



HEALTH AND WELLNESS  
POWERED PANTRIES

# HUNGRY TO HELP: TOOLS FOR A SUCCESSFUL VOLUNTEER PROGRAM





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# DEAR PARTNER,

We are committed to working with you to support the health and wellness of your community and site. As part of our partnership we support you with tools and materials to support your health and wellness goals. Each quarter, we share a campaign toolkit on a specific area of focus.

These campaign toolkits provide resources, learning tools, and reading materials. We ask that you share the information with your site attendees. Hang and post these materials throughout your site to raise awareness for the topics shared.

This quarter (April-June) our focus is on providing resources for volunteer recruitment . We have prepared self -evaluation tools; as well as tips on recruitment, retention, and orientation for the volunteers.

As many regular volunteers may leave on vacation in the spring to summer months, it is important to learn how to fill the gaps and recruit volunteers, such as students, who would be more available on their summer break. In addition, demand for programs may increase especially when school meal programs are halted, so it is important to address the needs of our neighbors while effectively onboarding our volunteers.

Best,

Nutrition Education Team  
Community Food Bank of New Jersey





# SELF EVALUATION START-OFF!

PEOPLE & TOOLS

## VOLUNTEERS

### PANTRY SELF-EVALUATION

		STRENGTH	AREA OF GROWTH
IN YOUR PANTRY DO YOU?...		YES	NO
01	Have an established volunteer coordinator?	<input type="checkbox"/>	<input type="checkbox"/>
02	Have written volunteer roles, responsibilities, guidelines?	<input type="checkbox"/>	<input type="checkbox"/>
03	Have a plan for volunteer recruitment?	<input type="checkbox"/>	<input type="checkbox"/>
04	Track volunteer time?	<input type="checkbox"/>	<input type="checkbox"/>
05	Conduct consistent volunteer orientations and trainings?	<input type="checkbox"/>	<input type="checkbox"/>
06	Use online sign-ups for volunteers?	<input type="checkbox"/>	<input type="checkbox"/>
07	Solicit volunteer feedback?	<input type="checkbox"/>	<input type="checkbox"/>
08	Recognize volunteer contributions throughout the year (i.e. social media posts or certificates)?	<input type="checkbox"/>	<input type="checkbox"/>
09	Conduct volunteer satisfaction surveys and analyze feedback?	<input type="checkbox"/>	<input type="checkbox"/>
10	Host volunteer appreciation events at least once per year?	<input type="checkbox"/>	<input type="checkbox"/>
11	Have Volunteer Requirements, Volunteer Policies & Pantry Conduct defined and documented?	<input type="checkbox"/>	<input type="checkbox"/>



# VOLUNTEER RECRUITMENT

Cast a wide net by recruiting volunteers from groups:  
Schools,  
Faith-based institutions,  
Corporations

A single university may have multiple service-based orgs with hundreds of motivated volunteers.

Example: Rutgers University

1. Contact student-run campus chapters of recognizable organizations.



2. Contact university-run umbrella organizations or offices dedicated to service learning.

Rutgers Office of Student Volunteer Engagement  
Rutgers Health Student Corps

Tips for Recruiting Corporate Volunteers:

- Use statistics to show the benefits of employee volunteer programs.
- Promote volunteerism as an opportunity for team building and professional development.

Leverage online tools like social media, email campaigns and local volunteer databases

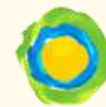


Bluesky

mailer lite



mailchimp



idealist



POINTS OF LIGHT

# VOLUNTEER RETENTION



Retaining dedicated volunteers is vital to the long term success and stability of partners. Volunteers provide essential labor, bring passion and community spirit, and ensure that daily operations run smoothly. Therefore, here are some effective strategies to keep volunteers engaged, appreciated and committed to the community.

## Get to know your volunteers!

Talk with your volunteers about their interests, goals and motivation. Build personal connections that highlight that their unique contributions are appreciated.

## Flexible scheduling

Provide a range of volunteer assigned or rotating roles with varying time commitments. Offer short term and long-term volunteer opportunities to offer as many choices as possible.

## Recognize and encourage!

Highlight the impact of volunteers in group huddles and newsletters. Offer regular encouragement through certificates, hand written notes and opportunities that allows volunteers to take leadership roles.

