

# Volunteer Policies for Lakeview Pantry

## • Photo Release

I grant Lakeview Pantry and its affiliates, licenses, and successors the right to use and publish photographs showing you, your family, and/or property. This release shall extend to any and all use and publications of said photograph.

## • Volunteer Confidentiality Agreement

### Confidentiality of Client Information Policy

I understand that Lakeview Pantry (“Pantry”) uses and will use proprietary and confidential information when performing the services offered by the Pantry and that such information (referred to herein as “Confidential Information”) may include but is not limited to: information regarding clients and prospective clients, the services clients obtain or inquire about using, financial information of clients and the Pantry, personnel contact information and any other information that is not made readily available to the public. I understand that as a volunteer, I may obtain or be aware of Confidential Information and agree that I will keep all Confidential Information strictly confidential. I understand that any Confidential Information concerning any potential, current or past client may not be released other than to authorized volunteers and staff.

Specifically, I agree that:

- I will not reveal the identity, services received, reason for seeking Lakeview Pantry services, or destination of anyone who requests assistance from the Pantry unless authorized by the executive director;
- I will not participate in any discussion that reveals Confidential Information pertaining to Lakeview Pantry clients while off duty, and will discourage any such discussions by others;
- I will share Confidential Information about clients only when vital to staff inquiries, and then only with Lakeview Pantry staff or other Lakeview Pantry volunteers;
- I will respect the anonymity of all Lakeview Pantry staff and volunteers by not disclosing their personal information to anyone without expressed prior consent.
- I will not make use of any Confidential Information for my own benefit or for the benefit of anyone other than the Pantry; and
- Upon termination of my volunteer relationship with the Pantry or at any time upon the Pantry’s request, I will promptly provide any materials that may contain Confidential Information.

## • Conflict of Interest Policy

Lakeview Pantry requires that all employees and volunteers avoid circumstances raising conflicts of interest or the appearance of a conflict of interest between themselves and the Pantry. I agree that I will disclose any circumstance giving rise to an actual or an appearance of a conflict of interest between myself and the Pantry.

I also agree that I will not conduct my work for the Pantry or personal activities in any manner that would obstruct the activities and services or adversely affect the public image of the Pantry.

## • **Information and Representation Requests Policy**

I understand and agree that I am not authorized to speak on the Pantry's behalf and that only the Pantry's Executive Director (or his or her appointee) is authorized to speak on behalf of the Pantry to the public.

I understand and agree that any requests for information or representation regarding the Pantry must be referred to the Executive Director. These requests include but are not limited to: tours of the Pantry, media inquiries such as newspapers or television stations, calls for speakers, use of the Pantry logo, and solicitation for volunteers, participation in community or local governmental activities or sponsorships. Any inquiries regarding employees' work histories or volunteers' histories must be referred to the Executive Director.

## • **Volunteer Privacy Policy**

Lakeview Pantry ("Pantry") values your willingness to participate and support the Pantry's efforts to provide for those that are food insecure and those in need of other support services. We are committed to protecting your privacy as volunteers play a critical role in our success.

### **Protecting Your Privacy**

The Pantry takes great care to ensure that your information is only used by those authorized agents of the Pantry and in accordance with your preferences.

The Pantry does not sell, exchange, or rent your personal information to any organization or individual. The Pantry will not give your personal information to any other organization or individual other than that necessary for the operations of the Pantry services and activities.

Information regarding your attendance and hours donated are collected to create aggregate statistics, which are used for grant writing, donation solicitation and organizational reporting. These statistics as documented in such documentaries will not include any personal identifying information.

If you have not volunteered with the Pantry for a period of time, we may consider you as "inactive" and you may have to complete a new set of application, contact and waiver forms.

Some volunteer roles at the Pantry require background checks and in order to facilitate that check process, the Pantry may request information such as social security number or exact birthday. We keep personally identifying information in a reasonably secure place.

### **Lakeview Pantry Obligations**

The Pantry will not use personal information in any way other than described in this policy. Lakeview Pantry requires employees, agents and contractors who have access to personal information to protect information consistent with this policy.

Please be aware that on-line forms to volunteer or sign-up for a mailing list may not be encrypted.

### **No Liability**

Security measures taken by the Pantry's employees may not prevent all loss, misuse or alteration of information and the Pantry is not responsible for any damages or liabilities relating to such failures.

### **Contacting Lakeview Pantry**

If you have questions or concerns regarding this privacy policy, please contact: Kellie O'Connell, CEO Lakeview Pantry, 3945 N. Sheridan Road, IL 60613, 773-525-1777, [Kellie@lakeviewpantry.org](mailto:Kellie@lakeviewpantry.org)

## • **Volunteer Waiver, Release and Indemnity**

I have agreed to work as a volunteer for Lakeview Pantry.

I agree to abide by all of Lakeview Pantry's policies and procedures, including those presented in the Volunteer Orientation session, volunteer manual and policy or procedure updates. I acknowledge that I have reviewed Lakeview Pantry's policies and procedures with a representative of Lakeview Pantry prior to signing this waiver.

I understand that some of the activities performed by the volunteers of Lakeview Pantry involve risk of injury, including the inherent risks associated with the distribution and storage of food.

I agree on behalf of myself and any heirs, agents, executors, administrators and assigns, to release, relinquish, and forever discharge the Lakeview Pantry, and their respective successors and representatives of and from any and all action, claims or cause of action for personal injury, property damage or wrongful death occurring while participating in activities, events or service while I volunteer with the Lakeview Pantry. It is my intention by signing this waiver to exempt and relieve the Lakeview Pantry from any liability for personal injury, property damage, personal vehicle damage, or wrongful death caused by negligence.

I agree on behalf of myself and any heirs, agents, executors, administrators and assigns to indemnify and hold harmless the Lakeview Pantry from any and all claims or causes of action by whomever for personal injuries, property damage, personal vehicle damage, or wrongful death against me while I am a volunteer with the Lakeview Pantry."