



# Volunteer Guidelines



## History of Master Provisions

Master Provisions was the brainchild of Joe Parker who, while farming in Ukraine, recognized an urgent need to provide clothing, jobs and the Gospel to the Ukrainian people.

On a return trip to the U.S. Joe was “on a mission” to “start a mission”. So great were the needs of the Ukrainian people both physically and spiritually that Joe knew help had to be provided. And Joe knew just the person to make it happen – Roger Babik. There was only one challenge. Roger was a full-time, long-term employee at Cincinnati Bell with a thriving career.

Not to be dissuaded, Joe continually urged Roger to start a mission project to assist people and spread the Good News in Ukraine. After a year of contemplation and a month of prayer with his wife, Tanya, Roger agreed and in 1994 Master Provisions (MP) became a reality. Through clothing drives at local churches, MP made its first clothing container shipment to Ukraine in August of that same year.

As activity at MP grew so did the demands on Roger’s time. He was now balancing full-time employment at Cincinnati Bell with his nearly full-time mission work. Finally, heeding God’s call, Roger took a leap of faith and left Cincinnati Bell to focus solely on MP. He was ordained into Christian Ministry on May 5, 1996.

Clothing shipments to Ukraine increased annually and, in the year 2000, forty-eight container loads were provided to serve people in desperate need.

Beginning in 2002, MP added additional overseas clothing partners, including Team Kosova, His Eyes in Honduras, First Church Impact Mission in Niger, and Medical Ambassadors in Togo. In 2003, MP expanded its ministry to include orphan care by working with My Home For Orphans to place children into Christian homes in the Ukraine with the financial support of sponsors.

Between 1994 and 2011, MP operated in home offices, donated and rented space and trailers. Then, in 2011, MP received a 17,500 sqft facility generously donated by the Clifford R. Borland Sr. family. The ministry was permanently located in Florence, Kentucky.

In 2014, MP expanded once again by establishing the first not-for-profit Northern Kentucky food distribution center, benefitting other local nonprofit organizations in the tristate area. And, in 2015, MP leveraged its fleet of refrigerated trucks to launch a social enterprise providing expedited freight for our food donors while creating jobs in the process.

Today the Borland Family Distribution Center houses our clothing, food and orphan care ministries. Roger remains at the helm, and MP continues to thrive thanks to the hundreds of donors and volunteers who freely give of their treasure and time to honor our Lord by serving those in need.



## By The Numbers

In 2016 the Master Provisions family

- distributed 3.2 million pounds of food to over 275 local nonprofit entities,
- provided monthly support to 150 adoptive parents in Togo, Ukraine, and Guatemala, and
- shipped 210,000 pounds of clothing and supplies to Togo, Honduras, and Kosova.

## How Do We Do It?

Through the grace of God and generosity of donors. Daily, we receive fresh food products from local suppliers, as well as, gently used clothing and financial support from both organizations and individuals. Our volunteers then sort and pack these goods for distribution in the US and abroad.

## Our Culture

We are:

- Likable
- Capable
- Teachable
- Team Players
- Productive in building the Kingdom of God

All who share a belief in our mission, and a commitment to our culture, are welcome to join in our work.

Volunteers are the lifeblood of Master Provisions and are key to building our mission's sustainability. Every volunteer brings a unique combination of capabilities and resources and their giftedness is appreciated, recognized and never taken for granted.

Master Provisions is inclusive and made up of a diverse group of individuals. We welcome individual volunteers from our community, groups from churches, civic and business organizations, community assistance programs and the judicial system. The work of every volunteer is valued equally and all are treated with dignity and respect.

Our volunteers are considered part of the Master Provisions family and we openly share our business plans and on-going events with all. Volunteers are encouraged to utilize their skills and expertise to help us achieve success.



## Getting Started

The first step in starting your volunteer experience at Master Provisions is to complete a Volunteer Information Sheet. Tell us a bit about yourself, the types of skills you would like to put to use at Master Provisions and how frequently you plan to serve with us.

