



Formerly Glen Ellyn Food Pantry



2024 HANDBOOK

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Dear Friends and Neighbors:

Welcome! Thanks so much for making the decision to volunteer at the Glen House Food Pantry. We know your time is valuable, and we are so proud you have joined our family!

More than 400 volunteers donated 15,504 service hours in 2023. That translates to more than 7 full-time employees! Last year, the Independent Sector placed a value of each volunteer hour at \$31.80. That means volunteers donated time worth \$493,027 to the Pantry! We couldn't serve our food insecure neighbors without this amazing support.

How does your contribution make a difference? Each month, thousands of individuals rely on us for groceries. With declining assistance from government programs and rising consumer costs, the need is greater than ever. In 2023, the Pantry:

- Helped more than 7,000 neighbors, nearly 700 of them for the first time.
- Distributed over 1,000,000 pounds of groceries which translates to 842,850 meals.

Many families are struggling to make ends meet with fewer resources. Every dollar they save by receiving free food from the Pantry means they can pay for rent, utilities, transportation, doctor visits, day-care and more.

Stewardship is key to everything we do. We rely on our church partners, retail relationships, the amazing network of community organizations, and the support of generous donors to maintain a fully stocked pantry all year long.

I look forward to seeing you and thanking you in person for your support and commitment to our Pantry. Together, we can Make Hunger History.

Sincerely,

A handwritten signature in black ink that reads 'Laura Glaza'.

Laura Glaza

Executive Director, Glen House Food Pantry

ABOUT THE GLEN HOUSE FOOD PANTRY

Mission and Vision of Glen House Food Pantry

- Mission: To provide essential groceries and support to our neighbors at risk of hunger through a collaboration of local churches and the broader community.
- Vision: An engaged community where the nutritional needs of all our neighbors are met.

Brief History of Glen House Food Pantry

- 1979 Started by high school group at Grace Lutheran Church, 493 Forest Ave., Glen Ellyn; Rob Margetts, a member of the founding group, is currently a Pantry board member.
- 1986 Officially incorporated as a nonprofit with the state of Illinois.
- 2013 Became a participant in the food bank's Direct Connect program in which fresh produce and baked goods are recovered from local retail partners including Einstein's Bagels, Jewel, Panera, Target, 7-11, and Walmart.
- 2019 Faith Lutheran Church leased 100-year old parsonage on their property to the Pantry.
- 2021 Groundbreaking for renovation of house after completion of \$900,000 Capital Campaign.
- 2023 The Pantry relocated to our new home in August.

Partial History of 55 N. Park Blvd., Glen Ellyn, IL

- 1927 Home was built as a parsonage for Faith Lutheran Church.
- 1977 Purchased by Craig & Ellen Mandel who later became Pantry volunteers.
- 2019 Leased by Faith Lutheran Church to Pantry.
- 2021 Groundbreaking for renovation of house.
- 2023 Renovations completed.

Unique Features of Pantry's New Home

- Increased parking and a location near public transportation.
- Nearly 6,000 square feet of space.
- Two-story warehouse which replaced the original two-car garage.
- Community garden with 15 planting beds tended by refugee families.
- Walkway with bricks purchased and customized by donors.
- Original brass doorbell and vintage plaque embossed with the words *Cead Mile Failte*, loosely translated in Gaelic to "A Hundred Thousand Welcomes."

Community Support

Donations of funds and food are received from various generous sources:

- 14 member Glen Ellyn churches, whose representatives serve on our Board.
- Area elementary, junior high and high schools.
- Private, corporate, and government entities.
- Local businesses, organizations, and individuals.

Ways to Help

In addition to volunteering, there are lots of additional ways to make a difference:

- Follow, like and share us on the Pantry's Facebook and Instagram – the links are on every page of our website.
- Consider donating food – the list of items most needed by the Pantry are updated every week on our website and on Facebook.
- Attend a fundraising event – watch for our monthly emails for more information.
- Make a financial donation – every dollar makes a difference.

The Hunger Network in America

The Pantry is part of Feeding America – a network of more than 200 food banks around the country. Those food banks provide groceries to 60,000 social service agencies including food pantries and soup kitchens. The Feeding America network serves 1 in 7 Americans today.

