



Our Mission

To serve, through cooperative community action, our neighbors in Rowan County who are in crisis, by providing essential life needs and educating and empowering them to break the cycle of crisis.

Volunteer Opportunities



Volunteers are our most important resource. We are honored to have your interest in helping our Rowan County neighbors in crisis.

Thank you for taking the time to review the ministry descriptions, our codes of conduct, our volunteer agreement and civil rights training flyer found in this handbook. Our prayer is that you will find a program that matches your interests and schedule.



Who We Are

VISION

Rowan Helping Ministries is God's love in action. We envision a community which helps provide for the essential physical, emotional and spiritual needs of all its citizens.

PURPOSE

Our mission is accomplished by:

- Raising and coordinating the resources necessary for crisis assistance;
- Administering the programs and services for the distribution of resources to those in need;
- Training and coordinating volunteers so that they may carry out the mission of Rowan Helping Ministries programs;
- Stimulating public and private agency cooperation in response to crisis needs in Rowan County; and
- Forecasting the community needs and responding appropriately



VALUES

In everything, we do, we will conduct ourselves with understanding and compassion as we put God's love into action. We believe in differentiating ourselves through programming and service that is both cutting edge and effective in improving the well-being of our clients.

HISTORY

- 1967 Rowan Cooperative Christian Ministries established.
- 1970 Dial Help established and operated 24 hours a day in the basement of Tri-County Mental Health.
- 1980 Emergency Night Shelter established and operated by downtown churches. At that time only opened during the winter months.
- 1982 Soup Kitchen opens at First Presbyterian Church five days a week.
- 1985 Crisis Assistance Network opens at John Calvin Presbyterian Church three days per week.
- 1986 Rowan Helping Ministries incorporated as a non-profit on September 18.
- 1988 Shelter Ministries of Rowan County raises more than \$500,000 to build the Rowan Helping Ministries facility on Long Street.

1989 Rowan Helping Ministries relocates to 226 North Long Street combining the Shelter, Soup Kitchen, Clothing Center, Yokefellows Prison Ministries, Crop Walk, Food Pantry, Dial Help, Interfaith Volunteer Caregivers and Crisis Assistance Network. Rowan Helping Ministries has a staff of four.



- 1997 Rowan Helping Ministries receives support from 133 local churches. Services provided include Shelter, Soup Kitchen, Clothing Center, Food Pantry, Dial Help, Crisis Assistance Network and the new Transitional Housing Program (Eagles Nest).
- 2000 Rowan Helping Ministries is one of three North Carolina non-profit agencies honored by the NC Center for Nonprofits.
- 2002 Rowan Helping Ministries receives over \$47,000 in grants and software from Microsoft and the Salisbury Community Foundation to upgrade Rowan Helping Ministries' computer system.
- 2004 Eagles Nest II breaks ground with six single units. Rowan Helping Ministries has 14 full-time employees and 7 part-time employees.
- 2005 Eagle's Nest II opens. Rowan Helping Ministries develops a 5-year Strategic Plan. Volunteers donate over 34,300 hours of their time to Rowan Helping Ministries at an estimated value of \$550,515.
- 2006 Rowan Helping Ministries-West opens in the old Mt. Ulla fire station. The second Saturday of each month is open for food distribution and each Friday 9-11 for food and financial assistance.












- 2008 New Tomorrows Program- A partnership between Rowan Helping Ministries and Park Avenue United Methodist Church to provide life skills training to Shelter Guests.
- 2008 Launched Life Coaching to provide one on one coaching to help people break the cycle of financial crisis.
- 2011 Launched Journey Forward that allows shelter guests who have been out of work for long periods of time to build a work history while serving as resident staff and move to transitional housing.

- 2012 Entered into contract with USDA to distribute Emergency Food Assistance items in Rowan County.
- 2013 Launched Breaking Free to provide savings match or micro loans to enable life coaching clients the opportunity to plan for future financial crisis.
- 2014 The new Robertson-Stanback Center (30,000 sqft.) and two permanent supportive transitional houses are opened as part of the Miracle on Long Street Expansion that kicked off the capital campaign in 2011.
- 2016 Rowan Helping Ministries celebrates its 30th Anniversary serving Rowan County.
- 2017 Brought Food for Thought ministry under the Rowan Helping Ministries umbrella, serving school children with food insecurities with a bag of food for the weekend.
- 2018 A third permanent supportive house, The Shari & Bill Graham House, is added to the transitional housing ministry.
- 2018 Rowan Helping Ministries-East opens in St. Peter's Lutheran Church to provide food pantry services to residents in the eastern part of the county. Open 9am-Noon on Saturdays only.











