



**INTER-FAITH
FOOD
SHUTTLE**

Volunteer Orientation

Welcome!

We are thrilled to have you volunteer at the Food Shuttle! This presentation provides an overview of volunteer guidelines that will be helpful for volunteers preparing for their shifts and who have already signed up.

Here's what you can expect to learn:



About Us



How You Make a Difference



Our Locations & Where We Serve



What to Know Before Volunteering

About Us

Mission

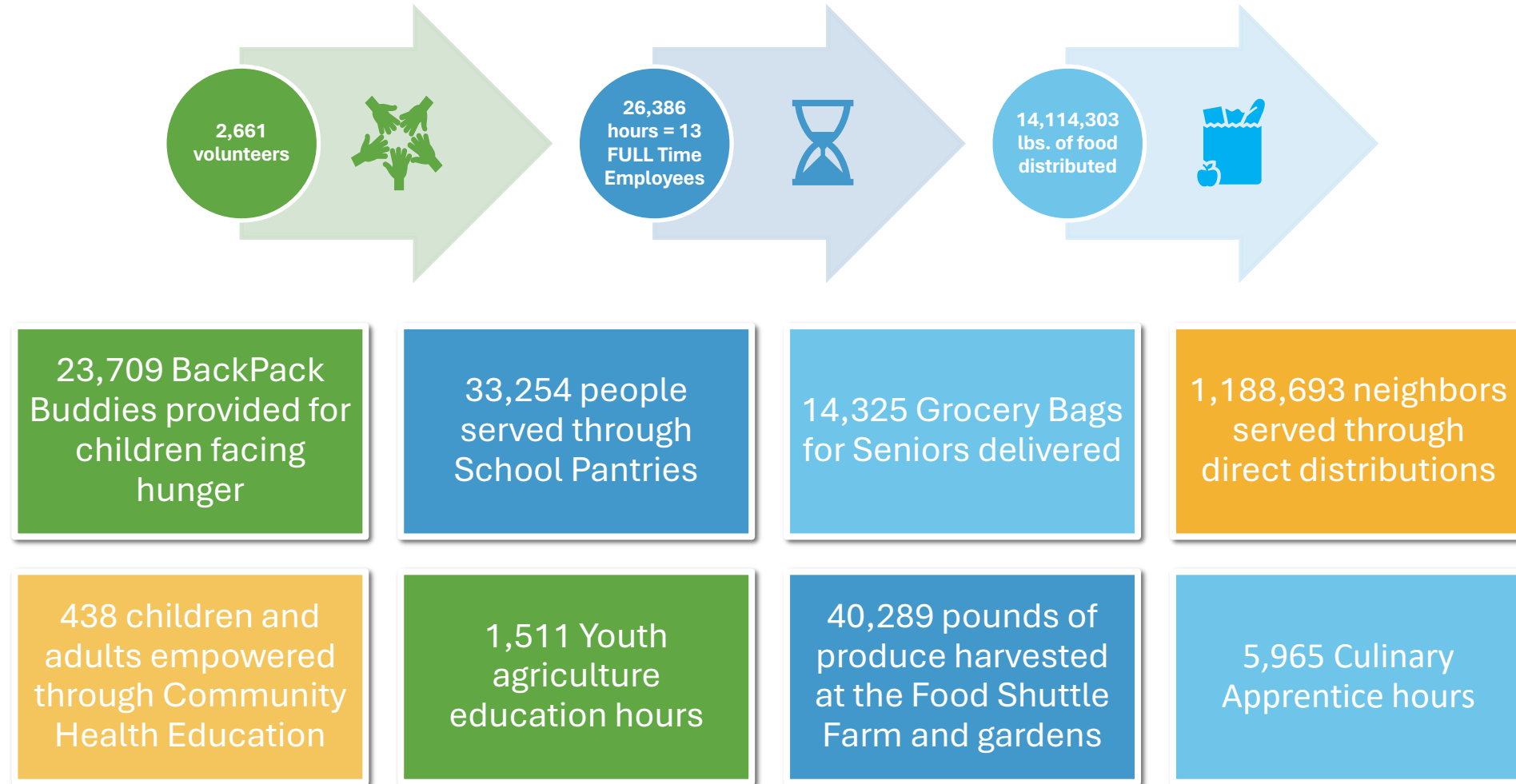
To **FEED** our neighbors, **TEACH** self-sufficiency, and **GROW** healthy foods by cultivating innovative approaches to end hunger.