Our partner is the Northern Illinois Food Bank, which services northern Illinois except Chicago and Cook County which is served by the Greater Chicago Food Depository.

OUR CHURCH PARTNERS

St. James the Apostle Catholic Church
480 South Park Boulevard
Glen Ellyn, IL 60137
630.469.7540

St. Petronille Catholic Church
420 Glenwood Avenue
Glen Ellyn, IL 60137
630.469.0404

First Congregational Church
535 Forest Avenue
Glen Ellyn, IL 60137
630.469.3096

First Presbyterian Church
550 North Main Street
Glen Ellyn, IL 60137
630.469.2007

First United Methodist Church
424 Forest Avenue
Glen Ellyn, IL 60137
630.469.3510

St. Luke Lutheran Church
23W080 Butterfield Road
Glen Ellyn, IL 60137
630.469.5552

St. Barnabas Episcopal Church
22W415 Butterfield Road
Glen Ellyn, IL 60137
630.469.1394

Evangelical Covenant Church
277 Hawthorne Boulevard
Glen Ellyn, IL 60137
630.469.5405

Faith Lutheran Church
41 North Park Boulevard
Glen Ellyn, IL 60137
630.469.2361

Seventh Day Adventist Church
1N450 Main Street
Glen Ellyn, IL 60137
630.858.8510

St. Mark's Episcopal Church
393 North Main Street
Glen Ellyn, IL 60137
630.858.1020

Grace Lutheran Church
493 Forest Avenue
Glen Ellyn, IL 60137
630.469.1555

Village Green Baptist Church
200 South Lambert Road
Glen Ellyn, IL 60137
630.469.4400

Glen Ellyn Bible Church
501 Hillside Avenue
Glen Ellyn, IL 60137
630.469.2964

OUR COMMITMENT

We are committed to promoting and acting as advocate on issues related to hunger.

We will continue to work closely with our network of food pantries and agencies to maximize the effectiveness of our client services. We will maintain primary focus of identifying means with which to provide healthy, protein rich foods to Pantry clients.

We operate on a modest budget. In addition to the financial contributions received from our supportive donors, a large percentage of what we provide is groceries donated through incredibly generous community food drives. The Pantry also receives produce, meat, frozen foods, and baked goods recovered from local grocery stores. We augment donations with purchases from the Northern Illinois Food Bank at a significant discount over retail prices.

VALUES

DIGNITY AND RESPECT

We maintain dignity and respect among our clients, volunteers, partners, donors, staff members and Board of Directors.

STEWARDSHIP AND EFFECTIVENESS

We maintain a strong focus on doing what's right for all persons affiliated with the Glen House Food Pantry and those served across the community. We strive to ensure that our work has a positive social, spiritual and environmental impact.

INTEGRITY AND ACCOUNTABILITY

We are an accountable and transparent organization, utilizing best practices to meet the highest standards of integrity in our finances, partnerships, communications and all activities.

INNOVATION

We strive to be innovative through creative programs and solutions to reduce hunger in Glen Ellyn and the communities we serve.

COLLECTIVE POWER

We work collaboratively with our member churches, partners, and community to achieve our vision.

COMMUNITY IMPACT

NEIGHBORS HELPED IN 2023

- 7,000 neighbors at risk of hunger were provided essential groceries.
- Nearly 700 of those neighbors received help from the Pantry for the first time.

GROCERIES PROVIDED IN 2023

- 22,231 visits by neighbors.
- Over 1,000,000 pounds of groceries distributed which translates to 842,850 meals.
- 405,940 pounds of food rescued from local grocers (including 256,865 pounds of fresh fruits and vegetables).
- 69,384 pounds of groceries donated through local food drives.

SPECIAL PROGRAMS IN 2023

- 600 SnackPacks per week provided to children through Kiwanis partnership.
- 1,244 birthday bags distributed to neighbors during their special month.
- 1,000+ carts of groceries for families at the Care Center at Glen Ellyn Bible Church.

OUR REPUTATION

- 2020 Glen Ellyn Community Awards Nonprofit of the Year.
- 501(c)(3) registered nonprofit.
- 100% privately funded through private donations and grants.
- Platinum rating on Candid (formerly GuideStar) (its highest rating).
- 93% of budget dedicated to programs and services (20% higher than nonprofit average).

