

Dear Volunteers,

Nourishing Hope, formerly Lakeview Pantry, relies on people like you, individuals who want to make a difference in their community, to help us complete our mission.

Our name has changed, but our mission and values remain constant. You truly are the face of our organization and our representatives in the community. We strive to provide quality food, friendly service and hope for tomorrow.



You are the bearers of that hope. Together, we can work to eliminate hunger in our community and provide quality service to our neighbors.

We can also use this opportunity to learn from each other. Our diverse histories provide us with the chance to grow, establish new relationships and work to end poverty together. The connections we develop here can change hearts and minds, raise awareness of our cause and recruit new advocates for those in need.

Thank you for being someone who makes a difference, and thank you for joining our Nourishing Hope family.

Sincerely,

Cicely Tatum-Johnson
Director Volunteer Engagement

Nourishing Hope Mission, Vision, and Values

Mission: Nourishing Hope, formerly known as Lakeview Pantry, is a dynamic social services organization providing food, mental wellness counseling and other social services, such as job and housing assistance, to our Chicago neighbors in need. Founded in 1970, we strive to serve the needs of the whole person – with respect and dignity, always.

Vision: At Nourishing Hope, we believe in meeting people where they are and in reducing barriers to needed services. To that end, we provide food in a variety of ways – through two food pantries, an online market program, a home delivery service for older adults and people with disabilities, and through partnerships with area hospitals. We also provide free mental health counseling and social service case management for people with additional challenges beyond food insecurity. By growing partnerships with other trusted organizations, we're growing to serve more people throughout the city.

Our Organizational Values are:

- Accountability
- Community
- Dignity & Respect
- Equity
- Joy
- Sustainability

Commitment to Diversity, Equity, Inclusion and Belonging

At Nourishing Hope, diverse people are at the heart of who we are and what we do, and we aim to celebrate that diversity in all aspects of our community and our workplace—providing a space that values equity and dignity for everyone.

In order to accomplish our mission, we believe that programming must be responsive to the specific needs of each person who comes through our doors. We will serve our communities with an awareness of cultural differences and strive to treat all individuals with respect and dignity.

This commitment is a journey and Nourishing Hope strives to incorporate diversity, equity, inclusion, and belonging into our organizational policies and procedures, as these are key components of our strategic plan, and fundamental to our mission of providing food for today and hope for tomorrow.

Code of Conduct and Anti-Harassment Policy

Nourishing Hope is dedicated to maintaining a supportive environment that values individual diversity in which respect for the individual is encouraged and protected. We are committed to maintaining an environment free from all forms of harassment and insist that all employees, clients, board members, volunteers, vendors, and other third parties be treated with dignity, respect, and courtesy.

Harassment on the basis of an individual's actual or perceived race, color, religion, sex, sexual orientation, gender identity, age, pregnancy, national origin or ancestry, disability, military service, veteran status, genetic information, order of protection status, parental status, source of income,

housing status or any other category designated by federal, state, or local laws will not be tolerated. Nourishing Hope reserves the right to cancel volunteer involvement at any time if there is a breach of our code of conduct and anti-harassment policy.

Sexual harassment is a form of gender harassment. This policy prohibits harassment based on an individual's actual or perceived gender regardless of whether the offensive conduct is sexual in nature and regardless of whether it rises to the level of a legal violation. Any unwelcome conduct based on gender is prohibited regardless of whether the individual allegedly engaged in "harassment" and their alleged targets are of the same or of different genders.

The conduct prohibited, whether verbal, physical, or visual, includes any discriminatory action and any unwelcome conduct directed at or affecting someone because of that individual's protected status.

Any volunteer who believes they are being harassed by another person, or who is a witness to such harassment, should promptly inform the Director of Donor & Volunteer Engagement, any Nourishing Hope manager, director or officer, human resources or the CEO.

Abuse Policy & Procedure

Nourishing Hope is committed to providing a safe environment for all participants, staff and volunteers. Therefore, it shall be established that our organization will have **zero tolerance** of any and all inappropriate behaviors of any staff, volunteers and/or participants (including family and family friends) occurring both on our premises and off. Nourishing Hope will hold everyone's safety as top priority and will strive to maintain this priority by holding all staff, volunteers and participants accountable to this policy.

