



FOOD BANK
OF NORTHEAST GEORGIA

Volunteer Handbook





FOOD BANK
OF NORTHEAST GEORGIA

WHO WE ARE

The Food Bank of Northeast Georgia is a 501(c)3 organization, existing for the sole goal of ending food insecurity in our 15-county service area. We work as a distribution center, procuring, storing and distributing food to those we serve.

OUR HISTORY

The Food Bank of Northeast Georgia was founded in 1992 to end hunger in Northeast Georgia. In that first year, the Food Bank distributed approximately 350,000 pounds of food. Across 3 decades and counting, the Food Bank now distributes more than **15.5 million pounds of food** (or 13 million meals) annually in partnership with our **230+ members**.

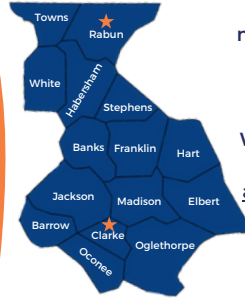


OUR MISSION: We connect neighbors with nourishing food.

OUR VISION: Every Neighbor. With Enough Food. Everyday.

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

WHO WE SERVE



More than **86,000** neighbors in our region are facing food insecurity.

1/3 are children.

We serve children, seniors, families, & individuals - anyone experiencing food insecurity.

Even one human going hungry is too many!

HOW WE SERVE

- Childhood Nutrition Programs
- Senior Nutrition Staples
- Mobile Distributions
- Food Pantries
- Meal Program Support
- SNAP Enrollment

"We cannot accept people going to bed hungry - especially children."
Richard Boone, Founder

Get Involved!
Scan the QR code
to visit our
Volunteer page!



2024 IMPACT

15.5 MILLION POUNDS OF FOOD DISTRIBUTED

50% FRESH OR FROZEN

CHILDHOOD NUTRITION:
579,953 MEALS

SENIOR NUTRITION:
118,675

VOLUNTEER HOURS: 9,000

MOBILE PANTRIES:
549



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. Our volunteer opportunities require individuals to be able to lift at least 25lbs and stand for long period of time.

TYPES OF VOLUNTEER EVENTS:

Food Rescue: Volunteers will sort through donations from our retail partners. Volunteers assist with determining food safety and ensure regulations are met by inspecting each item and sorting passable the donations into categories.

Our Food Rescue activities include sorting through dry goods, mixed produce, or frozen products.

Boxing: Volunteers will form an assembly line to pack bags or boxes to serve our Senior Staples program or Bridge Bag program. Each volunteer will place the correct number of items into a bag or box and then push the box down a conveyor to another volunteer. Once boxes are full, volunteers will tape and stack them onto a pallet.

We are unable to tell you what activity you will be doing ahead of time as our activities are based on the needs of our warehouse and Sharing Floor.



HOW TO SIGN UP

You can sign up for our volunteer shifts by clicking the link in “Register to volunteer here!” Once you have clicked the link, you will be directed to our Bloomerang Volunteer page titled “Volunteer Center.” Select “Signup for more Shifts!” in the top right corner of our “Volunteer Center” page. First time users will be prompted to create an account through Bloomerang Volunteer. Once you have created your account, you will see all available volunteer shifts. Bloomerang Volunteer allows volunteers to track hours and sign up for future volunteer opportunities easily.

To create a safe and enjoyable volunteer experience, every volunteer is required to register in advance and sign up for a shift that has available slots.

For any volunteer sign up question, contact volunteer@foodbanknega.org.

ARRIVAL INSTRUCTIONS

Our address is 890 Newton Bridge Rd, Athens, GA 30607. Once you are parked and ready to volunteer, please enter the doors labeled “Volunteers.” The Volunteer Center doors will unlock 15 minutes before the shift starts, allowing time for everyone to set stuff down or use the restroom.

LARGE GROUPS

For groups exceeding 10, please contact

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.



SCHOOL GROUPS

The Food Bank is happy to welcome student groups from 6th grade and up. We invite 20 volunteers per group with a minimum of 2-3 chaperones. Each session, students will volunteer for 60 minutes followed by a 30-minute tour of the Food Bank where they are encouraged to ask questions about our work and food insecurity.



WHAT YOU NEED TO KNOW

MINORS

Volunteers must be 12 years old or older to volunteer. Children between the ages of 12-13 must be accompanied by an adult who is also volunteering alongside them for the entire volunteer shift. Volunteers over the age of 14 are allowed to volunteer on their own.

An adult must register all minors through Bloomerang Volunteer. If a minor does not have an email account, please send an email.



ATTIRE

All volunteers are required to wear closed-toe and closed-heeled shoes (tennis shoes), long pants, and shirts with sleeves and torsos covered (t-shirts). **We have scrubs available if you are not in appropriate attire.**

Headphone and cell phone usage is prohibited while volunteers are working.



EMERGENCY WEATHER

In the event of an emergency a Food Bank staff member will guide you to the correct location.

In case of inclement weather conditions, you will be contacted via email if cancellation occurs. If you feel unsafe driving to or attending a volunteer event, please email our Volunteer Team at: volunteer@foodbanknega.org

YOUR ROLE IN KEEPING FOOD SAFE

SICK REGULATIONS

If you are sick or showing signs of illness, please unregister for events or send an email that you are unable to attend volunteer shifts. **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

Any injuries, accidents, spillage or safety concerns that occur during your volunteer work should be reported immediately to Food Bank staff. A first aid centers are located in the Volunteer Center. First aid kits will be available at all Food Bank events.

PERSONAL HYGIENE

Handwashing:

To effectively wash your hands, simply follow this 5-step process (which should take at least 20 seconds):

1. Wet hands and arms
2. Apply soap
3. Scrub hands and arms vigorously for 10 -15 seconds
4. Rinse hands and arms thoroughly
5. Dry hands and arms with a single use paper towel or a hand dryer.

Using Gloves Correctly:

- Only use single-use gloves when handling food.
- Gloves should not be too tight or too loose.
- NEVER blow into them or roll them to make them easier to put on.
- Wash your hands before putting on gloves or when starting a new task.

You should change gloves as soon as they become torn, before beginning a different task, before handling food, or after an interruption, such as taking a phone call.



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

**Together we can make sure
EVERY NEIGHBOR. HAS ENOUGH FOOD. EVERYDAY.**