



# Tracker University

## General Procedures & Guidelines for Employees and Volunteers:

### **Mobile Loaves & Fishes mission is:**

**We provide food, clothing, and dignity to our homeless brothers and sisters in need.**

Volunteers are the heart and soul of the entire ministry, and all efforts are greatly appreciated.

All volunteers respect and treat each other and the people we serve with dignity. Volunteers are expected to follow standards and codes of ethics found in any traditional workplace.

Volunteers may not be under the influence of alcohol, drugs or chemical substances when performing their duties with MLF or at the work site or in MLF vehicles. Volunteers must follow recommendations and warnings associated with any prescription medication, while performing duties for MLF, especially in regard to operating machinery or equipment. **NO ONE MAY OPERATE A VEHICLE UNDER THE INFLUENCE OF ALCOHOL OR DRUGS.**

Any minors who go out on the truck must be accompanied by a parent.

Employee and Volunteer operators and drivers of motorized vehicles must have a valid driver's license. Drivers are required to be 25 years of age or older. Volunteers convicted of DWI or having more than 2 moving traffic violations within the last 2 years may not operate or drive any MLF vehicles.

All volunteers perform duties within the guidelines of the ministry and outside the auspice of professional roles and titles.

**The mission of MLF is to provide food, clothing and dignity to our brothers and sisters in need. Articles of comfort, such as food, clothing and products of hygiene (soap, shampoo and lotion) are provided when available.**

MLF volunteers may distribute packaged "over the counter" remedies, such as aspirin or Tylenol. All remedies and first aid products are distributed to the consumer by the volunteer with the strict expectation the consumer will self-administer the product or any application such as a salve or Band-Aide.

All products are to be distributed in packaged form, and it is expected the consumer will observe warnings, recommendation and application procedures.

Any volunteer who encounters a person with a medical, financial, emotional, or special needs issue, refer them to **First Call for Help at 211.**

Any volunteer who observes an emergency, legal, or medical condition that appears to need immediate assistance is encouraged to call Travis County Emergency Response at 911.

Volunteer team captains “on the truck” or for “make ready” will be responsible for maintaining communications with their team members and the staff at MLF. Team captains act to confirm, coordinate and execute the duties of the team for the delivery of service.

All truck teams, prior to leaving their respective commissary’s on a run, **are required** to develop an itinerary on the MLF mapping system found at [www.mlf.org](http://www.mlf.org).

Team Captains assist volunteers in opening and securing the work site and vehicles, as well as completing any necessary forms and reporting all (necessary) information to the staff of MLF.

All volunteers are encouraged to communicate with each other and the staff at MLF through our website at [www.mlf.org](http://www.mlf.org) or phone 328-7299. Fax 328-7223.

**Thank you for your participation in the Mobile Loaves & Fishes ministry.**