

*"Addressing hunger, meeting
needs, and inspiring hope as we
work for abundant justice in
Northeast Philadelphia and
beyond."*

Feas
OF
Justice

2023
VOLUNTEER
HANDBOOK



OUR VOLUNTEER HANDBOOK

Welcome to Feast of Justice! We are a 501 (c)(3) not-for-profit organization dedicated to the transformation of lives, families, and communities through hunger programs, educational programs, and counseling/life skills programs.

- Location
 - Feast of Justice Tyson
 - **3101 Tyson Ave, Philadelphia, PA 19149**
 - Northeast Services Hub Castor
 - **6434 Castor Ave. Philadelphia, PA 19149**
- Phone: (215) 268-3510
- Website: <https://www.feastofjustice.org/>
- Email: staff_mgr@feastofjustice.org

THIS MANUAL HAS BEEN DEVELOPED TO HELP YOU FEEL COMFORTABLE AND CONFIDENT AS A FEAST OF JUSTICE VOLUNTEER. OUR GOAL IS TO CREATE A SAFE AND WELCOMING ENVIRONMENT FOR OUR VOLUNTEERS, EMPLOYEES, AND GUESTS.

**THANK YOU
FOR CHOOSING
TO SERVE WITH
US!**

Your interest and involvement makes you an important partner in our efforts to meet needs and inspire hope. You are making a real difference in the lives of your neighbors! We are grateful for your contribution of time and talent.





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MISSION, VISION, & CORE PRINCIPLES

Mission

Addressing hunger, meeting needs, and inspiring hope as we work for abundant justice in Northeast Philadelphia and beyond.

Vision

A world in which food security, life skills, and a supportive community abounds for all.

Core Principles

1. **Integrity/Ethics**—carry out all work with greatest responsibility and accountability
2. **Excellence**—provide quality products and outstanding service in all areas
3. **Collaboration**—partner at all levels to seek and understand our role in the community
4. **Diversity**—show respect for people, communities, and cultures as an outgrowth of our faith-based approach
5. **Adaptability**—continuously evaluate in order to be relevant
6. **Empowerment**—engage the community to offer hope through transformation

OUR STORY



1995

We began in 1995 as a food cupboard through St. John's Lutheran Church, run by a group of dedicated volunteers, only serving a handful of congregational families in need. As word of our services traveled and as the need increased, we developed partnerships with other churches through the Mayfair-Holmesburg Ministerium. We were recognized as the "Northeast Churches Community Food Cupboard." Partner congregations conducted food drives and supplied the food cupboard with volunteers. We began to be known as a community organization that changed lives through our programs and the relationships that were built.

2007

In 2007 we became a 501(c)(3) not-for-profit organization. We took the name Feast of Justice—a name that focuses on the abundance offered. Feast of Justice continued to build its work in the community of Northeast Philadelphia by collaborating with places of worship, state offices, private corporations, and individuals. We began to rent space from St. John's Lutheran Church, and started operating independently. We were staffed with over 45 regular volunteers, an executive director, assistant director, and inventory manager.

2023

Today, Feast of Justice aims to serve those in need in the diverse communities of Northeast Philadelphia. We now serve 10 zip codes, and over 35,000 households a year through "Choice Market" distribution. We debuted a second satellite location in April of this year, the Northeast Services Hub, a collaborative resource center that hosts several community partners in serving the community of Oxford Circle.

VOLUNTEER INFORMATION

1. Age Requirements

- a. Volunteers should be of high school age (14+) or else accompanied by an adult.

2. Dress Code

- a. Please wear closed toed shoes and comfortable clothing you can move around in.
- b. Feast of Justice T-Shirts are available at the Tyson location.
- c. Please be aware of the temperature, and dress accordingly to indoor/outdoor status of the shift. In the winter it can be cold inside when doors are open to receive deliveries!

3. Parking

- a. Tyson Ave.: Our address is 3101 Tyson Ave; however, our entrance is on Sackett Street. Please knock on the Sackett Street doors for entry at the beginning of your shift. There is normally plenty of street parking next to the building.
- b. Castor Ave.: There is parking available behind the building.