At a Glance

God has truly blessed Rowan Helping Ministries with the ability to provide a variety of ministries and administrative services in facilities and housing on Long Street in Salisbury within the boundaries of Council, Liberty, and Shaver streets, and the railroad tracks adjacent to Salisbury Station. **For details, or to sign up electronically to serve, go to www.rowanhelpingministries.org/volunteer. Thank you!**







 = Individuals
  = Shared
  = Groups
  = Groups with Youth

Crisis Assistance Network • Ralph W. Ketner Center • 226 N. Long Street, Salisbury				
Ministry	Persons	Days Offered	Shifts	Page
Client Interviewing		Monday-Friday	8-Noon; Noon-3:30pm	5
Reception Assistant		Monday-Friday	8-Noon; Noon-3:30pm	5
Life Coaching		Monday-Friday	3-hour shift for Training	5
Clothing Center	 	Monday-Friday	8-Noon; Noon- 3:30pm	5
Food Pantry	 	Monday-Friday	8-11am; 11am-2pm; 12:30-3:30 pm	6
Driver-Second Helping	 	Monday-Friday	1 hour between 8:30-11am	6


Contact: Monica Seamon, Volunteer Manager, mseamon@rowanhelpingministries.org • 704-637-6838 x112

Robertson-Stanback Center Shelter & Jeannie’s Kitchen • 217 N. Long Street, Salisbury				
Ministry	Persons	Days Offered	Shifts	Page Details
Reception Assistant		Every Day	8-11am; 11am-2pm; 2-5pm	6
Laundry Service	 	Every Day	7:30am-Noon; 6pm-10pm	6
New Tomorrows		Monday-Friday	9am-5pm	7
Jeannie’s Kitchen Breakfast	 	Every Day	5:15am-7am	7
Jeannie’s Kitchen Lunch	 	Every Day	9:30am-1:30pm	7
Jeannie’s Kitchen Dinner	 	Every Day	5:30pm-8:30pm	7

Contact: Monica Seamon, Volunteer Manager, mseamon@rowanhelpingministries.org • 704-637-6838 x112

Food Packing Parties • Robertson-Stanback Center • 217 N. Long Street, Salisbury				
Ministry	Persons	Days Offered	Shifts	Page
Family Food Bags	 	Monday-Friday	1 hour; times vary depending on schedule	7
Food for Thought	 	Monday-Friday	1 hour; times vary depending on schedule	7
Driver-Food for Thought	 	TBD	1 hour; 8:00am-12:00pm	8

Contact: Monica Seamon, Volunteer Manager, mseamon@rowanhelpingministries.org • 704-637-6838 x112

 *This ministry is a great opportunity for a group to “adopt” one or more pickup locations or volunteer shifts and alternate between members of the group to make sure the pickup or shift is always covered.*

In More Detail

Crisis Assistance Network • Monday-Friday • 8:00am-3:30pm

Crisis Assistance Interviewer

The Crisis Assistance Network gives assistance to clients with emergency needs such as food, utilities, medications, housing and clothing. Volunteers work with staff to interview clients, assess their needs and eligibility services, and determine available resources. Computer skills are helpful.

Requirements:

- 18 years or older
- 4-hour shift preferred
- Background check
- Scheduled training before shift is assigned

Sign-up: mseamon@rowanhelpingministries.org or [text 704-870-7410](tel:704-870-7410)



Crisis Assistance Receptionist

Support staff in greeting and signing in clients, updating the daily schedule, handling client files, answering the phone, setting client food appointments, addressing client questions, monitoring the volunteer entrance and other tasks. Computer and office experience are helpful.

Requirements:

- 18 years or older
- 4-hour shift preferred
- Background check
- Scheduled training before shift is assigned

Sign-up: mseamon@rowanhelpingministries.org or [text 704-870-7410](tel:704-870-7410)

Life Coaching

Schedule Determined by Participants. Volunteers serving as Life Coaches work one-on-one with clients and shelter guests to guide, equip and encourage them on their journey to self-sufficiency. Life Coaches help clients set and achieve manageable goals and move from complex challenges to increased stability.

