essentials of living is welcome to be a recipient. It is our devout hope that those who receive these goods and services will be strengthened in body and spirit

Here are some of the facts about Sowing Seeds for Life:

1. We serve over 84,000 children, women and men each year.
2. We provide job training and skills that have led to employment for over fifty individuals and counting.
3. We operate special pantries to better serve veterans, seniors and persons with disabilities throughout the month in addition to our general pantries.

4. The areas covered by our food security centers include:

Western San Bernardino and Eastern Los Angeles Counties and Sweden Maine.



**SOWING SEEDS FOR LIFE**



## Sowing Seeds for Life

### ETHICS AND STANDARDS OF CONDUCT FOR AGENCY REPRESENTATIVES

#### MISSION STATEMENT

The ethics and standards of conduct for those representing Sowing Seeds for Life reflect the mission of the organization:

To provide food for the hungry, respond to emergencies for those in need and to eliminate hunger in the Inland Valley. It is our goal to serve our community with dignity and respect.

#### REPRESENTATIVES OF SOWING SEEDS FOR LIFE AGREE TO:

- ◆ Maintain strict confidentiality about the names, records, or other personal information regarding clients.
- ◆ Demonstrate commitment to Sowing Seeds for Life's mission through their work, behavior and deeds in and out of the workplace.
- ◆ Maintain a working knowledge of agency policies and procedures as they develop and/or change.
- ◆ Use these policies and procedures as a framework for work and activities undertaken on behalf of Sowing Seeds for Life.
- ◆ Approach planning and problem-solving tasks through cooperative teamwork whenever possible.
- ◆ Demonstrate respect and courtesy for clients, staff, volunteers, or members of the community, maintaining non-judgmental attitudes toward those with different lifestyles, and belief systems.
- ◆ Refrain from any form of harassment or discriminatory behavior toward clients, staff, volunteers, or members of the community including, but not limited to, that which is related to ethnicity, gender, sexual orientation, religion, ability or disability.
- ◆ Continuously work toward greater understanding and sensitivity to other cultures through a variety of means.
- ◆ Maintain appropriate boundaries with clients.
- ◆ Maintain open communication channels with coworkers, seeking both to understand and to be understood when concerns and issues arise.
- ◆ Practice the utmost discretion when discussing or handling sensitive and/or confidential material, refraining from taking part in inappropriate discussions about such material either within or outside the agency.
- ◆ Refrain from speaking to the press or a funding source on behalf of the agency without prior discussion with and permission from the CEO, Vicki Brown.

We provide over  
1 Million pounds of  
food annually...



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[WWW.SowingSeedsForLife.Org](http://WWW.SowingSeedsForLife.Org)



FOR LIFE

## **BOUNDARIES AND BEHAVIOR**

The establishment and maintenance of appropriate boundaries between representatives of Sowing Seeds for Life, both professional and volunteer, and agency clients, while providing service in a climate of warmth and support, requires constant vigilance.

Following are examples of ***dos and don'ts*** regarding these delicate relationships.

### **DO**

- ◆ Immediately report child abuse, intentions of suicide (if a plan, a means to execute the plan and intent are present call 911), and threats to clients, volunteers, or staff.
- ◆ Immediately report information regarding safety issues or security risks to appropriate Sowing Seeds for Life personnel.
- ◆ Interact with clients in a manner that is friendly and welcoming, but keep professional boundaries in mind.
- ◆ Support co-workers in their interactions with clients. Do not disagree with them in the presence of clients. Disagreements should always be arbitrated privately.
- ◆ Conduct yourself in ways that will defuse tense situations rather than escalate them.
- ◆ Inform clients of your position with the agency. If you will be counseling, specify that you are, for example, a paraprofessional, intern, volunteer, etc., not a licensed therapist.
- ◆ If you are unclear about boundary issues or other concerns about your work at Sowing Seeds for Life contact a staff member as soon as possible.

