



# VOLUNTEER HANDBOOK

There are many ways to volunteer at Growing Home, from supporting the Food Pantry to helping with special projects. Every role helps strengthen our community, and we provide training in a safe, welcoming environment.

## Keep In Touch With Us

[volunteers@growinghome.org](mailto:volunteers@growinghome.org)

303.426.0430

[www.growinghome.org](http://www.growinghome.org)

3489 West 72nd Avenue, #112   
Westminster, CO 80030

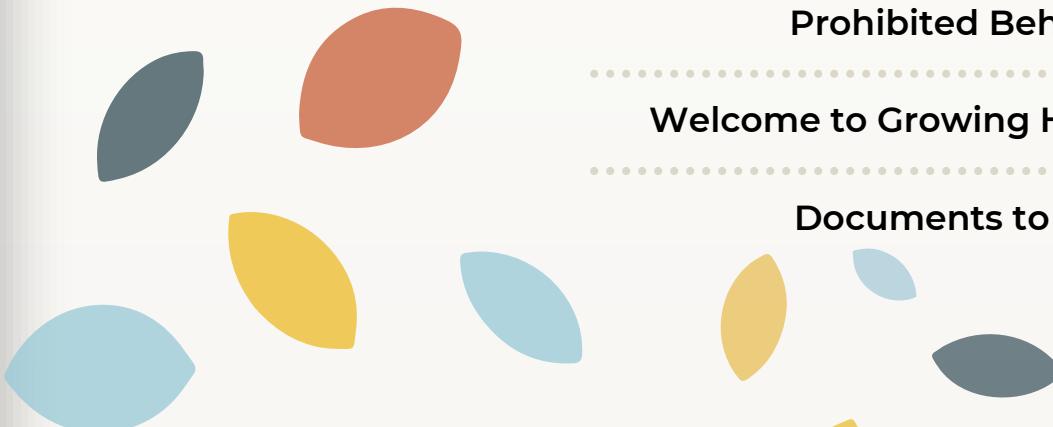


# PURPOSE OF THE HANDBOOK

The Growing Home Volunteer Handbook is a comprehensive resource designed to help volunteers understand the policies, procedures, volunteering opportunities, and expectations of our organization. It serves as a guide for maintaining a professional, safe, and inclusive work environment while fostering mutual respect and effective communication.

This handbook outlines key organizational policies, volunteer benefits, and the standards of conduct expected from everyone at Growing Home. It is intended to ensure transparency and provide clarity for both new and existing team members.

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# WELCOME MESSAGE

Dear Volunteer,

Welcome to Growing Home. Founded in 1998 and based in Westminster, Colorado, Growing Home is a **community-centered nonprofit dedicated to strengthening families and individuals**. We work in partnership with the community to provide critical resources, guidance, and wraparound services that support stability, dignity, and well-being.

Our programs are shaped by collaboration and lived experience, ensuring services respond to real community needs. Through food and resource assistance, parenting and caregiver support, and family-centered services, we help grow pathways toward stable and healthy futures.

**Volunteers play a vital role in this work.** By serving alongside our staff, you help strengthen foundations, support meaningful connections, and advance our shared commitment to a thriving and healthy community.

This handbook serves as a guide to Growing Home's work, policies, and practices. We encourage you to review it carefully and keep it as a resource throughout your volunteer experience.

The time and care you give in service to Growing Home and the community truly matter. Volunteers are an essential part of who we are and how we carry out our mission.

**We are grateful for your commitment and hope your experience with us is meaningful and rewarding.**

The Growing Home Team

# GROWING HOME OVERVIEW



## ABOUT US

The organization began in 1998, when its founder, Kathleen Drozda, met an unhoused woman living in her car, parked at the hospital where she worked. This chance meeting awakened Drozda to the problem of suburban homelessness and was the spark that led her to start the Adams County Interfaith Hospitality Network, which later became Growing Home.

Today, Growing Home serves participants with intensive supports to overcome immediate and long-term obstacles impeding stability and thriving.



## OUR MISSION

Growing Home collaborates with our community, providing families and individuals with critical resources, guidance, and wraparound services to grow pathways to stable and healthy futures.



## OUR VISION

A thriving community where every family and individual has the foundation to flourish.

# OUR CORE VALUES



## IMPACT:

Creating opportunities to empower families to achieve a thriving future.



## COMPASSION:

Prioritizing our team's wellbeing, honoring dignity, and supporting resilience.



## COMMITMENT:

Serving with altruism, listening with empathy, and acting with transparency.



## COMMUNITY:

Developing thoughtful partnerships and fostering collaboration to create lasting outcomes.



## ADAPTABILITY:

Embracing innovation, flexibility, and pioneering approaches to meet evolving needs.

# VOLUNTEER OPPORTUNITIES AT GROWING HOME

At Growing Home, volunteers play a vital role in strengthening families and fostering a thriving, healthy community. Every hour you give helps expand our reach and deepen our impact.

**We welcome individuals and groups who want to volunteer alongside our staff in meaningful ways.** Opportunities range from direct service to community-based support that helps connect families to critical resources.

