manna on main street

Ending Hunger, Building Community, Transforming Lives

Volunteer Handbook

Revised November 2025

WELCOME!

Thank you so much for giving generously of your time to support Manna's mission to end food insecurity in the North Penn region! Volunteers are the lifeblood of this organization, and we would be unable to provide our programs without your support and kindness.

With any service agency, there is a natural gap between the staff and those we work to serve. At Manna we have worked hard to minimize that, but our volunteers are the true bridge for that gap. Our volunteers come from all walks of life, with the one common factor being that the North Penn region is our local community. As a result, volunteers and clients often see each other outside of Manna -- at the gas station, or at a place of worship, or at an area event. In that familiarity that is built, we are all reminded that we are in this together, and here to support each other, and our neighbors, and in turn build a stronger and more sustainable community.

I hope that this handbook will be a good resource for you and answer any questions you might have about volunteering at Manna. If you have any questions, please do not hesitate to reach out!

Welcome to Manna!

With gratitude,

Meg Currie Teoh

Director of Volunteer & Community Engagement

215-855-5454 x12 // meg@mannaonmain.org

ABOUT MANNA

Mission Statement

Manna on Main Street is committed to ending hunger in the North Penn region by providing food, fulfilling social service and education needs, and conducting community outreach. Through a food pantry and soup kitchen, emergency financial aid, counseling and referrals, and education opportunities, we serve those in need with the hope "that everyone might be fed."

10-Year Campaign: 2021-2031 - A North Penn Where No One is Hungry

Our Core Values

We uphold the following values in everything we do:

- Dignity & Respect: We treat all individuals with kindness and compassion.
- Integrity: We hold ourselves accountable to ethical and professional standards.
- Community Commitment: We work collaboratively to fight hunger and empower individuals.
- Safety & Protection: We have a zero-tolerance policy for abuse and maintain strict safeguards to ensure the well-being of all employees, volunteers, and clients.

Strategic Values of the 10-Year Campaign

- Building the Foundation: A diverse, equitable, inclusive organization that increases access, dignity and community.
- Food that is accessible, healthy, culturally appropriate and supportive of the dietary requirements of all people in need.
- A strong, sustainable organization that cultivates collaboration among all stakeholders and partners.
- Food delivery systems that are immediately responsive to households with emergency food needs.

- Workforce development training, financial assistance and wraparound services that improve food security.

Our History

Manna was established in 1981 at St. John's United Church of Christ, on West Main Street in Lansdale. The late Reverend John Touchberry saw a need in his community, and worked to distribute soup and government surplus food to those in need.

We have grown since then, and in October 2016 we joined with three partnering agencies to establish our new location here at North Penn Commons. We share this space and vision with Advanced Living Communities (60 affordable housing units for seniors), PEAK (senior center); and the Lansdale YMCA.

The Issue: Food Insecurity

Food insecurity is:
- household-level economic and social condition
- limited or uncertain access to adequate food
- different from hunger

Hunger is:
- individual-level
- may result from food insecurity

Location	Overall	Percentage of Food-Insecure Residents Above SNAP threshold
United States	14.3% (47,389,000 individuals)	37% - 57% (note, different states have different cutoffs)
Pennsylvania	13.2% (1,710,480) individuals)	41%
Montgomery Co.	9.9% (85,500 individuals)	60%
Bucks Co.	9.9% (64,000 individuals)	61%

Source: Feeding America, *Map the Meal Gap*; 2023

As you can see in the last column, not everyone struggling with food insecurity qualifies for federal nutrition assistance. Regional food banks and local pantries are a critical part of the food safety net for our community.

In addition to addressing the direct need for food, we also work to support stability in the community generally, through efforts such as emergency financial assistance as well as a culinary job training program.

The impact of soaring housing costs, skyrocketing food prices, and the rollback of pandemic-era benefits has led to dramatically increased demand for food from

community-based organizations like Manna. In fact, according to the USDA, more people are at risk of hunger right now than at any time in the last decade. We are deeply grateful to all of you who continue to join us at Manna to support this community!

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MANNA BY THE NUMBERS

(October 1, 2023 – September 30, 2024)

- **Meals Provided by Manna's Kitchen**: 163,196
- **Groceries Provided by Manna's Market, a choice model (including in person and online ordering):** 796,619 lbs. of food to 1,998 households
- **Emergency Financial Aid Program** stewarded $61,655 to 382 households

Volunteer Numbers

In a typical 7 day period:

- 239 volunteer slots per week
- 27,282 hours given in the last fiscal year!

VOLUNTEER OPPORTUNITIES

There is no experience needed for any of our volunteer roles, and any necessary training will be provided. Please see page 11 for age restrictions. The list below is an overview; there are other related roles available in the portal as well. Thank you!

Manna's Kitchen

Manna's Dinner: During this dinner service, guests will be served as in a restaurant. You will welcome them, bring them utensils and drinks, take their meal order and deliver it to their table. You will bus the table when they are finished eating and help wipe up after the meal. If there is time, you are welcome to sit and enjoy a meal with the community! This meal shift is Monday through Thursday afternoon, for 2 ½ hours.

Emergency To-Go Meals: Production: Volunteers work in our Food Production Space to prepare and package bagged meals for our Soup Kitchen clients. There are two shifts per weekday, lasting 2-3 hours each and two 2-hour shifts each weekend day, requiring up to 4 volunteers.

Emergency To-Go Meals: Distribution: The bagged meals are distributed to our community so that all who would have come to us for a Soup Kitchen meal are still fed when our Dining Room is closed. There are two shifts Saturday through Thursday, lasting 2-3 hours each, and one 2-hour shift on Fridays, all requiring 1-2 volunteers.

Meals on Wheels: Production: Volunteers work in our Food Production Space to prepare and package tray meals for the Meals on Wheels program. There are three shifts per weekday (Monday-Friday), lasting 2-3 hours each, typically requiring 3 volunteers.

Manna's Market

Manna's Market: During in person shopping, there are multiple support roles. You will do one of the following: station at one of a few locations in the market to assist shoppers, "check out" at the register as shoppers exit or bag their groceries during that check out. There is one shift per day Monday through Thursday as well as Saturday, all lasting approximately 2 ½ hours.

Cart Support: This role supports our Market during in-person shopping. You will ensure that all carts return to the building and are wiped clean and prepared for the next shopper. There is one shift per day Monday through Thursday as well as Saturday, all lasting approximately 2 ½ hours.