◆

### **DO NOT**

- ◆ Give your home address or telephone number to a client or take a client to your home, business, church, etc.
- ◆ Rent a room in your home to a client or refer clients to family or friends for housing.
- ◆ Go to a client's home.
- ◆ Sell or buy from a client.
- ◆ Discuss personnel issues with clients.
- ◆ Be physically or verbally sexual with a client, staff or volunteer under any circumstances, or touch a client, staff or volunteer without their expressed permission.
- ◆ Be hostile with a client, for example: do not threaten, yell at, or put down a client.
- ◆ Represent Sowing Seeds for Life without express permission by a Sowing Seeds for Life staff member.
- ◆ Participate in an obscene phone call.
- ◆ Hoard food /merchandise to take home at the conclusion of your volunteer day.
- ◆ Take more goods than those permitted to you. Volunteers receive the same food items and amounts as all other clients. Volunteers do not receive preferential treatment and are not allowed to select their own items.
- ◆ Sell anything that is given to you through the food pantry for any reason.
- ◆ Park illegally anywhere on SSFL or any neighboring property.
- ◆ Assume supervisory volunteer responsibility without permission of staff (all volunteers are equal and important)
- ◆ Solicit donations without permission of SSFL staff

**Manual Content Is Subject to Change.**



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**Sowing Seeds for Life  
Volunteer Policy & Procedures**

To all volunteers, please read and sign that you have received and understand the policies of the agency and agree to adhere by them. It is essential that (we) all follow them to ensure that our clients, volunteers and staff are all treated with dignity and respect.

**Customer Service:** At no time is a volunteer to speak in a rude manner to a client, volunteer or staff member. If a volunteer has an issue with a client, volunteer or staff member they are to immediately seek a member of the SSFL management staff to notify.

**Rude conduct can be yelling, abusive language, insulting behavior or speaking in a tone that is demeaning or usage of terms that another feels is hurtful to them.**

**Pantry Usage:** All volunteers are welcome to utilize the services of the food pantry on pantry days of operation. **ALL** clients are entitled to obtain the **same** amount of food and items.

**This includes volunteers.**

Therefore, volunteers may not obtain more food or items than the amount given to a client nor are volunteers permitted to ask other volunteers or staff for additional items. Food and items are purchased or obtained so there are enough supplies for all pantry clients, when one client exceeds limits or harasses another volunteer or staff member to assist them in violating the policies of the agency that creates an un-comfortable environment for all.

These policies are in effect as a body of fairness to all, anyone violating them will be asked immediately to leave the pantry and **WILL** be suspended from volunteering for three (3) months or terminated should this violation combine with any other prior written conduct remediation warning.

This policy letter has been given to me on the date indicated below, I agree to adhere to the terms wherein and accept them as a part of the conditions of my volunteer service.

\_\_\_\_\_ Date \_\_\_\_\_  
Print Name (volunteer) Sign name

\_\_\_\_\_ Date \_\_\_\_\_  
SSFL Staff (Print) Sign



## CONFLICTS

If a conflict should arise between the agency's mission, policies or procedures and the personal belief system of an agency representative, that representative will endeavor to hold her/his personal beliefs private and not allow them to compromise the agency's position. If this is not possible, the representative will privately seek the counsel of an agency staff member for resolution.

Sowing Seeds for Life is dedicated to providing food, employment training, medial screening, child activities, advocacy and empowerment to low and no income individuals. The ethics and standards of conduct for representatives of Sowing Seeds for Life, as set forth in this document, were developed to help facilitate that goal.

**I agree to respect and follow these ethics and standards in the work and activities I undertake on behalf of Sowing Seeds for Life.**

Initial Here: \_\_\_\_\_

## Core Values

- Honesty
- Dignity
- Compassion
- Unity
- Self-Reliance
- Humility

## Who Are We

Sowing Seeds for Life is a food pantry program located in La Verne, California. We are committed to eliminating hunger in the communities in which we serve. We are an agency affiliated with the LA Regional Food Bank and Feeding America. It is our goal to connect with people in our community that need help feeding themselves and their families. Through our service, it is our purpose to not only help with their immediate need, but begin a relationship. A relationship encompassed in trust so that we may help direct them with other needs such as clothing, education, and housing.