You may volunteer as an individual or as part of a business, faith group, or community organization. We are happy to host small groups of up to 10 people, and larger groups can be accommodated through coordinated shifts.

## Ways to Get Involved

**Volunteers support Growing Home in many ways, including:**

- Assisting in the Food Pantry by sorting donations, stocking shelves, and supporting families during pantry visits.
- Helping with special events, administrative projects, and seasonal initiatives.
- Organizing food or donation drives to support our programs.
- Sharing Growing Home's content and resources on social media to help reach more families in need.
- Serving as an ambassador by spreading the word within your networks about our mission and services.

Whether you volunteer once or engage on an ongoing basis, your time and commitment help strengthen community connections and grow pathways to stable and healthy futures.

**Together, We Grow Stronger Futures.**

# FOOD PANTRY

## VOLUNTEER OPPORTUNITIES

### Assist in the Growing Home Food Pantry!

Organize food donations and support neighbors accessing food.

Here are our currently available volunteer opportunities:

#### FOOD PANTRY SERVICE

Tuesday to Friday

- Lift/stock food
- Help individuals and families choose their food
- Bring in daily donations
- Clean/sanitize



#### PANTRY STOCKING

Monday and Thursday

- Unload a large amount of food into the food pantry
- Clean/sanitize
- Organize and stock shelves

#### FOOD RESCUE

Monday to Friday

- Travel to our partner grocery stores and receive donations that will be transported back to Growing Home
- Help unload the donations and support with getting them inside and stocked



**Schedules and opportunities are subject to change. Please contact us for up-to-date information.**



#### OTHER WAYS TO HELP

**Donations are accepted between the following hours:**

- Monday: 9:00 AM to 12:00 PM
- Tuesday, Wednesday, and Friday: 8:30 AM to 9:30 AM
- Thursday: 8:30 AM to 12:00 PM

#### We are always in need of:

- Canned tuna and other meat
- Cooking oil
- Dried pasta
- Oats, corn flour, and cereals
- Personal, feminine, and full size hygiene products

**Donations are not accepted during service hours from 10:00 AM to 12:00 PM (Tuesday, Wednesday, and Friday) as we are assisting our participants.**

If these times do not work, please contact us to coordinate your donation:

#### Daniel D.

Interim Food Inventory and Distribution Specialist  
[daniel@growinghome.org](mailto:daniel@growinghome.org)  
 (720) 407-1985

# GROWING HOME LEADERSHIP AND CHAMPIONS

## VOLUNTEER OPPORTUNITIES

There are many ways to get involved and give back, big or small; every action matters!

Whether you have time to volunteer, connections to share, or simply a voice to amplify our mission, you can play a vital role in helping families thrive.

- **Join a Committee or an Action Team:**

Use your voice and lived experience to help shape programs and policies that impact our community.

- **Be an event ambassador:**

Help spread the word, recruit attendees, and support logistics at community events and fundraisers.

- **Spread the word and get your networks involved:**

Talk to your family, friends, workplace, or faith group about Growing Home and how they can get involved.

- **Organize a donation drive**

We are always looking for new community partnerships with individuals, companies, or groups to help conduct donation drives for our programs.

- **Attend volunteer meetings and trainings:**

Stay connected, grow your impact, and build community with fellow changemakers.

***Schedules and opportunities are subject to change. Please contact us for up-to-date information.***



## OTHER WAYS TO HELP

- **Be a social media ambassador:**

Use your online presence to share our mission, stories, and updates to help us reach new audiences.

Follow us on social media!



[@growinghome.org](http://@growinghome.org)

[@growing-home.inc](http://@growing-home.inc)

[@growing.home.inc](http://@growing.home.inc)

[@growing home](http://@growing home)

**To sign up and volunteer for Growing Home Leadership and Champions, please contact us to express your interest and we will connect you with the program leadership:**

**Daniel D.**

Interim Food Inventory and Distribution Specialist

[daniel@growinghome.org](mailto:daniel@growinghome.org)

(720) 407-1985

### WE PROVIDE YOU WITH:

- *Training and support sessions*
- *Templates and campaign collateral*
- *Online communities or chats*
- *Any support needed*

# VOLUNTEER RIGHTS & RESPONSIBILITIES

## VOLUNTEERS HAVE THE RIGHT TO:

- Be treated respectfully as a colleague, informed by our values around diversity, inclusion, and belonging.
- A suitable assignment (that considers preferences, temperament, and background) to the extent possible.
- Know as much about the organization's mission as possible.
- Receive training for the job and continuing education within the program.
- Patient and thoughtful supervision.
- The opportunity to explore additional ways to volunteer.
- A variety of experiences.
- Have a voice (make suggestions, express honest opinions, and provide feedback).
- A workspace that is safe and equipped for the job.
- Be recognized and appreciated.
- Have fun and enjoy their work!

