



## Grocery Bags for Seniors Volunteer Information & Policies

*Updated: April 2021*

### PRIOR TO VOLUNTEERING

- Volunteer (s) must be 8 and older to enter the warehouse. Under 16 must be accompanied by someone 8+. Must apply 1:4 ratio for youth groups.
- All volunteer (s) must be listed on volunteer registration prior to volunteer shift (s).
- Must have Reliable transportation with enough space to store grocery bags is required.
- \*Number of bags vary by location and range from 50-250 bags.
- 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

#### Senior Meal Pack & Deliveries

- All volunteer (s) must enter the front entrance of the Vernon Malone Center – 1001 Blair Drive. Raleigh, NC 27603 to be checked in and receive volunteer orientation by volunteer facilitator.
- In the warehouse, volunteers will form an assembly line that includes fresh produce, shelf stable grains, dairy, and protein items. The number of bags packed will vary based on the senior site but can range between 50-250 bags. Volunteers will be assigned to certain tasks to complete packing process. \*Subject to change due to number of volunteers present.
- After packing, 1-2 people can volunteer to be the designated driver with bags. Subject to change based on number of bags. \*cart checkout is available – must return cart to the Food Shuttle after delivery is completed.
- Upon arrival to senior site (s), volunteer (s) must provide “NO CONTACT” door to door distribution. Must knock on each door and announce your presence – “Food Shuttle Meal Delivery” then leave grocery bag in front of the door. If a senior is unable to lift the bag, please notify the site manager at the front entrance of the senior site.

#### Senior Meal Deliveries

- All volunteers must enter the front entrance of the Vernon Malone Center – 1001 Blair Drive. Raleigh, NC 27603 to be checked in and receive volunteer orientation by volunteer facilitator (s).

- Volunteer (s) will receive a route sheet to designated senior site (s) upon check in. Once received, volunteer (s) must pull their own personal vehicle to the back dock (enter the side gates) to load car (s) with grocery bags. \*cart checkout is available – must return cart to the Food Shuttle after delivery is completed.
- Upon arrival to senior site (s), volunteer (s) must provide “NO CONTACT” door to door distribution. Must knock on each door and announce your presence – “Food Shuttle Meal Delivery” then leave grocery bag in front of the door. If a senior is unable to lift the bag, please notify the site manager at the front entrance of the senior site.

#### 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 grocery bags; however, can partake in offsite deliveries.
- 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 grocery bags.
- 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.

#### 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](mailto: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) 250-0043. 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](http://www.foodshuttle.org) and social media outlets for accurate updates

Note: We usually follow the Wake 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.
- Rain before or during scheduled volunteer times may not lead to the cancellation of grocery bag packing and delivery.
- 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:

- Packing will take place at Inter-Faith Food Shuttle warehouse located at 1001 Blair Drive, Raleigh, NC 27603.
- Delivery information will be provided to each group upon arrival.