Sorting and Stocking: In between shopping opportunities, the Market needs to be restocked and certain items, such as fresh produce, need to be prepared for shoppers. You will ensure the shelves are filled and organized before the Market opens again. There is one shift per day Monday through Friday, each lasting approximately 2 hours.

Manna's Online Grocery Hub

Online Orders: Gathering & Packing: This shift will work with staff in the Hub to fulfill Market shoppers' online orders and prepare them for pickup. There is one shift a day, Monday through Thursday, for roughly 3 hours.

Online Orders: Distribution Support: This role will welcome shoppers to the Hub and retrieve their (previously packed) orders for them. There are currently two shifts per day, Monday through Friday, lasting 2-3 hours.

Stockroom Support: This shift will support our Market team with two primary functions: breaking down and reducing our cardboard; and receiving large food deliveries. There will be heavy lifting involved; please be confident in your physical abilities. There is one shift a week on Fridays for approximately 2 hours.

Warehouse Support: This shift involves receiving and organizing / sorting donations and deliveries at the Hub. There is one shift per day Monday through Friday, lasting approximately 3 hours.

Administrative Support

On occasion, there are projects in our offices that need extra hands – seasonal projects, data entry, filing and similar. Additionally, from time to time we look for new volunteers to join our front desk receptionist crew. Experience is appreciated but not required.

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VOLUNTEER SHIFT TIMES

Volunteer shift times vary from day to day; the most accurate information can be found in the Volunteer Portal. As a general rule, the shifts related to To Go Meals and Meals on Wheels are in the morning through midday; the Dinner service is in the late afternoon, and the Market is open at various times throughout the week.

If you sign up for a shift, you are expected to be present and engaged for the entire shift. Cellphone use is strongly discouraged, and can be prohibited entirely at program staff's discretion. These times are also subject to change; refer to the schedule for the most current information.

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Volunteer Age Restrictions as of November 6, 2025

- Volunteers age 13 and older: May join any shift in which they are serving WITH their parent or guardian, who must also be a registered and scheduled volunteer.
- Volunteers age 14 and older: May volunteer for any open shift unless otherwise noted.
- Groups: All volunteers must be at least 13 years old, with minimum of 2 volunteers 16+, one of whom must be 18+.

Please contact Director of Volunteer & Community Engagement Meg Currie Teoh (meg@mannaonmain.org) with any questions.

PA ACT 153 BACKGROUND CLEARANCES

As of Aug. 25, 2015, all new volunteers aged 18 and older must obtain clearances mandated by the PA Child Protective Services Law prior to beginning service at Manna.

The clearances required are:

1) PA State Police Background Check (https://epatch.state.pa.us/Home.jsp)
2) Child Abuse Background Check (https://www.compass.state.pa.us/CWIS)
3) Affidavit (IF you have lived in Pennsylvania continuously for the past 10 years: http://mannaonmain.org/wp-content/uploads/Volunteer_Disclosure_Statement_UPDATED_fillable.pdf) **OR** FBI Fingerprint Clearance (if you do not meet the affidavit criteria: https://www.identogo.com/locations/pennsylvania; when requested use code **1KG6ZJ**)

Links to all can be found at: http://mannaonmain.org/give-time/volunteer-clearances/

In all cases, please download and share the results when you receive them, not the application form or a web link. The agencies will not contact us with, nor will they share, this sensitive information; it can only be shared via you.

Clearance FAQ's:

- Clearances are required for ALL non-minor volunteers, no matter what you intend to do here at Manna.
- If you are having technical issues applying for any of the clearances, please contact the issuing agency directly.
- Once clearances have been issued, they are good for **5 years from the issue date** per PA State Law**.**
- If you become an active Manna volunteer prior to turning 18, you will have a 6 month window after turning 18 within which to complete your clearances. If you have not turned in your clearances by that time, your account will be suspended until your clearances are complete.

- If you have clearances already, from other volunteer service or your employer, and they have been issued within the past 5 years, you can simply give us photocopies – you do NOT need to do the process all over again.

Clearances can be emailed (clearances@mannaonmain.org), faxed (215.855.8241), mailed (606 E. Main St., Ste. 1001, Lansdale PA 19446) or dropped off at the reception desk during business hours. Questions? Email the Volunteer Director: meg@mannaonmain.org

Please note Under 23 Pa. C.S. Section 6344.2 and Title 18 of the Pennsylvania consolidated statue that the follow offenses will disqualify you from volunteering at Manna on Main Street:

- Chapter 25 (relating to criminal homicide)
- Section 2702 (relating to aggravated assault)
- Section 2709.1 (relating to stalking)
- Section 2901 (relating to kidnapping)
- Section 2902 (relating to unlawful restraint)
- Section 3121 (relating to rape)
- Section 3122.1 (relating to statutory sexual assault)
- Section 3123 (relating to involuntary deviate sexual intercourse)
- Section 3124.1 (relating to sexual assault)
- Section 3125 (relating to aggravated indecent assault)
- Section 3126 (relating to indecent assault)
- Section 3127 (relating to indecent exposure)
- Section 4302 (relating to incest)
- Section 4303 (relating to concealing death of child)
- Section 4304 (relating to endangering welfare of children)
- Section 4305 (relating to dealing in infant children)
- A felony offense under section 5902 (b) (relating to prostitution and related offenses)
- Section 5903 (c) or (d) (relating to obscene and other sexual materials and performances)
- Section 6301 (relating to corruption of minors)
- Section 6312 (relating to sexual abuse of children)

Additionally, we do not accept the following offenses:

- Robbery
- Trespassing
- Harassment
- Breaking & Entering
- Theft (including identity theft)
- Any weapons-related offenses

Also required: Virtual Volunteer Orientation. This short video will walk you through our work here and our expectations. After viewing the video, there is a form to sign, affirming that you watched and understand the video, and read and understand this handbook.

Maintaining a Safe Workplace Code of Conduct

Our employees and volunteers will: exhibit the highest ethical best practices and personal integrity; provide a professional work environment that is free from physical, psychological, written, or verbal intimidation or harassment; share concerns about suspicious or inappropriate behavior with the Volunteer Director or Executive Director; report any suspected abuse or neglect of a client to the Executive Director; accept their personal responsibility to prevent clients from all forms of abuse and they will not physically, sexually, or emotionally neglect a client.

