

Lancaster County Council of Churches
344 North Marshall St. , Lancaster, PA 17602-2427
Phone: 717-291-2261 ~ Fax: 717-291-6403

VOLUNTEER APPLICATION FORM

Date:

Last Name		First Name		Middle Name/Initial	
Home Address				Preferred Nickname	
Street Address				Apt. Number	
City		State		Zip Code	
Car Make		Car Color		License Plate No.	
Is anyone else at this address a volunteer here? <input type="checkbox"/> Yes <input type="checkbox"/> No				If yes, what is their name?	
Have you ever served as a volunteer with LCCC before? <input type="checkbox"/> Yes <input type="checkbox"/> No				If yes, in what year?	
Home or Cell Telephone Number ()		Business Telephone Number ()		I prefer to receive calls at <input type="checkbox"/> Home <input type="checkbox"/> Business <input type="checkbox"/> Via Email <input type="checkbox"/> Cell	
Email Address					
Employment / Personal Information					
I am <input type="checkbox"/> Currently Employed					
Employer Name/Address:					
<input type="checkbox"/> My Employer offers donations to non-profit organizations if I volunteer					
<input type="checkbox"/> My Employer offers a time-off during work hours program for volunteering					
Occupation / Department					
I am <input type="checkbox"/> Retired from (Name of Company)					
Retired Occupation – Describe Job					
I am: <input type="checkbox"/> Unemployed <input type="checkbox"/> High School Student or College Student					
School Information, if currently in school					
School Name		Major		Grade	
Parental or Guardian Consent (Required for Volunteers under the age of 18 years)					
I hereby certify that my child is in good physical condition and he/she has my permission to participate in the volunteer program at the Lancaster County Council of Churches. I will not hold the LCCC or the department assigned service responsible for any accidents, injuries or losses of property.					
Signature of Parent/Guardian:				Date:	
If Over 18 years					
I hereby certify that I am in good physical condition and will not hold the LCCC or the department assigned service responsible for any accident, injuries or losses of property.					
Signature of Prospective Volunteer:				Date:	

Availability						
Sunday <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening	Monday <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening	Tuesday <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening	Wednesday <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening	Thursday <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening	Friday <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening	Saturday <input type="checkbox"/> Morning <input type="checkbox"/> Afternoon <input type="checkbox"/> Evening
Preferences In general, which Lancaster County Council of Churches area would you like to serve in?						
<input type="checkbox"/> Sorting and stocking in Food Bank	<input type="checkbox"/> Sorting in Clothing Bank	<input type="checkbox"/> Clothing Distribution-clothing bank	<input type="checkbox"/> Group project, when available	<input type="checkbox"/> Crispus Attucks Community Meals	<input type="checkbox"/> Wednesday night food distribution	<input type="checkbox"/> Other
Personal References – Please list two people who can attest to your “work” or “volunteer” skills and interpersonal relationships. DO NOT LIST RELATIVES OR SIGNIFICANT OTHERS						
1. Last Name		First Name		Relationship		
<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Miss <input type="checkbox"/> Dr. <input type="checkbox"/> Rev.						
Street Address					Apt. Number	
City				State	Zip Code	
Phone		Day Evening		Email		
2. Last Name		First Name		Relationship		
<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Miss <input type="checkbox"/> Dr. <input type="checkbox"/> Rev.						
Street Address					Apt. Number	
City				State	Zip Code	
Phone		<input type="checkbox"/> Day <input type="checkbox"/> Evening		Email		
Emergency Contact in the event of an emergency, please contact:						
Name			Relationship			
Home Phone Number			Work Phone Number			

Medical Information

Family Doctor's Name:

Address:

Phone:

How did you find out about the LCCC

- | | |
|--|---|
| <input type="checkbox"/> Church | <input type="checkbox"/> TV / Radio Story |
| <input type="checkbox"/> Newspaper article | <input type="checkbox"/> Walk In |
| <input type="checkbox"/> Friend _____ | |
| <input type="checkbox"/> Other _____ | |

Reasons you would like to become a volunteer at the LCCC?