# Sowing Seeds for Life

*Where Caring Never Stops*

## Volunteer Guidance

### **Always**

- Check In and sign the Volunteer List
- Wear Appropriate Clothing
  - No Open Toed Shoes
  - No loose jewelry
  - No controversial T-Shirts or other attire

### **Kindness**

- Always use appropriate language (no profanity)
- Greet clients with respect.
- Treat One Another as you would like to be treated.

### **Never**

- Bring Alcohol or Controlled Substances of any kind onto the property
- Bring Glass Containers to the serving line
- Place beverage or open food items on the serving tables

### **Remember**

- No children (under 14) or unchecked individuals are allowed in or behind the serving line.
- Volunteers are welcome to our food distribution providing you meet the guidelines; please be sure to check in with the front table and obtain a serving number.
- No one is allowed to be INSIDE the DPI facility at any time.
- Please listen to the instructions of the TEAM Leader for the day.

1350 Arrow Highway, Suite  
La Verne, CA 91750

Phone: 909-392-5777 Ext 271  
e-mail: vbrown@dpilabs.com



SOWING SEEDS FOR LIFE



**Sowing Seeds for Life - Waiver and Release of Liability – Read Before Signing**

In consideration of being allowed to participate in any way in Sowing Seeds for Life ("Sowing Seeds"), its related events and activities, I, the undersigned, acknowledge, appreciate, and agree that:

1. There is a risk of property damage or personal injury from the activities involved in the Sowing Seeds, including but not limited to the potential for death or bodily injury, and while particular skills, equipment, and personal discipline may reduce the risk, the risk of serious injury does exist; and
2. I KNOWINGLY AND FREELY ASSUME ALL SUCH RISKS, BOTH KNOWN AND UNKNOWN, EVEN IF ARISING FROM THE NEGLIGENCE OF THE "RELEASES" (DEFINED BELOW) OR OTHERS, AND ASSUME FULL RESPONSIBILITY FOR MY PARTICIPATION; and
3. I willingly agree to comply with all stated and customary terms and conditions for participation in Sowing Seeds. If, however, I observe any unusual or significant hazard or risk during my participation in Sowing Seeds, I will remove myself from participation and bring such hazard or risk to the attention of the Sowing Seeds immediately; and
4. I, for myself and on behalf of my heirs, assigns, personal and legal representatives and next of kin, agree to assume all risks and to release, hold harmless and covenant not to sue the sowing seeds for life or its officers, directors, employees, officials, agents, attorneys, and affiliates, any designated beneficiaries, donors, sponsors, sponsoring agencies, participating schools or community organizations, and, if applicable, owners and lessors of premises used for sowing seeds or its activities (collectively, the "releases), for any claim, loss or liability that I may have arising out of my participation in the volunteer program, including for bodily injury, death or property damage, whether caused by negligence or carelessness of the releases or otherwise.
5. I intend by this Waiver and Release to release in advance, and to waive my rights and to discharge all of the Releases from, all claims, losses or liabilities for personal injury, including but not limited to death or bodily injury, or property damage that I may have or claim to have, or which may hereafter accrue to me, as a result of my participation in this event, even though that liability may arise from negligence or carelessness on the part of the Releases, from dangerous or defective property or equipment owned, maintained or controlled by them or because of their possible liability without fault. I understand and agree that this Waiver and Release is binding on my heirs, assigns, personal and legal representatives, and next of kin.

