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Victoria BC
mustardseed.ca
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THE MUSTARD SEED

STREET CHURCH

VOLUNTEER HANDBOOK

WELCOME TO THE MUSTARD SEED

Welcome!



Thank you for choosing to volunteer with The Mustard Seed! We hope you find it as fulfilling as we do, and that you feel welcomed and loved by everyone you meet here. Nothing that we do could happen without volunteers like you, and we couldn't be more excited to have your help in nurturing faith, hope and love throughout the Greater Victoria community.

Since the Mustard Seed was founded nearly fifty years ago, we have been working tirelessly to fight hunger and restore faith of all kinds to people living in poverty in the Greater Victoria area. Our mission would never have gotten off of the ground without the support of generous community donors and volunteers. Today, The Mustard Seed has the privilege of serving thousands of individuals every month, through a wealth of programs such as our food bank, hospitality programs, family center, addiction recovery farm, and at weekly church services.

This handbook is intended to answer any questions you may have about volunteering at The Mustard Seed and has been developed to help you familiarize yourself with The Mustard Seed as an organization and to provide you with general information about things like working conditions and key policies and procedures.

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Our Vision, Mission, & Values



At The Mustard Seed, our vision, mission, and values are deeply rooted in our faith and commitment to serving others. Outlined below, these three principles drive us to always bring the best of ourselves to the work that we do in the hope that our example will help others to do the same.

Our Vision

As followers of Christ, we envision a compassionate community where the cycles of poverty have been broken and lives restored.

Our Mission

Our mission is to build community and maintain relationships, providing essential and transformative services to those in need.

Our Vision, Mission, & Values

Our Values

Christianity: Knowing that love comes from Christ, we serve and lead as a response to that love, shared with our neighbors, a love that pervades everything that we do and are.

Integrity: Knowing that trust is key in all relationships, we act ethically, lead with transparency and are accountable.

Collaboration: Knowing that we are a part of a system of care for those we serve, we lead and partner with others to achieve our vision, honouring the work of others and bringing our best to those we serve.

Empowerment: Knowing that we are capable of transforming our community for the better, we support those we serve in doing their part, invite our staff and volunteers to create solutions, be adaptable and take action while respecting and inviting the capability of everyone.

Safety: Knowing that we are entrusted with precious lives and for the health and wholeness of those we serve, we commit to preventing the occurrence or risk of injury, danger or loss for all in our community.

Programs

The Mustard Seed offers a wide variety of programs that are designed to meet the needs of all members of our community and make life a little bit easier in a city in which the cost of living is increasing dramatically every year. We believe that people who live in or near poverty deserve whole, happy lives, and our programs are designed to ensure that is possible.

01

Hospitality Program (Community Outreach)

From Monday to Friday, our hospitality team serves coffee, snacks, and lunch to members of the street community, people using our food bank services, and anyone else who might be in need of a meal and a conversation. Beyond nourishing the bodies of our community members, our hospitality program also functions as resource for spiritual and relational nourishment, as volunteers and community members are offered opportunities for genuine and meaningful connection. In addition to coffee and lunch service, our hospitality team also facilitates movie and art events as well as other fun activities. As a volunteer, we encourage you to prioritize human connection and exceptional service, as these are the pillars of our program. In addition to food and beverage service, our hospitality team also offers a free clothing boutique and will soon be opening up laundry facilities and showers to ensure our guests' basic needs are met with dignity and care. Your efforts in supporting these initiatives will truly make a difference in the lives of those we serve.



02

Food Bank

The Mustard Seed's market style food bank program operates five days a week, providing vital assistance to needy individuals and families. Clients with kitchen facilities can access the food bank once a month, while those without kitchen facilities can visit twice a month. The food bank offers a diverse range of items, including fresh produce, limited dairy products, baked goods, bread, meat, seafood, packaged snacks, and canned goods. The amount of food distributed is tailored to the size of each family. Additionally, when available, the market offers a selection of hygiene products and provides books and toys for kids with the aim of supporting the well-being and development of the community it serves.