OUR TEAM

- 422 active volunteers.
- 15,504 volunteer hours donated (equivalent of more than 7 full-time employees).
- 20 Board of Directors members.
- 11 part-time staff members.

VOLUNTEER CODE OF CONDUCT

As a volunteer of Glen House Food Pantry, you represent a very important organization of which you can be proud. You are free to set your work schedule but be prepared to fulfill your volunteer commitments.

- Please be punctual, dependable, and abide by the Pantry volunteer policies and procedures.
- If you cannot come to your scheduled shift, please notify staff via phone call (630.469.6988) or text (630.940.7102) as soon as possible so we can find a replacement.

VOLUNTEER ORIENTATION

Learn about your Pantry, including our history and the impact we are making on the community, at the Volunteer Orientations. Half-hour presentations followed by a tour are offered once each month at the Pantry. Orientations provide a great opportunity for new volunteers to learn the ropes and a perfect chance for long-time volunteers to get up-to-date on new services and procedures. The link to register is on the Volunteer page of our website.

DRESS CODE

The personal appearance of our volunteers is an important factor in the general impressions that are formed of our organization. Neatness and moderation in dress and grooming styles are required.

ALL VOLUNTEERS ARE REQUIRED TO WEAR CLOSED-TOE SHOES.

SMOKING, ALCOHOL AND DRUG POLICY

- Glen House Food Pantry is a smoke-free site.
- Drugs or alcohol are not permitted at any time at Glen House Food Pantry.

THEFT

Theft is a serious concern at Glen House Food Pantry. Theft can be considered as:

- The consumption or possession of inventory meant for those in need.
- Being in possession of property belonging to Glen House Food Pantry or their employees.

Theft negatively affects not only our ability to deliver services, but also the trust upon which our volunteer and staff structure is based.

VIOLENCE

The Glen House Food Pantry is a gun-free and violence-free work environment.

CONFIDENTIALITY

All information concerning clients, staff, financial data, business records and employees is confidential. Please respect the confidence and privacy of clients. You may discuss and share information about Glen House Food Pantry and its programs, but please do not use client names or talk about them in ways that can possibly identify them.

POLICY FOR CHILDREN

14+ (high school)	Volunteer on-site with signed parent waiver
10 – 14	Volunteer on-site with parent on Fridays only
Under 10	Participate off-site in Kindness Club activities

SAFETY

The Glen House Food Pantry is committed to maintaining a safe working environment. Everyone is expected to follow health and safety requirements established by law and by our organization. You are expected to know and follow all safety procedures relevant to your work.

Any hazards or potentially unsafe conditions and/or accidents that occur on the property must be reported immediately to staff. An Incident Form, available from a staff member, should be completed.

Volunteers are not permitted in the Glen House Food Pantry outside of the regular Pantry hours, except as it relates to their specific volunteer work assignment.

Tips to Keep You Well and Safe:

- Always wash your hands before beginning a shift.
- Always wear disposable gloves when handling fresh food and wear heavy gloves when handling frozen items.
- Use a step stool or ladder to reach high places. NEVER stand on a chair.
- Move carts away from doorways and out of traffic areas in order to eliminate tripping hazards.
- Make sure that floors are kept free of spills and other tripping hazards. Please clean up or notify a staff member of the spill or hazard.
- Lift with your legs, NOT with your back.
- Comfortable, safe, closed-toe footwear is required: gym shoes, work shoes, or boots. Volunteers wearing high heels, open-toe shoes, or sandals will be asked to change.
- In respect of other volunteers, staff, and clients, please do not come into the Pantry on your scheduled shift if you are not feeling well.

POLICY REGARDING STRANDED CLIENTS

Under NO circumstances should a Glen House Food Pantry staff or volunteer take responsibility for transporting a client to their residence or to any other destination from the Pantry.

Safety and liability considerations are simply too great for you, personally, and the Glen House Food Pantry, as an organization, to incur the risk. Transportation is not a service or program that is provided by the Pantry. Anyone disregarding this policy will be acting on their own and be considered in violation of Pantry policy.