Please check all the skills/traits you feel you have that will help us make a good match to our needs:

- | | | |
|--|---|--|
| <input type="checkbox"/> Communication Skills | <input type="checkbox"/> Positive Attitude/Energy | <input type="checkbox"/> Public Speaking |
| <input type="checkbox"/> Computer/Technical Literacy | <input type="checkbox"/> Problem-Solving/Creativity | <input type="checkbox"/> Compassionate |
| <input type="checkbox"/> Flexible/Manage Multiple Priorities | <input type="checkbox"/> Professional | <input type="checkbox"/> Customer Service Skills |
| <input type="checkbox"/> Interpersonal Abilities | <input type="checkbox"/> Self-Confidence | <input type="checkbox"/> Detail Oriented |
| <input type="checkbox"/> Leadership Skills | <input type="checkbox"/> Self-Motivated | <input type="checkbox"/> Goal Driven |
| <input type="checkbox"/> Multicultural Sensitivity | <input type="checkbox"/> Analytical / Research Oriented | <input type="checkbox"/> Respect for Privacy |
| <input type="checkbox"/> Planning/Organizing | <input type="checkbox"/> Willingness to Learn | <input type="checkbox"/> Responsible |
| <input type="checkbox"/> Team Player | <input type="checkbox"/> Follow Directions | <input type="checkbox"/> Logical |

If you know more than one language, please check the boxes that apply to each language:

Primary Language: _____ () Speak () Read () Write

Secondary Language: _____ () Speak () Read () Write

Welcome!

Thank you for being willing to take time out of your busy schedule to help make a difference and be part of bettering the lives of people in need. The Lancaster County Council of Churches greatly depends on its volunteers to serve the community, and we value your presence and time. If there is ever anything we can do to improve your volunteering experience, just let us know!

The Lancaster County Council of Churches is a Christian non-profit organization that manages local missions for many congregations. Services provided include a food bank, a clothing bank, financial and rental assistance programs as well as the PA Workwear and Wheels to Work programs. The Council and its staff strive to exemplify Jesus Christ in providing the best service possible to people who reach out for assistance. We accept volunteers of all walks of life and of all faiths.

Please take a moment to read through the following guidelines that we ask all our volunteers to follow.

- Always sign in and out each time you come to volunteer. The sign in sheet is located by the break table in the back.
- If you are unable to make it for your scheduled volunteer time, please call the volunteer coordinator at 291-2261.
- Volunteers must be at least 12 years old due to liability reasons.
- Please park at the front of the LCCC building and in front of the left side of the LCCC building. We share a parking lot with neighboring businesses. Please do not park in front of McCombs, K&W, and any other business; they will tow your car. Off street parking is available, but please make sure you check the street cleaning schedule posted on the signs so you don't get a ticket!
- When you are volunteering you are representing the Council and what the Council values. Please refrain from using profane language.
- Dress appropriately for a warehouse setting. Closed toed shoes are highly recommended.
- If you need to take a smoke break please smoke on the receiving door side of the building and put the butts in the container provided near the front door.
- Please refrain from asking clients, staff or fellow volunteers for money, cigarettes or personal favors. Do not give clients money; if they need food or any other form of assistance they can apply through the Council.
- When given instructions by the warehouse manager or any other staff supervising a project, please follow the specific guidelines, and if there are any questions please ask! The guidelines are set into place because of audits and state regulations. If the projects get done correctly the first time, it will save time for everyone, and projects will get done sooner.
- If something breaks, or need to be replaced please let a staff member know.
- Warehouse work requires some lifting. If a volunteer is unable to lift heavy items or has a hard time bending down, please let the staff know so we can ensure that the tasks assigned are appropriate.
- If a volunteer uses an item, please ensure that it's returned to its proper place after use.
- Volunteers may not take any food or any other item from the Council without permission from the warehouse manager. On occasion volunteers and staff will be allowed to take home perishable items that were not able to be distributed, but may do so only if the warehouse manager allows it. Volunteers who are caught taking any item from the Council without permission will be asked to leave, and not return.

The Board of the Lancaster County Council of Churches prohibits sexual harassment, which is defined as unwelcome sexual advances, requests for sexual favors and other verbal, graphic, or physical conduct of a sexual nature when submission to the conduct is made an explicit or implicit condition of employment, or is used as a basis for personnel decisions affecting the employee; the conduct has the purpose of interfering with an employee's work or creating an intimidating, hostile or offensive work environment (such as sexual jokes, lewd comments, offensive pictures, articles, cartoons, etc.).

If you are reporting a prohibited act, we ask that you submit a report in writing. Your report should include the description and date of incident(s), and name(s) of witness(es). Do not assume that the Executive Director is aware of the matter. You should bring the matter to the attention of your supervisor so that it can be investigated and appropriate action taken. You will not be subject to retaliation for having raised the issue in good faith.

I _____ have read the above guidelines and rules and agree to follow them. By signing below I am agreeing to the terms and understand that if I am found in violation I will not be allowed to volunteer at the Lancaster County Council of Churches.

Volunteer

Date

Volunteer Coordinator

Date

Clothing Bank

Schedule: Tuesday and Thursday mornings from 9:00am to 11:45am. (Volunteers arrive and sign in by 8:50am.)