## VOLUNTEERS HAVE THE RESPONSIBILITY TO:

- Follow the rules.
- Treat volunteering as a serious commitment.
- Complete volunteer onboarding and any additional training required for the assignment.
- Observe the policies and procedures of the agency and program with which you are volunteering.
- Follow established and accepted health and safety protocols in Growing Home facilities, including using safety equipment as needed.
- Maintain confidentiality on all participant issues and other sensitive information.
- Engage in positive behavior in all Growing Home spaces, including Growing Home facilities and social media, that promotes an environment of diversity, inclusion, and belonging.
- Be on time for your assignment and communicate with staff about lateness or absence.
- Try to give at least two weeks' notice if taking a vacation or resigning.
- Not accept gifts, cash, or services from participants or staff in exchange for volunteer services.
- Forgo the use or possession of drugs, alcohol, or tobacco in Growing Home facilities or while representing Growing Home.
- Refrain from any form of harassment.
- Complete necessary paperwork, timesheets, sign-in, etc.
- Offer feedback and suggestions to Growing Home staff.
- Give at least two days' notice (if possible) if you are not able to volunteer.

# VOLUNTEER GUIDELINES

## HOLIDAYS

Growing Home currently observes the following holidays each year (offices and Food Pantry will be closed to staff, volunteers, participants, and the public):

- New Year's Day
- Day After New Year's Day
- Martin Luther King Jr. Day
- Cesar Chavez Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Thanksgiving
- Day After Thanksgiving
- Christmas Eve
- Christmas Day

*When a holiday falls on a Saturday, it will be observed the preceding Friday. If on a Sunday, it will be observed the following Monday.*

*There may be additional days that the food pantry is closed for staff training.*



### ✓ Applications:

Growing Home accepts volunteer interest forms from individuals aged 16 years and older. Individuals under the age of 14 must be accompanied by a parent or guardian; the adult must submit a volunteer application. Each individual must complete the volunteer onboarding process and will receive an orientation on their first day of volunteering. As part of signing up online, volunteers complete the Volunteer Acknowledgment of Receipt, Volunteer Liability Waiver, Volunteer Confidentiality Agreement, and Digital Photography and Publicity Consent Release.

### ✓ Background Checks:

For the safety of our guests and volunteers, Growing Home reserves the right to conduct background checks on all volunteers. Please contact staff for more information.

### ✓ Commitment:

In order to provide the best services to our program participants, we ask volunteers to commit to the time period to which they have agreed. If you find that you cannot make your scheduled time, please contact staff. Growing Home asks for at least two days' notice, if possible, if you are not able to volunteer.

It is important to us that every volunteer has a meaningful experience that matches their skills and interests with the right need. Please speak with staff if your placement is not what you expected, if you have any questions, or if you would like to try something else.

### ✓ Communication:

Growing Home encourages open communication. Volunteer ideas and suggestions are always invited. We have made many positive changes due to suggestions from volunteers and hope that new, innovative solutions will come from your feedback. That said, we cannot always implement or take action on suggestions.

# STANDARDS OF CONDUCT FOR GROWING HOME VOLUNTEERS

## Overview

The Growing Home Standards of Conduct have been informed by over 25 years of experience and feedback from volunteers like you, as well as participants and staff. The Standards of Conduct also summarize actions that we can all take to adhere to the many policies explored in this handbook.

## Confidential Information

Occasionally, volunteers of Growing Home will have access to confidential information concerning the organization and our program participants. Volunteers have an obligation to protect the personal and private information of participants, other volunteers, donors, and staff. Confidential information includes, but is not limited to, financial information, internal reports, information concerning grants to Growing Home, information concerning participants visiting the food pantry and those involved with various Growing Home programs, and similar subjects.

Any copying, reproducing, or distributing of confidential information in any manner must be authorized by Growing Home's CEO, or their designee. Confidential information remains the property of the organization and must be returned to Growing Home upon demand. Confidentiality applies both during and after a volunteer's tenure at Growing Home.

## Gifts and Gratuities

Volunteers are not allowed to accept money or gifts from participants. Volunteers are not allowed to receive money from Growing Home staff in exchange for volunteer services completed, including gift cards. If you wish to give gifts to participants, please speak with a staff member.

## Association With Program Participants and Staff

Volunteers must limit their relationship with program participants and staff to activities related to the specific program. Please do not give participants a ride in your car or your personal phone number or address. All contact with program participants and staff should remain at a professional level.

For the protection of our volunteers and program participants, please limit contact with participants to public and/or open-door settings. Volunteers should never find themselves alone with a participant or guest, especially a child.

# STANDARDS OF CONDUCT FOR GROWING HOME VOLUNTEERS

## Non-Solicitation Guideline

To avoid disruption of business operations or disturbance of employees, volunteers, visitors, participants, and others, Growing Home has implemented a non-solicitation guideline. For purposes of the non-solicitation guideline, "solicitation" includes selling items or services, requesting contributions, and soliciting or seeking to obtain membership in or support for any organization not directly related to Growing Home programs or activities. Solicitation performed through verbal, written, digital or electronic means is covered by these guidelines.

