

Second Harvest Food Bank's Career Pathways Customer Service Track

a subsidiary of



Participant Catalog & Handbook

411 Mercy Drive * Orlando, FL 32805
(407) 295-1066 * www.feedhopenow.org

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About Second Harvest Food Bank of Central Florida

Our Vision

Inspiring and engaging our community to end hunger.

Our Mission

To create hope and nourish lives through a powerful hunger relief network, while multiplying the generosity of a caring community.

Our Story

Second Harvest Food Bank of Central Florida is a private, nonprofit organization that collects and distributes donated food and essential products to more than 750 nonprofit feeding programs in Brevard, Orange, Seminole, Osceola, Lake, Volusia, and Marion counties. Since opening its doors in 1983, the Food Bank has distributed enough food for over 78 million meals.

Our organization has been working to alleviate hunger in our community since it began as the Community Food Bank. In 1983, the first full year of operation, the Food Bank distributed 618,000 pounds of food to 75 non-profit agencies. In 1984, we joined America's Harvest (now known as Feeding America), and in 1988 changed our name to Second Harvest Food Bank of Central Florida.

In 1991, the Food Bank began our Second Helpings prepared food rescue program. In 1993, we opened our first Kids Cafe feeding site. In 1996, the Food Bank moved into our facility on Brengle Avenue, which has the capacity to store up to 1.5 million pounds of nonperishable and perishable food at any one time. In 1997, our Volusia Branch opened in Daytona Beach, followed in 2000 with the addition of the Brevard Branch in Cocoa which moved to West Melbourne in 2004. In 2023, we again expanded to include a branch in Ocala, Florida. The branch facilities provide the nonprofit agencies in those counties with convenient local access to food resources for their programs.

In 2005, we added the Agency Development, Education, and Training Program to provide training resources for our partner agencies. Also in 2005, we added an additional facility on Princeton Avenue in Orlando to double the warehouse space. The volunteer food storage and salvage operations took place at the Princeton facility.

We implemented a new initiative in September 2006 called the Hi-Five Food Program. This program provides shelf-stable, easy-to-open food for chronically hungry elementary school children to take home on days that a school lunch is not available to them. In addition, the Food Bank distributes all TEFAP (USDA government commodities) product for the Florida Department of Agriculture in five (5) counties of Central Florida. The Food Bank is also a disaster relief organization, and we are very active in responding during those time of need.

2008 brought the addition of yet another important angle of attack on the problem of hunger. The Benefits Connection program was added to help connect people who need food assistance with existing (but unclaimed) benefits such as food stamps, Medicaid, Temporary Assistance to Needy Families (TANF), WIC, and Florida KidCare Insurance. Thousands of applications for benefits are now processed annually by our mobile outreach specialists and submitted to the Department of Children and Families for approval.

2012 after reaching our internal goal of raising 80% of the \$15 million needed to complete our campaign, the ground was broken on May 30, 2012 for the new Morgan & Morgan, P.A. Hunger Relief Center. This state of the art Food Bank facility greatly expanded our overall capacity and set the stage for millions more pounds of food per year for people in need.

Second Harvest Food Bank's Career Pathways is a subsidiary of Second Harvest Food Bank of Central Florida. We are governed by a board of directors and headed by a CEO/President.

Second Harvest Senior Staff

President & Chief Executive Officer:	Derrick Chubbs
Chief Operating Officer:	Bill Collins
Chief Development Officer:	Greg Higginson
Chief Food Service Officer:	Nancy Brumbaugh
Chief Health Systems & Financial Officer	Dawn Koffarnus
Chief Human Resources Officer:	Amy Lein

Second Harvest Board of Directors

Chair: Perry Crawley

Director, Disney Program and Experiences

Chair-Elect: Henry Lim

Attorney, Lim Law

Vice Chair: Yolanda McLeod Terry

SVP and Private Client Advisor, Bank of America

Secretary & Chief Governance Officer: Kari Vargas

CEO, AdventHealth Winter Garden Market CEO, West Orange and South Lake

Treasurer: Jennifer Addeo

Senior Vice President, Finance, Universal Creative

Career Pathways

Career Pathways is offered by Second Harvest Food Bank of Central Florida. This handbook will assist you with your questions about our Career Pathways, including eligibility, admission, program operation information and other important administrative information.

Mission:

Career Pathways is Second Harvest's workforce training program that prepares job seekers for employment through skills training, job readiness support, and connections with local employers. It offers two tracks that prepare participants for careers in culinary arts and customer service.

The Career Pathways Advantage:

- Our combination of lecture and activity instruction creates a well-rounded curriculum, providing participants with an intensive entry-level career readiness education within 5 weeks.
- Our program assists in eliminating learning barriers by connecting participants with available resources for transportation, childcare, health care, housing and food, as they are available.
- Our central location affords participants the opportunity to meet and work with a wide variety of local customer service talents.
- We offer a participant resource area, Internet access and quiet study space, complimentary tutoring and personal advising to every participant at their request.
- Career placement support and guidance is available to all alumni.

Career Pathways Customer Service Track Overview

Participants enrolled in the Career Pathways Customer Service track gain valuable experience learning in our Classroom. The career readiness component of our program prepares participants for work-readiness, focusing on the importance of appropriate work behaviors, resumes and interviewing techniques, as well as household budgeting, stress relief, and time management.

Our 5-week program is provided at no charge to the participant and is designed to assist with barriers that would prevent them from achieving success while enrolled, such as access to food, housing, transportation, childcare, and mental health needs. Participants attend classes Tuesdays and Wednesdays, from 8:00 a.m. to 11:30 a.m., allowing them time for school and work.

The curriculum is made up of career readiness skills identified by local employers to be a top need when looking for talent for entry level positions in the customer service field. Additionally, the final week provides participants with an opportunity to work with program staff in job search activities.

Upon graduation participants receive a professional graduation package that includes a certificate of completion and gift. Our social services program tracks participants' progress and milestones after graduation and assists with continued job connection assistance.

Facility and Location

Second Harvest Food Bank's Career Pathways is located within the Second Harvest Food Bank of Central Florida building, located at 411 Mercy Drive in Orlando, at the intersection of Mercy Drive and Old Winter Garden Road. Our teaching facilities of approximately 3,000 square feet includes a classroom, community room and a working commercial kitchen, specifically designed for teaching and hands-on skills development in a fully equipped environment.

Career Pathways Contact Information

Nancy Brumbaugh

Chief Food Services Officer

nbrumbaugh@FeedHopeNow.org

407-514-1031

Keonna Yearwood-Branch

Director of Culinary Programs

keonna@FeedHopeNow.org

407-514-1037

Full-Time Faculty

Name	Degree	Conferring Institution	Program Area
Athena Class-Buck	Bachelors	Grand Canyon University	HR Management
Edwin Bodre	Certification	Lake Tech Culinary School	Culinary Arts
Israel Santiago	Certification	American Culinary Federation	Culinary Arts
Katrina McGee	Masters	University of Central Florida	Social Work
Keonna Yearwood-Branch	Bachelors	Johnson and Wales University	F&B Management

Second Harvest Food Bank of Central Florida

411 Mercy Drive
Orlando, FL 32805
(407) 295-1066
www.feedhopenow.org

Customer Service Track Curriculum Overview

Our 5-week program prepares participants for entry-level positions in the customer service field with the basic knowledge of customer service and employer identified soft skills. Classes begin promptly at 8:00 a.m. and run until approximately 11:30 a.m., Tuesdays and Wednesdays. A small breakfast is provided each morning.

The program provides participants the opportunity to:

- Understand the soft skills required in the customer service field
- Learn to communicate accurately and effectively;
- Develop a personal sense of professionalism necessary for working successfully in the food service and hospitality industries;
- Build upon academic and practice skills.

Certificate of Completion

The awarding of a Certificate of Completion is based on successful completion of the requirements of the program. Instructors use a variety of specific activities and send out eligibility criteria to determine program completion.

Training Topics Include:

- Emotional Intelligence
- Problem Solving
- Conflict Management
- Resume Writing
- Interviewing Strategies
- Job Application Completion

Send Out Eligible Criteria

Participants will be required to meet all Send Out Eligible criteria in order to move from program curriculum into job search. Participants will receive a Send Out Eligible Evaluation to be completed by the Community Workforce Training Manager at the end of 5th week.