Requirements:

- 18 years or older
- Background check
- Training and experience as a Crisis Assistance Interviewer (see description above)

Sign-up: mseamon@rowanhelpingministries.org or [text 704-870-7410](tel:704-870-7410)



Clothing Center

Monday-Friday; Time Slots: 8am-Noon & Noon-3:30pm



Volunteers receive and sort donations, size items, re-stock displays, and help clients by counting and bagging selected items.

Requirements:

- 16 years of age or older
- Shifts of 3 hours preferred

Sign-up: www.rowanhelpingministries.org or [text 704-870-7410](tel:704-870-7410)



This ministry is a great opportunity for a group to "adopt" one or more pickup locations or volunteer shifts and alternate between members of the group to make sure the pickup or shift is always covered.

Food Pantry

Monday-Friday; Time Slots: 8-11am, 11am-2pm & 12:30-3:30pm



Rowan Helping Ministries provides emergency food assistance to approximately 50 clients per day. Volunteers greet donors and receive food donations at our receiving dock, pre-shop groceries for clients, record weights, complete paperwork, load groceries into client vehicles, and restock the pantry.

Requirements:

- 16 years of age or older
- Lift 35 lbs.
- Be on your feet for majority of the shift

Sign-up at www.rowanhelpingministries.org or [text 704-870-7410](tel:704-870-7410)



Driver-Second Helping

Monday-Friday; 8:30-11:00am - Specific day & time based on store/restaurant



Volunteers use their personal vehicles to pick up food from local stores and restaurants to Rowan Helping Ministries for distribution through the Food Pantry or Jeannie's Kitchen. Typically, pick-ups and return to our receiving docks take no more than an hour. NOTE: Food Pantry Receiving Dock is at the rear of the Crisis Assistance Center and faces Liberty Street. Jeannie's Kitchen Receiving Dock is beside the kitchen entrance.

Requirements:

- Age 21 & older
- A valid driver's license
- Driving record background check
- A truck or large SUV – A trailer is optional

Sign-up: mseamon@rowanhelpingministries.org or [text 704-870-7410](tel:704-870-7410).

Shelter Services



Shelter Receptionist

Every Day, 8-11am; 11am-2pm; 2-5pm

This volunteer opportunity is great for individuals willing to work directly with our shelter guests and have a heart to bring dignity and positivity to our guests. Volunteers assist staff in greeting and admitting guests, answering phone calls, and ensuring proper protocol is followed when guests enter and exit the shelter.

Requirements:

- Age 21 & older
- 4-hour shift preferred
- Background check
- Scheduled training before shift is assigned

Sign-up: mseamon@rowanhelpingministries.org or [text 704-870-7410](tel:704-870-7410)



Laundry Attendant

Every Day, 7:30am-noon & 6-10pm



Volunteers serve our shelter guests by using commercial washers and dryers to clean, fold and distribute sheets, towels and personal laundry for our shelter guests.

Requirements:

- Age 18 & older
- Scheduled training before shift is assigned

Sign-up: mseamon@rowanhelpingministries.org or [text 704-870-7410](tel:704-870-7410)



This ministry is a great opportunity for a group to "adopt" one or more pickup locations or volunteer shifts and alternate between members of the group to make sure the pickup or shift is always covered.

New Tomorrows


Monday through Friday, 9am - 5pm


New Tomorrows stimulates public awareness and improves social acceptance of homeless individuals. Volunteers provide practical life, work, and financial management skills through a variety of classes for shelter guests and the community. All efforts are focused on meeting our mission to educate and empower people to break the cycle of crisis.

Requirements:

- For more information, contact our Education and Transitional Manager Jeanne LeMaster, at 704-637-6838 ext. 118 or email jlemaster@rowanhelpingministries.org

Jeannie's Kitchen • 3 Meals a Day, Every Day, Includes All Holidays

 Volunteers prepare and serve three hot, nutritious meals every day in Jeannie's Kitchen. Meal service includes planning meals, often bringing food, preparing, serving, washing dishes, and cleaning up.

 A volunteer in your group dedicated to dishwashing is a tremendous help to us. Dishwashing is the easy use of a commercial dishwasher with training provided before the meal begins.