Volunteers are prohibited from soliciting others during their assigned working time. For this purpose, working time means time during which either the soliciting persons or the persons who are the object of the solicitation are expected to be actively engaged with Growing Home work or volunteer activities.

## Personal Appearance / Dress Code

Growing Home is confident that volunteers will use their best judgment regarding attire, appearance, and hygiene. A volunteer's clothing and personal hygiene should be consistent with the standards for a business environment and must be safe and appropriate to the type of work they are performing. Closed-toe shoes are required when working in the food pantry. So long as it does not conflict with the dress code, volunteers' attire may be based on their gender identity.

In the rare instance that a volunteer's appearance, attire, or personal hygiene is questionable, the Volunteer Supervisor will speak with them regarding the matter. This includes perfume, cologne, or body odor that is disruptive to the work environment.

## Social Media and Communications

Volunteers are encouraged to follow Growing Home on social media and through our regular line of communication with the community. Please feel free to share our posts with your network to spread the digital presence of Growing Home, help others connect with our services, and support our mission. You can become a Growing Home Social Media Ambassador after completing a brief training with guidelines and ideas.

When engaging with social media like blogs, wikis, and social networking sites that may contain postings related to Growing Home, volunteers, and supporters must comply with all other guidelines set forth in this manual, especially as it relates to discrimination, unlawful harassment, and illegal activities. Bullying and detrimental communication behaviors are not permitted and may be removed by Growing Home moderators. Individuals acting in a harmful way on our pages may be blocked and asked to terminate their association with Growing Home. All postings on a blog, wiki, chat rooms, or social networking sites on behalf of Growing Home must be preapproved and sent by authorized employees.

# STANDARDS OF CONDUCT FOR GROWING HOME VOLUNTEERS

## Overlapping participation

Many Growing Home volunteers become involved in a variety of opportunities, including volunteering in multiple programs as well as being participants in programs. Because of the overlap in participation, we ask that Growing Home volunteers maintain the following boundaries and their participation:

- Communicate directly with the program staff of the program you are involved in any matters around attendance, incidents, suggestions, or confidential information.
- Follow any guidelines set up by a particular program, regardless of whether those guidelines apply to other volunteer opportunities.
- Volunteering will never be a requirement for receiving services from any program at Growing Home.
- Volunteers are welcome to apply to participate in any Growing Home program and are expected to qualify for programs based on the program's eligibility criteria.

## Receiving Food from the Food Pantry:

All food pantry volunteers are welcome to utilize Growing Home's food pantry after service hours and can take home a family-sized portion of food two times a month. The total weight of food and goods will be recorded as a visit to the food pantry, and you will have access to all the goods we prioritize for our participants.

All goods taken from the food pantry will be weighed and logged into our participant's database. If you wish to take food, you will need to complete checkout with a staff member to capture our total distribution for the day.

## Complaint Procedure

Any incident that involves a participant, visitor, guest, volunteer, or employee that is not consistent with normal company work or activities must be reported to the staff of Growing Home. If you witness an incident, please immediately report it to Growing Home staff. If violence or abuse is suspected, the proper authorities will be contacted.

If you believe there has been a violation of the harassment guidelines or harassment based on a protected class, including sexual harassment, please use the complaint procedure stated here. Growing Home expects volunteers to make a timely complaint to enable the organization to investigate and correct any behavior that may violate this policy.

# STANDARDS OF CONDUCT FOR GROWING HOME VOLUNTEERS

Any incidents with volunteers, participants, or staff should be reported following the guidance below:

- Any incident with a participant or other program volunteer: report to the program coordinator or administrator, who will investigate the matter and take corrective action.
- For incidents related to program staff: report to the Senior Manager of Programs who will investigate and resolve the situation.
- Any incident may be escalated to the leadership of Growing Home depending on the circumstances.

To respect the privacy of all individuals affected, the resolution of an incident may be kept as confidential as practical. However, a staff member will follow up with you as necessary to let you know that the issue has been resolved.

Growing Home prohibits retaliation against anyone for making a good faith complaint under this policy or for assisting in good faith in an investigation. If you perceive retaliation for reporting an incident or your participation in an investigation, please follow the complaint procedure outlined above. The situation will be investigated.

If Growing Home determines that an individual's behavior is in violation of this policy, disciplinary action will be taken, up to and including termination of volunteer status.

## Resolution Policy

Growing Home is a participant-centered organization committed to diversity, inclusion, and belonging. If a volunteer's behavior does not align with our standards of conduct, staff will address the concern through a respectful and restorative approach whenever possible.

In most cases, Growing Home staff will meet privately with the volunteer in a welcoming space to discuss the issue and provide a verbal warning with guidance for improvement.

Because trust and safety are essential, serious violations may result in immediate dismissal. Continued behavior that does not improve after a warning may also lead to dismissal at the discretion of Growing Home staff.

# HEALTH AND SAFETY POLICY

## **Workplace Safety**

It is the responsibility of every employee and volunteer of Growing Home to maintain a healthy and safe work environment. Please report all safety hazards and occupational illnesses or injuries to Growing Home staff and/or Human Resources Department immediately. Failure to follow Growing Home's health and safety rules will not be tolerated.