PARKING AND VOLUNTEER ENTRANCE INFORMATION

Upon entering, please follow the yellow "Pantry" markings around to the left/north side of the parking lot. Park in the far east row of the lot. Enter through the middle black door on the back of the building with the "Volunteer Entrance" signage. Find the iPad right inside and check in for your shift. If you do not have a volunteer number, please ask a Pantry staff member for help. Be sure to put on a volunteer name tag and a smile!

GLEN HOUSE FOOD PANTRY HOURS OF OPERATION

MONDAY	9:00AM – 4:00PM
TUESDAY	9:00AM – 6:30PM
WEDNESDAY	9:00AM – 4:00 PM
THURSDAY	9:00AM – 4:00PM
FRIDAY	9:00AM – 1:00PM
SATURDAY	CLOSED
SUNDAY	CLOSED

GLEN HOUSE FOOD PANTRY - VOLUNTEER OPPORTUNITIES

Shift Times	Monday	Tuesday	Wednesday	Thursday
8:00 - 9:00 am	Food Recovery Pick-Ups - Travel to local food partner stores to pick-up daily donations and deliver to Pantry.	Food Recovery Pick-Ups - Travel to local food partner stores to pick-up daily donations and deliver to Pantry.	Food Recovery Pick-Ups - Travel to local food partner stores to pick-up daily donations and deliver to Pantry.	Food Recovery Pick-Ups - Travel to local food partner stores to pick-up daily donations and deliver to Pantry.
9:00 - 11:00 am	Food Recovery and Restocking - Help unload and sort food donated from local food partners; restock shelves to prep for client appts.	Food Recovery and Restocking - Help unload and sort food donated from local food partners; restock shelves to prep for client appts.	Food Recovery and Restocking - Help unload and sort food donated from local food partners; restock shelves to prep for client appts.	Food Recovery and Restocking - Help unload and sort food donated from local food partners; restock shelves to prep for client appts.
9:00 am - 3:00 pm	Checking and Sorting Donations (1-2 Hour Shifts)			
11:15 am - 12:40 pm	Walk-In Clients - Assist clients who "walk-in" to choose from available food and misc. products; provide outside assistance in parking lot.	Walk-In Clients - Assist clients who "walk-in" to choose from available food and misc. products; provide outside assistance in parking lot.	Walk-In Clients - Assist clients who "walk-in" to choose from available food and misc. products; provide outside assistance in parking lot.	Walk-In Clients - Assist clients who "walk-in" to choose from available food and misc. products; provide outside assistance in parking lot.
12:45 - 1:30 pm	Restock for Afternoon Appointments - Restock shelves with food items to prep for client appointments.	Restock for Afternoon Appointments - Restock shelves with food items to prep for client appointments.	Restock for Afternoon Appointments - Restock shelves with food items to prep for client appointments.	Restock for Afternoon Appointments - Restock shelves with food items to prep for client appointments.
1:00 - 2:00 pm	N/A	N/A	N/A	Food Bank Delivery - Help unload and stock food delivered weekly
1:20 - 3:40 pm	Client Appointments - Assist clients one-on-one with food choices and packing their grocery bags; provide outside assistance in parking lot.	Client Appointments - Assist clients one-on-one with food choices and packing their grocery bags; provide outside assistance in parking lot.	Client Appointments - Assist clients one-on-one with food choices and packing their grocery bags; provide outside assistance in parking lot.	Client Appointments - Assist clients one-on-one with food choices and packing their grocery bags; provide outside assistance in parking lot.
3:45 - 4:45 pm	N/A	Restock for Evening Appointments - Restock shelves with food items to prep for client appointments.	N/A	N/A
4:30 - 6:30 pm	N/A	Client Appointments - Assist clients one-on-one with food choices and packing their grocery bags; provide outside assistance in parking lot.	N/A	N/A
4:45 - 6:30 pm	Checking and Sorting Donations			

As Needed Opportunities

Special Projects - such as assisting with assembling mailings; picking up large donations; participating in local fundraisers; volunteering for occasional Friday morning opportunities.



