



GRATEFUL HEARTS STOREHOUSE, INC.
Providing Hope for the Hurting

Welcome to Grateful Hearts Storehouse, Inc. and thank you for your interest in volunteering with us! Before you start, please take the time to learn about us and what we do.

ABOUT US

We are an independent non-profit 501(c)3 serving as a multipurpose community resource center. Our Mission is to provide hope for the hurting by serving those in need locally and abroad. We accomplish this through the provision of food, clothing, hygiene products, furniture, appliances, and other basic necessities, free of charge to the jobless, the working poor, the disabled, the elderly and those experiencing times of crisis.

PROGRAMS

FOOD DISTRIBUTION PROGRAM

Through this program, we serve vulnerable and marginalized populations in Los Angeles and Orange Counties focusing on ensuring that people who are in immediate need, are not food deprived.

SKY PROGRAM

Through this program, we provide a safe and positive learning environment for individuals with disabilities. Students and adults with disabilities come and learn life, work, and social skills.

VOLUNTEER PROGRAM

We provide volunteer opportunities for individuals that desire to give back to their community.

GLOBAL ASSISTANCE PROGRAM

In addition to addressing the needs in the United States, through this program, we support organizations with missions abroad. We accomplish this by sending donated goods to communities living in extreme poverty in Nicaragua, up to five times a year. Also, when requested, Grateful Hearts supports other projects in other states and abroad by donating goods to organizations developing these projects. Examples include: Puerto Rico, Uganda, Myanmar, and many more.

SEASONAL PROGRAMS

- Back to School Bash
- Holiday Dinner Distribution
- Adopt-a-Family Christmas Program

MORE ABOUT OUR FOOD DISTRIBUTION PROGRAM

Our food distribution program serves individuals and families from cities all over Los Angeles and Orange Counties.

Grateful Hearts is able to obtain food for individuals and families in need, mainly through partnerships with various local grocery stores that participate in Food Rescue Programs. Food rescuing is the practice of gleaning edible food from grocery stores. This donated food would otherwise go to waste because it is near to, at, or past the "sell by" dates, or it is imperfect (such as a bruised apple), which means that stores will no longer sell it. Some of food donors include:



As a non-profit organization, Grateful Hearts is also able to continue its mission of Providing Hope for the Hurting thanks to the generous support from individuals and organizations that donate their time, food, and or support us through monetary contributions. Some of the organizations that have partnered with us in support of our mission include:





GRATEFUL HEARTS STOREHOUSE, INC.

Volunteer Guidelines

First of all, thank you for volunteering! Grateful Hearts believes in giving hope to the hurting by providing those struggling in our community with essential resources. Grateful Hearts strives to create a friendly and supportive space where all clients are welcomed.

In pursuit of this goal, volunteers are expected to follow instructions given by staff, to treat everyone with respect and to abide by the following guidelines:

First, in accordance with Second Harvest Food Distribution guidelines, volunteers:

- ✓ Must never receive food as a “gift” or “thank you” for volunteer services.
- ✓ Understand that volunteer services shall be donated, and that volunteers are not entitled or expects to receive food or goods for these voluntary services.
- ✓ Food given to volunteers must be handled exactly as if you were a client (see our policy on food assistance for more details).

Second, when volunteering, volunteers must make sure to do the following:

- ✓ When you arrive, please park on the street; our parking lot is reserved for clients only.
- ✓ Please wear casual clothes, NO open toe shoes are allowed.
- ✓ We kindly ask that you do not bring your young children with you. The storehouse is not a safe or appropriate place for children to be. If you desire that your older children volunteer with you, please obtain permission before bringing them with you (minimum age is 14 years old).
- ✓ Please do not take or eat food from the Storehouse shelves. There are snacks for the volunteers when available.
- ✓ To ensure a positive experience for all involved we ask that all volunteers refrain from using foul language or inappropriate conversation of any kind.
- ✓ Please leave your purse and all personal items in your vehicle. We have no place to store it and are not responsible for any missing items.
- ✓ Upon arrival, please sign in. Sign-in sheets are located in the break room. It is important that you sign-in; our sign-in sheets help us track your volunteer hours. We ask that you complete your volunteer hours in half hour increments. This means that if you arrive at 9:18 a.m., you would enter 9:30 a.m. on the sign in sheet. Times should always be rounded to the closest half hour interval.
- ✓ Once you’ve signed in, please report to our Storehouse & Volunteer Coordinator, Lizbeh Garcia. Our Coordinator will assign you a station and provide you with instructions for the time that you will be volunteering with us. Once the Coordinator gives you the

