



## **Volunteer Information and Handbook**

**January 2026**

Thank you for volunteering with Phelps County Dream Center! We appreciate that as a volunteer you are reading this handbook so we can all serve our community to the best of our abilities and with a unified focus.

### **About Phelps County Dream Center**

Phelps County Dream Center (PCDC) is a 501(c)3 Christian, non-profit ministry whose mission is to walk with Jesus alongside our neighbors in providing relief, while building pathways that nurture the growth of the whole person. Our values are that we do things with excellence, treating people with dignity and kindness, and being relational.

PCDC currently provides - but is not limited to - three monthly food distributions for those who fall below 185% of the federal poverty level with the majority of the groceries provided by The Food Bank for Central and Northeast Missouri in Columbia, Mo. PCDC serves all of Phelps County with USDA commodities and Feeding America groceries and various local donations.

Other programs offered include cooking classes and skill development classes.

PCDC volunteers come from the Rolla community and nearby regions and assist with food distributions as well as other programming.

### **About the Handbook**

This handbook is designed to introduce you to the Phelps County Dream Center and to provide a basic overview of the policies and procedures which provide all of us with guidance and direction.

We are very appreciative of our volunteers and ask that each one

- honors your commitments to Phelps County Dream Center;
- respects other staff members – both paid and volunteer;
- honors and abides by the policies set forth in this handbook;
- and performs your assigned duties to the best of your abilities.

As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this Handbook. When such changes occur, you will be notified by an announcement or update. It is your responsibility to keep your handbook current and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook, please contact the executive director at [phelpscountyfood@gmail.com](mailto:phelpscountyfood@gmail.com).

Thank you for your interest in serving with the Phelps County Dream Center! Your assistance in our mission is vital to continuing this ministry.

## **POLICIES AND PROCEDURES**

### **Representing Phelps County Dream Center**

Volunteers are only authorized to act as a representative of Phelps County Dream Center if specifically tasked with this responsibility in your volunteer job description. Please consult with, and receive permission from, your supervisor or the executive director before engaging in any actions which may affect or hold the organization liable including but not limited to: public statements to the press, signing contracts or entering into financial agreements, lobbying or forming partnerships with other organizations.

### **Social media and branding policy**

With the preponderance of social media activity, we ask volunteers to represent the Dream Center with positive and uplifting comments and posts that adhere to our handbook, mission, and values.

The use of the Phelps County Dream Center's name or brand must be approved by the organization prior to making a statement on the organization's behalf. This permission can be revoked for violation of policy.

### **Background Checks**

Volunteers working with programs specifically for minors will undergo background checks prior to volunteering. Background checks will be paid for by the Dream Center. This would not normally apply to food distribution volunteers.

### **USDA Civil Rights Policies**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating based on race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. 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, American Sign Language, etc.), should contact the responsible state or local agency that administers the program of 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.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from an USDA office, by calling (866) 632-9992, 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: 1. mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9401 or 2. fax: (833) 256-1665 or (202) 690-7442 or 3. email: [program.instate.usda.gov](mailto:program.instate.usda.gov). This institution is an equal opportunity provider.

### **Disciplinary Practices**

If problems occur involving volunteers, it will be brought to the attention of the executive director and handled accordingly. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible, disruptive, demonstrates inappropriate behavior, or fails to adhere to the policies and procedures of Phelps County Dream Center.

### **Policy Against Harassment**

Phelps County Dream Center is committed to maintaining a work environment free of unlawful harassment.

Phelps County Dream Center policy prohibits harassment based on sex (including sexual harassment, harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, or age. Phelps County Dream Center's policy applies to all persons involved in the operation of Phelps County Dream Center (both employees and volunteers) and prohibits harassment by any volunteer/employee of Phelps County Dream Center including supervisors and co-workers.

### **Privacy in General**

Dream Center computers and accounts are the property of the Dream Center. Installing software and using Dream Center computers for personal use is prohibited. The executive director must be consulted and approve any changes to Dream Center equipment.

### **Smoking**

In response to state and local laws and building code, smoking is not permitted in our facility or on our campus, including the parking lots.

### **Solicitation**

Any solicitation requires prior approval of the executive director. Solicitations must align with the mission of the Phelps County Dream Center to assist families in moving toward food security and generational self-sufficiency with compassion and respect in the name of Jesus Christ.

### **Statement of Faith**

The Dream Center is a ministry that espouses Christian values, beliefs and conduct as found in the Bible. Volunteers and those using the facility are expected to honor and respect these values, beliefs and conduct. The board of directors has the final say regarding whether volunteer groups fit the mission of the Dream Center, and we reserve the right to refuse groups whose belief systems are a contradiction to our statement of faith.

We view the Bible as the inspired and infallible Word of God that speaks with final authority concerning truth, morality, and the proper conduct of mankind. All decisions will be adjudicated based on biblical beliefs and policies set forth in the bylaws of Phelps County Dream Center.

### **Substance Abuse**

The possession, use or sale of illegal drugs is never acceptable and not allowed on Dream Center property or in Dream Center facilities. Also, the abuse of prescription and over-the-counter drugs and alcohol can compromise job performance and conduct. We recognize that substance abuse can be successfully treated. Seeking help or assistance is not considered grounds for dismissing a volunteer, but refusal to get help in certain circumstances may be. It is your responsibility to get professional help to improve your performance or conduct.

### **Trauma-Informed Community**

We as a community of staff and volunteers at Phelps County Dream Center are committed to creating a trauma-informed community. We assume that everyone may have experienced trauma.

This includes the people we serve, staff, volunteers and anyone else we encounter while conducting business.

We believe relationships are a vehicle for healing. Therefore it is our intention to:

- Maintain self-awareness of our behavior, attitudes and emotions and their impact on the people around us;
- Be respectful by listening and observing for individual differences and acknowledging the other person's perspectives;
- Create an environment that feels physically and emotionally safe and welcoming for everyone;
- Recognize, respect and build upon individuals' strengths, abilities and potentials;
- Acknowledge every individual's responsibility for self-care support by providing opportunities and resources.

### **Acknowledgement of Receipt of Handbook**

I acknowledge that I have been given a copy of the Phelps County Dream Center Volunteer Booklet. I understand that this Booklet summarizes Phelps County Dream Center's personnel guidelines, and that it is furnished to me solely for my information.

I further understand that volunteering with Phelps County Dream Center is not for a specified term and is at the mutual consent of me and Phelps County Dream Center. Accordingly, Phelps County Dream Center or I can terminate the volunteer relationship at will, with or without cause, at any time.

I further understand that the statements contained in the booklets are not intended to create any contractual or other legal obligations. I also understand that Phelps County Dream Center may modify or rescind any of its policies, or practices

described in the Booklet at any time, except for those policies required by law.

I acknowledge that it is my responsibility to read and become familiar with the contents of the Handbook.