4. Personal Items

- a. Volunteers are welcome to store any personal items in on-site lockers at the Tyson Ave. location.

5. Staffing and Guidance

- a. Food distribution is staffed by a Manager on Duty, and Volunteer Shift Advisor. Receiving/Restocking shifts will have a Volunteer Receiving Advisor. They are there to provide guidance for volunteers and are available to address any questions or concerns you may have. Do not hesitate to ask them for assistance.

VOLUNTEER INFORMATION

6. Time Tracking

- a. All Volunteers must sign-in and sign-out every time they serve at Feast of Justice on the tablet. Volgistics volunteers can use their unique pin number, while new volunteers will use the "Welcome!" google form.
- b. It is important that we track and recognize the amount of time our volunteers donate. Please sign in and record the amount of time you will be volunteering.

7. Volgistics Volunteer Profile

- a. Any Volunteers who are interested in a regular service opportunity are welcome to make a volunteer profile in Volgistics. This will allow the volunteer to clock-in/out through VicTouch upon arrival, sign up for future open shifts (also to cancel if your plans change), and help us keep track of total hours volunteered.
- b. If you're viewing the digital copy of the handbook, you can use the link [HERE](#) to create an account.

8. Guests who Volunteer

- a. If volunteers are guests, they may shop before **distribution** shift start. They may shop at the beginning or end of their distribution volunteer shift, with no appointment needed. Food should be received in the **same manner** in which scheduled guests receive food, weighed and bagged.
- b. There is no expectation or implication of preferential treatment for guests who volunteer at Feast of Justice.

VOLUNTEER INFORMATION

9. Weather Policy

- a. If Philadelphia schools are closed and you are noting weather concerns, expect correspondence from a manager on the status of your shift. If you received no email/call/text of cancellation, our services will proceed as usual. If you need to cancel a shift due to weather concerns, reach out to the Volunteer Engagement Manager to alert them to this change.

10. Safety

- a. All accidents or injuries must be reported immediately to a Manager on Duty or Volunteer Advisor. Please do not attempt to lift 50+ lbs without assistance.
- b. It is your responsibility to report an injury or other safety violation within an appropriate time frame, so that an incident report will be completed immediately.

11. Privacy

- a. Guest information is confidential. No guest information may be shared outside of Feast of Justice. Our guests are often our neighbors; please respect their privacy. Do not post any photos of Feast of Justice guests on ANY form of social media without previous consent.
- b. Anyone who has access to personal information and inappropriately uses or disseminates this information will be subject to termination and legal repercussions.
- c. By signing up to volunteer you consent to email communication.

VOLUNTEER INFORMATION

12. Community Service Hours

Please find below instructions to complete community service *and* receive proof of hours served.

We can provide a community service letter that documents your total hours served with our official letterhead, EIN number, and signature from our Volunteer Engagement Manager.

- We offer volunteer opportunities for students who need community service hours to graduate.
- We offer volunteer opportunities for individuals with court mandated service hours. If you have written documentation from the court, probation officer, and/or attorney stating the number of hours required, this is helpful to provide at the start of your service. We can sign court documents in the office as well.

To **SCHEDULE Volunteer Opportunities:**

- Sign-up to volunteer through SignUpGenius on the volunteer page of our website. If you already have a Volgistics account, you can login to access the schedule.
- If you have 25+ hours to complete in a limited amount of time, email our Volunteer Engagement Manager staff_mgr@feastofjustice.org and they can work with you to create a schedule that fits your needs and specific due date. Please budget 3-5 days for a response.

VOLUNTEER INFORMATION

12. Community Service Hours

To REQUEST a Community Service Letter (Proof of Hours):

- We can provide a validation letter for you. It will be written on our official letterhead stating what days you served, how many hours were completed, and describing job duties completed while volunteering.
- Please provide the following information in an email to staff_mgr@feastofjustice.org in order to request a community service letter: (Please allow 3-5 days maximum to receive your letter)
 - First/Last Name
 - Total hours needed to complete (court mandated)
 - Days you served/Total hours you've completed
 - If you do not have this information, please indicate where the Volunteer Manager can find this info (Volgistics, Tablet sign-in, Community Service Log)
 - The due date of completion of hours

For questions regarding community service verification or court mandated service requirements contact the Volunteer Engagement Manager at staff_mgr@feastofjustice.org or leave a message at 215-268-3510 ex 2.