- **Breakfast:** (3-5 volunteers) • **5:15-7:00am** • Approximately 50-70 shelter guests
- **Lunch:** (5-7 volunteers) • **9:30am-1:30pm** • Approximately 100 -150 shelter guests & neighbors
- **Dinner:** (5-7 volunteers) • **5:30-8:30pm** • Approximately 50-70 shelter guests

Requirements

- Small groups of individuals ages 16 & older

Sign-up: www.rowanhelpingministries.org or Caroline Forrester at 704-637-6838 ext. 108 or cforrester@rowanhelpingministries.org



Food Packing Parties

Food bag packing parties are a great team and family building opportunity. Groups of five to twelve pack grocery bags and prepare pallets of food for distribution through our food pantries and outreach programs.

Family Food Bag (USDA) Packing

- Monday-Friday; One hour time slots vary depending on schedule.



- Groups of 5 to 10 individuals of all ages.
- Ages under 16 must have adequate adult supervision

Sign-up: (704) 637-6838, ext. 105 or foodoperations@rowanhelpingministries.org



Food for Thought

- Monday-Friday; One hour time slots vary depending on schedule.
- Groups of 5 to 12 individuals of all ages.
- Ages under 16 must have adequate adult supervision.
- A unique program of Rowan Helping Ministries providing students with food insecurities nutritious self-serve items for the weekend. Volunteers bag food items for more than 1,000 students in 28 schools in Rowan County.


Sign-up: (704) 637-6838, ext. 105 or foodoperations@rowanhelpingministries.org



This ministry is a great opportunity for a group to "adopt" one or more pickup locations or volunteer shifts and alternate between members of the group to make sure the pickup or shift is always covered.

Driver-Food for Thought

Day & Time Slots to be Determined • During School Year • Usually one hour

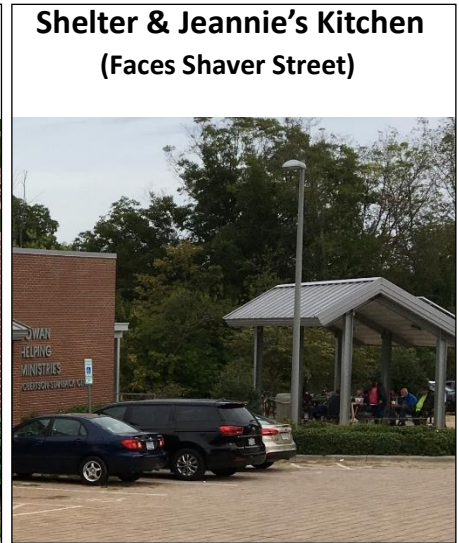
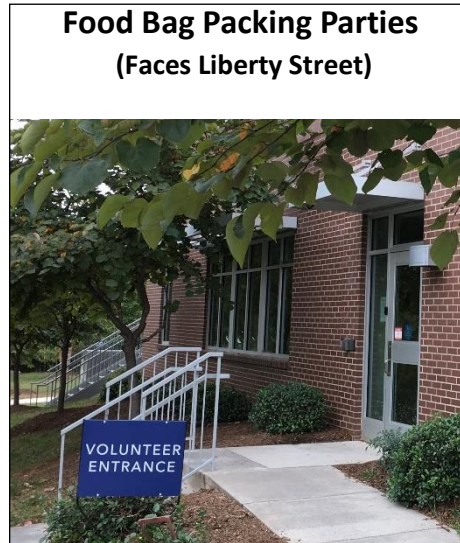
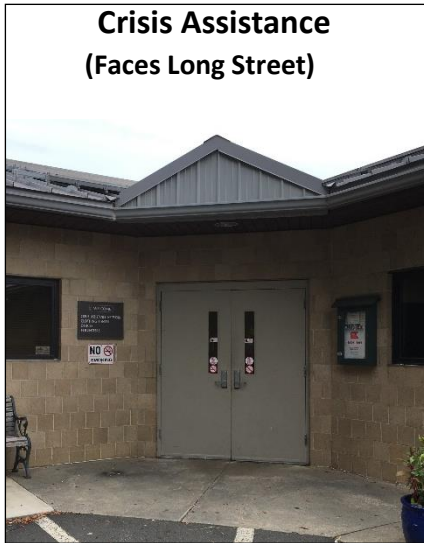
 Food for Thought drivers volunteer their time and use personal vehicles to pick up food bags at Rowan Helping Ministries and deliver to a local participating school.

Requirements:

- Age 21 & older
- Valid driver's license
- Driving record background check
- Truck or large SUV
- Pick-up and delivery dates may vary based upon school schedules.