Criteria Includes:

- | | |
|-----------------------------|--|
| Pre-Employment Requirements | <ol style="list-style-type: none">1. State Issued Photo Identification2. Social Security Card3. Verified Criminal Background Check4. Drug Screening5. Resume |
| Stability Assessment | <ol style="list-style-type: none">1. Stable Housing2. Reliable Transportation3. Full-time Childcare4. Physical and Emotional Job Compatibility |
| Workplace Competencies | <ol style="list-style-type: none">1. Conflict Resolution2. Problem Solving3. Reliability4. Team Work5. Culinary Skills (if applicable) |

Academic Calendar, 2026-2027

Group	Session Dates	Application Deadline
Session CS 1:	July 7, 2026 – August 5, 2026	June 22, 2026
Session CS 2:	September 15, 2026 – October 14, 2026	August 31, 2026
Session CS 3:	November 10, 2026 – December 16, 2026	October 26, 2026
Session CS 4:	January 5, 2027 – February 3, 2027	December 14, 2026
Session CS 5:	March 23, 2027 – April 21, 2027	March 8, 2027
Session CS 6:	May 25, 2027 – June 23, 2027	May 10, 2027

Holidays/Breaks

The following Second Harvest Culinary Training Program observes the following Federal Holidays:

New Year's Day
 Martin Luther King Day
 Memorial Day
 Juneteenth
 Independence Day
 Labor Day
 Thanksgiving
 Friday after Thanksgiving
 Christmas Eve
 Christmas Day
 Day after Christmas

Registration Dates

Registration must be completed five days prior to group start dates.

Career Pathways Admission

In all admissions and recruitment-related activities, Second Harvest Food Bank's Career Pathways shall comply with the fair consumer practices provisions of Sections 1005.04 and 1005.34, F.S., and Rule 6E-1.0032, F.A.C., and the rule regarding agents, Rule 6E-2.010, F.A.C.

All applicants must meet the following criteria:

- Minimum 18 years of age;
- Authorized to work in the United States;
- Have experienced financial instability (unemployment, low wage, government assistance, etc.) during the last 12 months;
- Must not possess a criminal history involving arson, sexual battery or violent crimes. All other criminal activity records must be at least three years prior to application date and will then be considered on a case-by-case basis;
- Must agree to disclose and provide criminal history records in addition to undergoing a federal level background check
- Applicants will be required to voluntarily submit to a urinalysis test at a laboratory chosen by the organization
- Must be drug and alcohol-free for at least one year prior to application date, or enrolled in a rehabilitation support program;
- High School Diploma or G.E.D. and the ability to meet minimum aptitude requirements based on curriculum needs;
- Demonstrate an enthusiasm for and willingness to commit to the program and customer service industry;
- Must have the physical ability to perform required duties as assigned, including standing for long periods of time, lifting (which may include up to 50 lbs.), bending and, on occasion, working in rooms with cool temperatures (below 40° F).
- Must be able to attend classes Tuesdays and Wednesdays, 8:00 a.m. to 11:30 a.m. for 5 weeks.
- Must be able and willing to work a full-time job upon completion which includes having a fully-available work schedule (ability to work nights, weekends, holidays, and days as business demands)

Applicants must submit the following in order to be considered for the Program.

1. Completed application;
2. Copy of diploma, GED certificate, or official transcripts from the highest level of education completed;
3. Copy of a valid driver's license, state or government issued photo ID and Social Security Card

Application Deadline:

Applications must be received at least 8 business days prior to the requested Session start date.

Application Criteria and Processing

Once all completed admission materials have been received, the Admissions Team meets to review the following factors:

- Admission criteria has been met
- Dedication and ability to complete all program requirements
- Solid learning capabilities
- Ability to work effectively in a small team
- Integrity, positive attitude and a strong work ethic

All classes take place at:

Second Harvest Food Bank of Central Florida
411 Mercy Drive
Orlando, 32805

Applicants with a Disability

Second Harvest Food Bank's Career Pathways complies with the Americans with Disabilities Act and strives to ensure that no individual with a disability is deprived of the opportunity to participate in the program solely by reason of that disability. Career Pathways provides reasonable accommodations for candidates with documented disabilities following accommodations offered by employer partners. Reasonable accommodations may include priority seating, enlargement of notes, testing accommodations and assistance with lifting depending on the participant's documentation and specific functional limitations. Individuals with a physical or mental disability will be assessed on a case-by-case basis. While our facilities meet health code standards, we are not equipped to accommodate all individuals with physical impairments.

Application Criteria and Processing

Once all completed admission materials have been received, the Admissions Team meets to review the following factors:

- Admission criteria has been met
- Dedication and ability to complete all program requirements
- Solid learning capabilities
- Ability to work effectively in a small team
- Integrity, positive attitude and a strong work ethic
- Commitment to pursuing a career in the culinary arts/food service industry

The Admissions Team consists of the Neighbor Outreach and Recruitment Coordinator, the Community Workforce Training Manager and other faculty and Career Placement staff as needed. Applicants will receive notification regarding the disposition of their application within 5 days of the enrollment date.

Acceptance Decisions from the Admissions Committee fall into three categories:

Accept:

Applicants will be notified in writing regarding your enrollment date, orientation information, and next steps.

Wait List:

If your application is wait-listed, your application has been accepted, however the program enrollment is full and you will be notified of the next available opening and/or approximate date of enrollment.

Hold:

As applications are processed, a hold may be placed on the application pending further requirements. These may include, but are not limited to proof of high-school diploma or GED, proof of stable housing, childcare, etc.

Decline:

An application may be declined for a number of reasons. Declined applicants will be notified in writing and may contact the Program Manager for additional details, however specific reasoning regarding an application being declined may not be shared.

Leave of Absence Policy

Participants must sometimes interrupt their studies for a variety of reasons (financial, academic or personal), however due to the short time frame of programming, a leave of absence is unable to be accommodated.

Participants may choose to leave the program and reapply for a future session, however acceptance/readmission into a future session is not a guarantee and will require the participant to restart programming from the beginning.

Program Withdrawal

Participants who find it necessary to withdraw may do so by written letter or by phone directly to the Director of Culinary Programs or Community Workforce Training Manager at Second Harvest Food Bank of Central Florida. The “date” of withdrawal will be the date we receive the participant’s request to withdraw. In calculating the refund due to a participant, the last date of actual attendance by the participant is used unless earlier written notice is received.

Credits for Prior Learning

Currently, Career Pathways does not accept the transfer of credits from other institutions. Transferability of credits to other institutions is at the discretion of the accepting institution. It is your responsibility to confirm whether credits will be accepted by another institution of your choice. In the event that the participant is transferring to another state or entity, an official transcript can be provided to that entity upon formal written request of the participant.

Pre-Employment Drug Testing Policy

All applicants at the Second Harvest Food Bank of Central Florida, Inc. will undergo screening for the presence of illegal drugs or alcohol as a condition for employment.

Applicants will be required to voluntarily submit to a urinalysis test at a laboratory chosen by the organization and, by signing consent agreement, will release the organization from liability.

(Any applicant with positive test results will be denied employment at that time but may initiate another inquiry with the organization after six months.)

The organization will not discriminate against applicants for employment because of past abuse of drugs or alcohol. However, the organization will not tolerate any current drug or alcohol abuse that prevents employees from properly performing their jobs.