WHAT IS A "CHOICE MARKET" FOOD PANTRY?

Feast of Justice prioritizes the dignity of choice. Our food pantry is set up to serve our customers/guests like a grocery store, so that families can select their own produce and dry goods according to family size. The empowerment of our guests is critical to everything that we do.

For families facing food insecurity, it is important to ensure that individuals have control and choice over their environment. Feast of Justice is a trauma-informed food pantry, operating off of an understanding of the effects of poverty in our clients. Trauma involves a painful or distressing experience that often results in lasting mental and physical effects. Those who are struggling with food insecurity are more likely to have unreliable transportation or child care, suffer from domestic violence, live in a zip code with higher crime rates/lower life expectancy, or suffer physical or emotional abuse.

WHAT IS A "CHOICE MARKET" FOOD PANTRY?

These aspects of poverty added on to food insecurity make it difficult to keep appointments and maintain jobs. The anxiety and stress that accompanies these experiences affects a person's feeling of stability and quality of life.

Understanding the lives of our guests helps us to empathize with customers when they are in our food pantry. Many behaviors that volunteers might interpret as rude or "rule breaking" are actually coping strategies and adaptive responses to their environment. Trauma affects how people utilize services. They might view the world as unsafe or untrustworthy as a result of being repeatedly hurt. This lack of trust makes it more difficult for people experiencing food insecurity to accept help, trust institutions or those who provide help, or even form relationships.

WHAT IS A "CHOICE MARKET" FOOD PANTRY?

When you are worried about having enough food, you are in a vicious cycle of anxiety and stress that creates short term coping strategies. Irrational behavior such as pushing in line, showing up hours before distribution, and yelling at volunteers makes more sense when you understand the effect of a scarcity mindset in people.

We understand that for many individuals visiting a food pantry can be stigmatizing, re-traumatizing, and the last place people want to be seen by their peers. The intentionality behind our "Choice Market" is one of the most important things for our volunteers to take away. We are always working to improve our process to promote our guests' ability to thrive. Our language, signage, volunteer training, etc. is all geared to an understanding of trauma and food insecurity. This is why we choose choice above all else!

OUR PROGRAMS



"Choice Market" Food Cupboard

Our Choice Market serves an average of 350 families per week. It serves grocery items 6 times per week (Tu 9-12:00, W 10-12:00, W 4-7:00, Sa 10-12:00, 1:00-4:00). This includes both regular non-perishable items as well as a large quantity of perishable foods such as meats, dairy products, fresh produce, bakery items, and prepared meals. This program is open to all who state a need and live in one of our 10 zip codes. The quantity depends on the size of the registered household. Participants can receive their allotment of food weekly, 3 times per month.

Outdoor Market

Every Thursday 10-12pm we invite anyone who lives in Philadelphia to attend our Outdoor "Farmer's" Market. No Feast of Justice registration/card is necessary to be eligible to receive food, only a valid ID with Philadelphia address. Guests must complete a TEFAP (The Emergency Food Assistance Program) form upon arrival, and can select from fresh produce and other available goods. We serve anywhere from 100-170 individuals a day depending on time of the year and weather.



OUR PROGRAMS

Senior Boxes

Senior Box food includes non-perishable and perishable items provided by the state specifically for seniors aged 60+. Eligibility is based on state income guidelines.

Participants can receive their box monthly. Boxes are available for pickup starting with the Friday after their arrival, and are available any time we are open for distribution.



Welcome Boxes

Welcome Boxes or Emergency Boxes are pre-packed boxes of food with non-perishable goods for guests who are visiting Feast of Justice for the very first time, or those who are unable to receive food for various reasons. Anyone is eligible to receive a box, even if they do not live in one of 10 service zipcodes. No one who is in need leaves Feast of Justice empty handed.