Sign Up: Monica Seamon, (704) 637-6838 ext. 112, or mseamon@rowanhelpingministries.org

Main Campus – Volunteer Entrances



Our Agreement & Volunteer Codes of Conduct

When Rowan Helping Ministries accepts your volunteer service, we commit to the following:

- To provide a mutually agreed upon job assignment, training, and feedback so that you feel confident in your ability to fulfill your volunteer responsibilities.
- To respect your skills and ideas about how we might better accomplish our mission to break the cycle of crisis for our Rowan County neighbors in need.
- To provide a designated area for volunteer breaks and eating of snacks or lunch brought from home.
- To provide all Rowan Helping Ministries' volunteers the opportunity to eat a complimentary lunch, with shelter guests and neighbors, in Jeannie's Kitchen in the Robertson-Stanback Center.

By creating an online account with us and/or signing into volunteer, you understand that surveillance cameras are in use and you are agreeing to abide by the following:

- To be a positive liaison between Rowan Helping Ministries and the community.
- To perform your volunteer duties to the best of your ability, according to policies and procedures.
- To maintain the confidentiality of all information acquired while serving as a volunteer.
- To treat all clients equally showing neither favoritism nor avoidance of difficult clients or guests.

- To be dependable and provide adequate notice when you need to be absent.
- To accept no monetary compensation, services, or assistance related to your volunteer work.
- To receive no authorized client services (financial, food or clothing) during your volunteer shift.
- To maintain a high standard of hygiene and grooming.
- To not eat or drink liquids (other than bottled water), at assigned work areas.
- To always let your supervisor know before taking a break or lunch.
- To smoke in designated areas only, away from all entrances, and to discard fire-safe receptacles.
- To pursue no personal relationships with clients or guests.
- To inform your supervisor when working with clients or guests you may already have a relationship with and/or you are finding it hard to maintain appropriate boundaries or attitudes while serving.
- To dress in a manner that reflects good taste and takes into consideration the position and frequency of public contact. Low cut necklines or exposed shoulders are not appropriate. Wear comfortable shoes. However flip flops and high heels are not safe or appropriate in areas outside of admin offices.
- To never provide transportation of clients, guests, or their belongings in your personal vehicle. Due to the potential liability and danger involved, Rowan Helping Ministries cannot assume that liability or allow its employees, or volunteers—including Board of Directors—to assume that liability.

Additionally, you understand legal action may be taken against you for any of the following prohibited activities:

- Removal of Rowan Helping Ministries Resources – donated or otherwise— from any Rowan Helping Ministries’ campus, facility or outreach program location for personal use or the personal use of others. This includes expired foods or food items determined to be of little nutritional value, as well as out of season clothing or other donated items that may not be useable in any Rowan Helping Ministries programs or services.
- Drugs – The illegal use, sale, distribution, or possession of narcotics, drugs, drug paraphernalia.
- Alcohol.
- Weapons – The possession of, use of, or threat to use any firearm, knife, or other implement.
- Sexual Activity – Engagement in or solicitation for engagement in sexual activity of any kind.
- Abusive Language.
- Harassment or threats of bodily harm.
- Misuse of Physical Property – The willful misuse, abuse, destruction or theft of any property of Rowan Helping Ministries or its guests, clients, staff or volunteers. This includes computer data, written records or copies of files and/or information on clients or guests. Client or guest information is confidential and the property of Rowan Helping Ministries.

- Solicitation – No individual on Rowan Helping Ministries’ property should be solicited for funds, assistance or favors. Those needing assistance may apply for it through the appropriate Rowan Helping Ministries program.
- Civil Rights Protections - You understand and accept the info sheet on pages 11 & 12 as “Civil Rights Training” as required by the North Carolina Department of Agriculture and Consumer Services Food Distribution Division. As a volunteer, you will be responsible for maintaining the confidentiality of all records and information acquired. Also, while working with USDA; unloading, pre-packing or distributing USDA to clients, you understand, in accordance with Federal Law and USDA policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, political or religious beliefs. You agree to conduct yourself in accordance with this requirement and any violation will result in disciplinary action up to and including termination.

I understand that any breach of the procedures as stated in this *Volunteer Opportunities* can result in termination as a volunteer and may also result in the Salisbury Police Department being called to determine if criminal activity has occurred.

