

Court Ordered Community Service Policies

Second Harvest Food Bank of Middle Tennessee - SMYRNA

Scheduling Process

1. All court ordered community service volunteers must pre-register and sign up for shifts in advance via our website. Walk-ins, telephone or in-person scheduling will not be permitted. All scheduling must take place online.
2. We will review your application and will let you know within 2 business days whether your application is approved or denied.
3. Once approved, you will log-in with your username/password, and sign up for the shifts you wish to work.
4. 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 a 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-Thursday (8:00 am – 12:00 pm) at the Nacarato Distribution Center (1958 Almaville Road, Smyrna, TN 37167). NO Saturday or evening shifts are available.
4. You can only work a maximum of 4 hours per day. Additional hours (coming in early, staying late, etc.) ARE NOT AVAILABLE.
5. You must plan on staying for the entire shift. If you only have 1 hour to complete, you are still required to stay for the full 4-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 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).