Home Delivery

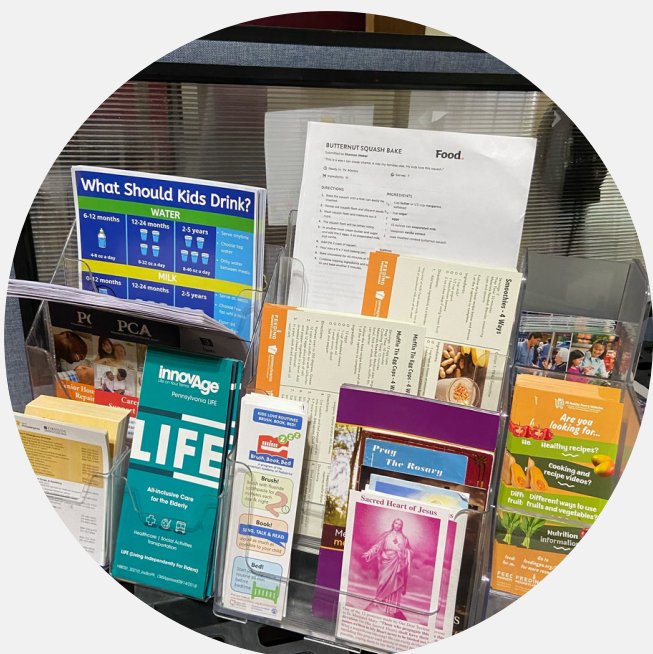
Our home delivery service is available upon phone request to those who are unable to shop in our Choice Market in person. Guests can call (Mon/Tues/Weds) to schedule a delivery for available delivery times.

Originally founded to serve those unable to get food during the 2020 COVID-19 epidemic, it continues as a source of food access for those with transportation complications, people who are chronically ill, and the elderly.

OUR PROGRAMS

Find Help

Feast of Justice is certified through [findhelp.org.](https://findhelp.org/), a social care network that consists of a cohort of agencies which connects people seeking help to verified social services that serve them, making it easier for people to find specific services within their community through the use of program referrals. Guests that we serve, as well as guests that are not located in our service area, have utilized this tool for further assistance for a myriad of reasons. Some examples include baby supplies, housing, & domestic violence services.



Mental Health Counseling

Mental Health Counseling is available through a partnership with Jefferson University. Counseling appointments are available for all our guests. Additionally, our interns will occasionally offer small group opportunities for growth and health management—such as a grief support group, or anxiety support group. Opportunities for expansion are always welcome.



OUR PROGRAMS

VOLUNTEERPALOOZA/Holidays

We add two Sundays in each November and December for distribution to meet the need for additional food around the Holidays. Distribution hours during the week are also increased. In recent years, in order to acknowledge our community make up, culturally relevant foods are emphasized over “traditional” American Thanksgiving.



Garden

In recent years, Feast of Justice initiated a community garden at our Tyson Ave. location that helped to grow food for our guests by providing additional produce to our Choice Market. There are 10 raised beds in our garden. This year, as Feast of Justice continues this program, it is our hope that the garden is utilized as a source of education in urban gardening for the community. All plants in the garden are donated by CityHarvest, through a partnership with the Philadelphia Horticulture Society.



VOLUNTEER ROLE DESCRIPTIONS

Distribution Support Squad/Shift advisor- Team-based oversight of both volunteers and guests, work to delegate tasks and roles for volunteers while troubleshooting throughout distribution. Responsible for announcements pre and post shift. Check in with the Manager on Duty when needed.

Receiving Advisor- Manage all incoming deliveries/donations and delegate tasks to food room attendant volunteers. Restock fresh food in the food room throughout distribution. Analyze inventory to assign family size numbers and food maximums to food.

Prep Advisor- Restocks and receives food deliveries in order to prepare for a distribution shift. Organizes deliveries and parish hall shelves. Delegates tasks to food prep volunteers.

Manager on Duty- Staff member on duty for distribution. Can assist with delivery/donation intake, scheduling guest appointments and registration appointments, monitor the flow of the shift, and support the shift advisor and volunteers on an as-needed basis.