- **Over-The-Counter And Prescription Drugs That Could Alter Or Affect The Outcome Of A Drug Test For Which You Are Tested**
 - Alcohol – All liquid medications containing ethyl alcohol (ethanol). Please read the label for alcohol content. As an example, Vick's Nyquil is 25% (50 proof) ethyl alcohol, Comtrex is 20% (40 proof), Contac Severe Cold Formula Night Strength is 25% (50 proof) and Listerine is 26.9% (54 proof).
 - Amphetamines – Obetrol, Biphedamine, Desoxyn, Desedrine, Didrex
 - Cannabinoids – Marinol (Dronabinol, THC)
 - Cocaine – Cocaine HCl topical solution (Roxanne)
 - Phencyclidine – Not legal by prescription
 - Methaqualone – Not legal by prescription
 - Opiates – Paregoric, Parepetolin, Donnagel PG, Morphine, Tylenol with Codeine, Empirin with Codeine, APAP with Codeine, Aspirin with Codeine, Robitussin AC, Guiatuss AC, Novahistine DH, Novahistine Expectorant. Dilaudid (Hydromorphone), M-S Contin and Roxanol (morphine sulfate) Percodan, Vicodin, etc.
 - Barbiturates – Phenobarbital, Tuinal, Amytal, Nembutal, Seconal, Lotusate,, Fioricet, Esgic, Butisol, Mebaral, Butabarbital, Butabital, Phrenilin, Triad, etc.
 - Benzodiazepines – Ativan, Azene, Clonopin, Dalmane, Diazepam, Librium, Xanax, Serax, Tranxene, Valium, Verstran, Halcion, Paxipam, Restoril, Centrax.
 - Methadone – Dolophine, Methadose
 - Propoxyphene – Darvocet, Darvon N, Dolene, Etc.
 - **Narcotics**
 - Opium – Dover's Powder, Paregoric, Parepectolin
 - Morphine – Morphine, Pectoral Syrup
 - Codeine – Tylenol with codeine, Empirin compound with codeine, Robitussin A-C
 - Heroin – Diacetylmorphine, Horse, Smack
 - Hydromorphone – HCl Dilaudid
 - Meperidine HCl (Pethidine HCl) – Demerol Meperga
 - Methadone HCl – Dolophine, Methadone, Methadose
 - Other Narcotics – LAAM, Leritine, Numorphan, Percodan, Tussionex, Fentanyl, Darvon, Talwin, Lomotil
 - **Depressants**
 - Chloral Hydrate – Noctec, Somnos
 - Barbiturates – Phenobarbital, Tuinal, Amytal, Nembutal, Seconal, Lotusate
 - Benzodiazepines – Ativan, Azene, Clonopin, Dalmane, Diazepam, Librium, Xanax, Serax, Tranxene, Valium, Verstran, Halcion, Paxipam, Restoril

- Methaqualone HCl – Quaalude
- Glutethimide Doriden
- Other Depressants – Equanil, Miltown, Noludar, Placidyl, Valmid
- **Stimulants**
 - Cocaine – Coke, Flake, Snow, Crack
 - Amphetamines – Binhetamine, Desoxyn, Dexedrine
 - Phenmetrazine HCl – Preludin
 - Methylphenidate HCl – Ritalin
 - Other Stimulants – Adipex, Bacarate, Cylert, Didrex, Ionamin, Plegine, Presate, Sanorex, Tenuate, Tepanil, Voranil
- **Hallucinogens**
 - LSD – Acid, Microdot
 - Mescaline and Peyote – Mese, Buttons, Cactus
 - Amphetamine Variants – 2.5-DMA, PMA, STP, MDA, MDMA, TMA, DOM, DOB
 - Phencyclidine – HCl PCP, Angel Dust, Hog
 - Phencyclidine Analogs – PCE, PCPy, TCP
 - Other Hallucinogens – Bufotenine, Ibogaine, DMT, DET, Psilocybin, Psilocyn
 - Marijuana; Cannabis – Pot, Acapulco Gold, Grass, Reefer, Sinsemilla, Thai Sticks
 - Tetrahydrocannabinol – THC
 - Hashish – Hash
 - Hashish C.1 – Hash Oil

Complaints, Disciplinary Actions and Appeals

Participants have both the right to receive clear information and fair application of Career Pathways grading policies, standards rules, and requirements as well as the responsibility to comply with them in their relationships with faculty and staff members. The Second Harvest Food Bank's Career Pathways prohibits discrimination against participants and employees on the basis of race or ethnicity, creed, color, national origin, sex, marital status, sexual orientation, age, religion, the presence of sensory, mental or physical disability or status as a disabled or Vietnam-era veteran. Career Pathways employees are responsible for ensuring that their conduct does not discriminate against anyone; they are expected to treat people conducting business with respect and may expect the same consideration in return. Career Pathways recognizes that disputes may sometimes arise and encourages the parties involved to resolve the conflict informally whenever possible. If resolution cannot be reached, a formal process provides an impartial and equitable way to resolve those conflicts.

Informal Complaint Process

Informal complaints offer an individual the opportunity to express and resolve misunderstandings, complaints, or grievances at the lowest level possible by speaking directly with the participant or departmental supervisor. The aggrieved person should make an appointment to talk directly with the participant to attempt to reach a mutual agreement. In some situations, such as a discrimination complaint, the aggrieved person may be more comfortable requesting a meeting with the participant's supervisor instead. Both parties should be courteous, flexible, and respectful, as concerns are identified and possible resolutions discussed. Both sides should be open to alternative solutions or suggestions. If the problem cannot be solved together, the following formal complaint procedures may be used.

Formal Complaint Process

All formal complaints must be made in writing and should include the complainant's name; participant's name; address; e-mail address; telephone number; time(s); date(s); place(s); complete description of the complaint; and, in the case of grade complaints, both the grade received in the course in question and the reason for the grade complaint, specifying as accurately as possible all necessary performance scores and attendance data. Within five school days, the Director of Culinary Programs will meet with the participant.

General Complaint Procedure

A participant who has a complaint about an employee's performance or behavior that is not discriminatory or about the program or processes should write to the Chief Human Resources Officer. Complaints should be filed as soon as possible or within one (1) week after the incident occurs.

Appeal

If either party is dissatisfied with the decision of the Chief Human Resources Officer, s/he may appeal in writing to the Chief Operating Officer within ten days after the date of the letter. The person filing the appeal should identify why s/he is dissatisfied with the outcome of the complaint and provide any additional information to be considered.

Discrimination, Sexual Harassment, Harassment, Battery, and Assault Complaint Procedure:

Whenever a complaint alleges discrimination, sexual harassment, any other form of harassment, battery or assault, this procedure should be used rather than the other complaint procedures. Sexual harassment, harassment, discrimination, battery, and assault complaints will be investigated under this procedure. A participant or member of the public who believes s/he has been the victim of one of these listed offenses should bring his/her complaint immediately to the Department of Human Resources. These complaints must be filed within one (1) month after the incident(s) occurred.

Career Pathways will act promptly to investigate the complaint and will attempt to protect the rights of the individual bringing the complaint (the complainant), the alleged discriminator, and any witnesses involved. All parties involved have the right to protection from any retaliating behavior by the alleged discriminator or any Career Pathways employee. All complaints shall be kept as confidential as is reasonably possible during the investigation/resolution process; however, complaints may be subject to public disclosure under the state's Public Disclosure Act, and therefore, Career Pathways cannot assure confidentiality to any participant in the process.

Appeal:

If the complainant is not satisfied with the disposition of the complaint, she/he may file a written appeal to the President/CEO within ten days after notification of the disposition of the complaint. This request should include any and all additional information s/he wants the President/CEO to consider. The decision regarding the appeal, including appropriate corrective measures, shall be made in writing by the President/CEO within fourteen (14) days after receipt of an appeal.

External Complaint:

Any participant, applicant for admission, or member of the public using Career Pathways facilities who believes s/he has been discriminated against has the right to bypass the internal process and file a discrimination complaint with one of the agencies listed below or any other agency with the jurisdiction to hear such complaints. Individuals seeking assistance from state and federal agencies need to be aware that many agencies have strict timelines regarding the filing of complaints.

Equal Employment Opportunity Commission

2 South Biscayne Blvd., Suite 2700
Miami, Florida 33131
(800)-669-4000

Human Rights Commission

2009 Apalachee Parkway, Suite 200
Tallahassee, FL 32301
800-342-8170

U.S. Office of Civil Rights

Office for Civil Rights/Atlanta, U.S. Department of Education
61 Forsyth Street, S.W., Suite 19T70
Atlanta, GA 30303
404-974-9406

Florida Department of Education

Commission for Independent Education
325 West Gaines Street, Suite 1414
Tallahassee, FL 32399-0400
850-245-3200

Academic Complaint Procedure:

A participant who wishes to express and resolve misunderstandings, complaints, or grievances with faculty members regarding grades, grading issues or policies in a fair and equitable manner should bring his/her complaint to the Director of Culinary Programs.

