

Stone Soup Volunteer Handbook



Oct 20, 2022

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A WELCOME TO OUR VOLUNTEER FAMILY FROM THE EXECUTIVE DIRECTOR

Welcome to Stone Soup! We appreciate your willingness to give your time to help our small nonprofit. While we are small in numbers, we are big on IMPACT, and this is possible because of our volunteers. So THANK YOU!!!

Stone Soup is a rigorous 14-week program providing job training and job placement to our Program Participants. Our goal is to prepare participants for a job in the food service industry. We do this by teaching both hard skills (like knife skills, food safety, and working with our kitchen equipment), but also soft skills (like resiliency, succeeding in a diverse workplace, and conflict resolution). All of these lessons come together to help our participants find and keep jobs.

Since the beginning, our organization has heavily relied on volunteers to help us work more smoothly. Whether that is painting our walls and windows, delivering food, or working one-on-one with our participants, every volunteer hour is appreciated. You are not only saving us time, you are here to help build community.

We see Stone Soup as a place to build bridges. And by volunteering with us, you are making that a reality. Our community stretches to every corner of the globe, but by working here in our neighborhood, your efforts are having a big impact on helping others. For this, I sincerely thank you!

Sincerely,

Aaron Babbie
Executive Director, Stone Soup

Stone Soup Volunteers

Our volunteers play a critical role in the success of our program. From building relationships with participants through on-site support to fortifying workforce development and helping our community access essential resources, our volunteers provide unrivaled support for Stone Soup's mission. Through your service, Stone Soup can reach Portland in dynamic ways!

We're a tight-knit community of change-makers who strive to empower our peers by providing the resources and opportunities to attain professional careers in the foodservice industry. In addition, we teach workforce development and offer hands-on culinary training to foster self-reliance with our program participants who are at risk of homelessness.

Mission

Stone Soup empowers people experiencing barriers to employment to achieve self-reliance through training for careers in the foodservice industry.

Vision

A committed and thriving workforce developed through food and service.

Values

- Empowerment:** Promote a positive, constructive, and inclusive work environment, creating a culture that empowers the well being of our staff, participants, and community.
- Trust:** Trust ourselves and those around us to act with the best of intentions
- Collaboration:** Create and maintain mutually beneficial partnerships with like-minded organizations for the betterment of Stone Soup and the community.
- Equity & Inclusion:** Actively commit to fairness, racial justice, and building a place of belonging where every member of the Stone Soup community has an equal voice and opportunity to learn.

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Accountability: Hold ourselves accountable to long-term financial management and environmental stewardship, as well as be responsible to each other, to our community, and to ourselves.

Stone Soup 's Volunteer Philosophy

Stone Soup volunteers have the opportunity to engage in meaningful service that strengthens the community and individual. We believe everyone is entitled to dignity and respect. Stone Soup provides community support through food security that empowers the homeless population to better their daily lives.

Benefits of Volunteering

- Making a difference in the lives of others
- Building relationships with members of the community
- Providing healthy and delicious meals to those in need
- Helping your local community
- Building leadership skills
- Empowering people in need

About Stone Soup

Founded in 2018 by Craig and Ronit Gerard, whose vision was to unite their passion for helping others with their love of food through food service. Stone Soup impacts the community through a fourteen-week training program described as "the path to self-reliance." Participants are taught culinary skills, interpersonal skills, and customer service. Stone Soup helps graduates of the program through job placement. At 306 N Broadway, a national historic site, Stone Soup also creates and delivers meals for the homeless community.

Stone Soup has been amazed by the overwhelming community response. Clocking 1,293 hours in 2021, our volunteers play a critical role in transforming our program participants' lives. Working on-site, side-by-side mentorship contributes to the confidence that propels participants to obtain and excel in permanent positions. In addition, Stone Soup has a compassionate team of volunteers who bring their own personal and professional knowledge to assist and guide a vulnerable community that often lacks a safe space and essential resources.

Programs

Workforce Development

A critical part of our program and the development of our participants come from the ability to work together as a team. Our Workforce Development (called WISE) modules help participants learn conflict resolution, budgeting, ethics, and teamwork. As part of the 12-week course, each participant works within the Professional Development Module to learn:

- Monthly Budgeting
- Working as a Team
- Conflict Resolution
- Respect and Communication
- Time Management

Culinary Skills

Our Stone Soup team developed a 14-week basic Culinary Training Program, including a Food Handler Certification and Food Production and Front of House training. Classes are small and offer individual coaching.