03

Food Rescue & Distribution Centre

The Mustard Seed's Food Rescue and Distribution program is crucial in minimizing food waste and supporting those in need. While the majority of the food we rescue is collected from local grocery stores (much of it destined for the landfill), many other generous donors contribute as well. The program partially focuses on saving produce that may not meet the standards for grocery store shelves but is still perfectly edible, as well as redistributing non-perishable food items. Alongside food items, the program also receives donations of other everyday essentials such as diapers, toothpaste, and deodorant. The collected items are carefully packaged at our warehouse in Esquimalt for delivery to our Queens Avenue location as well as 60+ community service organizations that are part of the Food Share Network.

Moreover, with the aid of several helpful volunteers, our chef puts some of that donated food to use by preparing daily lunches in the industrial kitchen facilities at the warehouse to be delivered and served in our hospitality program. Food Rescue and Distribution volunteers also transform surplus fruit into purees, fruit leather, and other creative forms. Through its efforts, this program saves an impressive amount of food, rescuing close to 10,000 pounds (about half the weight of a school bus) per day that would have otherwise ended up in the landfill. Food that can't be salvaged is composted or provided to a local pig farmer for feed, ensuring a sustainable approach to waste management.

04

Fair Start Program (Seasonal)

The Mustard Seed's Fair Start program is a remarkable initiative that aims to ensure every child begins their school year on an equal footing. This program goes above and beyond by providing more than 600 kits to schoolchildren throughout Greater Victoria, each packed with essential back-to-school supplies, a brand-new backpack or a pair of running shoes, and nutritious snacks. To participate in this program, families are encouraged to sign up during the summer, allowing for efficient distribution in late August, just before the start of the academic year. The Fair Start program operates thanks to the incredible generosity of local community members and businesses who graciously contribute with donations and in-kind gifts.



05

Christmas Hamper Program (Seasonal)

The annual Christmas Hamper program brings warmth and joy to countless families during the festive season. In 2022, the program successfully provided 1200 Christmas hampers filled with all the delightful fixings of the season, ensuring no one felt left out of the celebrations. Adding an extra touch of magic, parents were given the opportunity to choose a brand-new toy for their children, spreading smiles and creating treasured memories. Registration for Christmas Hampers opens in early fall, and the success of this program would not be possible without the kind and generous donations from the local community members and businesses, who selflessly contributed to making the holiday season brighter for those less fortunate.



RIGHTS & RESPONSIBILITIES

As a volunteer, you have rights and responsibilities. The Mustard Seed believes volunteers are vital to our organization's success and commits to providing structures to support volunteer engagement.

Volunteers have the right to:

- Work in a safe and healthy workplace; to be aware of and to refuse unsafe work
- A supportive environment in which to work and contribute
- Effective and meaningful volunteer involvement practices
- Have their voices and ideas valued regarding their role or program
- Provide and receive feedback when requested and at regular intervals
- Ask for and receive support from their supervisor when required
- Be accommodated for any ability needs to complete necessary tasks within the volunteer role

Volunteers have a responsibility to:

- Act with respect for the cause, community, organization, and its work
- Act responsibly and with integrity
- Fulfill the duties of the role as defined in the position description, efficiently and effectively
- Respect all policies in place
- Notify their supervisor if they are unable to fulfill their duties or miss a shift
- Recommend suggestions and changes where necessary

WORKPLACE VIOLENCE & HARASSMENT PREVENTION

The Mustard Seed's Workplace Violence & Harassment Policy and our Human Rights & Antidiscrimination Policy work in tandem to ensure volunteers work in an environment free from violence, harassment and discrimination.

Workplace

Any area where tasks are carried out on behalf of an organization. This can be an office, a private residence during times when tasks for an organization are taken on, or a public area during times when staff or volunteers are carrying out activities related to an organization. Workplace violence is the exercise of physical force by a person against a worker (volunteer or staff member), an attempt to exercise physical force against a worker, or a statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Discrimination

Any form of intentional or unintentional unequal treatment based on a protected ground of the British Columbia Human Rights Code that results in disadvantage, whether imposing extra burdens or denying benefits.

Discrimination needs only to be one factor among many factors in a decision or action for a finding of discrimination to be made.

Harassment

A course of comments or actions that are known, or ought reasonably to be known, to be unwelcome. It can involve words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning, or unwelcome.



