

# Court Ordered Community Service Policies

## Second Harvest Food Bank of Middle Tennessee - CAMDEN

### Scheduling Process

1. All individuals interested in court ordered community service must attend a one-on-one orientation session at the Ray Smith Family Distribution Center (69 Benton Industrial Road, Camden, TN 38320).
2. Sessions are available first come, first serve between 9:00am-12:00pm on Wednesday mornings ONLY. No advance reservation is required to attend. Each session should take about 20 minutes but note that you may have a wait if there are others in line ahead of you.
3. Before attending an orientation session, review the scheduling guidelines below to determine if you are eligible. Be sure to bring:
  - a. Photo Identification
  - b. Documentation of criminal charge and hours needed
  - c. Contact details for judge/probation officer/lawyer or other party that the hours will be submitted to
  - d. Emergency contact details
4. You will create an online account during your orientation session to sign up for shifts on our website. You are only eligible to sign up for shifts titled, "Court Ordered Community Service." Hours will not be credited to volunteers working at any other time, or for any other volunteer opportunity.
5. You can request a letter to verify your hours from the Volunteer Coordinator at the end of your service. You are responsible for giving the letter to your parole/probation officer or judge. Second Harvest is not responsible for time served if you lose the letter and will not re-issue letters.

### Scheduling Guidelines

1. The minimum age for court ordered community service volunteers is 18 years old.
2. Volunteers with the following charges (past or present) are not eligible to complete their hours at Second Harvest:
  - Theft (of any kind)
  - Sexual Assault or Misconduct (of any kind)
  - Violent crime (of any kind)
3. Shifts are Monday-Friday (8 am-12 pm and 8 am-1 pm) at the Ray Smith Family Distribution Center (69 Benton Industrial Road, Camden, TN 38320). NO Saturday or evening shifts are available.
4. Additional hours (coming in early or staying late) ARE NOT AVAILABLE.
5. You must work the entire shift. If you only have 1 hour to complete, you are still required to stay for the full 4-hour or 5-hour shift.
6. You must arrive on time, and plan on staying for the full shift. If you are more than 15 minutes late, you will not be permitted to work, and will be recorded as a no-show. You must check in with a Volunteer Coordinator upon arrival in order for your hours to count.
7. If you are not available for a shift you signed up for, you MUST log in to the website and cancel at least 6 hours prior to the scheduled start time. If you don't show up for a scheduled shift, or if you are late, it will be recorded as a no-show. After 3 no-shows, you will no longer be eligible to complete hours at Second Harvest and your account will be disabled.
8. Any Second Harvest staff member is authorized to dismiss you if you do not follow directions. A dismissal means you will be asked to leave immediately and you will not be eligible to receive credit for hours worked, or eligible to volunteer at Second Harvest again.

### Policies and Procedures

**Inability to comply with any of these rules will result in an official warning; a second violation will result in dismissal.**

1. Bags, backpacks, and purses are not allowed in the warehouse. Lockers are available for you to store your personal items during your shift.
2. Closed-toe shoes are required. No exceptions.
3. Cell phone use in the warehouse is strictly prohibited (no calling, texting, listening to music, etc). If you need to take a call in case of an emergency, you may notify a Volunteer Coordinator and they will direct you to an area where phone use is permitted.
4. Breaks are given at the discretion of your supervisor. You must ask permission before taking a break.
5. Food safety is of utmost importance at Second Harvest. You are required to notify the Volunteer Coordinator if you have experienced any of the following symptoms in the past 24 hours: diarrhea, vomiting, jaundice, sore throat with fever, infected or exposed wounds, cuts, or boils.

**Violation of the following policies will result in dismissal. A dismissal means you will be asked to leave immediately, and you will not be eligible to receive credit for hours worked, or eligible to volunteer at Second Harvest again.**

1. Everyone you come in contact with should be treated with respect – other volunteers, Second Harvest staff, food bank visitors, and anyone else. Harassment of any kind will not be tolerated.
2. No firearms or weapons of any kind are permitted on Second Harvest premises.
3. No drugs or alcohol allowed, and volunteers may not be under the influence of drugs or alcohol.
4. No forgery of hours on your time sheet, online account, the sign-in book or your hours letter.
5. No taking of objects, food, supplies, or tools, from the warehouse (even if it is going to be thrown away).
6. No communicating with work-release prisoners. It is a federal offense to provide any material to a prisoner.