

**FOOD
BANK**

**OF CENTRAL
& EASTERN
NORTH
CAROLINA**

Volunteer Opportunities

at our
Durham Branch



Contents:

1. Durham Volunteer Opportunities
2. How to Sign Up to Volunteer
3. Rules & Guidelines
4. Frequently Asked Questions

Durham Volunteer Opportunities

Every day, Food Bank volunteers make a tangible contribution to our communities. Last year, volunteers logged over 172,704 hours across our six branches—equivalent to over 83 full-time employees! There are many ways to get involved with the Food Bank. Below are the typical activities the Food Bank offers at our Durham Branch.

Please email the designated contacts to inquire about current availabilities for each activity.

Warehouse Volunteer

Perfect for groups and individuals! Tasks include sorting, labeling, and repackaging bulk food items. *Please see the following page for sign up information.*

Front Desk Volunteer

Complete administrative tasks such as data entry and answer phone calls. Experience with computers is a plus! *Please see the following page for sign up information.*

Speakers Bureau Volunteer

Volunteers are trained to become advocates for the Food Bank, attend speaking engagements and agency fairs. *Please email communication@foodbankcenc.org to inquire about training and sign up.*

Truck Driver Volunteer

Assist staff with pickups of local food donations. An application and 'Authorization for Driving Record Verification' required. This need is especially high around the winter holiday season! *Please email fooddrive@foodbankcenc.org for more information and to sign up.*

Agency Site Monitor

Assist staff in monitoring partner agencies to ensure safe food storage, adequate record keeping, and good stewardship of Food Bank supplies. Also communicate Food Bank policies and procedures. *Please email Larry Morris, Senior Manager, Agency Services, at lmorris@foodbankcenc.org to sign up.*

Special Events Volunteer

Attend special food and fundraising events, such as Stamp Out Hunger (Letter Carriers' Food Drive) in May and Hunger Relief Day at the State Fair. *Please email fooddrive@foodbankcenc.org to sign up.*

Social Media Ambassador

Spread the word about hunger using your social media networks such as Twitter, Facebook, and personal blogs. (Volunteer hours are not currently earned with this opportunity.) *For more information, please visit www.foodbankcenc.org/SMA.*

Food Drive Organizer

Organize a food drive at your office, church or in your community. (Volunteer hours are not currently earned with this opportunity.) *For more information, please visit www.foodbankcenc.org/FoodDrive*



How to Sign Up to Volunteer

Groups: We are delighted to host groups at our Durham distribution center! Volunteering with the Food Bank is a great activity for school, business, civic, or religious groups. Please follow our guidelines to ensure a rewarding experience for all.

- All groups must schedule their volunteer shift ahead of time. Schedule a slot by emailing the **Durham Volunteer Coordinator at DurVolCoord@foodbankcenc.org** with the size of your group, age of participants if under 18, and your preferences for when you would like to volunteer.
- These slots fill up quickly, so we recommend contacting us at least one month before your preferred date and having more than one date in mind.
- Weekday volunteer shifts are Tuesday – Friday from 9:00 am - 12:00 pm and 1:00 pm – 4:00 pm. Saturday volunteer shifts are held on the 1st, 3rd, and 5th Saturday of the month from 9:00 am – 12:00 pm for adults and kids over the age of 12-years-old.
- In the case of a youth group, we ask for one adult for every 4 - 5 youth under the age of 18.
- In the event that you need to cancel or change the number in your group, please contact the Volunteer Coordinator immediately.

Individuals: Every helping hand makes a difference!

- Individuals or families can walk in to volunteer in our warehouse without scheduling a specific time during the following volunteer sessions*:
 - 1st, 3rd, and 5th Saturdays of the month, 9:00 am – 12:00 pm
**You must arrive at the beginning of these sessions. If you'd like to bring a group (5 or more people) please see above scheduling process.*
- We also welcome individual volunteers and families during business hours on weekdays, Tuesday – Friday between 9:00 am – 4:00 pm. We ask that you please plan to arrive at 9:00 am, 10:00 am, 1:00 pm, 2:00 pm, or 3:00 pm. Please contact **Durham Volunteer Coordinator at DurVolCoord@foodbankcenc.org** with your preferred dates and times to sign up to volunteer during business hours.

Kids Day: Volunteering is a wonderful way for kids to learn about the Food Bank and hunger in our communities. The Food Bank at Durham offers a kid-friendly volunteer session twice a month for youth between the ages of 5 and 11 called Kids Day!

- The Durham Branch Kids Day is every 2nd and 4th Saturday of the month, from 10:00 am – 12:00 pm.
- During Kids Day, volunteers will participate in an age-appropriate food sorting project, for example repackaging bulk food into family-size portions.
- All youth must be accompanied by an adult.
- Warehouse dress and guidelines still apply to Kids Day—please review these before arrival.
- If you're interested in bringing a group (more than one family), please follow the scheduling process above and email DurVolCoord@foodbankcenc.org. **Please note that this is our most popular program and groups will likely need to schedule 2-4 months in advance.**

How to Sign Up to Volunteer (continued)

Community Service (Court Related): The Food Bank at Durham welcomes select volunteers needing to complete community service hours. Individuals younger than 18 years of age must be accompanied by a parent/guardian at all times in order to participate.