Code of Conduct with Clients

Manna provides our clients with the highest quality services available. We are committed to creating an environment for clients that is safe, nurturing, empowering, and that promotes growth and success. Abuse of any kind will not be tolerated, and confirmed abuse will result in immediate dismissal from this organization. The organization will fully cooperate with authorities if allegations of abuse are made that require an investigation. Clients will always be treated with respect regardless of race, color, national origin, religion, age, disability, sex, sexual orientation, gender identity, genetic information, veteran status, or any other characteristic protected by federal, state, or local law.

Employees and volunteers will:

- Adhere to appropriate boundaries governing physical affection as outlined by the organization.
- Avoid physical affection with clients that cannot be observed by others.
- Adhere to appropriate and inappropriate verbal interactions as outlined by our organization.
- Comply with our organization's policies regarding interactions with clients outside of our programs.
- Adhere to organizational policies regarding electronic communication and social media with clients.
- Adhere to organizational policies regarding working one-on-one with clients in a private setting.
- Report allegations or incidents of abuse to the proper state authority.

Employees and volunteers will not:

- Stare at or comment on clients' bodies.
- Date or become romantically involved with clients.
- Use or be under the influence of alcohol or illegal drugs in the presence of clients.
- Have sexually oriented materials, including printed or online pornography, on Manna's property.
- Keep secrets with clients and will only give gifts in accordance with organizational policies.
- Abuse clients in anyway including (but not limited to) the following:
- Physical abuse: hitting, spanking, shaking, slapping, unnecessary restraints.
- Verbal abuse: degrading, threatening, cursing.
- Sexual abuse: inappropriate touch, exposing oneself, sexually oriented conversations.
- Mental abuse: shaming, humiliation, cruelty.
- Neglect: withholding food, water, shelter.

Manna will not tolerate the mistreatment or abuse of one client by another client. In addition, Manna will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior. Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all consumers, employees, and volunteers.

Zero-Tolerance Policy

Manna on Main Street is committed to ensuring a safe and respectful environment for all employees, volunteers, and clients. Any form of abuse, mistreatment, harassment, or neglect is strictly prohibited.

Manna has a zero-tolerance policy for abuse of any kind. Employees and volunteers who engage in or fail to report abuse will face disciplinary action, up to and including termination. Additionally, Manna will report any criminal acts to law enforcement or protective services as required by law.

Violence Prevention & Zero Tolerance Policy

Manna on Main Street is committed to maintaining a safe and respectful workplace. We have a zero-tolerance policy for violence or threatening behavior of any kind that could jeopardize workplace safety. Any employee/volunteer/client who engages in violent or threatening conduct will face immediate disciplinary action, up to and including termination of the relationship within Manna.

Prohibited Behavior

- Violence and threats at Manna will not be tolerated. The following actions are strictly prohibited:

- Violence: Physically harming others, shoving, pushing, coercing, brandishing weapons, or making direct or indirect threats of violence.

- Threatening Behavior: Bullying, intimidation, stalking, belligerence, verbal harassment, derogatory remarks that undermine a colleague's reputation, or gestures that could be interpreted as a threat.

Weapons Prohibition

- Employees and volunteers may not possess weapons on Manna property, including parking areas, or while performing work offsite. Prohibited weapons include, but are not limited to:

    - Firearms
    - Knives (except those used in the normal course of food preparation)
    - Explosives
    - Any item with the potential to inflict harm

- Carrying a weapon onto Manna property in violation of this policy will be considered an act of trespass. Individuals will, without exception, be asked to leave the premises and may be subject to prosecution. Additionally, such violations may result in disciplinary action, up to and including termination.

Workplace Inspections

- To ensure a safe environment, Manna reserves the right to inspect all spaces, including volunteer lockers, and may conduct random inspections of personal items (e.g., bags, purses, lunch boxes) brought onto Manna property.

Reporting Threats & Suspicious Behavior

Employees and volunteers are responsible for immediately reporting any threats, violent acts, or concerning behavior, whether they:

- Witness the behavior firsthand
- Receive a threat
- Are informed by someone else about a threat or potential risk
- Even if no explicit threat is made, any behavior that could endanger employee safety must be reported.

Reports should be made to management and/or the Executive Director as soon as possible.

Investigation & Response

If a threat or violent act occurs, the individual involved will be removed from the premises immediately and remain off of the premises while an investigation is conducted. Based on the findings, Manna may take the following actions:

- Suspension or termination of employment, volunteer status or business relationships
- Reassignment of duties
- Criminal prosecution, if necessary
- All reports of threats or violent behavior will be handled with strict confidentiality to protect the privacy of those involved.

Manna is dedicated to fostering a safe, secure, and respectful workplace. We rely on every volunteer's commitment to upholding this policy and ensuring the well-being of our team.

Definitions of Abuse

Abuse exists when there is endangerment of a person's physical or mental health due to injury by act or omission. Employees and volunteers must recognize and prevent all forms of abuse in the workplace. To ensure that all employees and volunteers understand what constitutes abuse, the following definitions apply:

- Neglect – The failure to provide necessary care, food, shelter, or medical attention to a client or individual under Manna's care.
- Physical Abuse – Any non-accidental physical harm, including hitting, pushing, or inappropriate restraint or any other forceful physical contact.
- Verbal Abuse – The use of degrading, threatening, shaming, or intimidating language.
- Sexual Abuse – This includes any inappropriate sexual interaction such as rape, sexual assault, harassment, exploitation, explicit communication, inappropriate touching, exposure, or sexually oriented conversations. This also encompasses sexual misconduct, including physical contact or verbal behavior of a sexual nature.
- Emotional Abuse – This includes actions that harm a person's psychological well-being, leading to anxiety, depression, withdrawal, or aggression. This may involve shaming, humiliation, cruelty, or behavior causing significant emotional or developmental harm.
- Bullying – This is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms:
- Physical: Engaging in physical force against another
- Verbal: Using words to hurt another (belittling, calling names, etc.)
- Nonverbal/Relational: Manipulating a relationship or desired relationship
- Cyberbullying: Using any technological tool to send or post inappropriate material with the intention of hurting another
- Sexualized: Behaviors that are sexual in nature

<u>Appropriate & Inappropriate Physical Contact</u>

To maintain a safe and professional work environment, employees and volunteers must follow clear guidelines on physical interactions.

Examples of Appropriate Contact:

- Side hugs, high-fives, pats on the back, touching hand, shoulders, and arms.
- Holding hands with young children when necessary for safety.