## **Inclement Weather and Emergency Situations**

Growing Home recognizes that inclement weather and other emergencies can affect our ability to open (or stay open) for business and volunteers' ability to get to work. The safety of our staff and volunteers is paramount in any emergency.

In an emergency or during inclement weather, Growing Home will make every effort to notify volunteers of the closure by phone, text, and/or email. Closure may also be posted on our social media channels and on our website.

When the organization is unable to notify volunteers of the closure, volunteers are asked to use common sense and make their best assessment of the safety and practicality of the situation. In a regional power outage, for example, volunteers will know that Growing Home is likely to have no power. If more than 12 inches of snow fall, volunteers should come to Growing Home, or attend to off-site responsibilities, only if they can do so safely.

## **Use of Vehicles**

Volunteers who operate their own motor vehicle as part of their volunteer duties must maintain a valid driver's license, insurance, and acceptable driving record.

**Growing Home may require proof of a valid driver's license and active auto insurance.**

Growing Home is not liable or responsible for accidents or driving infractions, or resulting legal fees or fines, incurred by volunteers while operating their own motor vehicle as part of their volunteer activities.

Rarely, volunteers may be asked to drive a Growing Home vehicle. If you are asked to drive a Growing Home vehicle, subsequent training and procedures will be provided, and a Volunteer Drive Agreement must be completed.

# PROHIBITED BEHAVIOR

## Drugs and Alcohol

It is the goal of Growing Home to foster an environment free from the behavior altering effects of drugs and alcoholic beverages. Use of alcohol and drugs alter volunteers' judgment resulting in increased safety risks, workplace injuries, and faulty decision-making. Therefore, participating in volunteer activities after the apparent use of alcohol or a controlled substance, or abuse of any other substances is prohibited. This includes working after the apparent use of marijuana, regardless of marijuana's legal status. Furthermore, the possession, purchase, consumption (use), or sale of a controlled substance or alcohol on Growing Home premises or while conducting Growing Home business is prohibited.

Alcoholic beverages served in conjunction with an authorized Growing Home event are an exception to this prohibition.

## Smoking

All Growing Home facilities are smoke-free and vape-free. Smoking is permitted only outside the buildings, in designated areas. Ask staff members or host site representatives where smoking is permissible.

## Unlawful Harrasment

Growing Home prohibits unlawful discrimination against employees, volunteers, and participants on the basis of age 40 and over, race (includes hair texture, hair type, or a protective hairstyle commonly or historically associated with race, such as braids, locs, twists, tight coils or curls, cornrows, Bantu knots, Afros, and headwraps), sex, pregnancy, childbirth, and related conditions, sexual orientation (including transgender status), gender identity and gender expression, creed, color, religion, national origin, ancestry, disability, marriage or civil union partnership to a co-worker (under some circumstances), military or veteran status, genetic information, marital status, Wage Transparency Act or any other status protected by applicable federal, state, or local law. Unlawful harassment includes verbal or physical conduct which has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment. Prohibited behavior may include, but is not limited to, the following:

- Written forms such as cartoons, e-mails, memes, drawings, or photographs.
- Verbal conduct such as derogatory comments, slurs, jokes, or epithets.
- Physical conduct such as non-verbal gestures, assault, or blocking an individual's movement.

# PROHIBITED BEHAVIOR

## Sexual Harrasment

Because sexual harassment raises issues that are to some extent unique in comparison to other types of harassment, Growing Home believes it warrants separate emphasis.

Growing Home strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment or volunteer status.
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment or volunteer status.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

All volunteers are expected to conduct themselves in a professional manner at all times. Conduct which may violate this policy includes, but is not limited to, sexually explicit or implicit communications, whether in:

- Written form, such as cartoons, posters, memes, calendars, notes, letters, e-mails.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated requests for dates.
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

## Threats and Violence

Volunteers must not engage in intimidation, threats or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, bullying, carrying weapons onto Growing Home property, or any other act, which, in management's opinion, is inappropriate to the workplace. In addition, employees and volunteers must refrain from making inappropriate or offensive comments regarding violent events and/or behavior.

Volunteers are expected to report any prohibited conduct to the Human Resources Department or any member of the Leadership Team.

- Volunteers should immediately contact the proper law enforcement authorities directly if they believe there is a serious and immediate threat to the safety and health of themselves or others.

# WELCOME TO GROWING HOME.

We are grateful that you have chosen to volunteer alongside us in partnership with the community. Your time, skills, and commitment support our mission and help strengthen families and individuals.

We believe people are the heart of our work and the foundation of a thriving community. Our goal is to foster a welcoming, respectful, and supportive environment where volunteers are valued and encouraged to grow.

We are thankful for your contribution and look forward to the impact we will create together!