- The Food Bank offers community service hours for lawyer recommended service, court-appointed service, and hours needed for pending charges.
- The Durham branch accepts traffic violations only, such as speeding in a school zone or passing an emergency vehicle. This does NOT include driving while impaired or driving under the influence.
- All individuals interested in community service hours must first attend orientation, which is held every Tuesday at 4:30pm and covers policies, procedures, and hours. Please note that we start promptly at 4:30pm and accept absolutely no latecomers. You do not have to sign up in advance to attend orientation.

Durham Branch “Walk-In” Volunteer Hours for Individuals and Families

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7 9:00 am – 12:00 pm
8	9	10	11	12	13	14 Kids Day: 10:00 am –12:00 pm
15	16	17	18	19	20	21 9:00 am – 12:00 pm
22	23	24	25	26	27	28 Kids Day: 10:00 am –12:00 pm
29	30	31				9:00 am – 12:00 pm

Note: This calendar is provided as an example and does not reflect actual calendar dates.



Rules & Guidelines

Warehouse Dress & Guidelines

The Food Bank aims to create a fun and safe environment for our volunteers at our warehouse. Please familiarize yourself with the rules and recommendations for working at the warehouse.

- Closed toed shoes are required. Volunteers (including chaperones) who do not wear closed toed shoes will not be permitted in the warehouse.
- Volunteers may not use any motorized equipment (forklifts or electric pallet jacks) and may only use manual equipment (manual pallet jacks) with proper training.
- Food or drinks other than water are not allowed on the warehouse floor.
- Please do not use headphones or phones (even for texting) while working in the warehouse.

Age Guidelines

- Volunteers 18 and older can volunteer during any of our regular volunteer hours assuming they have scheduled in accordance to Food Bank policies.
- Volunteers ages 12 to 17 can volunteer during our regular hours as long as they have a parent/guardian with them at all times.
- Children ages 5 to 11 can participate with an adult during our Kids Day program.

Show us your best #helpie!

[Which is a selfie while you're helping others!]

At the Food Bank, we encourage our volunteers to share the hard work they do to help feed local families.

While you're volunteering, snap a photo and share it! Remember to tag us @FoodBankCENC!



/ FoodBankCENC



@FoodBankCENC



FoodBankCENC



Frequently Asked Questions

Can I bring a group to volunteer?

The Food Bank welcomes groups to volunteer at our warehouse! We require groups to sign up in advance. We recommend that groups schedule at least one month in advance and have more than one date in mind when booking. Please see Group Sign Up instructions on page 3 for more information.

What are the age requirements?

Volunteers 18 and older can volunteer during any of our regular volunteer hours if they have scheduled in accordance to Food Bank policies. Volunteers ages 12 to 17 can volunteer during our regular hours as long as they have a parent/guardian with them at all times. Children ages 5 to 11 can participate with an adult during our Kids Day program.

Can kids volunteer at the Food Bank?

The Food Bank welcomes and encourages kids to give back to their community and learn more about the issues of hunger by volunteering on Kids Day! This event is offered twice a month for children aged 5 to 11 who are accompanied by an adult. If bringing a group, you must schedule ahead of time. Please see the Kids Day Sign Up instructions on page 3 for more information.

Do you accept court-related community service volunteers?

The Food Bank welcomes select volunteers needing to complete court-related community service hours whose charges or pending charges are traffic violations only. This does NOT include driving while impaired or driving under the influence. All individuals interested in community service must first attend orientation, which is held every Tuesday at 4:30pm. Anyone under 18 must be accompanied by an adult in order to participate. Please see Community Service Sign Up instructions on page 4 for more information.

Can high school or college students volunteer to meet service hour requirements?

Absolutely! Students who are in need of service hours are welcome to volunteer during normal volunteer hours and do not need to attend an orientation. Students between the ages of 12 and 17 will need to be accompanied by an adult. Upon arrival at the warehouse, please alert a staff member that the student will need documentation for the hours contributed.

Frequently Asked Questions (continued)

Can the Food Bank accommodate volunteers with special needs or physical handicap or disability?

The Food Bank welcomes volunteers of all skill sets and will make every effort possible to accommodate all volunteers. Please contact Chelsey Willetts at cwilletts@foodbankcenc.org for specific information.

Where can I park?

Volunteers can park inside the fence in our parking lot.

Do I have to wear closed toed shoes if I am just a chaperone?

Yes. Anyone inside the warehouse needs to wear close toed shoes as required by OSHA.

What is your address?

2700 Angier Avenue, Durham, NC 27703

Are adults included in Kids Day group headcounts?

Yes, we need to know the number of people in your entire group, not just children.

Can I bring my purse in?

We recommend locking purses and valuables in your car, because we do not have a place to store such items where they will be locked up or supervised.

Can I leave early from a session?

Yes, if you need to leave early before your group session is finished, you may leave. However, all volunteers must show up on time at the beginning of a group session to receive instructions.

Can I listen to my iPod?

No. Our motorized warehouse equipment such as forklifts use horns to alert volunteers of their presence. It is a safety hazard to inhibit your ability to hear with headphones or cell phones.

We look forward to seeing you at our Durham Branch!

2700 Angier Avenue
Durham, NC 27703

(919) 956.2513

Questions?

Please contact the Durham
Volunteer Coordinator at
DurVolCoord@foodbankcenc.org.