THE FOLLOWING DOCUMENTS

**MUST BE SIGNED AND RETURNED TO PANTRY STAFF PRIOR TO
THE FIRST VOLUNTEER SHIFT.**

VOLUNTEER INFORMATION FORM

VOLUNTEER COVENANT

RELEASE OF LIABILITY & WAIVER OF LEGAL RIGHTS

MEDIA RELEASE

MINOR ACKNOWLEDGEMENT (if applicable)

SEXUAL HARRASSMENT PREVENTION TRAINING (required for Volunteers 16 years of age and older)



VOLUNTEER INFORMATION FORM

DATE: _____

BIRTHDAY: _____

NAME: _____

ADDRESS: _____

CITY/STATE: _____

ZIP CODE: _____

CELL PHONE: (____) ____ - _____

LANGUAGES SPOKEN: _____

EMAIL: _____

CURRENT OR FORMER EMPLOYER: _____

WHICH DAY(S) WOULD YOU LIKE TO VOLUNTEER? M Tu W Th

PREFERENCE OF DUTIES: (check preferred days)

- _____ Food Recovery: Pick-Up Driver (M-TH 8:00-9:00 AM)
- _____ Food Recovery: Salvage and Sort (M-TH 9:00-11:00 AM)
- _____ Donation Check-In: (M-TH 9:00 AM-3:00 PM for 1 or 2 hours)
- _____ Pantry Restock: (M-TH 9:00-10:30 AM, 12:45-1:30 PM)
- _____ Client Assistance: (M-TH 11:15 AM-12:40 PM, 1:20 PM-3:40 PM)
- _____ Outdoor Assistance: (M-TH 11:15 AM-12:40 PM, 1:20 PM-3:40 PM)
- _____ Pantry Restock: (TU only 3:45-4:45 PM)
- _____ Evening Client Assistance: (TU only 4:30-6:30 PM)
- _____ Evening Outdoor Assistance: (TU only 4:45-6:00 PM)
- _____ Evening Donation Check-In: (TU only 4:45-6:00 PM)
- _____ Food Bank Delivery: Unload and Restock (TH only 1:00-2:00 PM)

ARE YOU A STUDENT? Yes No (If Yes) High School College

(NOTE: Ages 10-14 years can volunteer with a parent on Fridays from 9:30 AM-12:30 PM ONLY. Ages 14+ must have a signed waiver on file. Ages younger than 10 years may participate in our Kindness Club. Please check our website for more information.)

LIMITATIONS:

- Do you have any physical or medical limitations? Yes No (Please Explain)

- Do you have any latex or food allergies? Yes No (Please Explain)

Emergency Contact Information:

Name: _____ Relationship: _____

Cell Phone: (____) ____ - _____



VOLUNTEER COVENANT

The Glen House Food Pantry promotes and ensures healthy boundaries are established for our guests. As such, we require every volunteer with the Pantry to sign this covenant as a promise to follow the statements below while serving.

While serving in my role at the Glen House Food Pantry:

I WILL:

- Treat every guest and volunteer with dignity and respect.
- Be mindful that I represent the Glen House Food Pantry while serving.
- Seek out assistance from my team leader if I need help interacting with a guest or am unable to serve a guest with dignity for any reason.
- Treat the information shared by guests with the utmost confidentiality.
- Commit to proactive conflict resolution.
- Follow policies, procedures and guidelines as outlined in the Volunteer Handbook.

I WILL NOT:

- Give my opinion about a guest's personal situation or religious beliefs.
- Say or do anything while serving that undermines or contradicts Glen House Food Pantry's beliefs and core values.
- Give any money or gift cards to a guest.
- Drive anywhere with a guest or visit a guest's home or drive a guest's car.
- Disclose information shared by a guest except when harm to self or others may be involved.
- Offer a guest personal or professional services other than those offered at the Pantry.

By signing:

- I confirm that I have received and reviewed the Volunteer Handbook.
- I commit to keeping appropriate boundaries with all of our guests, and I agree to follow the above statements while serving at the Glen House Food Pantry.

Volunteer Printed Name

Volunteer Signature

Date

Address, City, State, Zip



Glen House Food Pantry, Inc. Release of Liability & Waiver of Legal Rights

Please read carefully before signing.