**I HAVE READ THIS WAIVER AND RELEASE OF LIABILITY, FULLY UNDERSTAND ITS TERMS, UNDERSTAND THAT I HAVE ASSUMED SIGNIFICANT RISKS AND GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT, AND SIGN IT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT.**

|                                  |                        |              |       |                        |
|----------------------------------|------------------------|--------------|-------|------------------------|
| Participants Name (PLEASE PRINT) | Address                | City         | Zip   | Phone Number           |
| Email Address                    | Emergency Contact Name | Phone Number | Date: | Signature of Volunteer |

**\*\*Volunteer Drivers MUST Submit a copy of your California Driver's License Along with this Application\*\* (Sign Here)\_\_\_\_\_**

**FOR PARENTS/GUARDIANS OF VOLUNTEERS UNDER AGE 18**

This is to certify that I, as parent/guardian with legal responsibility for this participant, do consent and agree to his/her Waiver and Release as provided above, and, for myself and my heirs, assigns, personal and legal representatives, and next of kin, hereby release and agree to indemnify and hold harmless Sowing Seeds from any and all claims and liabilities incident to my minor child's/ward's involvement or participation in this event as provided above, EVEN IF ARISING FROM THE NEGLIGENCE OF THE RELEASEES, to the fullest extent permitted by law.

This is to certify that I, as parent/guardian with legal responsibility for this participant, do consent and agree to his/her Waiver and Release as provided above, and, for myself and my heirs, assigns, personal and legal representatives, and next of kin, hereby release and agree to indemnify and hold harmless Sowing Seeds from any and all claims and liabilities incident to my minor child's/ward's involvement or participation in this event as provided above, EVEN IF ARISING FROM THE NEGLIGENCE OF THE RELEASEES, to the fullest extent permitted by law.

|                                       |                             |              |       |             |
|---------------------------------------|-----------------------------|--------------|-------|-------------|
| Youth Volunteer's Name (please print) | Address                     | City         | Zip   | School Name |
| PARENT/GUARDIAN'S NAME (Please Print) | PARENT/GUARDIAN'S SIGNATURE | Phone Number | Email | Date        |



## **FOOD PANTRY VOLUNTEER**

**Duties:** To assist with pantry set up, stock inventory, register clients, distribute food to clients; assist with Kids Korner, data entry and special events.

### **Desired Qualifications:**

1. No conflict of interest
2. Interpersonal communication skills
3. Basic computer skills, or be willing to learn (for data entry only)
4. A caring, helpful and respectful attitude
5. Organizational skills
6. Bilingual a plus but not required
7. Truck Driver

**Time commitment and work schedule:** Hours would be flexible to meet the volunteer's schedule.

### **Food Pantry hours**

1<sup>st</sup> and 3<sup>rd</sup> Wednesday of each month.

Volunteer hours 7:30a.m.-10:30 a.m.

Or 10:30a.m.-1:30p.m.

### **Distribution hours:**

9:00 a.m. – 1:00 p.m.

### **Senior/Veterans Pantry:**

2<sup>nd</sup> Friday of the month 9:00 a.m. – 12:00 p.m.

### **Pomona Satellite Pantry**

Located at Charisma Life Church

305 E. Arrow Highway

Pomona, CA 91767

Open on the 2<sup>nd</sup> Saturday of each month 10:30-1:00 p.m.

### **Grand Terrace Pantry**

Grand View Baptist Church

22755 Vista Grande Way

Grand Terrace, CA 92313

Open on 4<sup>th</sup> Saturday of each month 11:00-1:00 p.m.

### **Special Events:**

Yard Sale Spring/Fall

Annual Celebrity Golf Tournament at Glendora Country Club, duties vary

Christmas at the pantry, duties vary

**909-293-7735 x 232 to schedule your volunteer assignment or for more information**

**\*\*\*PLEASE PRINT THE SIGNATURE PAGE AND BRING WITH YOU WHEN YOU START VOLUNTEERING\*\*\***

Almost 50% of the  
84,000 clients we serve  
annually are children



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