To be vigilant in our litigious society, all volunteers are required to execute a Release and Waiver of Liability. For those under the age of eighteen, a parent or guardian must execute this document on behalf of their child

## Age of Volunteers

Master Provisions performs ministry within an operational warehouse facility. To ensure appropriate behavior, and for the safety of our volunteers, the following age restrictions are observed:

- Children under the age of twelve may serve at Master Provisions alongside, and under the supervision of, their parent or guardian.
- Children twelve and above, and young adults who do not yet possess a driver's license, must be accompanied by a licensed driver.
- For youth group activities, an Operations Manager will work with the leaders to provide opportunities for safe, meaningful participation in activities that support our mission.
- There is no maximum age for Master Provisions volunteers, and we welcome seniors and retirees to serve with us regularly.

## Sign-In Sheets

All volunteers are required to sign in and sign out on the forms provided at the front desk. This information enables us to know who is on-site in the event of an emergency and allows Master Provisions to track both volunteer and community service hours.

## Weekday Work Hours

Monday through Friday our volunteer workday begins with an Operations meeting at 9:00am, wherein activities for the day are reviewed and work teams are established. This meeting concludes by 9:30am and the schedule for the balance of the day is as follows:

9:30am - 11:30am Work time  
11:30am - 12:00pm Lunch break  
12:00pm - 2:00pm Work time

Note: Many volunteers are not able to serve during the entire 9am – 2pm work period. We understand and welcome the hours you can help!



## **Weekend Work Hours**

On the second Saturday of every month an open clothing pack is held from 9:00am until noon. Individuals and groups are invited to participate during that entire period or part of that time. We ask that all groups contact our Volunteer Coordinator so that we can staff accordingly for a given Saturday.

Every last Saturday of every month, we have a mobile food pantry at the parking lot of St. Elizabeth in Covington as well as the Ludlow Vets in Ludlow. This is a great opportunity to bring your family. The event normally runs from 8AM-11AM. No need to sign up to volunteer, you can just show up. This happens rain or shine.

## **Safety**

Volunteers and Master Provisions share the responsibility to establish and maintain a safe work environment. Master Provisions strives to provide a safe work environment that complies with federal, state, and local safety regulations. In turn, volunteers are expected to obey safety rules and exercise caution in work activities. In the event of an accident, no matter how minor, report the incident to a Master Provisions staff member.

Master Provisions is a non-smoking facility. Smoking is permitted in the picnic area only.

## **Respectful Workplace**

Master Provisions' core values affirm that all people have value. In accordance with these values, Master Provisions adopts this misconduct policy to affirm Christian faith, values and convictions; encourage individuals and groups to join in the higher calling of Christian service; to help ensure the welfare of those who serve; to demonstrate sound stewardship through risk management and reduced liability; to decrease the likelihood that misconduct will occur; and to provide its leadership (staff and volunteers) with training to prevent misconduct.

Master Provisions expects its Board members, staff and volunteers to follow the policies and procedures related to misconduct, and at all times to model faithful Christian service.

Master Provisions strives to maintain an environment free from discrimination and harassment, where employees treat each other with respect, dignity and courtesy.

## **Prohibited Behavior**

Master Provisions does not and will not tolerate any type of discrimination or harassment of our employees, applicants for employment, volunteers, donors or recipients of services. Discriminatory conduct or conduct characterized as harassment as defined below is prohibited. The term harassment includes, but is not limited to, slurs, jokes and other verbal or physical conduct relating to a person's gender (including pregnancy), race, color, religion, national origin, age, disability, military status,



smoking preference, or any other protected category under federal, state, or local law, that unreasonably interferes with a person's work performance or creates an intimidating, hostile work environment.