I acknowledge and agree that I have decided to volunteer with Glen House Food Pantry, Inc. (Pantry) as a Pantry Volunteer, that I will receive no compensation or other employment-related rights or benefits from the Pantry, that I am not an employee of the Pantry and that my volunteer services for the Pantry may be ended by me or the Pantry at any time and for any reason. Now, therefore, in consideration of the covenants contained herein and other good and valuable consideration, I agree as follows:

ASSUMPTION OF RISK AND RELEASE OF LIABILITY AGREEMENT

Risks of Activity. I acknowledge and understand that there are risks associated with volunteering with any organization, including the Pantry. I acknowledge and fully understand that the risks that I may face as a Pantry Volunteer include but are not limited to: the risk of bodily injury to me caused by lifting; slip and fall; falling objects; conditions on the premises; failure of equipment and/or defects; and the acts and/or the negligence of others. Further, I acknowledge and understand that the description of the risks listed above is not complete and that participating as a Pantry Volunteer may include other risks.

Assumption of Risks. Accordingly, for good and valuable consideration, including but not limited to the privilege of volunteering with the Pantry, I HEREBY AGREE THAT I VOLUNTARILY ASSUME ANY AND ALL RISKS (BOTH KNOWN AND UNKNOWN, INHERENT OR OTHERWISE) associated with my volunteer service for the Pantry, including but not limited to those risks described above.

Release. I, on my own behalf and on behalf of my representatives, assigns and heirs hereby knowingly, irrevocably and voluntarily waive, unconditionally release, and forever discharge, and agree not to sue or bring any other legal action against the Pantry (and its officers, directors, employees, agents, representatives, volunteers, and related parties) with respect to any and all responsibility, liability, claims, causes of action, demands, damages, costs, expenses (including attorneys' fees) or actions arising out of or relating in any way to my volunteer services with the Pantry, including, but not limited to, all actions based upon negligence or other legal theory and all claims for any personal or physical injury or damage to me or my property, whether occurring on Pantry premises or otherwise arising in connection with my volunteer services at the Pantry.

_____ **Yes, I voluntarily agree to be bound by these terms.**

_____ **No, I don't agree to be bound by these terms, and I realize my failure to agree prohibits me from volunteering with the Glen House Food Pantry.**

Volunteer Printed Name

Volunteer Signature

Date

Address, City, State, Zip



MEDIA RELEASE

I understand that I may be photographed or videotaped (collectively “Media Materials”) while volunteering for Glen House Food Pantry. I give the Pantry and its funding partners permission to use Media Materials in which I am visibly recognizable in Annual Reports, newspaper articles, newsletters, on websites and in other promotional materials. I release the Pantry (and its officers, directors, employees, agents, representatives, volunteers, funding partners and related parties) from any and all claims and demands arising out of, or in connection with, the use of Media Materials consistent with this agreement.

_____ **Yes, I voluntarily agree to be bound by these terms.**

_____ **No, I don’t agree to be bound by these terms, and I realize my failure to agree prohibits me from volunteering with the Glen House Food Pantry.**

I HAVE CAREFULLY READ THE FOREGOING ASSUMPTION OF RISK AND RELEASE OF LIABILITY AGREEMENT, CONFIDENTIALITY AGREEMENT AND MEDIA RELEASE AND UNDERSTAND THEIR CONTENTS. I AM AWARE THAT I AM RELEASING LEGAL RIGHTS THAT OTHERWISE MAY EXIST.

Volunteer Printed Name

Volunteer Signature

Date

Address, City, State, Zip



MINOR ACKNOWLEDGEMENT

If volunteer is under 18 years of age, a parent or legal guardian must sign this agreement on behalf of volunteer. In the case of a minor volunteering at Glen House Food Pantry, I, as parent or legal guardian, acknowledge that I am not only signing these Agreements on my behalf, but also signing on behalf of the minor and that the minor shall be bound by all the terms of these Agreements. Additionally, by signing these Agreements as the parent or legal guardian of a minor, I understand that the minor is also waiving rights on behalf of the minor that the minor otherwise may have. I, as parent or legal guardian, agree that, but for the foregoing, the minor would not be permitted to participate as a Pantry Volunteer.