assignment(s) for the day, please remain in your assigned station unless the Coordinator directs you to a different station.

✓ Once you have completed your volunteering time, please notify the Coordinator so that your station can be covered by a different volunteer and sign out.

Third, in order to maintain a safe working environment, please make sure to abide by the following general safety rules:

1. The following procedures should be followed when lifting boxes or other heavy items:
 - a. Size up the load; make sure it is stable and balanced. Test the weight to ensure you can lift it yourself.
 - b. Plan the job. Ensure that your path of travel is clear and that you have identified the location where you will place the load.
 - c. Bend your knees and get as close to the object as possible. Lift with your legs and not your back.
 - d. Get a good grip on the object to be lifted. Make sure you can maintain your hold throughout the lift and won't have to adjust your hands later.
 - e. Lift gradually, don't jerk, but use a slow steady movement.
 - f. Keep the load close while carrying; this prevents you from arching your back and adding additional stress to your back.
 - g. Pivot; don't twist when you need to change directions. Move your feet in the direction of the lift. Twisting is especially harmful for your back.
 - h. If the load is too heavy, either enlist another helper or use a mechanical device.
2. Good housekeeping is an aid to safety. All employees shall keep tools, equipment, and work areas clean and orderly.
3. Keep aisles, stairways, and exits clear of boxes and other tripping hazards. Do not obstruct exits.
4. Clean spills immediately. Mark the spill if you must leave to retrieve assistance or additional supplies.
5. Each employee should know the location of fire extinguishers in their work area. The area in front of a fire extinguisher should be kept clear for ready access. (There should be a 36-inch clearance around fire extinguishers.) Employees should not fight fires that are beyond their fire training and limitations of the available firefighting equipment. When in doubt, call professional help and evacuate to a safe area.
6. Use a step ladder or a step stool for reaching above shoulder height. Never stand on the cap of a ladder.
7. Do not operate machinery that you are not familiar with and have not been trained to use.
8. After use, put all tools/or equipment back in their proper place.
9. Disconnect all electrical cords by grasping the plug and carefully disengaging; never yank by the cord. If an electrical cord is frayed or wires are exposed, remove it from service.
10. Report all unsafe or broken tools and equipment to your supervisor. Mark the tool or equipment so that no one else will use.
11. Do not do any job that appears unsafe; ask your supervisor for guidance.

Lastly, all volunteers must also abide by Grateful Hearts' Theft Policy:

✓ As a volunteer of Grateful Hearts Storehouse, it is prohibited to take any items from the storehouse without prior permission from the Storehouse Coordinator.

✓ Taking items without consent from the Storehouse Coordinator is considered stealing not only from the organization, but also from the clients who come to this organization for help. For this reason, Grateful Hearts will not tolerate theft, or stealing of any kind. This includes theft of money, information, products, inventory, tools or any item. We also expect for all incidents of theft to be reported the Storehouse Coordinator or Volunteer Coordinator.

By signing this form, I acknowledge these rules and agree to the policies and procedures laid out in the Volunteer Application Packet. Failure to comply with these policies may result in dismissal from volunteer staff and/or civil or criminal prosecution in accordance with applicable statutes.

I also acknowledge that the information I provided in this volunteer application is correct and I understand that if any information is found to be incorrect my application will not be considered further or volunteer engagement may be terminated immediately.

If I have any questions or concerns during my volunteer service, I know to ask the Storehouse/volunteer coordinator.