WORKPLACE VIOLENCE & HARASSMENT PREVENTION

Procedure Should Harassment Occur

1. Employees experiencing discrimination or harassment are encouraged to address his/her concerns directly with the person(s) engaging in the conduct. If unwilling or unable to resolve the matter in this manner, the complainant may refer the matter to their staff supervisor or the volunteer coordinator, who will investigate the matter in league with HR and the ED, with an attempt to resolve the issue informally.
2. If the matter is not resolved informally the complainant may submit the matter to the complaint procedure.
3. Formal complaints alleging harassment should be submitted in writing within six months of the latest alleged occurrence.
4. An alleged harasser shall be given notice of the substance of the complaint and is allowed in-staff representation.
5. Complaints must always be treated in strict confidence and seriousness by all parties.



EQUAL OPPORTUNITY

At The Mustard Seed, we embrace inclusivity and diversity and do not discriminate against staff, volunteers or community members based on their race, religious affiliations, skin color, nationality, gender, sexual orientation, age, marital status, or any sensory, mental, or physical disability. By valuing and celebrating the unique backgrounds, perspectives, and abilities of individuals, we aim to create an environment that promotes mutual understanding, collaboration, and personal growth. Embracing inclusivity and diversity enriches our collective experiences,



GENERAL VOLUNTEER POLICIES

The following section outlines important policies and policy statements for volunteers to be aware of and adhere to. If you have any questions about policies, please consult your supervisor for more information.

Code of Conduct

The Mustard Seed is more than a place of work; it is a community of people united by their common vision of service. This service commitment is the foundation of the life of our church and expressed itself practically in the quality of relationships with fellow volunteers, staff, and clients. We believe that as a church, we have been given a mandate to bring God's love, peace, and dignity to the less fortunate of Greater Victoria. We accomplish this through a ministry of service.

As a volunteer for The Mustard Seed, you will commit to the following:

- Conducting oneself in a manner that promotes unity within the community
- Showing compassion, kindness, humility, and patience with one another
- Agreement to use appropriate language, to follow the standard of dress outlined in this handbook, and to abstain from drug or alcohol use when serving
- Graciously and respectfully receiving direction and instruction for prompt resolution
- Always promoting a positive image of The Mustard Seed
- Respecting and maintaining confidentiality regarding community members, staff, and other volunteers

Minimum Age

The Mustard Seed requires that all volunteers be sixteen years old or older at the time they begin volunteering. Individuals under sixteen may be permitted to volunteer for specific age-appropriate duties with the presence of a guardian.

Record Keeping

Volunteers are required to sign in and out of their shifts. The volunteer supervisor will give further instruction on how this should be done. Record keeping is necessary for resources management, impact assessment, grant application and funding, recognition and appreciation, legal and compliance purposes, improving efficiency and transparency and accountability.

Dress Code

While there is no strict dress code at The Mustard Seed we want to maintain a casual, but professional image. We kindly request that volunteers wear comfortable and informal attire such as jeans and t-shirts. Please keep in mind that your clothing is likely to get dirty, so dress accordingly. As The Mustard Seed is a church, we ask that you dress appropriately, avoiding things like short skirts, very low-cut tops, and any clothing with inappropriate imagery or language. Additionally, for safety reasons, closed-toe shoes are mandatory in certain areas.



Speaking on Behalf of The Mustard Seed

No volunteer may act as an official spokesperson for The Mustard Seed without designation by the Board of Directors or Executive Director. Volunteers are encouraged to promote The Mustard Seed's work in formal and informal settings which do not include social media and media interviews. If volunteers are asked to speak about their work with The Mustard Seed at a formal event, they shall inform a staff member and seek authorization and information on current client trends, any upcoming promotional events, or current fund-raising goals.

Social Media Statement

Volunteers are encouraged to share their volunteer experiences with friends, family and networks. The Mustard Seed can be found on Facebook and Instagram, and social media is a great place to share volunteer experiences. Follow, like and tag The Mustard Seed and share photos and status updates to show the world what it's like to volunteer at The Mustard Seed.



Privacy & Personal Information Policy



The Mustard Seed collects and uses personal information from volunteers to support program delivery and for the following specific reasons:

- Application and recruitment process of volunteers
- Ensuring potential volunteers are cleared to work with a vulnerable population
- Maintaining contact with volunteers to ensure coverage of shifts and responsibilities and letting volunteers know of new opportunities
- Satisfying statistical reporting requirements (such as locations of volunteers) detached from personal identifiers
- Accommodating volunteers with disabilities, illnesses and/or injuries
- Supporting ongoing training and development

Privacy & Personal Information Policy

It is the responsibility of the organization and volunteer supervisors to request consent for a new use of personal information. The organization is expected to only disclose specific information as dictated by funding requirements and where applicable by provincial and federal law. No information will be disclosed without prior consent from volunteers with the exception of information made anonymous. It is the responsibility of volunteers to provide consent for the collection of their personal information. It is the responsibility of the volunteer manager to determine how long they will retain volunteer information after the volunteer has ceased their engagement with the organization, according to the law.