Greeter- Distribute numbers to our guests while cross-checking appointment schedules and Feast of Justice cards (name and number).

VOLUNTEER ROLE DESCRIPTIONS

Check-In Desk- Log guests into Food Bank Manager database and check-in for food cupboard distribution. Checks for additional or seasonal services guests might need.

Online Order Check-In Desk- Log our guests into Food Bank Manager database and check-in for online food order distribution. Alert online shoppers to fulfill final perishable food items and assist them with weighing out the final order. Assist with grocery delivery to guests outside.

Online Shoppers- Fulfill online pre-order forms and online in-person order forms. Shop for all non-perishables and record weights on online pre-order form.

Grocery Bagger- Weigh out groceries of each guest by dividing food into predetermined categories. Record the weights in whole numbers (round up or down).

Hospitality- Determines food/snacks offered to guests during distribution, handles music, coffee and water station, cleans parish hall, and assists guests in appointment creation and computer usage. General guest and staff support on an as-needed basis.

VOLUNTEER ROLE DESCRIPTIONS

Parish Hall Consultant- Analyze dry food shelves for possible restocking needs, delegate tasks to any parish hall attendants. Monitors and assists guests with point system.

Parish Hall Attendant- Alert parish hall consultant on restocking needs, restock dry food shelves, and assist guests with the point system. Help direct flow of cart traffic.

Food Room Attendant- Alert receiving advisor on restocking needs, restock fresh food and produce, and assist guests with the point system. Help direct flow of cart traffic, permitting only 3-4 guests to shop at once.

Restocking/Food Prep- Work with prep advisor in receiving/restocking shifts, assisting with delivery intake, organizing, and restocking of parish hall shelves.

DE-ESCALATION BASICS

De-Escalation: Addressing individuals in crisis; using communication or other techniques to reduce hostility, intensity and stress of guests.

What causes stress?

- Social Life
- Self image
- Life circumstances
- Legal issues
- Mental/emotional health
- Substance abuse
- Financial situation
- Resource Availability

“Be proactive, not reactive” - Recognizing behavior and anxiety before a situation escalates.

What does a guest in crisis look like?

- Raised voice
- Displeased with quality/quantity of food
- Pushing/shoving with apparent force
- Talking inappropriately about other guests
- Guest refusing to return food
- Guest ignoring/turning away from conversation

DE-ESCALATION BASICS

(Before Engaging) If you see a guest exhibiting these behaviors AND you ALSO feel it will escalate:

- Limit stimulation/remove guest from any crowded area
- Involve team members (Manager on Duty, Shift Advisor)
- Be aware of surroundings/what may be causing stress
- Project confidence and care, not confrontation
- Remind yourself their anxiety is not personal

DE-ESCALATION in the moment:

- Allow guest to speak/reflect FIRST
 - Give them time to vent their frustration
 - Giving time will allow guest and yourself to reflect
- Engage in non-confrontational/non-judgmental manner
 - Do not argue with guests *feelings* (they're valid even if you do not agree)
 - as a volunteer you are on the side of the GUEST, we are here to support
 - Do not raise voice
- **VALIDATE, VALIDATE, VALIDATE**
 - Sometimes all a person needs is reassurance, or someone on their side. Even if you cannot fix the problem, you can still validate their feelings

DE-ESCALATION BASICS

- Respect guests personal space
 - Do not place hands on guest or step towards them
 - Be mindful of non-verbal communication
 - Guests may not be fully perceptive to verbal communication in the moment
 - Use non-threatening gestures and body language
 - Keep confident posture with guest
- Setting Limits
 - Explain guests options clearly
 - Make sure limits are enforceable and reasonable
- Empathize with Guest
 - Don't always come with a "rules first" approach
 - Try to understand why guest may be stressed
- If at any point you feel you are in danger or can not handle the situation, find someone who can help.

REMEMBER

Scarcity Mindset: Due to societal/personal factors, individuals are focused on the *lack* of a resource. This can cause a reliance on short-term solutions, as you can't seem to focus on anything other than scarcity.

DE-ESCALATION BASICS

Instead of THIS

"Calm Down."

"I can't help you."

"I know how you feel."