Definitions

Child abuse is when an adult or another child, whether through action or by failing to act, causes serious emotional or physical harm to a child. Sexual abuse or misconduct may include but is not limited to:

- Any sexual activity, involvement or attempt of sexual contact with a person who is a minor (under 18 years old).
- Sexual activity with another who is legally incompetent.
- Physical assault or sexual violence, such as rape, statutory rape, abuse, molestation, or any attempt to commit such acts.
- Unwanted and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, brushing, massaging someone's neck or shoulders and/or pulling against another's body or clothes.
- Inappropriate activities, advances, comments, bullying, gestures, electronic communications, or messages (e.g., by email, text, or social media).

Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse, sexual exploitation, or trafficking. Grooming behaviors may include but are not limited to:

- Targeting specific youth for special attention, activities, or gifts.
- Isolating youth from family members and friends physically or emotionally. This can include one-on-one interactions such as sleepovers, camping trips and day activities.
- Gradually crossing physical boundaries, full-frontal hugs that last too long, lap sitting or other “accidental” touches.

Mandated Reporting

Every staff member or volunteer of Nourishing Hope who becomes aware of or has suspicion of child abuse or neglect must immediately report to Human Resources or Leadership. Human Resources and Leadership is responsible for reporting the incident immediately to the appropriate authorities according to statewide mandated reporting laws within 24 hours.

Physical Interactions

Every staff member and volunteer at Nourishing Hope is required to maintain appropriate physical contact with minors. Appropriate and inappropriate interactions include but are not limited to the following:

Appropriate	Inappropriate
• Side hugs • Handshakes • High-fives and hand slapping • Holding hands (with young children in escorting situations)	• Full-frontal hugs or kisses • Showing affection in isolated area • Lap sitting • Wrestling or piggyback/shoulder rides • Tickling • Allowing youth to cling to an adult’s leg

Verbal Interactions

Every staff member and volunteer of Nourishing Hope is required to maintain appropriate verbal interactions with minors. Appropriate and inappropriate interactions include but are not limited to the following:

Appropriate	Inappropriate
• Positive reinforcement • Child-appropriate jokes (no adult content) • Encouragement • Praise	• Name calling • Inappropriate jokes (adult-only content) • Discussing sexual encounters, personal issues, or secrets • Profanity or derogatory remarks • Harsh language that may frighten, threaten, or humiliate youth

Drug, Alcohol and Smoke-Free Environment

It is the policy of Nourishing Hope to maintain a drug, alcohol, and smoke-free environment that is safe and productive for employees, volunteers, and others doing business with us. We will not tolerate the use and abuse of drugs, including marijuana, and/or alcoholic beverages while volunteering.

The unlawful use, possession, purchase, sale, distribution, or being under the influence of any illegal drug and/or the misuse of legal drugs (including marijuana) while on organization premises or while performing volunteer services for Nourishing Hope is strictly prohibited. Nourishing Hope also prohibits performing volunteer services under the influence of alcohol or consuming alcohol while on duty or during work hours. Such conduct may be grounds for immediate termination of volunteer status.

Depending on the circumstances, notification of appropriate law enforcement agencies may be taken with respect to a violation of this policy. Illegal substances found at any Nourishing Hope site will be confiscated and turned over to the appropriate law enforcement agency.

Smoking is not allowed at any Nourishing Hope site (inside and within 20 feet of the building). "Smoking" includes the use of any tobacco products including cigarettes, chewing tobacco, electronic smoking devices, vaping, and e-cigarettes.

Confidentiality

Volunteers are responsible for reviewing and abiding by the confidentiality policy and agreement in our **Volunteer Waiver**.

In addition, Volunteers should not take or use pictures of Nourishing Hope clients on their personal social media channels.

Volunteer Shifts

To volunteer at Nourishing Hope, all volunteers must complete the online registration form and waiver. In addition, volunteers must watch our virtual volunteer orientation before signing up for a volunteer shift.