Signature: _____

Print Name: _____

(Volunteer Copy)

Volunteer Civil Rights Training for TEFAP/NCDA Food Distribution

What is Civil Rights Discrimination?

To "discriminate" means to distinguish, single out, or make a distinction. Our goal is to treat all TEFAP applicants fairly and equally. Civil Rights Discrimination may occur if an individual's rights are denied or interfered with because their membership in one of the protected classes. TEFAP program applicants and participants must be informed of their right to file a discrimination complaint and be allowed to do so.

Civil Rights Protected Classes



This Agency provides Equal Access and Language Assistance

Accommodations must be made to persons with disabilities. Please assist clients with disabilities to ensure that they can access TEFAP food. Proxies may pick up for clients that are unable to visit the agency themselves.

Please ask if you need assistance communicating to a client, including hearing impaired individuals. If the client speaks only a language other than English, please work with them as much as possible to convey your message. Resources may be available including digital translators and call services.



How do I prevent Civil Rights Discrimination?

- Be kind to everyone!
- Be professional
- Be courteous
- Listen intently and takes notes if necessary
- Repeat back what you have been told to insure correctness
- Avoid political and faith-based conversations with clients during TEFAP distributions
- Remember...You are providing a service

Please report any complaints to the agency director.

To notify the public, we must display the following:

- Distribution dates and times.
- The “And Justice for All” poster, including the nondiscrimination statement, in client areas
- Notice of Beneficiary Rights. (Faith-Based Organizations)

We will provide information to our potentially eligible applicants about our TEFAP distributions using the web, brochures, and media.

Conflict Resolution: What do I do if there is a disagreement?

- Enter the process with an open mind
- Don't prejudice others
- Don't overreact
- Attack the problem, not the person and listen to understand the problem!



Always document any complaint or conflict.

Collection of Data: Application Process

- No identification is required to receive TEFAP
- TEFAP is a self-declared program; all client information collected is voluntary.

AND JUSTICE FOR ALL

In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. Not all prohibited bases apply to all programs.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online at <https://www.ams.usda.gov/programs/tefap/ad-3027>, found online at <https://www.ams.usda.gov/programs/tefap/ad-3027>, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-0410; or
fax:
(202) 296-4956 or (202) 690-7442;
email:
program.intake@usda.gov.

This institution is an equal opportunity provider.

Conforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución está prohibida de discriminar por motivos de raza, color, origen nacional, sexo, edad, discapacidad, venganza o represalia por actividades relacionadas con el pasado relacionado con los derechos civiles. No todas las prohibiciones de prohibición aplican a todos los programas.

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieren medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra grande, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Traducción de Información al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en <https://www.ams.usda.gov/programs/tefap/ad-3027>, encontrado en <https://www.ams.usda.gov/programs/tefap/ad-3027>, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR) por sus delitos en inglés sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o formulario AD-3027 completado debe enviarse al USDA por medio de:

correo postal:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-0410; or
fax:
(202) 296-4956 or (202) 690-7442;
correo electrónico:
program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.

Compliance Review

Our agency is regularly monitored for compliance by our Food Bank and by NCDA&CS to insure we meet TEFAP program regulations. If we are found to be noncompliant, our agency could be terminated from the program and longer receive TEFAP/USDA Foods.

USDA Nondiscrimination Statement and Complaint Process

In accordance with Federal Civil Rights law and U.S. Department of Agriculture (USDA) Civil Rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior credible activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](https://www.ams.usda.gov/programs/tefap/ad-3027) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.



Volunteer Agreement

I understand that any breach of the procedures as stated in this handbook can result in termination as a volunteer and may also result in the Salisbury Police Department being called to determine if criminal activity has occurred.

Additionally, I understand and accept "Civil Rights Training" info sheet as required by the North Carolina Department of Agriculture and Consumer Services Food Distribution Division. As a volunteer, I will be responsible for maintaining the confidentiality of all records and information acquired. Also, while working with USDA; unloading, pre-packing or distributing USDA to clients, I understand, in accordance with Federal Law and USDA policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, political or religious beliefs. I agree to conduct myself in accordance with this requirement and any violation of this policy will result in disciplinary action up to and including termination.

Signature: _____

(Volunteer Copy)

Print Name: _____

Proceed to Application on Online at

www.rowanhelpingministries.org/volunteer

Keep Pages 1-13 for Your Reference.