## Continuously evaluate and improve the program

It is most important to listen to volunteers in order to improve the program. Request open and honest feedback and be responsive to volunteers' needs and concerns. Use volunteers' preferred method of communication (e.g. text, email, call) whenever possible.



# VOLUNTEER ORIENTATION

1

## Welcome

- Introductions
- Ice Breakers
- Overview of the Food Pantry
  - Who it serves
  - Hours, location, types of foods distributed

2

## Expectations

- Roles and responsibilities
- Expectations e.g. hours per week/month
- Allocation of roles based on interests and skills form sign

3

## Food Safety Training

- Food safety guidelines intro
- Proper training on sanitation, handling, and storage
- Interactive session on handling different foods

4

## Policies

- Presentations on:
  - Food safety
  - Confidentiality and privacy agreements
  - Roleplay proper treatment of pantry neighbors

5

## Tour of Food Pantry.

- Pantry walkthrough
- Show normal operations
- Explain different sections and their purposes

6

## Q & A + Closing

- Open floor questions
- Clarifications
- Have volunteers sign waivers
- Sign people up for volunteer shifts

# Resources, Handouts & Flyers

## Volunteer Agreement Templates And Forms | Track It Forward

**Volunteer Agreement Forms Importance & Inclusions**

If this is important for your organization, include this:

- Specific rules and operations in day-to-day activities:** A basic and general checklist that gives insight of the activities are important to the organization.
- COVID-19 Safety Rules and PPE:** A basic COVID-19 safety action plan that covers general guidelines for safety, how the organization is managing COVID-19, how to handle and use PPE (masks, gloves, hand sanitizer, etc.) and how to avoid contact with others.
- Organizations Volunteer Hour Requirements:** A document that outlines the organization's requirements, how to track hours, how to report hours, and how to use the information.
- Volunteer Orientation and Exit Plans:** A document that outlines the organization's requirements for volunteers, including how to get started, how to get help, and how to exit the organization.
- Volunteer Event Scheduling:** A document that outlines the organization's requirements for volunteers, including how to get started, how to get help, and how to exit the organization.
- Displaying Risks of Activities in Your Organization:** A document that outlines the organization's requirements for volunteers, including how to get started, how to get help, and how to exit the organization.
- Photos and Information for Marketing Use:** A document that outlines the organization's requirements for volunteers, including how to get started, how to get help, and how to exit the organization.

**TRACK IT**

Word-of-mouth recruitment

## Good Manufacturing Practices Agreement

**COMMUNITY FOOD BANK OF NJ GOOD MANUFACTURING PRACTICE RULES**

**Good Manufacturing Principles for all Team Members, Contractors, Vendors, Visitors, Partners, & Volunteers**

The following GMP rules will be observed while inside CFBNJ distribution centers:

- Personal cleanliness is maintained by all, and good hygiene practices are followed.
- Clean clothing is required. The following shall not be worn in the facilities: muscle shirts, short shorts, loose, hanging or dangling items from personal attire. Clothes shall not contain obscenity or controversial messages, beads or sequins.
- Outer garments must be clean and suitable for warehouse operations, so they do not contribute to product contamination. Outer garments shall be laundered regularly if worn in the warehouse daily.
- Steel-toed shoes are required for all team members operating material handling equipment in the warehouse. No open toe shoes or high heels are allowed in the facility except for in office spaces.
- No gum, chewing, eating or drinking from open containers (including coffee, tea, fruit drinks, etc.) is permitted in the warehouse. Plastic bottles with caps are permitted.
- No smoking is allowed inside the facility. Smoking is permitted only in designated smoking areas) outside the facility.
- Cell phone use is not permitted in the warehouse or in public restrooms.
- Wireless and hand-held ear buds or earpieces are not permitted in the warehouse.
- Safety vests shall be worn by all team members in the warehouse operations areas.

**Clean Room**

In addition to the GMP rules above, everyone working inside the Clean Room will also observe the following:

- Everyone is required to fully cover their hair by wearing a helmet or beard net as required.
- Everyone must wear disposable aprons when working in this area, and aprons must not be worn when taking breaks or in restrooms.
- Outer clothing must be clean and free of fibers that would be a concern for cross contamination, i.e. long fabric fibers, sequins, beads or buttons used for decoration.
- Everyone is required to wash their hands and wear gloves prior to beginning work.
- Gloves shall be disposed of any time that someone leaves the immediate work area. A new pair of gloves must be worn upon re-entering the work area. Any torn, damaged or soiled gloves will be disposed of as necessary.
- Cell phones are not permitted in the Clean Room.