The Director of Culinary Programs will discuss with the participant his/her concerns including the options available to resolve the concern. The participant's written complaint, including remedies sought, shall be forwarded to the faculty member concerned, who must provide a written response within ten (10) instructional days. If the written response does not resolve the complaint to the participant's satisfaction, s/he may submit a written request to the Chief Food Services Officer within ten (10) days after the date of the letter. The person filing the appeal should identify why s/he is dissatisfied with the outcome of the complaint and provide any additional information to be considered.

Placement Assistance and Placement Disclaimer (6E-1.0032(6)(j)):

We are committed to identifying the best employment opportunities for our alumni and to providing employers with the best possible candidates. Our career services assistance intensifies as participants near graduation. Although placement assistance is provided to participants while in school and after graduation, Career Pathways does not guarantee employment.

Participants are required to participate in an exit interview with the Second Harvest Food Bank's Career Pathways staff during their last week to outline the processes and procedures of placement. Participants will also be required to complete and respond to inquiries about job placement/retention at 3 months, 6 months, and 12 months after completing the program.

Notice of Information Privacy

The Program will electronically keep a secure file for each program applicant and participant. These files are stored on a secure database with limited access.

Participants wishing to access any information in their file may do so by submitting, in writing, a formal request to the Director of Culinary Programs. A copy of the requested information will be provided to participants in either a physical or electronic format within 30 days of receipt of the request.

Any other disclosure of a participant's educational record or participation in the Culinary Training Program will only be given if authorization is granted by the participant through explicit written or verbal consent except as otherwise permitted by law.

Notice of Graduate Consent and Release

To support the improvement of Second Harvest Food Bank of Central Florida's culinary training programs and better serve future participants, we will require participants' permission to contact their current and future employers for feedback about their job performance and job preparedness. This information will help program staff evaluate how well our training prepared graduates for their current role.

1. Second Harvest Food Bank of Central Florida (Food Bank) may contact graduates current or future employer(s) to confirm their employment status and gather general feedback related to their work performance, job readiness, and professional skills.
2. The feedback provided by my employer(s) will be used solely for culinary training program improvement and reporting purposes. Graduates understand that their name may be included in communications with their employer(s) but will not be used by the Food Bank in any public reporting or marketing without their additional written consent.
3. Any information received by the Food Bank from graduate's employer(s) will not be disclosed by the Food Bank, unless otherwise as required by law, and will be used only for internal quality improvement, grant reporting, or aggregate data analysis.
4. Graduate will hereby indemnify, hold harmless, release, insure, defend, acquit, and forever discharge the Food Bank, its officers, directors, and employees, of and from any and all charges, complaints, claims, liabilities, obligations, promises, agreements, controversies, damages, actions, causes of actions, suits, rights, demands, costs, losses, debts, expenses and attorney's fees, known or unknown, which the graduate has, owns, holds, claims to have, or will have, will own, will hold, or may claim to have for any injury, loss, or damages arising out of or relating to the Food Bank's request for, and receipt of, information from graduates current or future employer(s) as contemplated herein.

Participant Support Services

Academic support is always available and often recommended. The Community Workforce Training Manager is always available to assistance participants with academic and personal advisement.

Career Pathways offers a variety of supportive services or has established relationships with dozens of community partners throughout its more than thirty (30) years of existence in the Orange County community. The following supportive services or resource connections are available to participants:

- **General and mental health care**
- **Child care services**
- **Housing assistance**
- **Food assistance**
- **Transportation assistance**
- **Credit counseling services**
- **Career placement services**

Code of Conduct

Participants are expected to observe certain standards of job performance and good conduct. When job performance or conduct does not meet Food Bank standards, the Food Bank will endeavor, when it deems appropriate, to provide the participant a reasonable opportunity to correct the deficiency. If, however, the participant fails to make the correction, he or she will be subject to disciplinary action up to and including termination from the program.

The rules set forth below are intended to provide participants with notice of what is expected of them. Necessarily, however, such rules cannot identify every type of unacceptable conduct and performance. Therefore, participants should be aware that conduct not specifically listed below but which adversely affects or is otherwise detrimental to the interests of the Food Bank, other participants, employees, or customers may also result in disciplinary action up to and including termination.

Job Performance:

Participants may be disciplined for poor performance, including but not limited to the following:

- Below-average work quality or quantity;
- Poor attitude (for example, rudeness or lack of cooperation);
- Excessive absenteeism, tardiness (including unauthorized extended meal breaks), and abuse of break privileges;
- Failure to follow instructions or Food Bank procedures; or
- Failure to follow established safety regulations.

Conduct at Events and Field Trips:

Participants may be disciplined for unacceptable conduct while acting as a representative of the Food Bank at various events, receptions, conferences, meetings, etc. Conduct expectations include, but are not limited to the following:

- No alcohol may be consumed by participants at Food Bank sponsored events, receptions or where participant represents the Food Bank
- Under no circumstances, will the Food Bank be responsible for paying for any alcohol, either directly or indirectly through reimbursement; and
- The highest standard of conduct is expected at all times.
- Any choices made by participants that risk physical, mental, or emotional safety are at the participants discretion. The Food Bank nor staff are liable for potential injuries

Misconduct:

Participants may be disciplined for misconduct, including but not limited to the following:

- Insubordination;
- Dishonesty;
- Theft;

- Discourtesy;
- Misusing or destroying Food Bank property or the property of another on Food Bank premises;
- Violating conflict of interest rules;
- Disclosing or using the Food Bank's confidential or proprietary information without authorization;
- Falsifying or altering Food Bank records, including an application for employment;
- Interfering with the work performance of others;
- Altercations;
- Harassing, including sexually harassing, employees or customers;
- Being under the influence of, manufacturing, dispensing, distributing, using, or possessing alcohol or illegal or controlled substances on Food Bank property or while conducting Food Bank business, except pursuant to a bona fide prescription and provided that the employee's ability to perform his/her job functions is not impaired by such lawful use;
- Gambling on Food Bank premises or while conducting Food Bank business;
- Sleeping on the job or leaving the job without authorization;
- Possessing a firearm or other dangerous weapon on Food Bank property or while conducting Food Bank business (Notwithstanding the foregoing, employees with concealed weapons permits may keep their firearms locked in private vehicles that are parked in the Food Bank's parking lot);
- Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or well-being of the Food Bank, its participants, employees, customers, or property;
- Failing to report to the Food Bank, within five days, any conviction under any criminal drug statute for a violation occurring in the workplace.
- Refusing to submit to testing for drugs and/or alcohol.

Search & Seizure Guideline

The Food Bank believes that maintenance of a workplace that is free of drugs, alcohol, and other harmful materials is vital to the health and safety of its participants, employees and to the success of the Food Bank's business. The Food Bank also intends to protect against the unauthorized removal of Food Bank property and to assure its access at all times to Food Bank property, records, documents, and files. Accordingly, the Food Bank has established this Guideline concerning inspections and searches for prohibited materials and for Food Bank property on Food Bank premises. This Guideline applies to all participants of the Food Bank.

Definitions; For purposes of this Guideline:

- "Prohibited materials" means firearms and other weapons, except as otherwise provided by law, explosives and/or hazardous materials or articles, illegal drugs, legal but controlled substances, except when possessed by an employee to whom they are prescribed, drug-related paraphernalia, alcoholic beverages, or Food Bank property that you are not authorized to have in your possession.

- “Food Bank property” means all documents, records, and files relating to the Food Bank’s business, and all equipment and other property of any kind, whether owned, leased, rented, or used by the Food Bank.
- "Food Bank premises" means all premises and locations owned or leased by the Food Bank or under the control of the Food Bank, including but not limited to, parking lots, lockers, and storage areas.
- "Reasonable suspicion" means a suspicion that is based on specific personal observations of an employee's manner, disposition, muscular movement, appearance, behavior, speech, or breath odor; information provided to management by an employee, by law enforcement officials, by a security service, or by other persons believed to be reliable; or a suspicion that is based on other surrounding circumstances.
- "Possession" means having the substance or property on one's person or otherwise under one's control.