Examples of Inappropriate Contact:

- Sitting clients on laps (except for infants/toddlers in necessary caregiving situations).
- Wrestling, tickling, or engaging in playful physical interactions.
- Touching a client in anger or as a form of discipline.
- Any form of affection that is unwanted by another.
- Any contact that could be perceived as sexually suggestive.
- Employees and volunteers must respect cultural differences and personal boundaries at all times. If a client appears uncomfortable with any form of contact, employees and volunteers must adjust their behavior immediately.

Appropriate & Inappropriate Verbal Interactions

To maintain a safe and professional environment, employees and volunteers are prohibited from speaking in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating.

Examples of Appropriate Verbal Interactions:

- Positive reinforcement, appropriate jokes, encouragement, praise

Examples of Inappropriate Verbal Interactions:

- Name-calling, discussing sexual encounters, cursing, off-color sexual jokes, shaming, belittling, derogatory remarks
- Employees and volunteers must respect cultural differences and personal boundaries at all times. If a client appears uncomfortable with any form of contact, employees and volunteers must adjust their behavior immediately.

Internal & External Reporting Procedures

Manna has zero tolerance for abuse. It is imperative that every employee or volunteer actively participates in the protection of those at Manna. Manna is committed to handling all reports of abuse thoroughly, fairly, and with strict confidentiality. Note: Red-flag/inappropriate behaviors are those sited within the

Harassment and Violence Prevention Policies and throughout the Abuse Prevention & Reporting Content.

Internal Reporting Process:

- Complaints should be discussed with or submitted with signature to the Executive Director.
- If the complaint involves the Executive Director, the incident should be reported to a supervisor who will contact the Chair of the Board.
- The complaint will be investigated promptly and confidentially by an appropriate individual approved by the Executive Director and/or the Chair of the Board.
- Findings will be reported to the Executive Director and/or the Chair of the Board, who will determine appropriate disciplinary action, up to and including termination.
- The volunteer who filed the complaint will be informed of the outcome.

External Reporting Process:

Be aware that all employees must comply with state-specific mandatory reporting laws and acknowledge receipt of the Manna Employee Handbook, confirming their understanding of their legal and ethical duty to recognize and report suspected mistreatment or abuse. They will:

- Be familiar with the symptoms of abuse and neglect, including physical, sexual, verbal, and emotional abuse
- Know and follow organization policies and procedures that protect against abuse
- Report suspected abuse or neglect to the appropriate authorities as required by state mandated reporter laws
- Follow up to ensure that appropriate action has been taken

Reporting Suspected Sexual Abuse

Employees and volunteers who witness, suspect, or are informed of any instance of sexual abuse or molestation are required to report their concerns immediately to the Executive Director or the Chair of the Board of Directors. Failure to report suspected abuse is a serious breach of responsibility and may result in disciplinary

action, up to and including termination of volunteer status. Ensuring a safe environment is a shared duty and a cornerstone of Manna's values.

Manna is unwavering in its commitment to the safety, dignity, and well-being of every individual we serve. Any credible suspicion or allegation of abuse will be promptly reported to the appropriate authorities in accordance with legal and ethical obligations. Additionally, Manna will notify its insurance provider as required.

- For adults: Reports will be made to local law enforcement or the state Adult Protective Services (APS) Agency. https://www.montgomerycountypa.gov/2830/Older-Adult-Protective-Services
- For children: Reports will be made to local authorities or the Child Help's National Child Abuse Hotline (1-800-932-0313). https://www.montgomerycountypa.gov/715/Child-Protective-Services

Crisis Management & Response Plan

Manna on Main Street is committed to the safety and well-being of employees, volunteers, and the individuals we serve. This plan provides clear guidelines for effectively responding to emergencies.

Crisis Categories & Response

- Medical Emergencies
  - Call 911 and provide assistance if trained
  - Notify a supervisor and/or the Executive Director immediately
- Violence, Threats, or Active Danger
  - Call 911 if immediate danger exists
  - Remove yourself and others from harm
  - Report to a supervisor and/or the Executive Director
- Suspected Abuse or Harassment
  - Volunteers should follow the Internal Reporting Process on page 21
- Organizational or Financial Crisis
  - Report concerns to the Executive Director
  - Only authorized representatives may speak to the media
  - Leadership will develop a response plan and communicate with stakeholders

This plan ensures Manna on Main Street is prepared to respond effectively to emergencies, uphold reporting obligations, and protect those we serve. The Executive Director oversees crisis response and reporting to authorities.

Guidelines for Supervision

Employees and volunteers should remain observant and ensure that client-to-client interactions are appropriate and respectful. Although full-time supervision is not required, the following guidelines should be followed to promote a positive environment:

- Respecting Boundaries: Clients should be encouraged to respect each other's personal and emotional boundaries. Staff should intervene only if these boundaries are crossed.
- Preventing Bullying and Harassment: Clients must not engage in bullying, teasing, dominating, or displaying sexualized behaviors toward others. Volunteers witnessing this behavior should find the nearest staff member.
- Encouraging Peaceful Conflict Resolution: Manna encourages clients to resolve disagreements independently, but staff should guide clients, if necessary, without over-involvement, to resolve conflicts peacefully and without aggression.
- Responding to Special Needs Clients: On rare occasions, clients with special needs may require additional attention or interaction from staff. In these cases, volunteers should notify a staff member.

Best Practices for Monitoring:

- Situational Awareness: Maintain general awareness of client interactions without intruding, especially in high-traffic or secluded areas.
- Active Observation: Monitor interactions for signs of inappropriate behavior without interfering with regular client interactions.
- Minimal Intervention: Encourage client independence and only intervene when necessary, particularly in inappropriate conduct or conflicts.

Handling High-Risk Situations

There may be occasional high-risk situations involving vulnerable clients. In these cases, staff should ensure the following:

- Engagement When Needed: If a client has special needs that require more staff interaction, or is behaving inappropriately in any way, volunteers should notify a staff member.

