

VOLUNTEER INFORMATION GUIDE



VOLUNTEER OPPORTUNITIES

There are a variety of volunteer opportunities and times available at Second Harvest in the Volunteer Work Center, offices, warehouse and for special events or projects:

- **Repack:** Individual and Group Volunteers have a hands-on experience sorting, inspecting, relabeling or repackaging donated food in the repack room, clean room and warehouse.
- **BackPack, Senior Boxes & Mobile Food Pantry Boxes Packing:** Individual and Group Volunteers have a hands-on experience packing BackPacks for local school children, senior food boxes and mobile food pantry boxes.
- **Office Opportunities:** Individual Volunteers assist with filing, computer data entry, mailings and other essential administrative duties.
- **Special Events / Projects:** Volunteers support the Second Harvest staff during events, activities, campaigns, farmer's markets and food drives throughout the year.

VOLUNTEER HOURS

There are many times available to accommodate a variety of times and schedules:

- **Day Volunteer Hours:** Our day volunteer hours are Monday through Thursday, 10:00 am to 5:00 pm. A typical volunteer shift lasts 2-hours.
- **Night Volunteer Hours:** Our night volunteer hours are available for individuals and groups on Monday, Tuesday, Wednesday and Thursday evenings from 5:00 pm until to 7:30 pm.
- **Second Monday Family Night Volunteer Hours:** Volunteer opportunities are available for families on the second Monday of each month from 5:00 pm until 7:30 pm. This is designed to allow parents and children to volunteer together.
- **First Saturday Volunteer Hours:** Volunteer opportunities are available on the first Saturday of each month from 9:00 am until 3:00 pm (except holiday weekends).

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VOLUNTEER GROUPS

Second Harvest welcomes groups of volunteers up to 45 people including (but not limited to) corporate, nonprofit, government, schools, youth groups, church groups, service clubs and more.

All volunteer groups must be scheduled in advance by contacting our Volunteer Relations Coordinator, Steven Ward at (440) 960-2265, ext. 306 or sward@secondharvestfoodbank.org.

- **Day Groups:** Groups scheduled during the day can be scheduled from 5 people up to 45 people (*see note on large groups*).
- **Evening Groups:** Groups scheduled in the evening should include at least 10 people or more to make the volunteer experience valuable. Groups smaller than 5 may be cancelled or other groups may be scheduled to volunteer at the same time.
- **Large Groups:** Groups larger than 20 people require advance notice of at least three (3) days to our Volunteer Relations Coordinator in order to allow us to have a second staff person available and ensure we have a large enough project to make it a valuable experience for all. Large groups will work in the repack area only.
- **Meeting Space:** The Education & Community Room is available to accommodate food and beverages for groups up to one hour prior to volunteering. Prior arrangements should be made with the Volunteer Relations Coordinator in advance to reserve the space. Groups are asked to clean up the room and dispose of any food items.
- **Corporate Meetings & Volunteering:** Corporate groups may utilize the Education & Community Room for longer meetings including use of our audio/visual equipment if they commit to at least a 2-hour volunteer group shift. Prior arrangements should be made with the Volunteer Relations Coordinator in advance to reserve the space.

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SAFETY GUIDELINES

Second Harvest Food Bank of North Central Ohio has Good Management Practices to promote food and personnel safety. The following guidelines protect your safety and ensure a safe food supply chain at the Foodbank.

Food Safety

- In order to prevent contamination of food products, no persons with cold symptoms, flu, boils, sores, infected wounds or any other infections or communicable diseases are permitted to contact food.
- Volunteers must wash hands before beginning shift, and after eating, drinking, using the restroom, and otherwise soiling hands.
- Volunteers participating in bulk food repack projects (repacking cereal, pasta, rice, etc.) must wear a hairnet and beard net (if needed), gloves, and an apron, and remove all dangling earrings, bracelets, watches and necklaces and cover any stud earrings with a hairnet. Any rings other than plain bands must be removed and plain band rings must be covered by gloves. Lockers are available to store personal items.
- No food or drink of any kind is permitted in the Warehouse, Volunteer Repack Room or Clean Room of the facility, including gum and candy. Any spill or improperly disposed of food or drink product can contaminate inventory food products and be attractants for insect pests and rodents.
- No one is allowed to consume or remove from the premises any donated or purchased food or other non-food products.
- Report any glass breakage to a staff member immediately. Staff members are trained in the proper procedure to clean up glass breakage in order to prevent contamination of inventory food products.
- The FDA has identified the top eight allergens as wheat, milk, eggs, fish, seafood, peanuts, tree nuts and soy. Spills of any products containing these allergens need to be reported immediately to a staff member. Staff members are trained in the proper procedure to clean up food allergens to prevent contamination of inventory food products.
- Second Harvest is a tobacco-free campus. Tobacco use of any kind is prohibited.

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Personal Safety

- Volunteers must check-in at the front desk on arrival and check-out at departure.
- Volunteers are assigned to specific work areas in the warehouse. For personnel safety and accountability, volunteers must remain in their assigned work area until their shift ends or they are reassigned to another project. Volunteers should not walk throughout the warehouse without being by Second Harvest staff members.
- Open-toed and open-heeled shoes are not permitted in the Volunteer Work Center or Warehouse in order to protect your safety from powered equipment and the movement of products on pallets.
- Be aware of forklifts and pallet jacks. Pay attention when pallets are being moved. Stay safe!
- Volunteers may only use sanitizer and other cleaning products if instructed in proper use by a Second Harvest staff member.

QUESTIONS

For questions or additional information please contact our Volunteer Relations Coordinator.

Steven Ward
Volunteer Relations Coordinator
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Main: (440) 960-2265, ext 306
E-mail: sward@secondharvestfoodbank.org