I have read, understood, and agreed to abide by these guidelines.

Name: _____ Signature: _____ Date: _____

Parent/Guardian: _____ Signature: _____ Date: _____

Interviewer: _____ Signature: _____ Date: _____



GRATEFUL HEARTS STOREHOUSE, INC.
Food Assistance Agreement

First, thank you for your interest and support of Grateful Hearts Storehouse, Inc. (Grateful Hearts). We appreciate the time, talent and care you are willing to share as a volunteer. The following is our most current policy for receiving food assistance. Please take the time to read and sign this agreement. Once completed, you will keep a copy for your self and then submit the signed version to our *Storehouse & Volunteer Coordinator*, **Lizbeh Garcia**.

Do you need food assistance?

We understand that some volunteers may be going through a tough time and may need food assistance. If assistance is needed, volunteers are able to sign up as a Client in order to obtain food. This means that when you are obtaining food from Grateful Hearts, you are considered a Client and must comply with the following guidelines:

- ✓ As a client, volunteers **must** make an appointment to obtain food.
- ✓ Volunteers may not obtain food on the same day that they volunteer.
- ✓ Please speak with the Volunteer Coordinator to make an appointment.

Please remember that volunteering is offering to serve at no cost. Grateful Hearts does not give food or goods in exchange for volunteering. **Volunteers must never receive food as a gift or “thank you” for volunteering.**

- ✓ Non-food items are not available through the normal appointment process. For that reason, any requests for non-food items must be filed through a request form that is submitted to the Volunteer Coordinator.
- ✓ If you are a court-ordered volunteer and are in need of food assistance, you must wait until the completion of your total court ordered service hours to enroll in our Food Distribution Program. Until then, you can ask for a referral to a different Food Pantry.

I have read, understood, and agreed to abide by this policy and guidelines.

I understand that in order to continue to obtain services, I must submit this agreement within two weeks from receiving it.

Name: _____ **Signature:** _____ **Date:** _____



GRATEFUL HEARTS STOREHOUSE, INC.
Photo Release Form

I hereby grant Grateful Hearts Storehouse, Inc. permission to use my likeness in a photograph in any and all of its publications, including website entries, without payment or any other consideration.

I understand and agree that these materials will become the property of the Grateful Hearts Storehouse, Inc. and will not be returned.

I hereby irrevocably authorize Grateful Hearts Storehouse, Inc to edit, alter, copy, exhibit, publish or distribute this photo for purposes of publicizing Grateful Hearts Storehouse, Inc programs or for any other lawful purpose. In addition, I waive the right to inspect or approve the finished product, including written or electronic copy, wherein my likeness appears. Additionally, I waive any right to royalties or other compensation arising or related to the use of the photograph.

I hereby hold harmless and release and forever discharge Grateful Hearts Storehouse, Inc from all claims, demands, and causes of action which I, my heirs, representatives, executors, administrators, or any other persons acting on my behalf or on behalf of my estate have or may have by reason of this authorization.

I am 21 years of age and am competent to contract in my own name. I have read this release before signing below and I fully understand the contents, meaning, and impact of this release.

If the person signing is under age 21, there must be consent by a parent or guardian, as follows: I hereby certify that I am the parent or guardian of _____, named above, and do hereby give my consent without reservation to the foregoing on behalf of this person.

Name: _____ Signature: _____ Date: _____

Parent/Guardian: _____ Signature: _____ Date: _____



GRATEFUL HEARTS STOREHOUSE, INC.
Waiver and Release of Liability

In consideration of being allowed to participate in any way in Grateful Hearts Storehouse, Inc. (Grateful Hearts) Volunteer Program, its related events and activities, I, the undersigned, acknowledge, appreciate, and agree that:

1. There is a risk of property damage or personal injury or illness from the activities involved in the Volunteer Program, including but not limited to the potential for death or bodily injury, illness or infection, and while particular skills, equipment, and personal discipline may reduce the risk, the risk of serious injury, illness or infection does exist. The Volunteer Program may cause participants to engage in physical contact with others. Thus, the Volunteer Program may present certain risks associated with the transmission of COVID-19, including, but not limited to: (i) being unable to maintain social distancing standards; and (ii) physical contact with other participants. According to the Centers for Disease Control and Prevention ("CDC"), older adults and people of any age who have serious underlying medical conditions might be particularly susceptible to COVID-19. All participants should seek medical advice concerning safe participation in the Volunteer Program. Being so advised, I understand and acknowledge that the nature of the Volunteer Program may expose me to certain risks associated with the transmission of COVID-19. I further understand acknowledge that such exposure may impact me and those with whom I come into close contact with.
2. I KNOWINGLY AND FREELY ASSUME ALL SUCH RISKS, BOTH KNOWN AND UNKNOWN, EVEN IF ARISING FROM THE NEGLIGENCE OF THE "RELEASEES" (DEFINED BELOW) OR OTHERS, AND ASSUME FULL RESPONSIBILITY FOR MY PARTICIPATION.
3. I willingly agree to comply with all stated and customary terms and conditions for participation in the Volunteer Program. If, however, I observe any unusual or significant hazard or risk during my participation in the Volunteer Program, I will remove myself from participation and bring such hazard or risk to the attention of Grateful Hearts immediately.
4. I, FOR MYSELF AND ON BEHALF OF MY HEIRS, ASSIGNS, PERSONAL AND LEGAL REPRESENTATIVES AND NEXT OF KIN, AGREE TO ASSUME ALL RISKS AND TO RELEASE, HOLD HARMLESS AND COVENANT NOT TO SUE GRATEFUL HEARTS, ANY DESIGNATED BENEFICIARIES, DONORS, SPONSORS, SPONSORING AGENCIES, PARTICIPATING SCHOOLS, COMMUNITY ORGANIZATIONS OR PARTICIPATING COMPANIES, AND, IF APPLICABLE, OWNERS AND LESSORS OF PREMISES USED FOR THE VOLUNTEER PROGRAM OR ITS ACTIVITIES TOGETHER WITH EACH OF THEIR RESPECTIVE CURRENT AND FORMER OFFICERS, DIRECTORS, PARTNERS, EMPLOYEES, OFFICIALS, AGENTS, ATTORNEYS, AND AFFILIATES (COLLECTIVELY, THE "RELEASEES"), FOR ANY CLAIM, LOSS OR LIABILITY THAT I MAY HAVE ARISING OUT OF MY PARTICIPATION IN THE VOLUNTEER PROGRAM, INCLUDING FOR BODILY INJURY, ILLNESS, DEATH OR PROPERTY DAMAGE, WHETHER CAUSED BY INJURY, ILLNESS, INFECTION, DEATH OR PROPERTY

DAMAGE, WHETHER CAUSED BY NEGLIGENCE OR CARELESSNESS OF THE
RELEASEES OR OTHERWISE.

5. I intend by this Waiver and Release to release in advance, and to waive my rights and to discharge all of the Releasees from, all claims, losses or liabilities for personal injury or illness, including but not limited to death or bodily injury, illness or infection or property damage that I may have or claim to have, or which may hereafter accrue to me, as a result of my participation in this event, even though that liability may arise from negligence or carelessness on the part of the Releasees, from dangerous or defective property or equipment owned, maintained or controlled by them or because of their possible liability without fault. I understand and agree that this Waiver and Release is binding on my heirs, assigns, personal and legal representatives, and next of kin.

I HAVE READ THIS WAIVER AND RELEASE OF LIABILITY, FULLY UNDERSTAND ITS
TERMS, UNDERSTAND THAT I HAVE ASSUMED SIGNIFICANT RISKS AND GIVEN UP
SUBSTANTIAL RIGHTS BY SIGNING IT, AND SIGN IT FREELY AND VOLUNTARILY
WITHOUT ANY INDUCEMENT.

Name: _____ Signature: _____ Date: _____

Parent/Guardian: _____ Signature: _____ Date: _____