All personal information will be stored in a digital copy on the secure volunteer management software Better Impact and, when required by law, in a physical copy with the volunteer manager. These physical files will be locked in a cabinet or filing space only to be accessed when necessary. Personal information will be kept as specified by the law. At the end of the period, volunteer information will be destroyed or made anonymous for statistical purposes.

Under most circumstances, personal information will be used by the volunteer manager to match roles and maintain contact with active volunteers. Certain information may be disclosed under the following circumstances:

- Funder statistical requirements & reporting
- Subpoena, warrant, court order or government request

Privacy & Personal Information Policy

The Mustard Seed will not provide names and contact information of volunteers to other organizations or companies without prior explicit consent.

Volunteers at The Mustard Seed are also often entrusted with confidential material. This may include information about community members, staff, and other volunteers, as well as the content of meetings, learning sessions, or programs, and various kinds of financial data. Volunteers must agree to respect the confidentiality of this information and act accordingly, as stipulated in the confidentiality agreement.

Resignation & Termination Policies

These policies are in place to ensure you are aware of the process for resigning from your volunteer role, as well as the process for termination if necessary.

Volunteers who wish to resign from their position are requested to follow the procedures described herein. Volunteer supervisors are expected to know and understand The Mustard Seed's policy and procedures on volunteer resignation and are available for volunteers who have questions that are not covered in this handbook.

Resignation & Termination Policies

Resignation

We highly encourage volunteers to provide as much notice as possible in the event they decide to resign from their position. We deeply value the contributions of our volunteers, and their dedication plays a pivotal role in the success of our organization.

By offering a longer resignation notice, volunteers afford us the opportunity to plan and prepare for their departure adequately. This time frame allows us to effectively seek and train potential replacements, ensuring a smooth transition and continuity in our projects and initiatives.

As an organization that relies on the support and commitment of our volunteers, receiving sufficient notice helps us maintain the high level of service we provide to the community. It also demonstrates a sense of responsibility and respect for the work we do together. However, providing a longer notice whenever possible will significantly assist us in managing our resources efficiently and continue making a positive impact on those we serve.

We understand that circumstances may vary for each volunteer, and we genuinely appreciate any resignation notice, regardless of its length.





Resignation & Termination Policies

Termination/Dismissal

The Mustard Seed has the right to dismiss any volunteer whose actions have not supported the vision and mission of the organization and who has violated The Mustard Seed's policies, procedures, boundaries, and position responsibilities. Volunteer supervisors within the organization will determine the responsibilities of each volunteer role – along with any appropriate boundaries, duties and rules. The volunteer manager and supervisor are responsible for ensuring volunteers are aware of their expectations and responsibilities and all possible consequences for failing to meet these expectations, breaching a boundary, or engaging in inappropriate behaviors. It is the responsibility of volunteers to understand their expectations and to be aware of the dismissal policy and process to follow each step accordingly.

The following are considered grounds for immediate dismissal:

- Illegal, violent and/or unsafe acts
- Theft of property or misuse of The Mustard Seed funds, equipment or materials
- Being under the influence of alcohol or drugs while performing volunteer duties
- Any action or behavior that causes harm, including to clients, staff or fellow volunteers

Resignation & Termination Policies

All volunteers are subject to a short probation period as outlined in their volunteer job description. During this probation period, the following procedure may not apply as volunteers may only receive one or no warnings for improvement, depending on the severity of the issue.