Access to Food Bank Property

In order to assure access at all times to Food Bank property, and because you may not always be available to produce various documents, records, files, or other items of Food Bank property that are properly in your possession when they are needed in the ordinary conduct of the Food Bank’s business, the Food Bank reserves the right to conduct a routine inspection or search at any time for Food Bank property.

Routine searches or inspections for Food Bank property may include your locker, classroom mailbox, desk, file cabinet, closet, jump drive, computer file, or similar places where you may place Food Bank property or Food Bank-related information, whether or not such places are locked or protected by access codes.

A routine good-faith search for Food Bank property might result in the discovery of your personal possessions or personal information. Accordingly, you are encouraged not to bring into the workplace any item of personal property or store in any of the Food Bank’s systems any personal information that you do not want to reveal to the Food Bank.

Prohibited Materials

Except where prohibited by law, inspections or searches for prohibited materials on Food Bank premises will be conducted whenever the Food Bank has reasonable suspicion to believe that you may be in possession of such materials in violation of this Guideline. Inspections or searches for prohibited materials may be conducted by an independent security service or by the Food Bank with its own personnel. Inspections or searches for prohibited materials may include your locker, desk, file cabinet, closet or similar place where you may place personal possessions, whether or not such places are locked. Inspections or searches for prohibited materials may also include your vehicle when the vehicle

is on Food Bank premises, or your pockets, purse, briefcase, lunch box, or other item of personal property that you are wearing or carrying while on Food Bank premises.

The Food Bank reserves the right to take appropriate action to prevent any employee from removing Food Bank property without authorization.

Monitoring

The Food Bank reserves the right to monitor employee use of Food Bank telephones, computer networks, and electronic mail systems. Monitoring may be performed by observation or through mechanical, electronic, or other means. Monitoring may take place on a regular or random basis and will be used to monitor an employee's job performance, for training or quality control purposes, or in instances in which the Food Bank has a reasonable suspicion that an employee is using Food Bank property in an unauthorized manner. Your use of the Systems constitutes your consent to any monitoring that may occur.

Disciplinary Action

If you are found to be in possession of prohibited materials in violation of this Guideline, you will be subject to discipline, up to and including termination, regardless of the Food Bank's reason for conducting the search or inspection.

If you refuse to cooperate with a search or inspection, the Food Bank will take that refusal into consideration in determining appropriate disciplinary action. It is therefore to your advantage to cooperate with the search or inspection whenever prohibited materials are present.

Disposition of Prohibited Materials

Except as otherwise provided by law, any prohibited materials (or any materials that are suspected of being prohibited by this Guideline) that are found in your possession during an inspection or search will be collected by the Food Bank and will be placed in a container, sealed, and marked with (1) the date collected, (2) names of persons present, (3) circumstances of discovery, and (4) a general description of the contents placed in the container. You will be given a receipt for any materials that were found in your possession (or that the Food Bank suspected of being in your possession).

If, after further investigation, it is determined that the materials collected were not prohibited by this Guideline, the collected materials will be returned to you (except as provided below) and a receipt will be obtained from you. In cases where it is suspected that the collected materials consist of illegal drugs or other controlled substances, the Food Bank will arrange for disposition in accordance with advice from the Drug Enforcement Administration or other appropriate law enforcement authorities. In cases where the collected materials consist of (or are suspected of consisting of) firearms or other weapons, explosives, or other hazardous materials or articles, the Food Bank reserves the right to dispose of the materials in whatever manner that it deems to be in the interest of safety to its employees or to return the materials to you at a designated time and location.

Non-Fraternization

In order to promote the efficient operation of the Food Bank's business and Culinary Program, and to avoid misunderstandings, complaints of favoritism, other problems of supervision, security, morale, and possible claims of sexual harassment, participants are forbidden to date or pursue romantic or sexual relationships with employees or fellow participants with whom they work, directly or indirectly. Participants who violate this guideline will be subject to discipline, up to and including expulsion.

Harassment / Sexual Harassment

The Food Bank is committed to providing a learning atmosphere free of sexual harassment as well as harassment based upon such factors as race, color, creed, pregnancy, religion, sex, national origin, age, disability, veteran status, marital status, or any other classification protected by law. The Food Bank strongly disapproves and will not tolerate harassment of employees or participants by participants, managers, supervisors, or co-workers. The Food Bank will also attempt to protect participants and employees from harassment by non-employees on the Food Bank's premises.

Harassment includes verbal, physical, and visual conduct that creates an intimidating, offensive, or hostile working environment, or that interferes with work performance. Some examples include racial slurs; ethnic jokes; posting of offensive statements, posters, or cartoons; or other similar conduct. Sexual harassment includes solicitation of sexual favors, unwelcome sexual advances, or other verbal, visual, or physical conduct of a sexual nature.

If you believe that you are a victim of harassment by any Food Bank personnel or any other person on the Food Bank's premises, you should report the harassment promptly to your Participant Services Manager, supervisor or manager (or to any other member of management), and/or to the President/CEO who is responsible for investigating the matter. Instructors or managers who receive complaints or who observe harassing conduct should inform the President/CEO immediately. The Food Bank emphasizes that you are not required to complain first to your instructor or supervisor if your supervisor is the individual who is harassing you or if you are otherwise uncomfortable reporting the harassment to your supervisor.

Every complaint of harassment that is reported to the President/CEO will be investigated thoroughly, promptly, and in a confidential manner. In addition, the Food Bank will not tolerate retaliation against any participant or employee for complaining of harassment to their supervisor, the President/CEO or to any other member of management.

If an investigation reveals that a Food Bank participant or employee has engaged in harassment, the offender will be disciplined. Disciplinary action for a violation of this policy can range from verbal or written warnings up to and including immediate termination, depending upon the circumstances. With respect to acts of harassment by customers or vendors, appropriate corrective action will be taken after consultation with appropriate management personnel.

Conflicts of Interest

All participants must avoid activities or relationships that conflict with Second Harvest Food Bank of Central Florida's interests or adversely affect the Food Bank's reputation. The types of activities and relationships participants must avoid include, but are not limited to:

- accepting or soliciting a gift, favor, or service that is intended to, or might appear to, influence the participant's decision-making or professional conduct;
- accepting, agreeing to accept, or soliciting money or other tangible or intangible benefits in exchange for the participant's favorable decisions or actions in the performance of his or her job;
- accepting employment or compensation or engaging in any business or professional activity that might require disclosure of Food Bank confidential information; and
- accepting employment or compensation that could reasonably be expected to impair the individual's independent judgment in the performance of official duties for the Food Bank.

Participants must disclose actual or potential conflicts to the Community Workforce Training Manager as soon as they become aware of them. Failure to make required disclosures or resolve conflicts of interest satisfactorily can result in discipline.

In addition, the participants shall, through daily conduct, exemplify the values and ideals of the Food Bank as set forth in the Ethics Policy adopted by the Board of Directors. The Ethics Policy is incorporated into this document as Attachment II.

Attendance

Participants are expected to be present from 8:00 a.m. to 2:00 p.m. Monday through Friday during their 5-week enrollment.

A participant may receive disciplinary actions, up to and including termination from the program for the following:

- Reporting to school late or leaving early;
- Failing to observe the time limits for break and lunch periods
- Failing to obtain approval prior to leaving school early;
- Excessive, unscheduled absences; and
- Failure to notify their program staff in advance of anticipated tardiness or absence

Definitions:

- **Absence:** An absence is counted as an absence regardless if it is for a legitimate reason that is explained in advance and is reported more than 24 hours in advance, or does not include a legitimate reason and is reported less than 24 hours in advance
 - No absences are permitted during the 5-week enrollment.
 - If a participant is absent, they will be withdrawn from the program and may re-apply for a future session with the permission of the Director of Culinary Program
 - Acceptance into another session is not guaranteed
- **Tardy:** A participant is considered tardy when they arrive for class 5 minutes or later from their scheduled start time. One tardy will be allowed during the 5-week program
 - **If a participant arrives more than 1 hour after the program start time, they will be considered absent and withdrawn from the program.**
- **No Call- No Show:** A no call, no show for class will result in a dismissal from the program.

If you anticipate being late or will be absent, participants are expected to follow these procedures:

1. Immediately call and speak to your Community Workforce Training Manager.
2. Provide the reason for the absence, tardiness.
3. Provide the expected time of arrival or return.

