

THE FOOD BRIGADE, INC.

VOLUNTEER GUIDELINES

1. All clients of The Food Brigade deserve, and are to be treated with, **dignity, respect**, and above all **kindness**. Make all clients feel welcomed and cared for. Interact with them with a smile and a friendly, supportive demeanor.
2. Be polite and courteous, even if confronted by rudeness or aggressiveness. If a client is behaving in an abusive or threatening manner, or refuses to follow Food Brigade rules or directions, immediately inform an on-site supervisor.
3. Never communicate anything - by words, actions, or facial expressions - that might be interpreted by a client as being patronizing, critical, insulting, judgmental, or might cause embarrassment or shame.
4. Do not make assumptions, draw conclusions, or form opinions about the financial need or deservedness of any client based on what you may observe while volunteering. We do not know a person's actual life situation at a specific moment in time.
5. You must protect and uphold the privacy of our clients, and maintain the confidentiality of all information that may come into your possession (including the fact that they *are* clients), unless the client expressly waives that confidentiality.
6. Do not disseminate or post/share images or videos which might potentially identify our clients, on social media or otherwise. Faces, license plates, and all other identifying information must be removed or blurred out.
7. Wear sturdy and protective footwear for any Food Brigade operation. Do not wear sandals, flip-flops, or open-toed shoes.
8. If you serve as a delivery driver bringing food to those in need, do *not* enter the homes of our clients. Food is to be left outside the residence – for example, on a front porch or steps, or in a lobby or vestibule if a multi-family building.
9. Make our delivery clients feel safe and informed - call them before arriving at their residence and leaving food, so they know to expect a visitor.
10. Bear in mind that some clients may be dealing with issues of loneliness and isolation - be warm, friendly, and engaging with all clients.
11. The Food Brigade is an equal opportunity provider. Staff and volunteers are prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity.
12. Do not require or accept any money, property, or service from anyone in exchange for food or any other goods and/or services.