**Together, We Grow Stronger Futures.**





3489 West 72nd Avenue, #112  
Westminster, CO 80030

### PHOTOGRAPH AND PUBLICITY RELEASE

I, \_\_\_\_\_, give Growing Home, Inc. permission to use my name, likeness, image, voice, and/or appearance as such may be embodied in any pictures, photos, digital media, video recordings, audiotapes, digital images, and the like, taken or made on behalf of Growing Home, Inc. and its mission, communications, and activities. This permission extends to Growing Home's partners, such as, but not limited to Mile High United Way and Parent Possible.

I agree that Growing Home, Inc. has complete ownership of such pictures, etc., including the entire copyright, and may use them for any purpose consistent with Growing Home, Inc.'s mission, communications, and activities. These uses include, but are not limited to, illustrations, bulletins, exhibitions, video-, reprints, reproductions, publications, advertisements, and any promotional or educational materials in any medium now known or later developed, including the Internet.

I acknowledge that I will not receive any compensation for the use of such pictures, etc., and hereby release Growing Home, Inc. and its agents and assigns from any and all claims which arise out of or are in any way connected with such use.

Should I at any time wish to revoke this consent, I must notify Growing Home in writing at [communications@growinghome.org](mailto:communications@growinghome.org). Growing Home will make a good faith effort to comply with the revocation of consent, however, I acknowledge that it may not be possible to completely remove pictures, etc. from all published places due to financial and technological constraints, absolving Growing Home, Inc. of liability.

I have read and understand this consent and release.

---

Signature

---

Date

---

Print Name

---

### RELEASE FOR CHILD UNDERAGE OF 18

---

Name(s) of child(ren)

---

Date

---

Signature of parent or legal guardian



## VOLUNTEER CONFIDENTIALITY AGREEMENT

As a volunteer of Growing Home, I understand that I have an obligation to protect personal information and other kinds of restricted information that I may learn during the course of my volunteer activities with Growing Home. Restricted information may include, but is not limited to:

- Participant information, including name, ages, residence, citizenship status, and/or medical history
- Pending projects and proposals
- Pre-patent or pre-copyright material
- Nonpublic financial information
- Employee information
- Organizational structure
- Methods, procedures, or manuals
- Strategic marketing plans
- Operating procedures
- Health and nonpublic safety information
- Research and development strategies

I agree to protect from unauthorized use and disclosures all restricted information to which I have access to, or may learn, in the course of my volunteer activities with Growing Home. I agree to use the restricted information only for the purposes for which it was collected and consistent with my volunteer responsibilities. If I become aware of restricted information that is unlawfully shared or used in an unauthorized way, I will immediately notify the Chief Executive Officer.

Growing Home's records, including documents, computer files, and similar materials, may not be copied, photographed, or removed from Growing Home premises without prior management approval. Removal from the Growing Home premises means the actual physical removal of information as well as the transmittal of information via fax, telephone, e-mail, social media, or any other form of electronic communication.

I understand the obligation to maintain the confidentiality of Growing Home's restricted information remains even after I am no longer volunteering with Growing Home.

Name and Date (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

Signature of Parent or Guardian if Volunteer is under the age of 18:

---



## VOLUNTEER LIABILITY WAIVER

Name (first and last):
Address:
Phone:
Emergency Contact Name:
Emergency Contact Phone:
Emergency Contact's Language of Choice:

I, the undersigned, understand that the activities involved with the program may contain an element of hazard or risk. I understand that there are potential risks of which I may not presently be aware. I recognize the possible hazards and risks involved in the activities and take full responsibility for my participation in these activities. Nevertheless, I voluntarily elect to participate in the volunteer work at Growing Home with knowledge of the danger involved, and I hereby agree to accept and assume any and all risks of property damage, personal injury, or death. **In general, volunteer work can be strenuous, and lifting can be dangerous if done improperly. While volunteering at the Growing Home, I agree that I am responsible for ensuring my own personal health and safety as well as the personal health and safety of any children I choose to bring to Growing Home.**

I hereby agree to waive, release, and discharge Growing Home and any cooperating agencies involved in the activities, as well as any of their respective servants, agents, officials and employees (collectively, the "Discharged Parties"), from any and all negligence and liability for my death, disability, personal injury, property damages, property theft, or claims of any nature which may accrue to me as a direct or indirect result of my participation in Growing Home's volunteering. I agree to defend, indemnify, and hold harmless the Discharged Parties from any loss, liability, injury, damage or costs, including court costs and reasonable attorney fees, that may be incurred due to my participation at Growing Home. I agree that I am fully responsible for payment of all costs resulting from any injuries I sustain including the rendering of medical aid and ambulance service. I acknowledge and agree that I am not currently and will not in the future be covered under any of the Discharged Parties' workers' compensation programs.

By signing this document, I hereby certify that I have read, understand, and agree to the terms of this Waiver.

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Signature of Volunteer (or if under 18 years, signature of parent/guardian)

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Date



## ACKNOWLEDGMENT OF RECEIPT

I HAVE RECEIVED A COPY OF GROWING HOME'S VOLUNTEER HANDBOOK. I UNDERSTAND THAT THE HANDBOOK PROVIDES A SUMMARY OF GROWING HOME'S GUIDELINES AND ITS EXPECTATIONS REGARDING MY CONDUCT. I UNDERSTAND I AM TO BECOME FAMILIAR WITH ITS CONTENTS.

