



Welcome to FISH Food Bank

Welcome to FISH (Friendly, Instant, Sympathetic, Help) Food Bank, where our mission is to provide nourishment and support to our community members in need. Here, we are dedicated to ensuring that no one goes hungry, and everyone has access to healthy, nutritious food. We believe in the power of community and the strength that comes from helping one another.

Our History

FISH Food Bank was established in 1969 under the auspices of the World Council of Churches, later Gorge Ecumenical Ministries, and, finally, in 2014 under its own 501(c)(3). FISH Food Bank operates a satellite branch in Cascade Locks. We graciously receive a portion of our food from the Oregon Food Bank and partners; but we receive no federal, state, or local funding. We rely on grants and mainly donations from our community to purchase food to fill our shelves.

Our Services

At FISH Food Bank, we provide a range of fresh produce, non-perishable items, dairy products, and protein sources to ensure balanced meals for those in need. We collaborate with local organizations, schools, and businesses to raise awareness about food insecurity and to mobilize resources for those in need.

Get Involved

Thank you for getting involved by volunteering at the food bank. We rely on the generosity and support of our volunteers. Our 450 + volunteers join us in sorting, stocking, and distributing food. Your time and effort are invaluable to our mission.

THINGS YOU SHOULD KNOW ABOUT VOLUNTEERING

- **Please be prompt. If you are volunteering for distribution, please arrive no later than 2:45 p.m.**
- Please always **wear closed-toe shoes** and dress according to the weather, keeping in mind that the doors are often open and it gets chilly.
- Do not gossip or share information about clients or other volunteers— always keep any information confidential.
- **Do not discuss politics or religion while at the food bank.**

- Please report any unusual or concerning behavior immediately to Jacqueline Carey, Executive Director.
- If you have any questions, please contact Jacqueline Carey, or a board member who is in the office. The office phone number is 541-386-3474. There is also a board member present at most distributions in Hood River and Cascade Locks.

FISH volunteers should be sympathetic, empathetic, and friendly. A smile goes a long way, especially to those who are facing major life challenges. None of us knows what someone else is dealing with, so err on the side of compassion. People always remember being treated with respect, dignity, and kindness.

FISH DEI STATEMENT: Food is a human right, and everyone deserves to have nutritious, culturally desirable food. We affirm the worth and dignity of all people and serve our communities with respect, striving to move closer towards food security.

***** Retain this sheet and return the signed volunteer application (attached) to Jacqueline Carey.**



FISH Food Bank Volunteer Registration

Name _____

Last

First

Middle Initial

Mailing Address _____

City _____ State _____ Zip _____

Email _____

Phone	Ok to text?	Best time to contact
Home ()	yes/no	
Cell ()	Yes/no	
Work ()	yes/no	
Other ()		

Check Current Volunteer Role for FISH (mark all that are appropriate)

____ Food Distribution (M, W, F)

____ Board Member

____ Transport food to sites

____ Unload truck

____ Daily Set-Up

____ Stock Shelves

____ Food Pick-Up from stores/business

____ Student group _____

Other _____

____ Church or Group _____

Would you be interested in helping in another way? ____ Area willing to help? ____

If so, when are you available to help? _____

I need to volunteer for court mandated community service hours ____ yes ____ no

If yes please provide infraction _____ number of hours _____

Please provide an emergency contact:

Name _____ Phone _____

FISH Volunteer Expectations

In cooperation with faith groups, businesses, and community members it is the mission of FISH Food Bank to help alleviate hunger by distributing food regularly on an emergency basis, regardless of gender, race, religion, or sexual orientation and in a friendly, instant, sympathetic and helpful, nonjudgmental, and confidential manner.

Acting as a volunteer for FISH Food Bank, I recognize the following guiding principles and agree to follow them

- Food is distributed, regardless of race, religion, or sexual orientation.
- FISH is an acronym for Friendly, Instant, Sympathetic, and Help. We strive to always serve our clients in a respectful manner.
- It is our general procedure to serve clients every 30 days, but we do not turn away clients if they come sooner than 30 days. There are no federal or state regulations that state emergency food can only be given every 30 days.
- We strive to alleviate hunger and socioeconomic problems of food insecurity by providing a medium for cooperation with faith groups, community members, and businesses.

Confidentiality Agreement

As a volunteer at **FISH Food Bank**, you may encounter people from the community that you know or have access to records of the people receiving food assistance. It is the policy of this organization that all information about clients is strictly confidential and stays within the walls of the pantry. Also, any information or knowledge you may have about a client's life or situation is not to be brought to the attention of other volunteers at the pantry.

To protect the privacy and dignity of the people we serve, we ask that you acknowledge and affirm your intent to keep all information regarding clients confidential and that you will not share any information about clients outside the pantry.

What I hear and observe about clients, staff or other volunteers while volunteering here will remain confidential. I agree to protect the privacy of client information I am given access to. I agree to keep this information in the strictest confidence and the failure to do so may result in my being denied the opportunity to volunteer.

I have read, understand and agree with the above FISH Volunteer Expectations and Confidentiality Agreement. I understand that any action on my part that contradicts the above may result in being denied the opportunity to volunteer.

Signature: _____ Date: _____

I fully understand my responsibilities in adhering to Civil Rights responsibilities and regulations.

Signature: _____ Date: _____

I give permission to use my name, hometown, image and/or voice on videotape, audiotape, film, photograph, or any other medium, including World Wide Web for educational, promotional, or fundraising purposes.

Signature: _____ Date: _____



FISH Food Bank is an equal opportunity provider.

FISH FOOD BANK

Policy Handbook

Policy Related to: Whistleblower Policy

Date Adopted: August 13, 2025

Policy is as follows:

FISH Food Bank (FISH) requires board members, employees, and volunteers (Representatives) to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As Representatives of FISH, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws, regulations, and FISH policies.

REPORTING RESPONSIBILITIES: This whistleblower policy is intended to inform Representatives about disclosure of information so that we can address and correct inappropriate conduct and actions. All FISH Representatives are encouraged to report concerns about violations of FISH policies or suspected violations of law or regulations that govern FISH operations.

NO RETALIATION: It is contrary to the values of FISH for anyone to retaliate against a Representative of FISH, who in good faith reports an ethics violation, or suspected violation of the law or policy such as a complaint of a breach of confidentiality, suspected fraud, or suspected violation of any law or regulation governing FISH operations. An employee of FISH, who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

REPORTING PROCEDURE: FISH has an open-door policy and suggests that Representatives of FISH share their questions, concerns, suggestions, and complaints with the Executive Director or President. Employees of FISH with concerns or complaints may also submit their concerns in writing to the Board of Directors of FISH through the Secretary of the Board.

ACTING IN GOOD FAITH: Anyone filing a complaint concerning a violation or suspected violation must act in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false, will be viewed as a serious disciplinary offense if the allegation is made by an employee.

CONFIDENTIALITY: Violations or suspected violations may be submitted on a confidential basis by the complainant and will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

HANDLING OF REPORTED VIOLATIONS: The Executive Director or President will notify the person who submitted a complaint and acknowledge receipt as promptly as reasonably possible. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

OTHER REMEDIES: This policy does not require any employee, volunteer, or board member to provide notice to the Executive Director or President prior to pursuing other remedies, including those available under the Oregon Whistleblower statutes (ORS 659A.203 et seq). Employees of FISH are encouraged to review the Oregon Whistleblower statute and/or contact the Oregon Bureau of Labor and Industries if they have question after reviewing this policy.