

Catholic Charities of Northern Nevada
Volunteer Expectations and Emergency Procedures

As a Catholic Charities volunteer, please have a positive attitude, be patient, use encouraging words, and be gentle and polite to all customers, clients and staff.

All volunteers must conduct themselves in a courteous and professional manner while serving as a volunteer for Catholic Charities of Northern Nevada.

General Guidelines

- A CCNN volunteer lanyard or shirt must be worn.
- A CCNN volunteer is responsible for signing in and out on sign-in sheet provided by CCNN.
- A volunteer wearing a Catholic Charities shirt is a representative of our agency and as such agrees to never wear in any location or while performing any action that would reflect badly on the agency.
- Wear clean and neat clothing, no sleeveless shirts or revealing attire. Clothing must be free of graffiti, gang related images, offensive or profane graphics or language.
- Shorts and skirts must be modest; no more than one inch above the knee.
- Closed toe shoes only. Absolutely no sandals or flip-flops in any department.
- Piercings are allowed only in ears; tattoos must be covered.
- Parking is allowed in the parking lot adjacent to the Dining Room. Alternately, we ask that you find parking on Valley Road or in the neighborhoods to the north.
- Volunteers may eat in the dining room; you enter through the back parking lot and must wear volunteer lanyard or shirt to “jump the line”.
- As a volunteer performing community service in the St. Vincent’s Programs, it is *your* sole responsibility to sign in and out when you arrive and when you leave to perform volunteer work or community service hours. If you do not sign in and/or out, there is NO RECORD of your being here and you will not be given credit for your time.

Thrift Store

- You are permitted to shop in the Thrift Store at any time that you are not working.
- Shopping is permitted from the sales floor only; you must pay at the register and take the merchandise off the property immediately. Please keep your receipt with the items purchased.
- If customers have questions regarding pricing reductions, please refer them to the Thrift Store Managers, as they are the only ones allowed to negotiate with customers.

Food Pantry

- All volunteers will use the front Food Pantry doors to enter and exit.
- Only approved food and beverages may be consumed in the Pantry, and never within sight of the clients or in work areas. A break area is provided.
- If you receive a monthly food allocation, please request it at the end of your shift using the same procedures as all clients. Other foods may not be removed from the Pantry.
- Gloves, aprons, hairnet/cap must be worn when handling unpackaged food. The area must be maintained in a clean manner.

Dining Hall

- Staff and volunteers must wash hands upon arriving in the Kitchen and Dining room to help.
- All volunteers must wear a hair net, gloves and apron. Prior to putting on gloves, hands must be washed.
- Volunteers eating or removing food from the Dining Hall must have the Dining Hall Manager’s permission.