Participants in our culinary program understand kitchen safety, fundamental cooking methods and techniques, kitchen and restaurant dynamics, and their roles in the food preparation process. Our Chef Trainers design projects that trainees can accomplish to build self-confidence while evaluating participant strengths and guiding them in improving perceived weaknesses. We also partner with other restaurants and catering facilities to offer additional training opportunities.

Customer Service

At Stone Soup, we guarantee our clients an enjoyable experience, whether they pick up a To-Go meal or have an office lunch catered. We strive to take care of every need, anticipating what our clients want, so we're ready to serve before the request is made. These are the principles we teach in the Customer Service module.

Program participants are guided through the pillars of customer service in the restaurant and hospitality industry. They learn how to offer quality service genuinely and consistently. Customer service involves treating both guests and fellow employees with respect and dignity. The result is fostering customer loyalty in any business in which they choose to work.

Volunteer Opportunities

Meal Deliveries

Help Stone Soup deliver meals to shelters in the community. It is a one-hour commitment and is a low-contact opportunity. Drivers pick up boxes from Stone Soup and deliver them to the designated shelter. Volunteers need to be able to lift 20lbs, as the packages require unloading at the site. If interested in volunteering, please contact our Volunteer Coordinator, **Lizzy Von Der Ahe**, for more information. Also, please fill out this [driver policy and waiver](#) form before being scheduled. You can sign up for the driver schedule [here!](#)

Workforce Development Mentors

Become an integral part of Stone Soup's program by mentoring program participants in a diverse range of professional and personal life skills. For example, we are currently looking for individuals with experience developing smart online habits, navigating online platforms, and teaching personal finance and budgeting. Our Workforce Development mentors must [submit an application](#); we ask for volunteers to commit to 1 hour each week.

Garden Heroes

Come get your hands dirty in the Garden!

Stone Soup is excited to partner with Grow Portland to offer a fun, hands-on, outdoor volunteer opportunity. Come help out weekly on most Sundays, at Harrison Park Community Garden. Here we will meet for 2 hours, from 10-12, where we perform basic garden upkeep while getting a chance to reconnect to the basics of our food system. Stone Soup Volunteers set up a raised bed for our chefs and participants to be able to grow local produce for the community we serve! Here, we hope to reap the rewards of our volunteer work all while providing equitable access to garden education and locally grown goods. Sign up to help [here!](#)

Other Opportunities

Stone Soup is all about collaboration. We're constantly looking for local businesses, community members, and groups to help with fundraising, food service, cooking, and marketing. Examples of group projects include meal preparation and distribution, creating hygiene kits, and working with social media platforms. Please contact our Volunteer Coordinator, [Lizzy Von Der Ahe](#), to inquire about additional opportunities.

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Before beginning volunteering, please complete this [waiver and release form](#) and send it to the Volunteer Coordinator, [Lizzy Von Der Ahe](#)

COVID-19

In alignment with CDC guidelines and Oregon Public Health guidelines regarding COVID-19, Stone Soup volunteers are required:

- Wear a mask that covers your mouth and nose.
- To respect social distancing, we ask those inside the building to maintain a six-foot distance while working.
- Please do not come to your volunteer shift if you are feeling ill.
- Proper handwashing for at least 20 seconds using warm water and soap
- If you have come into close contact with someone who has tested positive for COVID-19, you must wait 10 days before returning to volunteer

How To Apply

Please contact our Volunteer Coordinator, Lizzy, at volunteer@stonesouppdx.com the following contact information to become an active volunteer:

1. Name & Phone number
2. What opportunities you're Interested in
3. Your availability
4. Enter your birthday (m/d/yyyy)

Lizzy can be reached by phone and email Monday through Friday 7am-4:30pm
512-656-7406 volunteer@stonesouppdx.com

Eligibility

To volunteer for Stone Soup, you must meet the following requirements:

- Be at least 18 years old
- Able to lift 20 lbs
- Willingness to learn and receive instruction
- Able to stand for a prolonged period
- Comply with food safety regulations

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- Effective communication skills
- Able to work on a team

Policy and Procedures

To ensure the safety of staff, volunteers, and participants, Stone Soup has enacted a few policies by which that all-volunteer abide.