Volunteer Duties: Warmly greet the client, show them around the clothing bank, explain the rules to them, and once they are done shopping, take the clothing off the hangers and place them in the bags available.

- Clients come may come to the clothing bank once every three months, and must go through a quick intake every time to verify that their information is correct and if they have dependents, ensure their information is correct as well.
 - During this intake the client will receive a piece of paper that will show who they are allowed to get clothing for and what special items they may need. This sheet will help the volunteers know who the client is shopping for and what sizes they will be looking for. This ensures that the client only takes what they need, and is not shopping for someone they don't have in their household.
- When the volunteer is ready he or she may call the client into the clothing bank based off the next number. The volunteer will then take the piece of paper for the client, and based off who the client is shopping for, the volunteer can lead them in the right direction. **The client has 15 minutes to shop.** Please ask the client to bring up the hangers with their items so that they can be put away, and the clothing bank stays as neat as possible during the clothing bank hours.
- The sizes of the people that the client are allowed to shop for are on the form, for example; if the client is a size "small" and they are taking a 3XL, you may ask them to put it back, if there is no one on the sheet that has that size, they may not take it. However, if the size "small" client takes a "medium," in

most cases that is fine because items sometimes run a little differently. Use your discretion, and if in doubt, just ask!

- There are certain items that the clients are only allowed to get once a year due to the high demand and limited availability. These items include socks (3 pairs), underwear (3 pairs), blankets, (1 per person) coats (1 per person), sheets, (1 per bed in household) and towels (1 per person). If the client is eligible for these, it will be listed on the bottom of the below form where it says notes. If these items are not listed but the client requests them, verify with the intake worker if the client is eligible, but may have forgotten to ask for it. Once this has been verified the client may get the items or be informed that they have already received them in the past 12 months so they are not eligible. All this information is available in the clients file.
 - If the client is eligible for these items, the volunteer can go back into the sorting area and get them for the client. The client is not allowed in this area.
- Once the client's 15 minutes are over, the volunteer may ask them to finish up, and can then bag up the clothing in the available bags.

Below is a sample copy of the form clients will be bringing with them to the clothing bank:

Clothing Bank Intake Form

										Date	
Head of Household: _____										No.	
					Last Name					First Name	
Adults					Children					New	
Female		Male			Girls			Boys		Repeat	
Size		Size		Size		Age		Size		Age	
Socks Underwear		Socks Underwear			Socks Underwear			Socks Underwear			
Size		Size		Size		Age		Size		Age	
Socks Underwear		Socks Underwear			Socks Underwear			Socks Underwear		Time In	
Size		Size		Size		Age		Size		Age	
Socks Underwear		Socks Underwear			Socks Underwear			Socks Underwear		Time Out	
Size		Size		Size		Age		Size		Age	
Socks Underwear		Socks Underwear			Socks Underwear			Socks Underwear			
Special Needs:											
Yes or No		Notes:									
										Served By:	

Food Bank

Schedule: Open for volunteer workers and to receive food donations Monday thru Friday 9:00am to 4:00pm

Client Choice Food Bank: Monday, Wednesday and Friday 12:30pm to 1:45pm and Wednesday evening from 4:30pm to 6:00pm. Please sign in before starting.

Pre-packed (referred by agencies) Food Bank: Monday through Friday from 2:45pm to 3:45pm

Volunteer Duties: Volunteers will do a variety of duties including sorting through donations, checking expiration dates, stocking shelves, occasionally packing food orders, and doing special projects that occasionally come up. Lifting and bending is required for most tasks in the food bank, so please ensure that you are able to lift and move with ease. Be aware of your body's limits and if you need help, please ask.

- Donations arrive daily and must be sorted as soon as possible. When sorting it is important for the volunteer to observe the following:
 - Expiration dates: Anything that is less than 18 months old is still suitable to be put on the shelf. If it is older, please set it aside and at the end of your shift check with the warehouse manager as to how the items should be disposed.
 - Overall condition of the product: If a can is significantly dented or rusted set it to the side and check with the warehouse manager. It is more than likely that the items will be disposed of. If the outside packaging is torn, check the inside packaging, and if that is intact, the item may be put on the shelf. If the inside packaging or both layers of packaging are torn, please dispose of the item.
 - If the food item that was donated was used or partially consumed, dispose of it immediately.
 - In some cases bags and boxes of pasta can get little bugs in them, if any of the donated pasta has these bugs, place them in a plastic bag, seal it, and then dispose of it.
- A bag of perishable food items is given out with every food order, and they will contain a frozen protein that varies on availability. Depending on what the protein is, they will need to be separated out of the big boxes they come in, and separated into individual zip lock bags. Volunteers must wear gloves and ensure that the surface they work on is cleaned before and after the bagging process. Once the protein is bagged they will be stored in the freezer.