Sexually harassing behavior, in particular, includes unwelcome conduct such as: sexual advances, requests for sexual favors, offensive touching, or other verbal or physical conduct of a sexual nature. Such conduct may constitute sexual harassment when it:

- is made an explicit or implicit condition of volunteering;
- is used as the basis for decisions affecting volunteers;
- unreasonably interferes with an individual's work performance; or
- creates an intimidating, hostile or offensive working environment.

The types of conduct covered by this policy include:

- demands or subtle pressure for sexual favors accompanied by a promise of favorable job treatment or a threat concerning job treatment. Specifically, it includes sexual behavior such as:
- repeated sexual flirtations, advances or propositions;
- continued and repeated verbal abuse of a sexual nature, sexually related comments and joking, graphic or degrading comments about an employee's appearance or displaying sexually suggestive objects or pictures including cartoons and vulgar e-mail messages; and
- any uninvited physical contact or touching, such as patting, pinching or repeated brushing against another's body.

Such conduct may constitute sexual harassment regardless of whether the conduct is between members of staff, volunteers, or directed at staff or volunteers by third parties conducting business with Master Provisions, regardless of gender.

Any volunteer who wishes to report a possible incident of sexual harassment or other unlawful harassment or discrimination should promptly report the matter to the Managing Director. If that person is not available, contact the President.

Master Provisions will conduct a prompt investigation as confidentially as possible under the circumstances. Volunteers who raise concerns and make reports in good faith can do so without fear of reprisal; at the same time, employees have an obligation to cooperate with Master Provisions in enforcing this policy and investigating and remedying complaints. Anyone found to have engaged in such wrongful behavior will be subject to appropriate discipline, which may include termination of an employee or expulsion of a volunteer.



## Whistle Blower

It is the intent of Master Provisions to adhere to all laws and regulations that apply to the organization, and the underlying purpose of this Policy is to support the organization’s goal of legal compliance. The support of all employees and volunteers is necessary to achieving compliance with various laws and regulations.

Master Provisions shall not, directly or indirectly, subject to reprisal, or directly or indirectly use, or threaten to use, any official authority or influence in any manner whatsoever, which tends to discourage, restrain, depress, dissuade, deter, prevent, interfere with, or coerce, or discriminate against any volunteer or employee who in good faith reports, discloses, divulges, or otherwise brings to the attention of the President or Board of Directors any fact or information relative to an actual or suspected violation of any law, statute, executive order, administrative regulation, mandate, rule or ordinance of the United States, the Commonwealth of Kentucky, or any of its political subdivisions, or any policy of Master Provisions, or any facts or information relative to actual or suspected mismanagement, waste, fraud, abuse of authority, or a substantial and specific danger to public health and safety.

Moreover, Master Provisions shall not subject to reprisal or discrimination against, or use any official authority or influence to cause reprisal or discrimination by others against any other volunteer or employee who supports, aids, or substantiates any volunteer or employee who makes public or otherwise discloses hereunder any such wrongdoing.

A volunteer or employee who retaliates against someone who has reported an alleged unlawful activity in good faith is subject to discipline up to and including dismissal from the volunteer position or termination of employment.

## Internal Contacts

NAME	POSITION	TELEPHONE	E-MAIL
Brenda Beers-Reineke	Managing Director	859-640-8411	<a href="mailto:brenda@masterprovisions.org">brenda@masterprovisions.org</a>
Guy Domec	Operations Director	859-445-3530	<a href="mailto:guy@masterprovisions.org">guy@masterprovisions.org</a>
Kasey Babik	Volunteer Coordinator	859-394-4152	<a href="mailto:kasey@masterprovisions.org">kasey@masterprovisions.org</a>
Jeff Schaaf	Operations Manager	859-866-2278	<a href="mailto:jeff@masterprovisions.org">jeff@masterprovisions.org</a>

## Questions?

Please feel free to contact any staff member with any questions or to obtain additional information. Again, thank you for serving at Master Provisions.