Early release:

Due to the limited instruction time, early release is not permitted.

Appointments:

- Participants are expected to schedule personal appointment outside of training hours.
- Participants in half-way houses, transitional housing or recovery programs are required to have all appointments approved by their case managers and provide a notice from case managers authorizing appointments.

Restroom and breaks:

Participants will be given two 10-minute break times during the day. Restroom breaks should be taken during this time. Smoking breaks are not permitted.

Probation and Dismissal Policy

A participant may receive a disciplinary action up to and including dismissal for the following infractions:

1. Failure to meet send out eligibility criteria
2. Failure to complete class assignments.
3. Failure to adhere to any of the classroom & kitchen guidelines.
4. Any absence within the 5-week program.
5. More than one tardy during the 5-week program.
6. Taking unauthorized breaks.
7. Failure to comply with the proper uniform and hygiene policy.
8. Failure to comply with kitchen Safety and Sanitation policies.
9. Inappropriate relationships or fraternization with specified groups.
10. Removing food from the kitchen.

If a participant violates any of the policies above, depending on the infraction, they will receive the following disciplinary measures:

1. After one infraction, a participant will receive a verbal warning that explains the severity of the infraction.
2. After a second infraction, a participant will receive a written warning.
3. A third infraction may result in dismissal from the program.

If a participant incurs any additional infractions, he or she will be subject to further disciplinary action, up to a suspension or dismissal from the program. A participant will be immediately dismissed for the following reasons:

- a. Violation of Career Pathways fraternization policies.
- b. Verbal or physical harassment towards another participant, CP/SHFB staff member or visitor of the SHFB.
- c. Sexual harassment towards another participant, CP/SHFB staff member, volunteer, or visitor of the SHFB.
- d. Displaying pornography
- e. Display of anger or aggression in the workplace that create a threatening work environment for others.
- f. Possessions, use, or sale of illegal substances or alcohol on work premises.
- g. Possessions, use or sale of weapons, firearms, or explosives on work premises.

If a participant is dismissed from Career Pathways, they MAY NOT return to the SHFB without the permission of the Director of Culinary Programs.

If a participant is dismissed, they are eligible to re-apply for future classes with the permission of the Director of Culinary Programs.

If a participant is dismissed for physical violence or threats of physical violence, there is no consideration for re-admittance.

The actions above serve as examples; this is not meant to be an all-inclusive list. We emphasize that dismissal decisions will be based on an assessment of all relevant factors.

Dress Code

Maintaining a professional businesslike appearance is very important to the success of the Food Bank. The image we project must demonstrate that we are professional, productive, thorough, and reliable. Appearance is a major element of our image.

Personal appearance is a powerful business tool. Uniforms are provided by the Food Bank to personnel in certain job areas involving regular contact with partner agencies. This ensures that our image of professionalism is reinforced consistently to our partner agencies as well as to the public at large. A neat professional appearance is a requirement. It is expected that all employees will exercise good judgment and dress appropriately for their jobs.

You are always a representative of the Food Bank. Part of the impression that you make on others depends on your choice of dress, hygiene and courteous behavior.

Participants are expected to adhere to the following guidelines:

- Fingernails, both male and female, should not extend past the tip of the finger. Fingernail polish, clear coat, fake nails, nail extensions, gel nails or anything artificial attached to the nail is permitted, however it cannot cause a distraction or prevent completion of work
- Any tattoos deemed inappropriate must be completely and discretely covered at all times.
- For men, mustaches are permitted, but must be well-groomed, trimmed daily, and must not extend below the upper lip. Beards are allowed but must be kept short, simple, clean and groomed.
- For women, light neutral makeup is permitted, however lipstick, lip liner, eye liner, heavy eye makeup, or false lashes are not permitted.
- Heavy perfumes or colognes are not permitted.

Personal property and lost and found

Lost or stolen items should be reported to your Community Workforce Training Manager immediately. Second Harvest is not responsible for lost or stolen items, however we will make every effort to assist in locating the lost or stolen items.

Professional attire:

Examples of appropriate attire include slacks, shirts, suits, ties or skirt and jacket, skirt and blouse or sweater, dresses, jeans, and t-shirts. Unacceptable attire includes sheer or revealing clothing, shorts, flip-flops, tube tops.

Hair must be neat and clean: extreme hair styles are not acceptable. Jewelry should be used to accent attire and used in moderation. Excessive body piercing (eyebrows, lips, tongues, multiple earrings, etc.) is also deemed inappropriate. Tattoos with profanity or distasteful subjects should be covered. Employees must wear closed-toe shoes with a covered heel or back-strap. Sandals or backless shoes (i.e. mules, slides or flip-flops) are prohibited for safety reasons.

Nail polish is to be kept conservative in color and design and nail lengths should be kept short enough to effectively perform one's job. Cologne and perfume should be used in moderation. Consideration for coworkers should be kept in mind with respect to use of perfumes and lotions, as well as the maintenance of personal hygiene and body odors.

Failure to comply with these regulations will result in disciplinary action.

Graduation

Graduation Requirements

To be eligible to graduate from the Career Pathways, participants must

- Meet all send out eligibility criteria
- Obtain a full-time program related position that includes
 - A rate of pay of at least \$17 an hour, or salary equivalent
 - Provides benefits such as medical, dental, PTO, retirement options, etc.
 - Produces no less than 32 hours a week
 - Has opportunities for growth and advancement within the company

Graduation Ceremony

Career Pathways will host a graduation ceremony in which graduates can invite guests to the Food Bank to celebrate their achievements. Ceremony dates will be announced and communicated with graduates no less than one month prior to the ceremony date.

At the ceremony, participants may be provided with items such as a certificate/diploma and/or graduation gift. If a participant is unable to pick up their items on the date of the ceremony, the items will be securely held for a period of two weeks following the date of the ceremony. It is the responsibility of the participant to collect these items within the specified timeframe. Should a participant fail to collect these items, staff reserves the right to dispose of any unclaimed items.

Standard Operating Procedures

Food Bank Telephone & Computer Systems

All electronic and telephonic communication systems (“Systems”) and all communications and information transmitted by, received from, or stored in those Systems are the property of the Food Bank and may not be deleted, removed, or otherwise disposed of except with express permission of the Food Bank consistent with the participant’s job duties and responsibilities. All pass codes or encryption keys are the property of the Food Bank. The Food Bank retains the right to monitor all of its electronic and communication systems at its discretion, including, but not limited to, listening to, recording, transcribing, copying, or otherwise storing in a separate location all voicemail, email, data and program files, etc. Your email is subject to monitoring and access by the company. Use of email communications to harass or sexually harass co-workers, to solicit sex with others, or to reveal corporate secrets, is prohibited and subjects you to discipline, up to and including termination.

Participants using any of the Food Bank-provided Systems for personal purposes do so at their own risk of loss and expressly consent to Food Bank monitoring, recording, and transcription of all such personal use. Personal use of the Food Bank-provided equipment, including Systems, shall be limited to use that is incidental to the Food Bank’s business usage, that is personal to the employee, and that occurs on an irregular and infrequent basis. Participants are prohibited from using the Food Bank’s Systems for any commercial activity unrelated to the Food Bank’s business or unrelated to the participant’s enrollment with the Food Bank. Use of the Systems must not disrupt the operations of the Food Bank and not interfere with your productivity.

Participants are not permitted to use a pass code, to use an encryption key, to access a file, or to retrieve any stored communication unless authorized to do so, or unless they have received prior clearance from an authorized Food Bank representative. Participants are not permitted to use a pass code that has not been issued to that participant or that is unknown to the Food Bank. Participants are not permitted to use an encryption key or program that has not been provided by the Food Bank or that has not been provided to the Food Bank prior to use. Further, participants are not permitted, without proper authorization, to provide other participants, employees or individuals access to a pass code or encryption key.

In addition to the foregoing prohibitions, participants are prohibited from engaging in the inappropriate use of all Systems. Inappropriate use may result in loss of access privileges and disciplinary action up to and including termination.

Inappropriate use of the Systems includes, but is not limited to:

- Unauthorized access of another participant or employee’s email or voicemail account or any other account maintained on the Systems as well as unauthorized access to data stored on any electronic or telephonic system. This would include any attempt to obtain unauthorized access.
- Any effort to inhibit authorized access to data, mail, or programs stored on electronic or telephonic systems.