The following procedure applies in all other cases besides probation and the immediate dismissal grounds listed above:

1. Any instance of failure to meet the requirements of the role, behave within the boundaries and Code of Conduct, and/or misrepresent or contravene the mission of The Mustard Seed will be documented in the volunteer's file using an Incident Report. Each occurrence will be shared and followed up with the volunteer. A plan will be created to improve behavior and prevent repeated instances.
2. If such occurrences are repetitive or frequent, the volunteer will be given a warning in person and in writing. This warning will be recorded in the volunteer's file.
3. Depending on the severity of the issue, the number of warnings before termination will vary –a standard consideration should be 2 warnings, as the volunteer will be given opportunities to improve after each and the failure to improve after the 2nd warning would warrant dismissal.
4. An appointment should be scheduled to inform the volunteer of the decision to dismiss them in person – present at this meeting will be the direct supervisor of this volunteer and one other member of senior staff. The volunteer is invited to bring another volunteer or any other person for support purposes. This meeting is to inform the volunteer of the decision, not to discuss or potentially change the decision.
5. The volunteer should be supplied with confirmation of their termination in the form of a Dismissal Letter, signed by their supervisor and the Executive Director.

Complaints

Volunteers who lodge good faith complaints may do so without fear of retaliation or reprisal. Alleged retaliation or reprisals are subject to the same complaint procedures and discipline as complaints of discrimination and harassment. Complaints will be kept confidential, with disclosure only occurring if deemed necessary to adequately resolve issues. Complaints issued that are found to have been made in bad faith will be subject to disciplinary action, up to and including dismissal. Responding to Complaints of Harassment or Discrimination

At The Mustard Seed Street Church, we maintain a **zero-tolerance policy towards all forms of harassment or discrimination**. We are dedicated to fostering a community and church environment that is entirely free from any kind of harassment or discrimination, understanding the challenging physical and/or psychological nature of our work.

It is important to exercise caution and sensitivity when engaging in lighthearted conversations and recreational activities, as certain jokes, stories, and comments have the potential to be offensive to some individuals while others may not find them objectionable.

Volunteers who feel they have been the target of harassment or discrimination have two options for managing the concern:

1. Direct Communication – With little intervention from The Mustard Seed staff, complainant can communicate directly with the person who behaved inappropriately
2. Indirect Communication – With assistance from The Mustard Seed staff, complainant can lodge a formal complaint and not communicate directly with the accused

Volunteer Expectations

Volunteers demonstrate love to community members, other volunteers, and staff by conducting themselves responsibly. To this end, The Mustard Seed asks volunteers to be act with these expectations in mind:

Commitment

We ask that volunteers make all reasonable efforts to show up on time for their shifts, to serve for the duration as scheduled, and to contact their supervisor if they expect to be late. Volunteers who are unable to serve as scheduled due to illness or emergency should notify their direct supervisor with as much notice as possible. 24-hours' advance notice is greatly appreciated.



Volunteer Expectations

Boundaries

We ask that volunteers maintain healthy and professional boundaries with clients and avoid becoming overly familiar or engaging in romantic relationships or close friendships with clients while volunteering at the Mustard Seed.

Maintaining healthy and professional boundaries involves following these important rules:

- Following Safety and Security (First Aid, Health & Safety)
- Understanding one strike situations
- Understanding and adhering to confidentiality and limits to confidentiality
- Adhering to photo release and confidentiality
- No gifts policy (staff/supervisors, etc.)
- No use of vehicles with clients
- No exchange of good/services for money
- No scents
- No medications to be shared/distributed
- No financial interactions
- No nicknames
- No touching. We do not touch. Unknown history/unable to consent
- Wearing appropriate clothing (safety and temperature and task)
- Using church environment-appropriate language, topics of conversation, respect, patience, dress etc.
- Acting with respect and inclusivity for all - everyone here is equal. Discrimination based on age, race, gender, religion, etc. will NOT be tolerated.

General Policies

Volunteers must notify their direct supervisor if they will be unable to fulfill a commitment for any reason; if the supervisor cannot be contacted, contact the volunteer manager. Volunteers must complete a vulnerable sector criminal record check, volunteer code of conduct and waiver and a photo release form before they begin volunteering. Upon being accepted as volunteers, The Mustard Seed volunteers must also complete the emergency contact form to ensure that The Mustard Seed has contact information on file in the event of an emergency. By signing this form, volunteers consent to this information being stored for the duration of the volunteer's engagement and only used in emergency situations.





PARKING & BELONGINGS

Queens Ave

Volunteers at Queens Ave can leave their personal items in the back of the Guest Services area or in the Guest Services offices, which are kept locked when unoccupied. We may also have lockers available in the future, however they are currently inaccessible. If lockers become available, volunteers must supply their own locks. We recommend that you leave valuables at home, but your supervisor will be able to advise you as to secure places for storing your things.