Guidelines for Supervising Off-Site Activities (*For volunteer reference*)

Off-site activities such as field trips present unique risks for the safety of our clients at Manna. It is important to recognize that these environments can be less structured, making it essential for employees and volunteers to take proactive steps to ensure everyone's safety. Manna staff should follow these guidelines to minimize risks and ensure smooth, safe off- site activities:

- Pre-Visit the Destination: When possible, visit the destination in advance to assist with planning and identify any potential risks and accessibility issues.
- Approval Process: All off-site activities must receive prior approval from the Executive Director.
- Appropriate Supervision Ratios: Determine the appropriate staff-to-client ratio for the activity. Consider factors such as:
  - The number of clients attending.
  - Any special needs or unique requirements of the clients.
  - Identification: Employees, volunteers, and clients must be easily identifiable by wearing lanyards, badges, or specific shirts to ensure everyone can be located quickly.
  - Reviewing Rules and Boundaries: Before each off-site activity, review safety rules and boundaries with clients, including how to report any concerns they may have during the outing.
- Active Supervision Techniques: Employees and volunteers must be trained on active supervision techniques, including:
  - Positioning themselves to see and hear the clients they are responsible for.
  - Remaining engaged with clients rather than socializing with staff or volunteers.
  - Roll Checks: Each employee or volunteer should maintain a list of the clients on the trip.
  - Transportation Procedures: Staff must follow all transportation safety guidelines when entering and exiting vehicles.

- Communication Among Staff: Ensure employees and volunteers have a reliable method of communication to maintain coordination during off-site activities.
- Personal Cell Phone Use: Employees and volunteers are prohibited from using cell phones for personal business while supervising clients to ensure they remain fully engaged and attentive.

Cooperation with Investigations

Manna takes every allegation of abuse or misconduct seriously and will fully cooperate with authorities to investigate all cases of alleged abuse or misconduct. Employees and volunteers shall cooperate with any external investigation by outside authorities or internal investigation conducted by the organization or persons given investigative authority by the organization. Cooperation with investigations includes, but is not limited to:

- Promptly acknowledging and responding to requests for information.
- Making oneself available for meetings with investigating officials.
- Providing full, accurate, and truthful information.
- Keeping confidential information learned or transmitted during the investigation, unless directed by legal authorities.
- Preserving relevant information and documents.

An employee or volunteer's failure to cooperate with an investigation will result in disciplinary action up to and including termination of employment or dismissal from the organization.

Supervisor Response

If a supervisor or administrator receives a report of suspicious or inappropriate behaviors or policy violation from an employee, volunteer, client, or parent/guardian, the supervisor is instructed to inform the Executive Director immediately. The Executive Director, or someone assigned by the Executive Director will do the following:

- Speak with the person who has been reported.
- Review the file of the person reported to identify similar reports previously made.

- Take appropriate action based on context, severity, and history of red-flag/inappropriate behavior and trainability of employee/volunteer.
- Document the report using an Abuse Incident Report
- Contact state authorities and file a report for any report that indicates a concern for abuse should be investigated.
- If appropriate, notify parents/guardians.

Based on information gathered, the following may be required:

- Enhanced oversight of the person in question
- If violations are confirmed, the employee/volunteer must be subject to disciplinary action up to and including discharge.
- Conduct additional interviews with other employees/volunteers/clients who are eyewitnesses.

<u>Managing One-on-One Interactions</u>

Manna aims to create a safe, respectful environment for all individuals. One-on-one interactions between employees, volunteers, and clients should only occur under authorized circumstances as part of the organization's programming. In those situations where one-on-one interactions are authorized, employees and volunteers should observe the following guidelines to limit the risk of abuse or false allegations of abuse:

- Meet clients in a public place where you are in full view of others.
- Private one-on-one interactions with minors is prohibited.
- If meeting in a room or office, leave the door open or move to an area.
- To the extent possible, ensure one-on-one interactions occurring behind closed doors are scheduled in advance, occurring in a room with windows or glass in the door.
- Ensure one-on-one meetings are documented as in a calendar.
- Physical contact during one-on-one interactions should be avoided unless necessary to assist with specific tasks, such as mobility aids. When physical contact is required, it must be appropriate, respectful, and limited to the task at hand.
- Report any unusual incidents such as physical interactions, disclosures of abuse, behavioral issues or injuries to a member of Manna's management team and/or Executive Director.

One-on-one interactions with minors are strictly prohibited. Employees, volunteers, and clients must ensure that a second adult is present during any engagement with a minor to maintain transparency, accountability, and the highest standard of safety.

Interactions Outside the Organization

Manna prohibits unsanctioned personal relationships between staff and volunteers with clients outside of organizational programs. Examples of prohibited interactions include:

- Transporting clients in personal vehicles without prior approval.
- Attending social events (birthdays, graduations, etc.) without organizational oversight.
- Contacting clients through personal phone numbers, emails or social media
- Romantic relationships

Exceptions may be granted in cases where a pre-existing relationship exists (church, school or athletic affiliations, etc.) and must be communicated to the employee's supervisor.

Electronic Communication & Social Media Policy

Employees and volunteers may not engage in private social media interactions with clients in their official capacity. Employees, volunteers, and clients participating in Manna's programs, events, and activities should not engage in behavior or comments that are, or could be construed by any observer to be, harsh, abusive, coercive, threatening, intimidating, shaming, derogatory, demeaning, humiliating or cyberbullying. Cyberbullying can involve but is not limited to: Sending mean, vulgar, or threatening messages or images; posting sensitive, private information about another person; pretending to be someone else in order to make that person look bad. Employees and volunteers should adhere to the following guidelines:

- Employees and volunteers must not share photos or personal details of clients on their personal social media accounts.
- Employees and volunteers must not engage in private messaging with clients via text, email, or social media.
- All communication with clients must be work-related and conducted through approved channels.

- Employees and volunteers should never discuss personal, sensitive, or inappropriate topics with clients via electronic communication.
- All e-mail communications with clients who are minors must be directed to the client's parents/guardians and should be done using an organizational e-mail.

In cases where pre-existing relationships exist, employees and volunteers must not use social media/platforms to discuss any business or program related material.

Public Policy Statements

Only the Executive Director or an authorized representative may make official policy statements on behalf of Manna. Employees and volunteers are not permitted to speak on behalf of the organization regarding business practices, policies, or procedures without the explicit approval of the Executive Director.

All media releases, brochures, or public communications must be reviewed and approved by the Executive Director or their designee before distribution. Failure to comply with this policy may result in disciplinary action.

Volunteer Screening

In the interest of preserving the safety and security of employees, volunteers, clients, and members of the public, as well as ensuring a high-quality workforce, employment at Manna is contingent upon obtaining the required clearances. These clearances (described in detail on page 11) are managed by a third-party vendor who ensures all documentation and necessary forms are obtained. The clearances are required by all employees and volunteers and must be renewed every 5 years.