- Any effort to prevent the Food Bank’s monitoring of an electronic or telephonic system.
- Transmission of obscene or harassing messages to any other individual such as hate mail, obscenity, ethnic slurs, racial comments, off-color jokes, antisocial behavior, etc.
- Use of the electronic and/or telephonic communication system to violate any other policy of the Food Bank.
- Any illegal, unethical, or other activity that could adversely affect the Food Bank, including the Food Bank’s reputation or image.
- Accessing sexually-oriented Internet sites or the receipt, storage, or transmission of sexually-oriented material.
- Unauthorized downloading of software.
- Unauthorized copies of copyrighted materials whether created, distributed, or knowingly utilized.
- Unauthorized attempts to break into any computer whether it belongs to the Food Bank or another organization.
- Copying, sending, or posting confidential materials of the Food Bank or its clients.
- Sending chain letters.

Participants who violate this policy are subject to disciplinary action up to and including termination.

Social Media, Networking Policy

At the Food Bank, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these policies for appropriate use of social media. This policy applies to all participants who work for the Food Bank.

Guidelines

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal web site, social networking or affinity web site (such as Facebook, LinkedIn, Instagram and TikTok), web bulletin board or a chat room, whether or not associated or affiliated with the Food Bank, as well as any other form of electronic communication.

The same principles and guidelines found in Second Harvest Food Bank’s policies apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of Second Harvest Food Bank or the Food Bank’s legitimate business interests may result in disciplinary action up to and including termination.

Know and follow the rules

Carefully read these guidelines, Second Harvest Food Bank’s Ethics Policy, the Food Bank’s Media & Communications Policy and the Discrimination & Harassment Prevention Policy, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks,

harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be respectful

Always be fair and courteous to fellow associates, customers, members, suppliers or people who work on behalf of the Food Bank. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Be honest and accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Food Bank, fellow associates, members, customers, suppliers, or people working on behalf of the Food Bank or competitors.

Post only appropriate and respectful content

Maintain the confidentiality of Second Harvest Food Bank's trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

- Do not create a link from your blog, website or other social networking site to the Second Harvest Food Bank website without identifying yourself as a Food Bank participant. See the Media & Communications policy; only the President/CEO and/or the VP of Development or his/her representative may respond or speak to the media on any Food Bank-related issue.
- Express only your personal opinions. Never represent yourself as a spokesperson for the Food Bank. If Second Harvest Food Bank is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of Second Harvest Food Bank, fellow associates, members, customers, suppliers or people working on behalf of the Food Bank. If you do publish a blog or post online related to the work you do or subjects associated with the Food Bank, make it clear that you are not speaking on behalf of Second Harvest Food Bank. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Second Harvest Food Bank."

Using social media at work

- Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the company Equipment Policy. Do not use the Food Bank email addresses to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is prohibited

- Second Harvest Food Bank prohibits taking negative action against any associate for reporting a possible deviation from this policy or for cooperating in an investigation. Any associate who retaliates against another associate for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Media contacts

- Associates should not speak to the media on the Food Bank's behalf. All media inquiries should be directed to the President/CEO and/or the Chief Development Officer.

Nothing in this Social Media Policy is intended to unlawfully restrict a participant's right to engage in any of the rights guaranteed to them by Section 7 of the National Labor Relations Act, as amended, including but not limited to, the right to engage in concerted protected activity for the purposes of their mutual aid and/or protection. Nothing in this Social Media Policy will be interpreted, applied, or enforced to interfere with, restrain, or coerce participants in the exercise of their Section 7 rights.

For more information

If you have questions or need further guidance, please contact Human Resources.

Customer Relations

Positive customer relations are critical to the successful operation of the Food Bank. Customers of the Food Bank include Member Agencies, Donors, Volunteers, Co-workers, and the Communities in which we operate. Every participant is a representative of the Food Bank to our customers. All participants should strive to provide the most courteous, friendly, helpful, respectful, and attentive customer service.

Contact with customers may be in person, over the telephone, or by written e-mail or paper communication. Participants must communicate in a professional manner and review any written communication prior to sending (including hitting the "send" button on an email) to be sure that the intended message is clear, courteous, helpful and respectful, in addition to being free of grammatical or typographical errors. Keep in mind that any communication might be seen, heard or read by your supervisor, co-workers or the media. Please review the policy regarding media contact in this Handbook under Media and Communications.

Media and Communications

The Food Bank believes it is important to have a unified and consistent message and "look." The President/CEO and Chief Development Officer are responsible for handling official communications of the Food Bank, including all responses to media requests. Only the President/CEO and/or Chief Development Officer may respond or speak to the media on any Food Bank-related issue. At times, the President/CEO and/or Chief Development Officer may direct another Food Bank employee or representative to speak or communicate on behalf of the Food Bank. This express, prior authorization is required for all types of communication regarding the Food Bank including, but not limited to, in person conversations, telephone, e-mail, and blogging.

Should a participant of the Food Bank be contacted by any media source, the participant should decline and direct the media to Culinary program staff.

Participants have the right to refuse media coverage using their name or likeness. Each participant will be given the opportunity to sign a photo release stating whether or not they are available to participate in photo, video, interview, and media opportunities.

Cell Phones and Beepers

Use of cell phones for personal calls or recreation/entertainment purposes is prohibited during school hours, except when on break. During school hours, cell phones must be switched to silent or buzz-mode. In the event a participant must accept an emergency call, the participant should excuse themselves and step out of the classroom or kitchen and take their call in the Volunteer break room. Beepers are not permitted.

Smoking

In compliance with the Florida Clean Indoor Act, the Food Bank has designated its facility and its immediate surroundings to be non-smoking. Participants, employees and volunteers are restricted to smoking outside the facility in designated areas only. There are no smoking breaks allowed. Participants are not allowed to smoke during school. Participants are also restricted from using tobacco products in any other form on Food Bank property.

The Food Bank provides a variety of resources to participants who want to stop smoking, including information/literature, quit-smoking clinics and referrals for other sources of help.

Participants who violate this policy on smoking will be subject to disciplinary action up to and including termination.

Parking

Participants and employees must park in the back employee lot on Second Harvest property. When entering the property from Mercy Drive, turn left into the parking lot. At times, participants will be required to park off property at a pre-determined location which participants will be given at least 24 hours' notice. Participants who violate this policy will receive disciplinary action that may result in loss of parking privileges.

Building Access

Participants may only enter the building through the main entrance, located on the West side of the building, facing Mercy Drive.

Participants may freely access the following areas of the building:

- Classroom
- Restrooms in front of lockers

Access to all other areas of the building are not permitted unless accompanied by your Community Workforce Training Manager. Participants may not be present on the property without a member of program staff present unless prior arrangements are made.

Video and security cameras

Second Harvest is equipped with multiple security cameras throughout the building that record 24 hours a day, 7 days per week. In addition, the Community Kitchen is equipped with cameras that record and display activity in the kitchen to the general public.

Safety Program & Policy

The Food Bank strives to maintain safe working conditions. The success of our safety program depends on the cooperation of everyone. You are asked to learn the safety rules, observe them at all times, and to immediately report any potential safety hazards, injuries or accidents to your supervisor.

The safety of our participants is of the greatest interest to all levels of management and supervision, ranking in importance above production, quality, cost and services.

Our basic philosophy is that all personal injuries can be prevented. All participants and employees, at every level, are expected to fully accept responsibility for their own safety and for the safety of those with whom they work. There is no place in the organization for an unsafe employee.

We will maintain a vigorous safety and injury prevention program and will allocate the necessary resources to assure a safe and healthful work environment.

On the Job Injuries

Any participant injured on the job must immediately notify his/her supervisor. Even if you don't think the injury is serious, you must notify your supervisor immediately following the incident.

It is the responsibility of all participants to perform their job duties in a safe manner.