Wheels to Work

Program Description: The Wheels to Work program provides bicycles to those who do not have a reliable means of transportation to work. The client must be able to provide the required documentation, and along with the bike they get a helmet, light, lock and safety manual.

Also, Wheels to Work provides vehicles as well. The clients that qualify may purchase a donated car at significantly below the market price and are eligible for several other benefits. Having a reliable means of transportation can drastically change someone's life for the better and that is what this program strives to do.

Schedule: Monday- Friday 9:00am-4:00pm

Volunteer Duties: The program needs volunteers to repair donated bikes with their own tools and parts. Some of the repairs are minor while others may take a substantial amount of time, and the volunteer may take the bikes home with them to repair at their leisure.

In the future the car end of the Wheels to Work program will possibly need certified mechanics to do minor repairs at little to no cost as well as volunteers willing to wash and detail cars before they are sold.

Crispus Attucks Weekend Community Meals

Schedule: Saturday and Sunday evenings, doors open at 4:30pm and the meal ends around 6:00pm.

Volunteer Duties: The Crispus Attucks community center serves hot meals on the weekends, and relies on groups of volunteers to prepare and serve the food. Groups that sign up for this opportunity may serve as frequently as they would like. This volunteer opportunity requires the group of around 8 people to prepare a meal off-site for around 100 people, transport it to the community center, serve it and then help clean up. The paper products, silverware, napkins and cups are provided at the site (however, donations are always welcome). Chairs and tables are already set up as well. The menu is up to the discretion of the group, but a hot meal with some vegetarian options (salad, vegetables, meatless main dish) is preferred.

- The volunteers can set up the food in buffet style or serve the meals plate by plate through a window opening in the kitchen.
- The group is responsible for purchasing all the food, but the Council is always willing to provide food from its warehouse if a group needs to supplement what they have already purchased.
- Crispus Attucks staff will be on hand during the meal.

Volunteer Check List

Sign in at table in kitchen area

Add or change dates to your schedule on the volunteer calendar.

Please do not bring valuables as we cannot be responsible for them.

Check in with Warehouse manager

Clothing bank hours: Tuesday and Thursday 9am – 12 noon

Volunteers needed to help clients shop for clothing during those hours; volunteers are also needed any time between the hours of 9 am and 4 pm to sort clothing and place on display racks.

Food Bank client shopping hours: MWF 12:30-2 pm

Powerpack (summer only – school district runs it during school year): Wed. 4:30-6 pm and Thurs. 1-2:30pm

Volunteers needed in the Food Bank

Monday 11 am – 2pm

Wednesday 12 noon – 2 pm and 4-6 pm

Thursday 12 noon – 3 pm

Friday 12 noon – 2 pm

Agency Food Pick-Up M-F 2:45–3:45 pm (morning volunteers packed food for pick-up)

Volunteers help people shop, restock Food bank shelves, receive and/or pick up food.

Client choice – when arrive, get a cart, call number of next person in line, and help them shop.

Receiving donations: Have donor sign paper on clipboard at receiving door. Underneath are receipts. Ask donors if they want receipts. If so, they fill out the form and you initial it.

We do not accept household goods, electronics, furniture or toys.

Clothing donations – take to the clothing bank.

Sorting food: Check expiration dates (see Shelf Life Reference Guide). Year of expiration is marked on canned food.

Frozen food donations go into freezer right inside receiving door. A walk-in refrigerator is on the west side of the receiving door.

Food on tables in center aisle is sorted into shelves as space permits.

Restock shelves A-F from shelves G-L. Check expiration dates and package condition.



Service Ministries Pledge of Confidentiality



As a Service Ministries Volunteer I agree to:

1. Keep confidential the names, social security numbers, family members, and all information of the Service Ministries clients.
2. Keep confidential all information regarding the services a client or clients received from Service Ministries.
3. I agree that I will never:
 - Meet privately with a Service Ministries client
 - Reveal any information about a client to anyone outside of Service Ministries

In the event of the termination of my volunteer status with Service Ministries, I will continue to hold in strictest confidence all information related to the individual clientele of Service Ministries.

Additionally, I pledge that I will not steal nor use for my own purposes the names, social security numbers, nor demographic information of any Service Ministries client/s.

Volunteer Name: _____

Volunteer Signature: _____

Date: ___/___/___

Program Director Name: _____

Program Director Signature: _____

Date ___/___/___