Abuse Training Requirements

Manna requires that employees are trained on the following foundational abuse prevention topics at the time of hire and then annually:

- Abuse and the types of abuse
- Inappropriate and behaviors – proper methods for contact with individuals
- How to identify and report when inappropriate behavior is observed as a policy violation
- Identifying Red Flag behaviors

- How to report, document, and handle policy violations

Signing Up for Shifts & Attendance

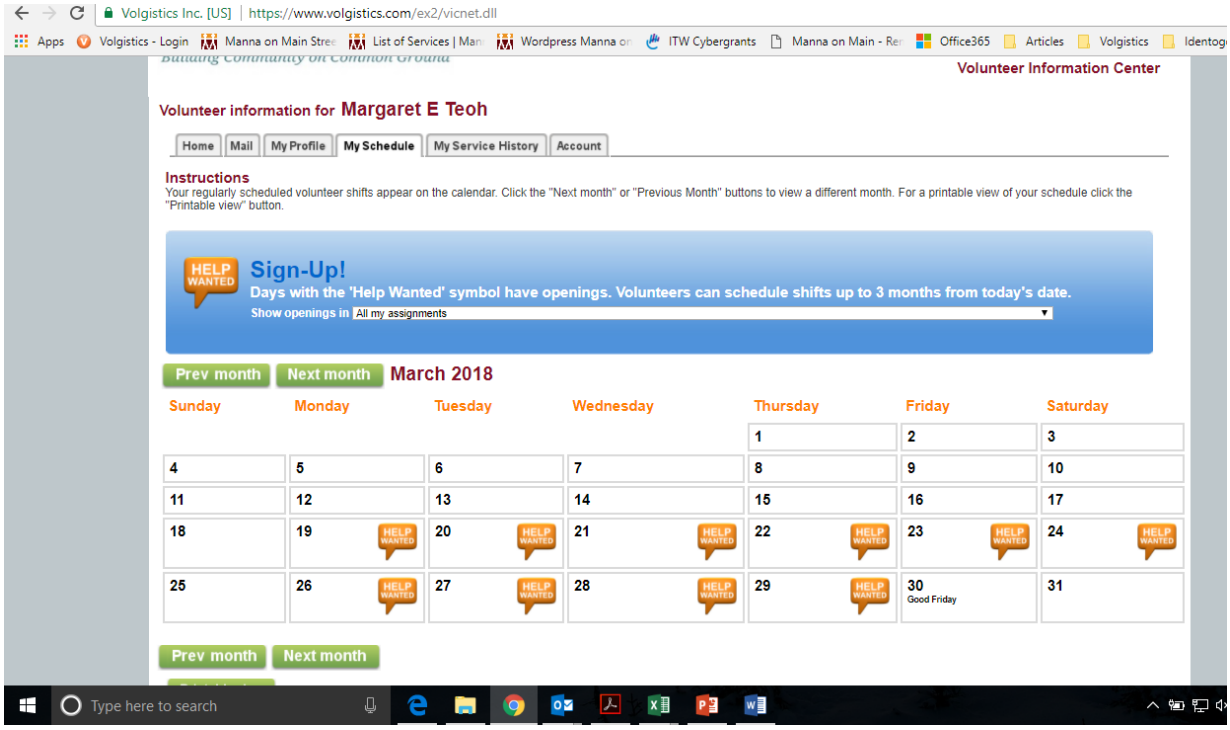
When you have turned in your clearances and completed your orientation, your account will be activated. You can begin scheduling yourself on the Volunteer Information Center!

LINK: https://www.volgistics.com/ex/portal.dll/?from=207943

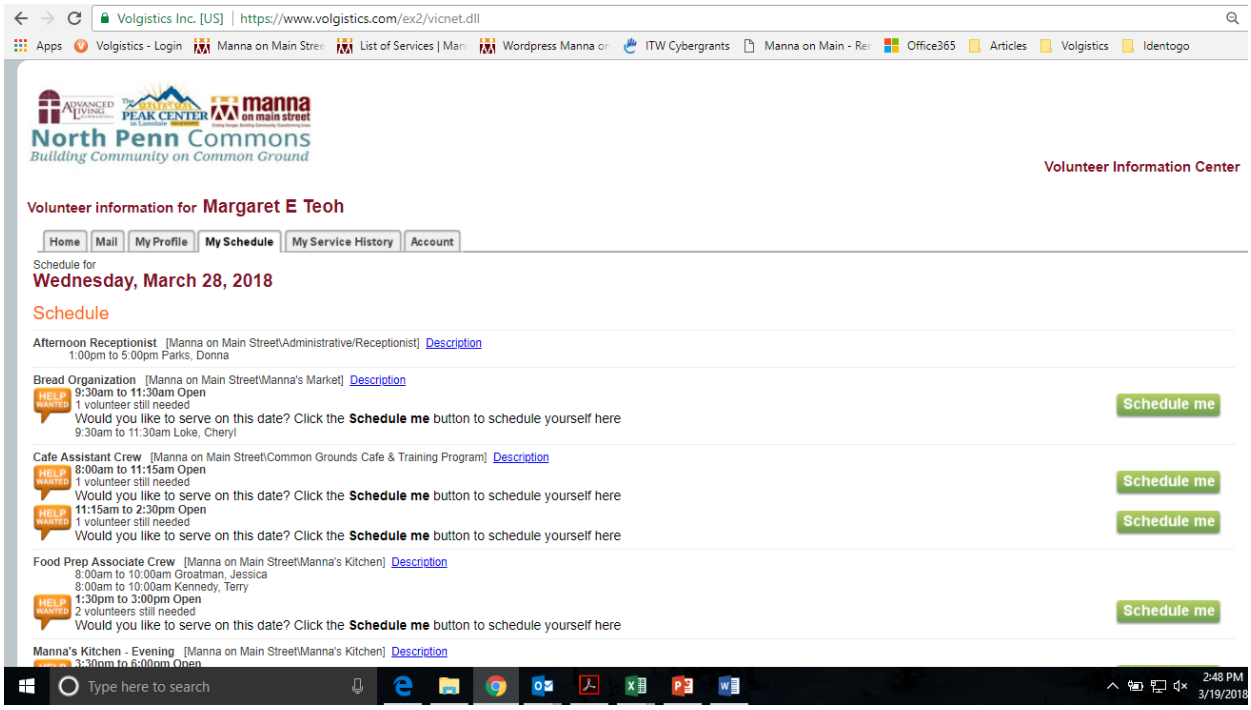
Volunteering at Manna is entirely self-directed; there is no regular commitment or minimum commitment required. If you are interested in committing to a regular shift, though, that is welcome! Email the Volunteer Director if so: meg@mannaonmain.org.