Participants will:

- Observe all safety and health rules and procedures.
- Report any job-related injury, illness or property damage to their supervisor immediately.
- Report hazardous conditions (unsafe equipment, floors and material) and unsafe acts to their supervisor.
- Be aware of any potential hazards of their job.
- Know and follow established safety procedures for carrying out their jobs.
- Observe all hazard warning and no smoking signs.
- Keep all aisles, hallways and working areas clear of slipping or tripping hazards.
- Know the location of fire/safety exits and evacuation procedures.
- Keep all emergency equipment such as fire extinguishers, fire alarms, fire hoses, exit doors and stairways clear of obstacles and debris.
- Report to work free from the influence of alcohol and/or drugs.
- Refrain from fighting, horseplay, or distracting fellow workers.
- Operate only the equipment for which they are authorized and properly trained.
- Follow proper lifting procedures at all times.
- Avoid wearing frayed, torn, or loose clothing, jewelry, or long unrestrained hair near moving machinery or other sources of entanglement, or around electrical equipment.
- Actively support and participate in Second Harvest efforts to provide a safety and health program.

- Cease work when their ability or alertness is so impaired by fatigue, illness, or other causes that it might unnecessarily expose themselves or others to injury.

In addition, participants will abide by these expectations:

- If you are unsure how to safely perform any task, ask your Chef Instructor, the Sous Chef or Executive Chef for direction.
- If you feel that a task is beyond your physical capabilities, ask for help.
- Use common sense when performing any job.
- Know the location of your First Aid Kit and notify management if any item needs to be replenished.
- Keep all work areas neat, clean, and organized.
- Know the locations of hand-held fire extinguishers
- Know the location of fire alarm pull stations
- Do not block fire extinguishers and fire alarm pull stations
- Do not operate any equipment unless appropriate safety guards are in place and you have been trained in the proper operation of the equipment
- Employees must wear appropriate personal protective equipment whenever required. These include but aren't limited to company-approved slip-resistant safety shoes, rubber gloves, splash-resistant goggles, hot mitts, cut-resistant gloves, protective aprons, etc.
- Never run, with or without a knife
- Be cautious in congested areas and blind corners – use BEHIND, SHARP, CORNER, HOT to alert others you are approaching.

Blood borne pathogens

The two most prevalent blood borne pathogens in the United States are Human Immunodeficiency Virus (HIV) and Hepatitis B Virus (HBV). There is no cure for HIV and it may lead to the Development of Acquired Immune Deficiency Syndrome (AIDS). HBV is a liver disease that leads to cirrhosis and liver cancer. HBV is the most prevalent form of Hepatitis.

If any participant feels they have been exposed to a blood born pathogen, you must notify your supervisor immediately.

Universal precaution

The term “Universal Precaution” means treating human blood and other bodily fluids as if they are contaminated with HIV, HBV, or other blood borne pathogens.

At the facilities of Second Harvest the first responders to an accident, which involve blood or other bodily fluids, practice Universal Precaution by wearing disposable gloves at a minimum.

Remember Safe Practices

- Never pick up broken glass, syringes, or sharp metal with your hands. Use pliers, tongs, or a broom and dustpan.
- Never compress trash into a bag with your hands or feet. Remove some of the trash and place it into another bag.
- Never carry trash next to your body or allow it to bounce off your legs. Hold it away from your body and always use disposable gloves.

Hazardous Communications:

The intent of the “Right to Know Law” means that every employee must be provided all the necessary information about potentially hazardous chemicals in their workplace. The most common physical injury to occur when exposed to a hazardous chemical is a burn. Your first line of defense when exposed to most, but not all, hazardous chemicals is water. Flush the area with plenty of cold water, do not rub the exposed area, pat dry, and notify your supervisor immediately.

MSDS (materials safety data sheet):

Each department using chemicals, maintains their own MSDS book and is responsible for ensuring it contains an inventory list and an MSDS for each chemical in use in that department. A complete set of MSDS sheets for all chemicals used at Second Harvest Community Kitchen is located in the kitchen, with a duplicate located in the Executive Chef’s office.

Information contained on an MSDS:

1. Ingredients
2. Storage and Handling
3. First Aid
4. How to Clean Up Spills
5. Physical and Health Hazards
6. Proper Personal Protective Equipment
7. Which Chemicals React Violently

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Information contained on an MSDS:

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4. How to Clean Up Spills
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Fire Safety:

Learn where all the fire alarms and fire extinguishers are located in your work area. The most commonly used fire extinguisher on workplace is the ABC type, which handles most fires. Before use, check electrical equipment to ensure the power supply cords are in good condition. Report any damaged or frayed cords immediately. Never block fire equipment or emergency exits.

Fire Emergency:

Second Harvest has an established procedure for handling fires and evacuation of any areas that might be in danger. If a supervisor is available, follow his/her instructions; if not available, follow the instructions below:

If you see smoke or flames remain calm and do the following:

- Call a Supervisor and the General Manager immediately.
- If the fire is out of control, activate the fire alarm and leave the building.
- Alert and assist fellow participants and employees in evacuation.
- Fight fires only if they are small enough to contain with an extinguisher.
- Follow emergency procedures in place for your department.
- When clear of hazard, await instruction from Management.
- Never put your personal safety in jeopardy.

Fire Extinguisher Operation:

Check the gauge on the fire extinguisher, make sure it reads “Full”, if it does not, locate another fire extinguisher. Use the acronym “**PASS**” to operate the fire extinguisher:

1. Pull the pin
2. Aim at the base of the fire
3. Squeeze the handle
4. Sweep the base of the fire

Back Safety

Proper Lifting Technique:

1. Stand as close to the item as possible, on firm ground with feet apart.
2. Bend your knees, keep your back and neck straight.
3. Grab the item with your whole hand, not just your fingertips. Get a good grip.
4. Tighten with your abdominal muscles.
5. Lift with your legs
6. Bring the item close to your body for extra support and balance

7. Turn by pivoting the feet, not by twisting the upper body.
8. Never carry a load that blocks your vision.
9. Put the item down by reversing the above steps.

Floor Safety

Every employee is responsible for looking for and correcting floor hazards. Remember to warn others of the hazard and to watch their step.

IF YOU SPILL IT, WIPE IT UP! IF YOU DROP IT, PICK IT UP! When encountering a spill, find the source of the spill and correct it. The following steps should be followed:

- Do not leave the spill unattended.
- Do not allow people to pass through the spill.
- Call Maintenance or have a fellow employee do it for you.
- Do not leave the area until someone arrives to clean it or guard the spill for you.
- Whenever a mop is used, a “Caution Wet Floor” sign must also be used.

Drug Free Workplace

All employees are provided the Second Harvest Food Bank of Central Florida’s Drug Free Workplace Program and Policy Manual at time of hire.

It is the policy of the Food Bank that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance at the Food Bank or in the course of work for the Food Bank is prohibited. This policy applies to all employees and volunteers. Any participant or staff member who violates this policy is subject to criminal prosecution and/or immediate termination from employment, regardless of length of employment, assignment, prior record or any other consideration.

As an enrollment condition, participants must agree to abide by the Drug Free Workplace Program and Policy and must notify their program staff of any criminal conviction related to drug activity in the workplace within five (5) days after such conviction. Failure to report a conviction pursuant to this paragraph may result in immediate termination from employment.

Any participant whose performance is suspected to be impaired as a result of the use of illegal drugs or the illegal use of legal drugs may be required to take a drug test.

Any participant whose performance is impaired as a result of the use of illegal drugs or the illegal use of legal drugs may be required to participate in a diagnostic and treatment program as a possible condition for continued enrollment, or face termination charges for violation of participant standards.

Acknowledgement of Receipt of Participant Catalog & Handbook

The Career Pathways Participant Catalog and Handbook contains important information about Career Pathways. I understand that I should consult the Community Workforce Training Manager regarding any questions not answered in the catalog and handbook.

Since the information, policies, and other academic activities described herein are subject to change at any time, I acknowledge that revisions to the catalog and handbook may occur. All such changes will generally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.

I have received a copy of the Career Pathways Participant Catalog and Handbook on the date listed below. I understand that I am expected to read the entire catalog and handbook. Additionally, I will sign the two copies of this Acknowledgment of Receipt, retain one copy for myself, and return one copy to the staff listed below on the date specified. I understand that this form will be retained in my participant file.

Signature of Participant/ Date

Participant's Name – Printed

Signature of Program Staff / Date

Program Staff Name – Printed