- **Scheduling Details:** Volunteers must be registered for a shift before coming on-site. Scheduling is quick and easy. To access your personal site, request a link by entering your information at www.nourishinghopechi.org/volunteer. You will get an automatic email with a link to your personal volunteer site where you can sign up for shifts, cancel shifts, and update your personal information.
- **Shift Duration:** Volunteers are required to arrive on time and stay for the entire shift duration. Exceptions can be made ahead of time for specific circumstances. Please communicate with us about any issues that may arise with shifts. Nourishing Hope would not be able to achieve all that it does without you and its many other dedicated volunteers.
- **Cancellation Policy:** Should you need to cancel for any shift, please let us know as soon as possible. The best way is to cancel on your [personal site](http://www.nourishinghopechi.org/volunteer). If you need to cancel within 24 hours of your shift, please email volunteers@nourishinghopechi.org or your site coordinator (listed in your reminder email).

- **No-Show Policy:** If volunteers do not show up to a shift, our team will email them. If a volunteer does not show up to a shift 3+ times, Nourishing Hope has the right to terminate their volunteer status.

Community Service Policy

Nourishing Hope can approve court-mandated community service hours. We retain the right to approve or deny your community service request based on the reasons provided. Please note that **we do not accept harassment, theft, or violent crime charges**. During the registration process, you must upload the appropriate paperwork, document with mandatory hours stated and any additional information to have your hours counted for community service. This must be uploaded before you begin signing up for shifts. Keep in mind that you are responsible for tracking all of your hours. The Volunteer Department will only sign off on hours that have been completed. Volunteers must request a completion letter by email (volunteers@nourishinghopechi.org). Allow the Volunteer Department two business days to complete the letter. Letters will be sent via email only.

Volunteer Drivers Policy: All volunteers that sign up to support as a volunteer driver for Nourishing Hope **must** provide their valid drivers license and current proof of car insurance. When aforementioned documents have expired, the volunteer is required to provide updated documents to continue as a volunteer driver. This includes when driving in their personal vehicle to distribute on behalf of Nourishing Hope and when using Nourishing Hope vehicles.

Staff Support

Staff are on-site to provide direction and ensure tasks are completed. Please let staff know what tasks you are and are not comfortable with. Keep in mind it is the staff's job to delegate tasks and supervise volunteers.

Should any issues arise while you are volunteering, please find a staff member immediately and say "I need you right now." We will know to provide help and support right away as soon as we hear this phrase. If you have any questions or feedback, please contact the Director of Donor & Volunteer Engagement.

Dress Code

Closed-toed shoes are required at all volunteer shifts. Please dress appropriately for volunteer work such as wearing casual and comfortable clothing. Do not wear anything revealing or with inappropriate words or pictures. Simple, functional clothing is best as a way of demonstrating solidarity to our clients. Nourishing Hope t-shirts are available for volunteers.

Pantry & Warehouse Distribution Protocols

All volunteers must abide by [our pantry and warehouse distribution protocols](#).

Other Ways to Support Nourishing Hope



- **Donate Now:** You can make a donation online anytime at nourishinghopechi.org/donate. Ask your employer if they will match your gift to double or even triple your impact! You can also pledge to feed your neighbors all year long by signing up for our monthly giving program at nourishinghopechi.org/monthly. Contact development@nourishinghopechi.org to learn about how your donation makes a difference!



- **Fundraise for Us:** Host an event to benefit Nourishing Hope or launch a personal campaign to raise money with your friends and family! For more information, visit nourishinghopechi.org/ways-to-help or contact development@nourishinghopechi.org.



- **Plan a Food Drive:** Help us keep our shelves stocked by planning a food drive! For more information, visit nourishinghopechi.org/ways-to-help/fooddrive/ or contact Kyle Friedler, Institutional Partnerships Associate, at kyle.friedler@nourishinghopechi.org, 773-525-1777 x257.



- **Become a Sponsor:** Whether you represent a corporation, grocer, or are an individual donor, we have various sponsorship opportunities available that offer you recognition at our events, on our website, and more. To learn more about our sponsorship levels and the opportunities available, visit nourishinghopechi.org/corporate-foundation-support.



- **Connect with Us Online:** Sign up for our e-newsletter at nourishinghopechi.org/news and follow us on Facebook, Instagram and LinkedIn @NourishingHopeChi and on Twitter @NourishHopeChi.

We are grateful for your support, and we want you to stay in touch!