THE LANGUAGE USED IN THIS HANDBOOK AND ANY VERBAL STATEMENTS OF GROWING HOME'S MANAGEMENT ARE NOT INTENDED TO CONSTITUTE A CONTRACT OF ANY SORT, EITHER EXPRESS OR IMPLIED.

FURTHER, I UNDERSTAND THAT THE CONTENTS OF THIS HANDBOOK ARE SUMMARY GUIDELINES FOR VOLUNTEERS AND THEREFORE NOT ALL INCLUSIVE. THIS HANDBOOK SUPERSEDES ALL PREVIOUSLY ISSUED EDITIONS. NO ORAL STATEMENTS OR REPRESENTATIONS CAN CHANGE THE PROVISIONS OF THE HANDBOOK OR ANY SUPPLEMENT. GROWING HOME RESERVES THE RIGHT TO REVISE, DELETE, OR ADD TO ANY OR ALL OF THE GUIDELINES MENTIONED, ALONG WITH ANY OTHER PROCEDURES, PRACTICES, POLICIES, BENEFITS, OR OTHER PROGRAMS OF GROWING HOME, INC. THESE CHANGES MAY OCCUR AT ANY TIME, WITH OR WITHOUT NOTICE.

I HAVE READ AND UNDERSTAND THE ABOVE STATEMENTS.

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SIGNATURE

DATE

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SIGNATURE OF HANDBOOK RECEIPT IF PARENT OR LEGAL GUARDIAN  
IF VOLUNTEER IS UNDER AGE OF 18



# USDA Civil Rights Volunteer Training

**By volunteering for this program, you are assuring the organization that you have completely read this training and when signing the training log, you agree to not engage in discrimination.**

## WHAT IS DISCRIMINATION?

*Discrimination occurs when an individual's civil rights are denied or interfered with because they belong to a particular group or class. Everyday Eats (CSFP) and TEFAP applicants and participants must be advised of their right to file a complaint of discrimination and they must be allowed to do so. If you overhear a complaint or see an act of discrimination, please contact your supervisor or a staff member immediately.*

## TYPES OF DISCRIMINATION

**Disparate Treatment:** Direct discrimination of someone that denies or interferes with their rights because they are a member of a protected class. *Example: I don't like women so I will ask them for more documentation than men.*

**Disparate Impact:** This discrimination occurs when an organization's rules or practices intentionally or unintentionally affect a protected class. *Example: The Russian family will have to come back this afternoon since that's when our translator is here, even though it means we will already have given away our best food.*

**Retaliation:** When someone receives negative treatment because they filed a civil rights complaint or cooperated in an investigation of a civil rights complaint. *Example: I am only giving you dried beans, because you are a friend of the family who filed a complaint last month.*



## WHAT ARE THE PROTECTED CLASSES?

Race

Color

National Origin

Age

Disability

Sex (incl. gender identity & sexual orientation)

## COMPLIANCE REVIEW

Not only do we value treating everyone fairly, but our agency is regularly monitored for compliance with these and other program regulations. If we are found to be non-compliant, the programs could be taken away.

TO MINIMIZE THE RISK OF A CIVIL RIGHTS DISCRIMINATION COMPLAINT, ASK YOURSELF THE FOLLOWING QUESTIONS EACH TIME YOU VISIT WITH AN EVERYDAY EATS OR TEFAP APPLICANT AND/OR PARTICIPANT:

Am I treating this person in the same way that I treat others?

Have I told this person what information I need to make a determination on the application?

Have I given this person the chance to explain their side of the situation or to correct inconsistencies?

Have I provided the person with the information he or she needs to make decisions?

Am I treating others as  
I wish to be treated?

## EQUAL & LANGUAGE ACCESS



**Equal Access:** Accommodations must be made for persons with disabilities. Please assist clients with disabilities to make sure that they are able to access food. If your agency does not provide delivery of food boxes, then use a proxy process. The client may complete a proxy form or provide a written note to designate someone (the proxy) to sign required documents and pick-up the food. Make sure to keep the proxy form or note with your records.

**Language Access:** Translation and interpretation services must be available to all applicants and participants with limited English proficiency. Translation services are available through the Regional Food Bank. Another quick resource is Google Translate.

## USDA NONDISCRIMINATION STATEMENT

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

- 1. mail:** U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or
- 2. fax:** (833) 256-1665 or (202) 690-7442; or
- 3. email:** [program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.



# Capacitación para voluntarios en derechos civiles del USDA

AL OFRECERSE COMO VOLUNTARIO PARA ESTE PROGRAMA, USTED LE ASEGURA A LA ORGANIZACIÓN QUE HA LEÍDO COMPLETAMENTE ESTA CAPACITACIÓN Y, AL FIRMAR EL REGISTRO DE CAPACITACIÓN, ACEPTA NO PARTICIPAR EN ACTOS DE DISCRIMINACIÓN.