Attendance

To be successful, it is crucial that you arrive on time. If you cannot make your scheduled shift, please notify the Volunteer Coordinator within 24 hours. If a change is not reported and no notice has been given, the Volunteer Coordinator may remove the volunteer from the roster.

Cell Phone Use

In compliance with food safety regulations, cell phones shall not be used while preparing food. If you need to use your phone, please remove your gloves and apron and step away from the meal preparation area. Before returning to work, please wash your hands, put on the apron, and replace the gloves.

Personal Items

Please only bring essential items with you to your shift. Stone Soup is not liable for any lost, stolen, damaged, or missing items.

Alcohol and Other Drugs

To maintain our commitment to building stronger, healthy communities, Stone Soup has a zero-tolerance policy on alcohol and drug use. While working, you must be free of intoxication from any substance. Volunteers are not allowed to consume alcohol during their scheduled shifts or any events. Stone Soup prohibits the use, possession, and/or distribution of any illicit drug or substance. Violators of this policy will be asked to leave and removed from the volunteer list.

Reimbursement

Stone Soup does not reimburse volunteers for expenses incurred while volunteering.

Language

Please speak respectfully and professionally. Offensive and derogatory language are not permitted nor allowed. Instead, we ask that you treat others with dignity and kindness.

Open Communication

In the event you have any concerns or questions, please contact our Volunteer Coordinator. We welcome feedback and any suggestions to improve the work environment.

Anti-Discrimination

Stone Soup is dedicated to providing a work environment free of harassment and discrimination. No one is permitted to discriminate against anyone based on sex, race, gender, religion, national origin, physical and/or mental disability, marital status, ancestry, or any other basis protect by federal, state, and local law or ordinances.

Sexual Harassment

Sexual harassment will not be tolerated; it creates an intimidating, hostile, and offensive work environment. Violators will be asked to leave and dismissed as a volunteer. If sexual harassment has occurred, please notify the supervisor, and the matter will be handled fairly.

Dress Code

Volunteers should come dressed prepared to work in foodservice. We ask that hair is tied back, shoes are closed-toe, and dark pants. Please refrain from wearing jewelry such as rings and having long nails. If a volunteer is dressed unprepared to work in a kitchen, they will be asked to leave until they arrive appropriately dressed.

Hygiene

Please note that you will be working close to others. Therefore, it is essential to practice good hygiene as a courtesy to others.

Safety

Everyone must follow the instructions given to them. Safety is only possible when we all work together. When bending and lifting heavy objects, please use the proper technique to avoid injury. Please exercise care and good judgment when following directions.

Accommodations

Please notify the supervisor about any accommodations you may need so arrangements can be made.

Zero Tolerance

Stone Soup is committed to adhering to federal, state, and local safety and health regulatory requirements to ensure all staff and volunteers have a safe and healthful work environment. Staff and volunteers are expected to exercise safe work practices. Volunteers will work collaboratively and cooperatively with staff. Stone Soup will not tolerate the following activities, which may result in immediate termination of service agreement:

1. All forms of abuse, whether physical, sexual, emotional, or verbal abuse; striking, hitting, kicking, biting, inappropriate touching and gestures, unwanted physical contact, and destruction or appropriation of another's property.
2. Violating the Company's anti-harassment or equal employment opportunity policies, such as discriminatory behavior concerning a person's race, gender, religion, nationality, ethnicity, sex, or age.
3. Possession of a firearm or concealed weapon, instrument, or substance capable of causing death or serious bodily injury or destruction of property. These include guns, knives, clubs, chemicals, and explosive devices.
4. Theft and deliberate or careless damage or destruction of any Company property, or the property of any employee or customer
5. Unauthorized use or inappropriate use of organization's equipment, materials, or facilities.
6. Insubordination and refusal to adhere to the stated policy and procedures or instructions of a supervisor or designated staff.
7. Possession and or working under the influence of an illegal or controlled substance while in a volunteer capacity. Distribution, sale, or purchase of an illegal or controlled substance while on the job.