Our Story

In 1989, co-founders Jill Staton Bullard and Maxine Solomon had a light bulb moment. One routine morning, they noticed that fast-food breakfast sandwiches were being thrown away simply because the clock had moved from “breakfast time” to “lunch time.” They knew the need was out there and had to take action. Eleven sandwiches were delivered to Shepherd's Table that same day, providing nourishment to 44 patrons. The groundwork for Inter-Faith Food Shuttle was born.



How You Make a Difference



Our Locations & Where We Serve

LOCATIONS

RALEIGH

Camden St. Learning Garden
811 E Davie St.

Food Bank Learning Garden
1924 Capital Boulevard

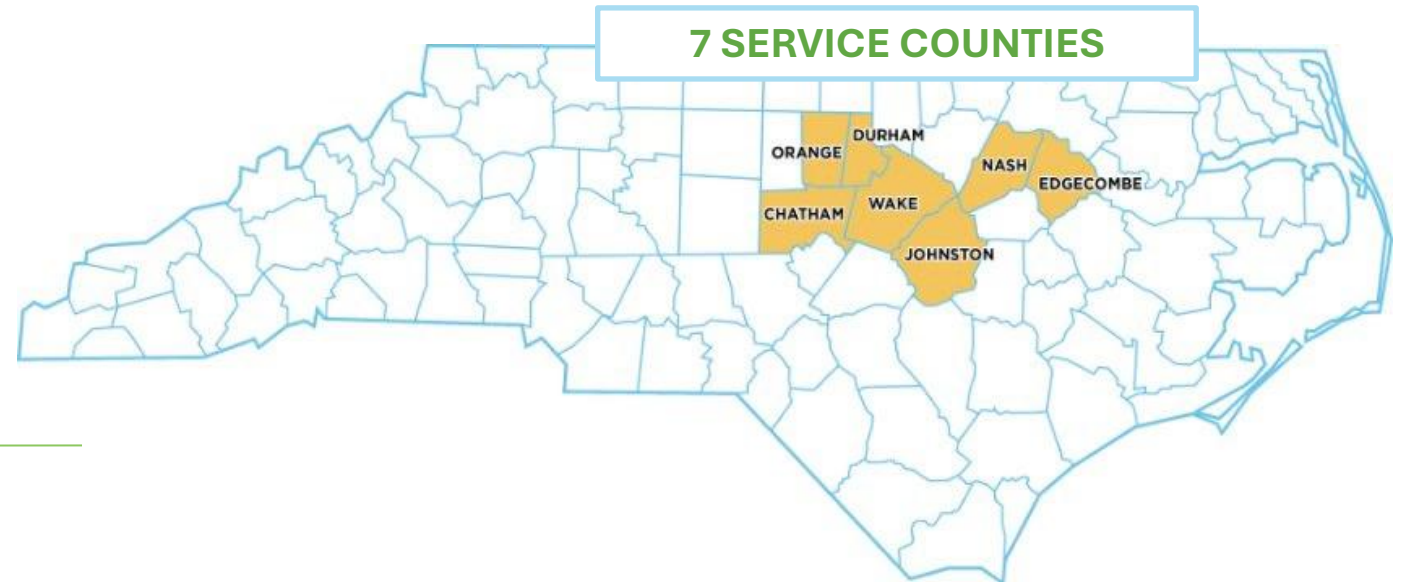
Food Shuttle Farm
2300 Dover Farm Rd.

Raleigh Warehouse
1001 Blair Dr. Suite 120

DURHAM

Child Food Hub
2436 S. Miami Blvd. #200-9

Geer St. Learning Garden
110 E. Geer St.





What to Know Before Volunteering

Before Your Shift

General Rules of Thumb

- Please read over the program and shift description prior to your shift. All information is provided on Galaxy.
- Please arrive on time for your shift. Upon arriving to volunteer, you are required to check in at the front desk or with the appropriate staff member for your shift. If available, you will receive a name tag at this time.



Inclement Weather/Shift Cancelations

- Remember to dress for the weather! This means appropriate layers, rain jackets, boots, etc.
- For outdoor opportunities at our farm and gardens, shifts may be canceled due to thunderstorms, rain, and extreme heat or freezing temperatures. We usually follow the Wake County Public Schools' closings and delays. Volunteers are notified for any closings leading up to their shift, which may be the evening before or morning of.
- Please check your email and/or voicemail for cancelations.
- For any questions or confirmations, feel free to call Volunteer Services at (919) 390-1968.

