



## Community Service Rules and Regulations - South Plains Food Bank

5605 MLK Boulevard, Lubbock, TX 79404

(806)763-3003

---

The Rules and Regulations for community service workers are stated below. We maintain these rules and regulations for the safety of our food bank staff and volunteers.

### Community Service Hours:

Monday -Friday 9:00 am - 4:00 pm

As a community service worker, you must watch an orientation video before you can start working your hours. The orientation video is available for you to watch anytime we are open. Please plan on 15 - 20 min of your time for the video and filling out paperwork. This time is not included in your community service hours.

•**Scheduling and Tracking your hours:** All community service workers must schedule their hours in advance to work. You must sign up for at least two hours at a time, but are welcome to stay all day. Scheduling can be done at the office or with the Volunteer Coordinator. When you come in, you must highlight your name in the schedule book and ask the Volunteer Coordinator for your time card and assignment in the warehouse. When done for the day, you must clock out and give your time card back to the Volunteer Coordinator. For hours to count, time clocks must be completed before and after shift. Names that are not legible, hours will not be counted.

1. Morning break is from 10:00am -10:15am, afternoon break is 3:00pm - 3:15pm, and lunch is from 12:00pm-12:30pm. You **must** take all break times when scheduled. If you stay at the food bank, you do not need to clock out for break. Break times are included in your hours and 30 min for lunch is automatically deducted from your time. Lunch is provided for you by our kitchen or you may choose to bring your own. **You must be working at all times.** When you finish a project, let your supervisor know or tell the Volunteer Coordinator so we can find you something else to do. You will not be given credit for time you are not working.

•**Dress Code:** All volunteers must adhere to our set dress code at all time while working in the warehouse or kitchen. Dress code is as follows:

1. Shoes that completely cover your feet such as tennis shoes or boots. No sandals, flip-flops or house shoes.
2. Long Jeans or pants are preferred. Shorts are allowed but must be knee-length or longer. Pants must be worn up around the waist, no baggy, extremely torn or sagging pants are allowed.
3. Shirts must cover the chest and waist area. Tank tops and crop tops are not allowed.

Not adhering to the dress code can lead to being sent home for the day with no hours and multiple warnings will lead to a termination of your services and contacting the Judge or Probation Officer in your case.

•**While working in the warehouse:** Please be aware of our forklift and pallet jacks. **The forklift has the right of way at all times.**

1. You will work where your help is needed that day.
2. You will be placed where needed with a supervisor that will train you for the project to be completed.
3. Listen to your room supervisors instructions: It is for your own safety!
4. Conduct yourself in a courteous manner with all staff member and other volunteers. Misbehavior will lead to your being sent home for the day with no hours after two complaints and contact with the Judge or Probation Officer.
5. Everyone must enter and exit only through the front office entrance. Leaving through another exit will lead to termination of services.
6. No smoking is allowed anywhere in the building. You may smoke during designated break times and at the designated area in front of the dock.
7. No wandering is allowed, you are to stay on the area which you were assigned.

8. When your hours are done for the day, you may wait for your ride in the front office. Once you clock out, do not re-enter the warehouse.
9. Absolutely no food or non-food items may be taken from the building or to the break room from the warehouse area. Anyone who takes anything from the food bank in an unauthorized manner will be prosecuted to the fullest extent of the law. This means a \$5,000 fine, up to 10 years in prison or both.
10. If you bring a friend with you to work, your hours are the only credited to your community service. If there is a problem with your working, you will be separated and then sent home with no hours credited for the day.
11. No horseplay, throwing things around, especially food items, cussing and back talk are not allowed. There are cameras throughout the warehouse so be aware you are being recorded at all times.

•**Cell Phone and Headphone policy:** Cell phones and headphones are not allowed ANYWHERE In the warehouse. This includes the break room. You must leave these items in your vehicle at all times. You may use these items during your designated break and lunch times in your vehicle. This is a safety violation that the food bank can be written up for. You will be given one warning and sent home for the day with no hours credited for the first violation; second, we will immediately terminate your services and contact the Judge or Probation Officer. There are no exceptions; we have phones in the office and clocks throughout the warehouse for your convenience.

•**Lubbock County Corrections Facility Workers:** The food bank uses workers from the Lubbock CCF on a daily basis. You can identify these workers by the orange shirts they wear. Please do not give these workers cigarettes, let them use your cell phone, or let them in or near your vehicle. If you experience any problems when working with the Lubbock CCF workers, please alert the Volunteer Coordinator or another staff member in the office.

•**Substance Abuse Policy:** You will arrive to volunteer for to work. If you are suspected of arriving to volunteer with an illegal/controlled substance or alcohol in your system you will be sent home with no hours and immediate contact of the Judge or Probation Officer. This is a severe safety violation and it is our policy to provide a safe work environment for all our staff and volunteer workers.

•**Donations:** Some community service workers are allowed to make a donation to the food bank instead of performing labor. Please note, the South Plains Food Bank does not decide if you are allowed to donate instead of performing your community service. This decision is made by the judge who gave the sentence or probation office. If you are able to donate, you must pick up a list of approved items to donate from the Judges' office, Probation office or the food bank before you purchase anything.

**Please Note:** It is your responsibility to turn in your community service hours to the court or probation office. We are responsible for filling out any verification forms you may need signed. We will not fax, mail or physically take your paperwork to whomever it needs to go to.

I, \_\_\_\_\_ understand the Rules and Regulations set forth by the South Plains Food Bank. I agree to follow the Rules and Regulations and failure to do so will result in termination of my community service with the South Plains Food Bank.

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
SPFB Staff Witness



South Plains Food Bank 5605 MLK Boulevard

Lubbock, Texas 79404

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

RELEASE AGREEMENT

Participant's Name: \_\_\_\_\_

I hereby consent to the photographing of my person and property and to the use of my name, likeness, story, picture, and/or voice by the South Plains Food Bank and/or Feeding America - The Nation's Food Bank Network for uses, including but not limited to broadcasting, direct exhibition and subsidiary purposes. I further consent to the use of my name, likeness, story, pictures and/or voice with still photographs, slides, transparencies, videotapes, and/or television presentations and other uses related to the Program, including oral and written narratives and Program publicity and promotion and in all media now known or hereafter devised throughout the world (including, without limitation, the Internet).

I hereby release the above named organizations, their agents, associates, and assignees from any and all claims for damages, invasion of privacy, or any other claim based on the use of said material, and I hereby agree to indemnify the South Plains Food Bank and/or the Feeding America Network and hold the South Plains Food Bank and/or the Feeding America Network harmless from any claim asserted by any third party relating to or arising out of my participation in the Program.

I agree that my participation confers upon me no rights of ownership, whatsoever. In addition, I agree that the South Plains Food Bank and/or the Feeding America Network shall have the right to use my likeness for not-for-profit education, solicitation, and information, and shall have the right to make it available for broadcast and cable origination worldwide to make it available to media as it sees fit by all distribution mechanisms now existing or hereafter devised (including not-for-profit distribution to homes, but not by sale or rental through commercial video stores). The South Plains Food Bank and/or the Feeding America Network shall also have the right to allow other media outlets to record off-air and off-satellite and retain for information and solicitation purposes.

**ACCEPTED AND AGREED TO:**

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

Date: \_\_\_\_\_

If participate is under 18 years of age, Guardian must sign:

Guardian Name (please print): \_\_\_\_\_

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

South Plains Food Bank or Feeding America Representative Name (please print): \_\_\_\_\_

South Plains Food Bank or Feeding America Representative Name Signature: \_\_\_\_\_