Volunteer Separation and Dismissal

Separation

Should a volunteer elect to separate from Stone Soup , the volunteer will provide written notification 14 days in advance to the Volunteer Coordinator. Stone Soup values every volunteer and welcomes the separated volunteer back for future opportunities.

Dismissal

Stone Soup reserves the right to remove any volunteer from service, either temporarily or permanently, depending on the severity of the offense. Regardless of the type of dismissal, the Volunteer Coordinator will maintain a record of the incident. Additionally, any release from duty may prevent future volunteer opportunities with Stone Soup .

Waiver of Liability

This Release and Waiver of Liability executed on this date by (the "Volunteer") in favor of Stone Soup , an Oregon Domestic Nonprofit Corporation, their directors, officers, employees. The Volunteer desires to volunteer for Stone Soup and engage in the activities related to being a volunteer. Therefore, the Volunteer freely, voluntarily, and without duress executes this Release under the following terms:

- 1. RELEASE AND WAIVER** Volunteer does hereby release and forever discharge and hold harmless Stone Soup and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from Volunteer's Activities with Stone Soup .
- 2. MEDICAL TREATMENT** Volunteer does hereby release and forever discharge Stone Soup from any claim whatsoever which arises or may hereafter arise on account of any first aid, treatment, or service rendered in connection with the Volunteer's activities with Stone Soup .
- 3. ASSUMPTION OF THE RISK** Volunteer hereby expressly and specifically assumes the risk of injury or harm in the activities and releases Stone Soup from all liability for injury, illness, death, or property damage resulting from the activities.

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4. **INSURANCE** The Volunteer understands that, except as otherwise agreed to by Stone Soup in writing, Stone Soup does not carry or maintain health, medical, or disability insurance coverage for any Volunteer. Therefore, each Volunteer is encouraged and expected to obtain their own medical or health insurance coverage.

5. **PHOTOGRAPHIC RELEASE** The Volunteer does hereby grant and convey unto Stone Soup all right, title, and interest in any photographic images and video or audio recordings made by Stone Soup during the Volunteers activities with Stone Soup , including, but not limited to, any royalties, proceeds, or other benefits derived from such photographs or recordings.

6. **OTHER** Volunteer expressly agrees that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Oregon and that this Release shall be governed by and interpreted per the laws of the State of Oregon. Further, the volunteer agrees that in the event that any clause or provision of this Release shall be held to be invalid by any court of competent jurisdiction, the invalidity of such clause or provision shall not otherwise affect the remaining provisions of this Release which shall continue to be enforceable.

Volunteer Agreement

Please acknowledge receipt and acceptance of the terms of this agreement as stated below by signing the attached form.

1. Compensation. I understand that the services provided are solely on a volunteer basis.

Accordingly, I will not receive compensation, payment, benefits, or other tangible items for the services provided under this agreement.

2. Release. I agree to hold Stone Soup harmless and reserves the right to discontinue my volunteer status without prior notice. I understand that I am not an employee of Stone Soup .

3. Intellectual Properties and Proprietary Rights. I understand that anything created or developed during my volunteer period may become the property of Stone Soup .

4. Privacy Rights. Stone Soup and volunteers agree to adhere to all applicable federal, state, and local rules and regulations regarding privacy. In addition, I agree to follow Stone Soup policies and procedures presented in the Volunteer Handbook.

Stone Soup values your feedback.

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At Stone Soup, we value our volunteer's feedback and are constantly evolving our program. Please don't hesitate to reach out to our Volunteer Coordinator with any questions, concerns, or suggestions.

Thank you. Welcome to the Stone Soup family.

Confirmation of Receipt

I have received an electronic copy of the Stone Soup Volunteer Handbook that describes the policies and procedures and the rights and responsibilities of volunteers. By signing this confirmation signifies that I have read and understood the contents of the handbook. This agreement reflects my commitment to support and follow the mission, values, and procedures of Stone Soup . I am at least eighteen years of age and signing this agreement of my own free will. I acknowledge that Oregon State laws govern this agreement. I have fully informed myself of the contents of this liability release and the assumption of risk.

Volunteer's Signature:

Volunteer's Printed Name:

Date: _____

Please email a signed confirmation of receipt to volunteer@stonesouppdx.com before volunteering.