Before Your Shift cont'd

Documentation of Hours

- Volunteers who need formal documentation of hours for school or work requirements should let the VST know at the beginning of their shift. The team can provide a note on the Food Shuttle's letterhead.
- For a simple signature, any staff member supervising the shift can sign off on their hours.
- Court-ordered/lawyer-recommended volunteers will need to complete the Community Service process *before* signing up for shifts. Until the required information is submitted to the VST, we cannot provide a letter verifying a volunteer's hours.

Best Volunteer Practices

- Please review the Volunteer Handbook for general policies and Food Shuttle culture.
- We kindly ask for volunteers to arrive on time for each of their shift.
- Volunteers may be removed from future shifts if they "no-show" consecutively.



What to Wear

All Around Requirements

- Do NOT wear sandals/flip flops, exposed undergarments, sagging pants, see-through clothing, and clothes with vulgar messaging.
 - Avoid wearing clothing that is prone to getting caught easily (i.e. long necklaces and earrings).
 - Please address the Volunteer Handbook for more criteria.
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Indoor Environments

- Please note that all volunteers in our kitchen and both warehouses are required to wear closed-toed shoes.
- Gloves are also required in the kitchen and for certain warehouse tasks. These are provided by us.
- In the kitchen, volunteers must wear a hair covering (i.e. hat, hairnet, etc.), closed-toe shoes, and sleeved tops. Mesh hairnets are provided on site.

Outdoor Environments

- We recommend wearing pants and clothes that you do not mind getting dirty.
- Closed-toe shoes are required at all of our outdoor locations.
- We recommend bringing sunscreen, bug spray, and a hat to wear.
- Gloves are required for food safety during harvesting, and utility gloves are encouraged for other tasks. Both types are provided, but volunteers can bring their own garden gloves.

Personal Safety

Volunteers are responsible for their personal limitations. However, you will never be asked to do more than you are capable of!

Safety Briefings

- Staff will provide a general safety briefing at the beginning of every shift.
- It is good practice to always be aware of your surroundings (i.e. equipment, tools, knives, etc.).
- All sites are equipped with a first aid kit for minor injuries.
- Food Shuttle staff are required to complete an incident report if there is an accident, injury, near-miss, or illness that befalls a volunteer.
- No smoking (including vaping) is not allowed in any Food Shuttle vehicle. We have designated smoking areas at our locations. Please ask the staff member supervising your experience where the designated smoking area is.



Kitchen & Warehouse Food Safety

Follow these guidelines to reduce the risk of cross-contamination.

We focus on providing food that is handled with care and integrity. On site, our staff will provide detailed safety instructions for each task and about the work environment.

Safety Practices

- Wash your hands before starting your shift.
- Always keep gloves on unless directed you can remove them.
- Food must always be at least six inches off the ground.
- Make sure any surface where food prep will occur is thoroughly cleaned.
- When sorting and packing food, throw away damaged food or food you would not eat or buy yourself.



Farm & Garden Food Safety

Follow these guidelines to reduce the risk of cross-contamination.

Our locations proudly abide by Good Agricultural Practices (GAP) and work to ensure the food we provide is safe. All safety rules will be emphasized at the beginning and throughout the volunteer shifts. And of course, our staff will be available on-site to answer questions!

General Safety Practices

- Hands must be washed before harvest begins and after each break.
- Gloves must be worn when harvesting and processing.
- Do not leave harvest tools on the ground.
- If a tool becomes contaminated, immediately clean it or get a different tool.
- Harvest lugs must always be in a crate and should never touch the ground.
- Eating and drinking must be done in break areas (picnic tables and farm stand).
- Smoking is prohibited at our outdoor locations.
- Animals are not allowed on the properties.



Final Checklist & Resources

Here is a quick checklist to make sure you feel prepared before your shift!

- Reviewed the Waiver and linked documents
- Reviewed the shift's description
- Read the shift start/end times
- Read for the correct location and parking instructions
- Unregistered or contacted the office to cancel
- If applicable, registered all team members

Resources

- [Volunteer Handbook](#)
- [Volunteer Waiver](#)
- [Galaxy FAQs](#)
- [Opportunities with the Most Need](#)





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THANK YOU

for helping us create a hunger free community!