"Come with me."

TRY This

"I can see that you're upset.."

"I want to help, what can I do?"

"I understand how you feel.."

"May I speak with you"

Instead of THIS

Standing directly in front of someone

Pointing your finger

Excessive and aggressive gesturing

Wearing a fake smile

TRY This

Keep a relaxed, but alert, stance to the side of the guest

Keeping hands down and visible

Use slow and deliberate movements

Maintaining a neutral and attentive facial expression

POLICIES & PROCEDURES

1. Non-Discrimination Policy

Feast of Justice is committed to the fair and equal treatment of all staff, volunteers, and clients. Feast of Justice does not discriminate against any applicant, employee, or volunteer regarding any term, condition, or privilege of employment or volunteer engagement on the basis of race, religion, gender, sex, sexual orientation, age, national origin, ancestry, citizenship, veteran, or disability status.

Feast of Justice will make reasonable accommodations for qualified individuals with known disabilities. This policy governs all aspects of employment, including hiring, job assignment, promotion, compensation, discipline, termination and access to benefits and training. Any staff member who requires an accommodation must contact Volunteer Engagement Manager or the Executive Director.

2. Chosen Name/Pronouns Policy

Feast of Justice is dedicated to respecting the identity of our volunteers. Staff and volunteers are expected to respect the identities of all individuals including their chosen name and preferred pronouns. If you feel that a member of the staff or volunteers is intentionally disrespecting your name or preferred pronouns please see "Other Harassment" policy.

POLICIES & PROCEDURES

3. Anti-Harassment Policy/Reporting

At Feast of Justice, we believe that every staff member and volunteer is entitled to respect, regardless of their race, color, gender, age, religion, creed, national origin, sexual orientation, disability, ancestry, veteran status or any other characteristic protected by law. Therefore, inappropriate workplace behavior and discriminatory harassment, including sexual harassment, will not be tolerated by Feast of Justice. This policy applies to harassment whether it occurs on our premises or in some other location where Feast of Justice activities occur. This policy covers all staff members of Feast of Justice, regardless of gender, as well as applicants for employment, volunteers and temporary staff members. This policy also prohibits unlawful discriminatory harassment by non-staff members, such as guests, contractors or vendors.

Sexual Harassment

Sexual harassment is one kind of discriminatory harassment. Sexual harassment can be defined as unwelcome sexual advances, requests for sexual favors, and other statements or actions of a sexual or gender-based nature when:

- the harasser states or implies that giving in to or rejecting such conduct will affect an individual's employment; or
- such conduct unreasonably interferes with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

POLICIES & PROCEDURES

3. Anti-Harassment Policy/Reporting

It is not possible to identify all of the conduct which could be sexual harassment. However, some common examples of conduct that might be sexual harassment include, but are not limited to the following:

- threatening to, or actually making, job decisions, such as discharge, demotion or reassignment, if sexual favors are not granted;
- demanding sexual favors in exchange for favorable or preferential treatment;
- unwelcome and/or repeated flirtations, propositions or advances;
- unwelcome physical contact;
- whistling in a manner directed toward the appearance of another;
- leering;
- improper gestures;
- tricks or horseplay;
- gender-related remarks which are offensive, insulting, derogatory or degrading;
- unwelcome comments about appearance;
- sexual jokes or use of sexually explicit or offensive language, either in person, in writing or through e-mail;
- gender or sex-based pranks;
- the display in the workplace of sexually suggestive objects or pictures, including material from the Internet.

POLICIES & PROCEDURES

3. Anti-Harassment Policy/Reporting

Other Harassment

Harassment is not limited to sexual harassment. Statements or actions that ridicule or are critical of an individual because of their race, gender, age, religion, national origin, sexual orientation, disability, ancestry, veteran status or any other characteristic are offensive. Offensive conduct can create an intimidating, hostile work environment and may unreasonably interfere with the individual's work performance.

