



Child Food Hub Volunteer Information & Policies

Updated: May 2021

PRIOR TO VOLUNTEERING

- Volunteer (s) must be 12 and older to enter the warehouse. Under 16 must be accompanied by someone 18 or older. Must apply 1:4 ratio for youth groups.
- All volunteer (s) must be listed on volunteer registration prior to volunteer shift (s).
- For group volunteers, there must be a designated group leader to make sure everyone has reviewed the waiver form attached to the online registration. See waiver form below.

VOLUNTEER ACTIVITY

Emergency Food Box Preparation

- All volunteer (s) must enter the front entrance of the Child Food Hub – 2436 S. Miami Blvd. Suite 200-9 Durham, NC 27703 to be checked in and receive volunteer orientation by volunteer facilitator.
- In the warehouse, volunteers will form an assembly line that includes can vegetables, fruit & beans. Packages of pasta, beans, rice & beverages. The number of boxes packed will vary based on various factors but can range between 20-30 boxes each hour. Volunteers will be assigned to certain tasks to complete packing process. *Subject to change due to number of volunteers present.
- After boxes are packed and quality check is complete, boxes will be assembled on a pallet. Other task may include sorting food drive donations and general warehouse duties.

WHAT TO WEAR:

- All volunteers must wear closed toe and heel shoes before entering the warehouse.
- *Those who do not have proper shoes, will not be able to participate in packing the boxes.
- The following clothing is NOT allowed:
 - No exposed undergarments or saggy pants
 - see-through or excessively short, tight, or revealing clothing
 - bare midriff or strapless shirts

- clothing that advertises products or services that are illegal.
- chains, spikes, or other accessories that could be perceived as a weapon.
- clothing that promotes gang or gang-related activities

WAREHOUSE FACILITIES

- Volunteers must wear gloves while packing food boxes.
- No eating or drinking is allowed in the warehouse. Food and beverage trash must be thrown away before entering the warehouse. However, water bottles are allowed.
- Warehouse is not temperature controlled and gets very hot during summer months.

CANCELLATIONS & NO SHOWS

- In the event a volunteer group needs to cancel a scheduled shift, a 24-hour notice is required. Contact volunteers@foodshuttle.org or call 919-250-0043 to cancel or reschedule.
- If a volunteer group will be late for a scheduled shift, the group leader should call volunteer services at (919) 908-0420. Please call 15 minutes prior to your scheduled shift, if possible.
- Volunteer groups who are a no-call/no-show more than three (3) times are subject to being removed from recurring shifts or may not be allowed to schedule future one-time shifts. Volunteer group leaders will need to meet with the Volunteer Services Director before being allowed to be placed back on the volunteer schedule.

WEATHER

- In the event of closed operations due to emergency weather conditions (severe weather, fire, icy roads, or hurricane), volunteers will be notified via phone or email the evening before scheduled volunteer date. Please check our website: www.foodshuttle.org and social media outlets for accurate updates
Note: We usually follow the Wake/Durham County Public School's closings and delays.
- In the event of large community events in the area that could make transit to the warehouse difficult or impossible, volunteer services will contact scheduled groups. If Inter-Faith Food Shuttle is closed, there will be no volunteer activities.
- Each volunteer should decide whether to work on any given day based on your personal limitations and comfort level.
- If a volunteer group decides it is in their best interest and safety to cancel due to weather conditions, it is requested to contact volunteer services as soon as possible so that we can adjust deliveries accordingly.

Directions & Parking:

- We are located at 2436 South Miami Blvd. Suite 200-9 Durham, NC 27703.
- Volunteer parking area located on site.