Parent/Legal Guardian Printed Name

Parent/Legal Guardian Signature

Date

I HAVE CAREFULLY READ THE FOREGOING ASSUMPTION OF RISK AND RELEASE OF LIABILITY AGREEMENT AND MEDIA RELEASE AND UNDERSTAND THEIR CONTENTS. I AM AWARE THAT I AM RELEASING LEGAL RIGHTS THAT OTHERWISE MAY EXIST.

Minor Volunteer Printed Name

Minor Volunteer Signature

Date

Address, City, State, Zip

Sexual Harassment Prevention Training - Glen House Food Pantry Volunteers

This Sexual Harassment Prevention Training is mandated by the State of Illinois, pursuant to the Illinois Human Rights Act 775 ILCS 5/2-109

The Glen House Food Pantry has three responsibilities concerning incidents of sexual harassment at the Pantry:

1. **Prevent** the incidence of sexual harassment in their workplaces;
2. **Investigate** incidents of sexual harassment in their workplaces; and
3. **Correct** the incidence of sexual harassment in their workplaces.

What is Sexual Harassment?

Under the Illinois Human Rights Act, “sexual harassment” means any unwelcome sexual advances, requests for sexual favors, or any conduct of a sexual nature when such conduct has the purpose or effect of substantially interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

Unwelcome Behavior

- Welcome behavior can quickly become unwelcome behavior. What starts off as welcome behavior (consensual joking) can cross a line and become unwelcome behavior.
- Sexual conduct becomes sexual harassment when the behavior is unwelcome. Behavior may be unwelcome in the sense that the victim did not solicit or invite it, or in the sense that the victim regarded the conduct as undesirable or offensive.
- Also, consent can be revoked at any time. When someone experiencing sexual harassment behavior says, “Stop talking to me like this,” **it must stop**. The perpetrator cannot use as a defense, “Well, you started it,” or “You were okay with it at first.”

Working Environment

- A “working environment” is not limited to the physical location where the employee or volunteer is assigned. The “working environment” extends to other work sites including off-site, mobile or moving work sites/locations.
- The stipulation that supervisors, co-workers and volunteers do not engage in sexual harassment applies to non-employees such as patrons, vendors, service providers and volunteers. Non-employees can be victims of sexual harassment and/or perpetrators of sexual harassment.

Gender Identity, Sexual Orientation, and Third Parties (Bystanders)

- All persons can be victims of sexual harassment regardless of the victim’s **gender identity** or the perpetrator’s gender identity.
- All persons can be victims of sexual harassment regardless of the victim’s **sexual orientation** or the perpetrator’s sexual orientation.
- Victims of sexual harassment can include not only the target of the sexual harassment, but also **third parties or bystanders**.

What are Examples of Inappropriate Conduct?

- Pressure for sexual favors or to go out on a date
- Deliberate touching, leaning over, or cornering another person
- Sexual comments about a person’s clothing, body, or looks
- Sending letters, telephone calls, e-mails, texts, or other materials of a sexual nature
- Sexual teasing, jokes, remarks, or questions
- Referring to another as a “girl,” “hunk,” “doll,” “babe,” “honey,” “tootsie”, etc.
- Turning work discussions to sexual topics
- Actual or attempted rape or sexual assault

What can I do if I experience, witness, or become aware of unwelcome sexual conduct?

If you experience, witness or become aware of unwelcome sexual conduct, know that:

1. You have the **right to tell the person to stop**. The initiating and participating persons must stop the unwelcome behavior upon request.
2. **You have the right to report the sexual harassment**. Report the incident to one or more of the following Glen House Food Pantry representatives:
 - **Your Supervisor or any member of the Pantry staff you trust**
 - **The President of the Glen House Food Pantry Board of Directors**
 - **The Executive Director of the Glen House Food Pantry**

Please sign and date below to certify you have carefully read and understand the above Sexual Harassment Prevention Training pursuant to the Illinois Human Rights Act 775 ILCS 5/2-109. Note required for volunteers 16 years of age and older.

Training Participant Information:

Volunteer Printed Name (First, Middle, Last)

Volunteer Signature

Training Date

Birth Month and Day

Address, City, State, Zip

Email Address