There is no designated parking area for volunteers at the Queens Ave office, but there is an abundance of free 2-hour street parking available both on Queens Ave and behind the building, on Princess Ave. There is also paid parking along Government St. Furthermore, our offices are located a short walk away from many bus routes.

PARKING & BELONGINGS

Viewfield Rd

There is a small parking lot in front of our Viewfield Rd warehouse that is available for volunteer use.

Most volunteers at Viewfield keep their belongings tucked away in a cupboard or shelf near the station they work at. The front door to the building is kept locked at all times, making the building quite secure. You are also welcome to keep your belongings in the lunchroom at the Viewfield warehouse, and there are lockers available for your use as well (volunteers who wish to use the lockers are responsible for providing their own locks). We recommend that you leave any valuables at home, and check with your supervisor if you have any uncertainty about storage or security.

Hope Farm (Drinkwater Rd)

There is ample parking available at the Hope Farm lot.

Please ask your supervisor about where to store your belongings during your shift.



WHAT TO EXPECT FROM US

The Mustard Seed and its volunteer manager work to ensure that volunteers are prepared to serve well. To this end, volunteers can expect the following:

Support

- Fair treatment
- Guidance in securing appropriate resources when requested
- Relevant training and orientation
- Ongoing prayer and care, as requested

Development

- Individual check-ins for specific needs training and/or provision of resources

Communication

- Daily check-ins with supervisors
- Monthly volunteer newsletter
- Contact via email or telephone with volunteer manager

volunteer@mustardseed.ca

778-677-1335

Orientation & Administration

- Orientation prior to service
- Use of secure, cloud based and completely confidential software for administering our volunteers, processing applications, and organizing and scheduling volunteers.

VOLUNTEER BENEFITS

Volunteers at Queens Ave and at Viewfield Rd are invited to enjoy the delicious lunches that are prepared by Chef Chris Hammer and the kitchen volunteers every day. Breakfast sandwiches are also often made available for Viewfield Rd volunteers in the morning!



RESOURCES

The Mustard Seed will make concerted efforts to have the physical resources available to support volunteers in their service. Understandably, some resource requests are beyond the Mustard Seed's ability to supply. We respectfully request grace be extended in matters where circumstances are beyond our control.

HOW TO ACCESS FOOD AS A VOLUNTEER

The food bank is here for anyone who needs it. If you need a food hamper, please contact Anita, Diane, or Shyloa (if you volunteer at Queens Ave), or Emily (if you volunteer at Viewfield Rd). If you don't work in their areas, their contact information can be found at the end of this handbook, or speak to your volunteer supervisor to introduce you.

Once you check in with one of the leads above, please try to collect food at the end of your shift and avoid the busy times. As a not-for-profit organization it is important we act as good stewards of the donations we receive and are perceived to be doing so. Please access food that we normally make available for the food bank, and please don't take directly from trucks, collection bins, pallets the bins in the warehouse or anything that is labelled for another organization (typically at Viewfield).



CONTACT AND ROLE INFORMATION

Here at The Mustard Seed, you'll report to the primary supervisor of your program. Please find their contact information below. For general concerns, or if you can't contact your supervisor, contact Claudia Rezende, general volunteer manager at: volunteers@mustardseed.ca / 778-677-1335.

Food Security & Distribution Centre (Viewfield Warehouse)

Emily Palimaka

emily@mustardseed.ca

Chef Chris Hammer

foodrescue@mustardseed.ca

Guest Services

Diane Pearson

diane@mustardseed.ca

Hope Farm

Brent Cooper

brent@hopefarm.ca

Lisa Cooper

lisa@hopefarm.ca

Hospitality

Melanie Imhels

melanie@mustardseed.ca

Jennifer Sharlow

jennifer@mustardseed.ca

Market Place

Shyloa Holmes

shyloa@mustardseed.ca



FEEDBACK, COMPLAINTS, & CONFLICT RESOLUTION

Should any volunteer feel commitments outlined in this handbook are not being met, the volunteer manager wants to know. We value all feedback as an opportunity for resolution and growth in our community. We encourage volunteers to use their best judgment in submitting feedback to appropriate parties, whether that be seeking resolution from the responsible party directly, speaking to or emailing a supervisor, or reaching out to the volunteer manager via email or phone call.





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