Your login is your email address and your password was created by you when you registered – it is NOT your system-created PIN.

Once you have logged in, you can click the "My Schedule" tab to see the calendar of upcoming openings. Simply click on a "Help Wanted" flag to see what help is needed on a given day.



This will take you to a list of shifts – if there is a need for volunteers, the "Schedule Me" button will appear, which you can click to be assigned. The button will then change to "Remove Me", in case you need to take yourself off that shift.



On this webpage, you can also update your contact information and your password, as well as your communication preferences.

Please note that if you opt out of "Account & Schedule Updates" you will not get updates regarding inclement weather and similar important alerts, such as regular updates from the Volunteer Director.

*While we do not have a required level of service, if more than **18 months** pass without any activity in your account (service, etc.), your account will be subject to deletion to ensure room for other volunteers. Thank you!*

Volunteers are **required** to sign up for any shift(s) they work. You are also required to withdraw yourself via the portal from any shift you signed up for but cannot attend. Within two days of your shift, the system will not let you withdraw yourself – at that point, you must email the Volunteer Director (meg@mannaonmain.org). Do not leave a voicemail, and do not contact another staff member with your cancelation; these will not meet this requirement.

When you sign up for a shift, please note that you are expected to arrive promptly and remain present for the entirety of that shift.

No-show Policy: Our volunteers are essential to Manna's programs and services. We understand that emergencies and schedule conflicts happen that may prevent you from being here. However, please remove your name from the shift on our website, or if you are unable to do so, inform us **immediately** if you are unable to be here, and. Not doing so is considered a "No-Show," which affects everyone. Please be considerate of your absence's effect on staff, other volunteers on your shift, and volunteers who cannot sign up as a result.

In the event that you are a No-Show, the following consequences will occur:

- **1st Occurrence:** Warning
- **2nd Occurrence**: Warning
- **3rd Occurrence**: **Account suspension**—You will asked to take time off from Manna for a *minimum* of 60 days.

VOLUNTEER POLICIES

Equal Employment Opportunity

Manna is committed to providing equal employment opportunities to all employees and applicants. We strictly prohibit discrimination based on race, color, national origin, religion, creed, ethnicity, age, disability, sex, sexual orientation, gender identity or expression, genetic information, familial status, pregnancy or related conditions, veteran status, or any other characteristic protected by federal, state, or local law.

Anti-Discrimination, Harassment & Reporting Policy

Manna is committed to fostering an environment free from harassment and discrimination, where all individuals are treated with dignity and respect. Harassment, abuse, or discrimination (as outlined in this section) of any kind will not be tolerated and may result in disciplinary action, up to and including termination.

This policy strictly prohibits physical, verbal, sexual, and emotional harassment directed at employees, clients, or volunteers. It applies to all work-related settings and activities, including the workplace, business trips, and business-related events. Additionally, Manna's properties such as telephones, computers, email, and internet access—must never be used for conduct that violates this policy.

This policy extends to employees, contractors, vendors, volunteers, officers, directors, and any individuals under Manna's oversight in a professional capacity.

Discrimination

Discrimination is strictly prohibited in any action, based on:

- Race, color, national origin
- Religion, age, disability
- Familial Status (including pregnancy)

- Sex, Sexual orientation, gender identity, marital status
- Genetic information
- Veteran status
- Any other factor protected by law

Examples of Discriminatory Harassment:

- Slurs, jokes, or threats related to a protected characteristic
- Displaying offensive written or graphic material in the workplace
- Intimidating or demeaning verbal or physical behavior

Sexual Harassment

Sexual harassment includes unwelcome sexual advances, requests for sexual favors, or any verbal or physical conduct of a sexual nature when:

- Submission to such conduct is a condition of volunteering.
- Acceptance or rejection of such conduct affects volunteering decisions.
- The behavior creates a hostile, intimidating, or offensive environment.

Examples of Sexual Harassment:

- Unwelcome sexual advances, touching, or coercion
- Requests for sexual favors in exchange for job benefits
- Sexually explicit jokes, comments, or gestures
- Displaying sexually suggestive images or materials
- Inappropriate personal inquiries or discussions about sexual activities
- Deliberate, inappropriate physical contact or communication (brushing, whistling, etc.)

Complaint and Reporting Procedure

All volunteers are required to report harassment or abuse immediately. Retaliation against individuals who report complaints or participate in an investigation is strictly prohibited.

Informal Resolution

- If you feel comfortable, clearly inform the individual that their behavior is unwelcome and must stop.

- Be specific about the behavior that is causing discomfort (e.g., "Your comments about my appearance make me uncomfortable, and I want them to stop.").
- Use direct language, such as “I do not appreciate that remark,” or “Please do not touch me like that.”
- If you are not comfortable addressing the individual directly or if the behavior does not stop, report the situation to the Executive Director. If the complaint involves the Executive Director, it should be reported to the Chair of the Board.

Formal Complaint Process

- Complaints should be submitted to the Executive Director.
- If the complaint involves the Executive Director, it should be reported to the Chair of the Board.
- The complaint will be investigated promptly and confidentially by an appropriate individual approved by the Executive Director and/or the Chair of the Board.
- Findings will be reported to the Executive Director and/or the Chair of the Board, who will determine appropriate disciplinary action, up to and including termination.
- The volunteer who filed the complaint will be informed of the outcome.

This policy is designed to foster a respectful, professional, and inclusive environment. Manna is committed to addressing any concerns swiftly and effectively to maintain a safe and fair work environment.

- Confidentiality: All complaints, interviews, and documents generated during the investigation will remain confidential to the extent possible, except as required by law.
- False or Malicious Complaints: While Manna does not tolerate false accusations, no volunteer will face disciplinary action simply because a complaint is found to be unsubstantiated. However, knowingly false or malicious complaints may result in disciplinary action.
- No Retaliation: Volunteers who report concerns in good faith are protected from retaliation. Retaliation is considered misconduct and may result in disciplinary action, including termination.