## ¿QUÉ ES LA DISCRIMINACIÓN?

LA DISCRIMINACIÓN OCURRE CUANDO SE NIEGAN O INTERFIEREN LOS DERECHOS CIVILES DE UNA PERSONA POR PERTENECER A UN GRUPO O CLASE EN PARTICULAR. SE DEBE INFORMAR A LOS SOLICITANTES Y PARTICIPANTES DE EVERYDAY EATS (CSFP) Y TEFAP SOBRE SU DERECHO A PRESENTAR UNA QUEJA POR DISCRIMINACIÓN Y SE LES DEBE PERMITIR HACERLO. SI ESCUCHA UNA QUEJA O PRESENCIA UN ACTO DE DISCRIMINACIÓN, COMUNÍQUESE CON SU SUPERVISOR O UN MIEMBRO DEL PERSONAL DE INMEDIATO.

## TIPOS DE DISCRIMINACIÓN

**Trato desigual:** discriminación directa de alguien que niega o interfiere con sus derechos porque es miembro de una clase protegida. *Ejemplo: no me gustan las mujeres, así que les pediré más documentación que a los hombres.*

**Impacto desigual:** esta discriminación ocurre cuando las reglas o prácticas de una organización afectan intencional o involuntariamente a una clase protegida. *Ejemplo: la familia rusa tendrá que volver esta tarde porque es cuando nuestro traductor está aquí, aunque eso signifique que ya habremos regalado nuestra mejor comida.*

**Represalia:** cuando alguien recibe un trato negativo porque presentó una queja de derechos civiles o cooperó en una investigación de una queja de derechos civiles. *Ejemplo: solo te doy frijoles secos porque eres un amigo de la familia que presentó una queja el mes pasado.*



## ¿CUALES SON LAS CLASES PROTEGIDAS?

Raza

Color

Origen nacional

Edad

Discapacidad

Sexo (incluye identidad de género y orientación sexual)

## Revisión de cumplimiento

No solo valoramos el trato justo para todos, sino que también supervisamos periódicamente el cumplimiento de estas y otras normas del programa por parte de nuestra agencia. Si se descubre que no las cumplimos, los programas podrían ser eliminados.

PARA MINIMIZAR EL RIESGO DE UNA QUEJA POR DISCRIMINACIÓN DE DERECHOS CIVILES, PREGÚNTESE LAS SIGUIENTES PREGUNTAS CADA VEZ QUE VISITE A UN SOLICITANTE Y/O PARTICIPANTE DE EVERYDAY EATS O TEFAP:



# IGUALDAD Y ACCESO INGÜÍSTICO

**Acceso equitativo:** se deben realizar adaptaciones para las personas con discapacidades. Ayude a los clientes con discapacidades para asegurarse de que puedan acceder a los alimentos. Si su agencia no proporciona la entrega de cajas de alimentos, utilice un proceso de apoderado. El cliente puede completar un formulario de apoderado o proporcionar una nota escrita para designar a alguien (el apoderado) para que firme los documentos necesarios y recoja los alimentos. Asegúrese de conservar el formulario de apoderado o la nota con sus registros.

**Acceso al idioma:** los servicios de traducción e interpretación deben estar disponibles para todos los solicitantes y participantes con un dominio limitado del inglés. Los servicios de traducción están disponibles a través del Banco de Alimentos Regional. Otro recurso rápido es Google Translate.

- ¿Estoy tratando a esta persona de la misma manera que trato a los demás?
- ¿Le he dicho a esta persona qué información necesito para tomar una decisión sobre la solicitud?
- ¿Le he dado a esta persona la oportunidad de explicar su versión de la situación o corregir inconsistencias?
- ¿Le he proporcionado a la persona la información que necesita para tomar decisiones?
- ¿Estoy tratando a los demás como deseo que me traten a mí?

## DECLARACIÓN DE NO DISCRIMINACIÓN DEL USDA

De acuerdo con la ley federal de derechos civiles y las normas y políticas de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido discriminar por motivos de raza, color, origen nacional, sexo (incluida la identidad de género y la orientación sexual), discapacidad, edad o represalias o retaliación por actividades previas en materia de derechos civiles.

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieran medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra grande, cinta de audio, lenguaje de señas estadounidense) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el Centro TARGET del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Retransmisión al (800) 877-8339.

Para presentar una queja por discriminación en un programa, el denunciante debe completar el Formulario AD-3027, Formulario de queja por discriminación en un programa del USDA, que se puede obtener en línea en: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, en cualquier oficina del USDA, llamando al (866) 632-9992 o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección, el número de teléfono y una descripción escrita del presunto acto discriminatorio con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. El formulario AD-3027 o la carta completa deben enviarse al USDA por:

correo postal: Departamento de Agricultura de los EE. UU. Oficina del Subsecretario de Derechos Civiles 1400 Independence Avenue, SW Washington, D.C. 20250-9410; o

**2. fax:** (833) 256-1665 o (202) 690-7442; o

**3. correo electrónico:** program.intake@usda.gov

Esta institución es un proveedor que ofrece igualdad de oportunidades.