Accordingly, offensive conduct is prohibited. Again, this policy does not include a complete list of what conduct constitutes unlawful harassment. Some common examples of such harassment are:

- using epithets or slurs;
- mocking, ridiculing or mimicking another's culture, accent, appearance or customs;
- threatening, intimidating or engaging in hostile or offensive acts that focus on an individual's race, color, gender, age, religion, national origin, ancestry, sexual orientation, disability, veteran status or any other characteristic;
- offensive jokes or pranks;
- posting offensive material on walls, bulletin boards, or elsewhere on Feast of Justice's premises;
- circulating offensive material in the workplace, by e-mail or otherwise.

POLICIES & PROCEDURES

3. Anti-Harassment Policy/Reporting

Reporting Discriminatory Harassment

Should you choose to make a report, please do so as soon as you feel comfortable. The longer the time between the incident and the report, the more it could possibly inhibit any potential investigation. If you are a minor, any Feast of Justice staff person is a mandatory reporter and will take immediate action upon hearing about any inappropriate behavior such as harassment or assault.

***You can report inappropriate behavior by a supervisor, volunteer, guest, vendor, or other third party that you experience, or that you may observe. If you believe you are being harassed or have seen harassment, we encourage you to notify promptly your Manager on Duty, and/or the Feast of Justice Executive Director immediately. If at any time you are uncomfortable or feel it would be unreasonable to use this procedure to report harassment because a supervisor is the harasser or because of unique or unusual circumstances, please discuss your concerns with the Feast of Justice Board Chairperson.

Investigation of Reports

Feast of Justice will promptly investigate any reports of harassment in an appropriate manner. Confidentiality will be maintained throughout the investigation as much as possible while still meeting our legal obligations to conduct a full investigation. All reports of harassment must be reduced to writing to aid with the investigation.

POLICIES & PROCEDURES

3. Anti-Harassment Policy/Reporting

Resolving the Matter

After the investigation is completed, appropriate action will be taken. If we conclude that harassment has occurred, appropriate action will be taken to correct the situation. This action may include, but is not limited to, oral reminder, written reminder, decision-making, leave, or termination from Feast of Justice. The level of discipline will depend on the circumstances. We will do our best to ensure that the person filing a report is advocated for, supported, and protected through the entire process.

Non-Retaliation

You will not be retaliated against for reporting incidents that in good faith you believe to be violations of this policy. You also will not be retaliated against for participating in the investigation of a harassment complaint. We consider retaliation to be a serious violation of this policy and urge you to report any incidents of retaliation immediately. We will investigate and resolve reports of retaliation in the same manner as reports of harassment.

POLICIES & PROCEDURES

4. Grievance and Termination Policy

Should Feast of Justice feel the need to sever the volunteer relationship due to a reported or observed grievance, you will no longer be permitted to serve in a volunteer capacity. Reports of grievances by volunteers will be documented by the Volunteer Engagement Manager. You can make an appointment to file a report.

Some examples of grievances are but not limited to;

- bribery of volunteers or staff
- falsifying documents from FOJ staff
- repeated theft or taking of food without permission
- perceived misconduct
- perceived inappropriate behavior
- behavior used to make others uncomfortable

Volunteers found to be committing any of these behaviors or other inappropriate behaviors may be asked not to return.

While working at Feast of Justice volunteers will conduct themselves in ways that will not damage the reputation of the organization or the staff and volunteers, failure not to comply may result in being asked not to return. Feast of Justice may terminate the volunteer relationship at any time for any reason.

ORGANIZATION DIRECTORY

Name	Position	Email
Pastor Tricia Neale	Executive Director	director@feastofjustice.org
Janette Horner	Inventory Manager	inventory_mgr@feastofjustice.org
	Office Manager	office_mgr@feastofjustice.org
Jayden Doan	Volunteer Engagement Manager	staff_mgr@feastofjustice.org
Mary Jones	Registration Support	mjones@feastofjustice.org
Gen Casson	Communications Support	gcasson@feastofjustice.org
Kevin Gallo	Data/Analysis Support	kgallo@feastofjustice.org
Meredith Ellison	Community Outreach	mellison@feastofjustice.org



THANK YOU



Phone
215 268-3510



Website
www.feastofjustice.org/



Email Address
staff_mgr@feastofjustice.org



Feast of Justice Tyson
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