Code of Conduct for Employees & Volunteers

Manna is committed to fostering a safe, respectful, and empowering environment for clients, employees, and volunteers. All employees and volunteers are expected to uphold the highest standards of professionalism, integrity, and respect in their interactions with colleagues, clients, and the community. Any behavior that could be perceived as abusive, coercive, or manipulative is strictly prohibited and may result in immediate disciplinary action.

Employees and volunteers have a legal and ethical duty to report any suspected mistreatment or abuse (see Definitions of Abuse) as outlined in Manna's Anti-Discrimination, Harassment & Reporting Policy, Violence Prevention & Zero Tolerance Policy, Abuse Prevention & Reporting Policy, and Crisis Management Plan.

Confidentiality & Privacy

As part of Manna's Code of Conduct, all employees and volunteers must respect and protect the confidentiality of business documents, client records, donor information, financial data, and proprietary organizational details. This obligation applies both during and after employment. Confidential discussions should only take place when necessary for business operations and must not be overheard by unauthorized individuals. Any unauthorized disclosure of confidential information—whether inside or outside the workplace—is a serious violation of this policy and may result in immediate termination.

Smoking Policy

In consideration of the health and well-being of our members, employees, and volunteers, smoking (including vaping) is strictly prohibited within all indoor areas of Manna, as well as outside near the front or rear entrances of the building. Smoking is prohibited in all inside and outside areas of North Penn Commons.

Drug-Free, Alcohol-Free Workplace & Drug Testing

Manna prohibits the use, possession, or distribution of illegal drugs and alcohol in Manna's space.

Drugs: Any substance, other than alcohol, that may impair mental faculties or physical performance.

The space includes Manna's offices and all premises, and any transportation vehicles used to further our programmatic objectives.

Manna supports volunteers in their efforts toward recovery and will not terminate engagement solely based on an individual voluntarily seeking assistance for substance abuse. However, performance, attendance, or behavioral issues related to substance use may result in disciplinary action, up to and including termination.

Abuse: Any use of illegal drugs or misuse of alcohol, prescription, or over-the-counter drugs, including use that violates prescription requirements or workplace policies.

Prescription Medications

Volunteers taking physician-prescribed medication that may affect job performance or safety must notify the Volunteer Director. However, volunteers are not required to disclose specific medical conditions. All medical information will be kept strictly confidential.

Drug & Alcohol-Related Incidents

Volunteers who are found to be under the influence or appear intoxicated while on duty may face immediate disciplinary action, including mandatory drug or alcohol testing in order to maintain volunteer status.

Depending on the nature and severity of the offense, Manna may take appropriate actions, which may include:

- Termination of volunteering
- Mandatory participation in a certified drug or alcohol rehabilitation program to maintain volunteer status
- Manna reserves the right to report any drug-related criminal activity occurring in the workplace to the appropriate law enforcement authorities.

Drug Testing Policy

Manna on Main Street reserves the right to require drug testing based on reasonable suspicion if a volunteer is suspected of being under the influence of drugs or alcohol or has sustained a work-related injury or accident. Drug testing will be conducted by:

Patient First, 713 Bethlehem Pike, Montgomeryville, PA 18936

Volunteers currently taking prescribed or over-the-counter medications that may affect test results will have the opportunity to inform the testing agency in advance.

All tests will be conducted with respect for volunteer privacy, and results will be disclosed only to the volunteer and the Director of Volunteer and Community Engagement.

Test Results & Consequences

- All positive test results will require a confirmatory second test.
- A confirmed positive result will lead to disciplinary action, up to and including termination.
- Refusal to take a drug or alcohol test will be treated as an admission of being under the influence and will result in immediate termination.

Attire

- Shoes: **must** be closed-toe (absolutely no flip flops or sandals)
- Comfortable & appropriate clothing – you'll be working with food, so you may get messy
- Hair: **must** be secured away from your face

At Manna, we ask all to dress appropriately for the work environment and to use good judgment when choosing what to wear. We often welcome clients, vendors, and other visitors into our space, and it's important that we all represent the organization with a clean, respectful, and professional appearance.

Clothing should be neat, modest, and workplace appropriate. Outfits that are overly revealing or could be considered offensive or distracting to others should be avoided.

When You Arrive

When you arrive for a shift at Manna, enter through the lobby door. Upon entering Manna's glass doors turn left and go down the hall to the white wall mounted desk. Look for the iPad kiosk, and log in on the screen with your PIN number. (Please be sure to log OUT when you leave, as well.) Proceed to your work area (ask the nearest staff member if you are unsure where that is), and the staff member on that program will give you a short update and overview on what you'll be working on that day.

COMMUNITY SERVICE

We welcome volunteers with community service requirements, with the following important notes:

For court-ordered service:

- YOU are responsible for scheduling, tracking, and completing your own service
- Notify Volunteer Director *before* first shift, including of specific charges
- It is your responsibility to log in and out when serving at Manna; that is the official time log and what we will verify.
- **1 week notice is mandatory for timesheets, letters, and other documentation from Manna**. Contact meg@mannaonmain.org when you have completed your hours.

For service-learning requirements:

- YOU are responsible for scheduling, tracking, and completing your own service
- It is your responsibility to log in and out when serving at Manna; that is the official time log and what we will verify.
- Includes hours for graduation requirements; NHS/NJHS; Boy/Girl Scouts; school/college clubs, etc.
- **1 week notice is mandatory for timesheets, letters, and other documentation from Manna**. Contact meg@mannaonmain.org when you have completed your hours.

Inclement Weather

In the event of inclement weather, Manna makes every effort to stay open when it is safe to do so, as our clients' needs remain unchanged. However, we know there are times when it is not safe to ask people to be here, and on those days we will close and/or cancel programs. This decision will take into account guidance and announcements from state or federal authorities, as well as local school district closures and other relevant information reported in the media. In the event that this happens, the Volunteer Director will contact all volunteers who are scheduled to work on that day, typically via email unless the volunteer profile indicates another preference.

Manna also maintains an **Emergency Call List**. In the event of last minute cancelations (weather-related or otherwise) that affect our ability to provide services to our community, the Volunteer Director will contact the volunteers on this list for support on short notice. If you are interested in joining this list, thank you! Please contact meg@mannaonmain.org for further information and to add your name.

Closures and Holidays

Manna is closed on the following holidays, as well as any scheduled observances of the below:

- Easter Sunday
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Inventory Day (September 30th)
- Thanksgiving
- Day after Thanksgiving
- Christmas Day / Christmas Day Observed
- New Year's Eve / New Year's Eve Observed
- New Year's Day / New Year's Day Observed