



**FOOD BANK**  
OF NORTHEAST GEORGIA

# Volunteer Department Handbook



# A LETTER FROM THE CEO

"From the screaming fans at Sanford Stadium, to the breathtaking mountains of Rabun County, our neighbors are some of the most compassionate, resilient, innovative, and committed people you will find.

It is that thread of compassion that has allowed the Food Bank of Northeast Georgia to grow from a shared space on Prince Avenue to a multi-campus organization with targeted programs addressing food insecurity across 14 counties.

Food is essential for a healthy, stable life. What is essential cannot be negotiable. This clear truth inspires us every day at the Food Bank of Northeast Georgia. But we are not in this work alone. There is nothing more important to us than our collaboration with our members, community partners and volunteers.

We also rely upon thousands of volunteers in our warehouse and in the community to ensure we have sufficient peoplepower to safely distribute food. Volunteers help to make our community stronger, standing with our neighbors on their journey from hunger to health.

We cannot do it without you!

**ERIN BARGER,  
PRESIDENT & CEO**



# WHO WE ARE

The Food Bank of Northeast Georgia was founded in 1992 in an effort to end hunger in northeast Georgia. In that first year, the Food Bank distributed approximately **350,000 pounds** of food with the help of **36 members** (501c3 organizations). After just 30 years, the Food Bank now works with over **200 members** to distribute more than **11 million pounds** of food annually, to neighbors across our 14-county region. This is the equivalent of 9.3 million meals.

"The need for food banks is going to increase dramatically in upcoming years. We cannot accept people going to bed hungry - especially children."

**Richard Boone**  
Founder



**OUR MISSION** We connect neighbors with nourishing food.

**OUR VISION** Every neighbor. With enough food. Every day.

**OUR VALUES**

- Dignity:** We honor the humanity of all people.
- Compassion:** We acknowledge that hunger is a burden that no one should bear alone.
- Stewardship:** We honor the power of giving by applying resources in a mission driven and thoughtful manner.
- Belonging:** We create a place of welcome and hospitality for all.
- Accountability:** We commit to continuous improvement and transparency in all that we do.
- Efficacy:** We get things done and understand the urgency of our work.



# WHAT TO EXPECT

The Food Bank aims to provide quality and meaningful experiences for each and every volunteer. Any and all necessary training will be conducted on-site, with experienced staff, at the beginning of the session.

Many volunteer opportunities require individuals to be able to lift at least 25lbs. If you are unable to carry or lift, please reach out to the Food Bank directly. There are still opportunities for you to have an impact for your neighbors!

## TYPES OF VOLUNTEER EVENTS:

**Bagging & Boxing:** Volunteers will form an assembly line and place the correct number of items in a bag or box. Once finished, the volunteer will close the bag or box and place on a pallet. The completed bags or boxes serve our Food2Kids program, Senior Staples program, or our Mobile Pantry Distributions.

**Sorting Donations & Food Rescue:** Volunteers will assist in determining food safety and regulations are met by inspecting donations and sorting passable donations into categories.

**Cleaning & Sanitation:** Volunteers in this shift will be responsible for assisting cleaning in and around the Food Bank of Northeast Georgia. This shift is important for Food Bank functions as it keeps our facility properly sanitized each month.

**Mobile Distributions:** Volunteers will meet at a designated location and hand food directly to neighbors in need.

# HOW TO SIGN UP

Choose which location you would like to volunteer at:

816 Newton Bridge Rd  
Athens, GA 30607

46 Plaza Way  
Clayton, GA 30562

Visit our website at

<https://foodbanknega.org/volunteers/>

Scroll to the opportunities and choose an event that you prefer.

Click Signup. (First time volunteers will be prompted to create an account on Bloomerang Volunteer.)

Bloomerang Volunteer allows volunteers to track hours and sign up for future volunteer opportunities easily.

For any volunteer sign up question, contact

[sdaniels@foodbanknega.org](mailto:sdaniels@foodbanknega.org).



## LARGE GROUPS

For groups exceeding 10, please contact

[awilson@foodbanknega.org](mailto:awilson@foodbanknega.org)

With the following information:

1. The name of the group or organization volunteering.
2. The number of volunteers you would like to bring.
3. The group leader's full name, phone number, and email address.

**In order to ensure a time slot, we recommend that large groups schedule their events 8 weeks in advance. We cannot guarantee time slots for events on short notice.**

# WHAT YOU NEED TO KNOW

## MINORS

Children between the ages of 12-15 must be accompanied by an adult who is also volunteering and is 18 years of age or older. A minimum of one chaperone per four children is required.

## ATTIRE

Casual dress

- Clothing items which may be provocative or present a safety hazard are not permitted.
  - this includes but is not limited to short dresses, tank tops, halter tops, short-shorts, flip-flops, etc.
- Open-toed shoes and shoes with raised heels are prohibited when volunteering because of warehouse safety requirements.



## SICK REGULATIONS

If you are sick or experiencing symptoms of COVID-19, please unregister from your volunteer shift or contact our Volunteer Department. **Any volunteer that is showing signs of illness will be required to leave the event and may return to volunteer with the Food Bank after fully recovering.**

## SAFETY PRECAUTIONS

Volunteers will be informed of equipment or processes they may encounter while performing volunteer work and will be properly trained and equipped to deal with any identified risks at volunteer events. **Any injuries, accidents, spillage or safety concerns that occur during your volunteer work should be reported immediately to Food Bank staff. First aid centers are located in the Volunteer Center, Warehouse, and on the Member Sharing floor. First aid kits will be available at all Food Bank events.**

## WEATHER

All outdoor events will be held despite rain, heat, cold, or snow. An outdoor event may be canceled in cases of extreme weather. Come to all outdoor events appropriately prepared for the weather.

## EMERGENCY EVACUATION ROUTE & INCLEMENT WEATHER

Emergency evacuation routes are shown on the building map posted in the Volunteer Center. The shelter site for extreme weather is located in the Volunteer Center.

In case of inclement weather conditions, you will be contacted via Email or phone if cancellation occurs. If you feel unsafe driving to or attending a volunteer event, please call our Volunteer Department at: **(706)-354-8191 ext:112**

Thank you for volunteering with the Food Bank of  
Northeast Georgia!

Together we can make sure  
***every neighbor. Has enough food. Everyday.***



[Foodbanknega.org](http://Foodbanknega.org)