

Groton Community Meals (GCM) Volunteer Guidelines

Volunteers over 18 must submit a completed Volunteer Application, attend a training session, and complete the Civil Rights Compliance Training prior to serving. Volunteers age 14 to 17 years are accepted with parental/guardian consent and a completed Minor Volunteer Application.

Volunteers are required to wear shoes that fully cover the feet, a shirt that completely covers the shoulders, and a provided GCM apron and name tag (first name only). Disposable gloves are provided and are required when working with open food. Hair is to be tied if long, and everyone is to wear a hat, cap or hairnet when working with open food or dishwashing. Hand washing and food handling guidelines must be strictly followed.

Guests and volunteers should be treated with respect at all times. Volunteers are encouraged to talk, sit, mingle and eat with guests, but confidentiality, privacy and dignity should be maintained. Volunteers should not play favorites, provide rides or encourage ride sharing among guests, accept or give money, or share personal information. Valuables should be left at home or locked in your car.

Volunteers are responsible to communicate promptly to the Volunteer Coordinator when unable to work a scheduled shift so appropriate coverage can be coordinated.

Volunteers should immediately report any concerns or problems to the Volunteer Coordinator or appointed designee. Food safety concerns should be reported to a GCM Certified Food Protection Manager. If the issue remains unresolved, please talk with a member of the Board of Directors in person, by calling 860-629-8557, or by emailing admin@grotonmeals.org.

The following are grounds for immediate dismissal (this list is not exhaustive):

- Coming to GCM under the influence of drugs or alcohol
- Failure to comply with the Volunteer Guidelines
- Abusive or threatening language or behavior
- Harassment of any kind
- Inefficient or poor work quality
- Unsafe food handling
- Violating host facility rules
- Illegal behavior of any kind

Board approval: 6/19/2019



*Community defines GCM. **Respect for all participants is a core value.***

*We have a limited time to prepare, serve, and clean up after each meal. **Flexibility and teamwork are vital to our success.***

*Volunteers are the heart of GCM. Each volunteer must understand his or her role as part of the GCM team. **The Volunteer Coordinator is responsible for making, monitoring and assessing all volunteer assignments.***

*Food must be handled and stored in accordance with Ledge Light Health District (LLHD) policies at all times. **The CFPMs are responsible for ensuring food safety and kitchen compliance.***

*A donation basket is available at meal sites for donations to GCM. **Volunteers are prohibited from accepting personal gifts or cash.***

*Our mission is providing our community with nutrition and fellowship. **Guests whose needs go beyond our mission should be referred to call 2-1-1 or Groton Human Services (860-441-6760).***

*Our volunteers are our greatest resource. **If you have a concern that hasn't been addressed or an idea about how we can better serve our community, please let your Volunteer Coordinator or a board member know!***