**Production Kitchen (Commissary and Bakery)**

In addition to the GMP rules above, everyone entering the Production Kitchen shall observe the following rules:

- Hairnets must be worn while in the kitchen, and all hair must be contained in the hairnet.
- Hair must be cut above the collar and/or pulled back if necessary.
- Facial hair must be short and neatly trimmed. All facial hair must be covered by wearing a beard net.
- No hats are allowed in the kitchen or serving area.
- Crew neck shirts, tee shirts, long sleeve shirts, or thermal shirts are permitted, and long pants below the ankles are required. Muscle shirts or deep plunging "V-neck" shirts are not permitted.
- Chef Coats are provided to team members and FFA students and must be kept clean and neat.
- All personnel and volunteers must wear disposable aprons when working in this area, and aprons must not be worn when taking breaks or in the restrooms.
- No open toed or high-heeled shoes are permitted, and all shoes shall have skid-resistant soles.

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**COMMUNITY FOOD BANK OF NJ GOOD MANUFACTURING PRACTICE RULES**

- All personnel and volunteers are required to follow good personal hygiene and wear clean outer clothing.
- Exposed jewelry is not permitted, including piercings. Piercings include long piercings, eyebrow piercings, or any other piercings that could fall off and cause food contamination. Exceptions to this rule are for the wearing of a watch and plain wedding bands. Necklaces must be long enough to tuck under the collar.
- False eyelashes or false fingernails are not permitted. Fingertail polish is not permitted, and nails must be neat, clean and properly trimmed.
- Plain deodorant is acceptable. Colognes, perfumes, or excessive make-up are not permitted.
- All personnel must wash their hands when entering foodprocessing areas, after absence from the workstation, when changing job assignments, returning from the restroom and/or when their hands may have become soiled or contaminated.
- Any personnel with direct food contact, such as sorting, separating, hand packing, or washing food, must wear gloves. Gloves will be disposed of when team members leave their immediate work area. A new pair must be worn upon re-entering the work area. Any torn, damaged or soiled gloves shall be disposed of as necessary. Hand washing must be done before applying clean gloves.
- Eating, drinking, chewing gum, and smoking are not permitted.
- All personnel shall have a designated area away from the food processing areas, for storing their personal items. This area shall be kept in a neat and clean condition and must be well maintained.
- Food should not be stored in pockets of clothing or contained in food production areas.
- Use of cell phones is not permitted in the Production Kitchen.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Volunteer Recruitment Requirements

**Encourage Word-of-Mouth Recruitment**

Here are some ideas to optimize word-of-mouth referrals:

- Make your opportunities family-friendly
- Make group sign-up easy to do
- Form volunteer teams
- Use social media
- Host Bring-a-Friend Week
- Ask your donors
- Communicate your volunteers' impact
- Get organized

**getconnected**

**VOLUNTEER RECRUITMENT**

WHAT RECRUITMENT SOURCES DO YOU HAVE FOR VOLUNTEERS?  
List at least 3 organizations in each category near your pantry to create a recruitment plan.

SOCIAL SERVICES

HIGH SCHOOLS, UNIVERSITIES, FRATERNITIES

CORPORATIONS, BUSINESSES

COMMUNITY ORGANIZATIONS

CHURCHES

**VOLUNTEER REQUIREMENTS**

To volunteer at the pantry the following requirements must be met:

- VOLUNTEER FORMS**
  - Complete all required volunteer forms:
    - Volunteer Application
    - Volunteer Agreement
- TIME COMMITMENT**
  - Commit to a minimum of 2 hours of service per shift.
  - Arrive to your shift at least 15 minutes early.
  - Communicate Cancellations clearly and early.
  - Cancellation within 24-48 hours. When a volunteer expects to be absent from a scheduled day, the volunteer should inform the Volunteer Manager as far in advance as possible so that alternate arrangements can be made.
- ORIENTATION AND TRAINING**
  - Attend an orientation to learn about the food pantry's mission, programs, and neighbor needs.
  - You will receive an overview of your role and key responsibilities. When you first volunteer you will be teamed up with an experienced volunteer who will give specific directions for the task you are assigned.
- VOLUNTEER RECORDS**
  - Volunteers should sign in and out at the volunteer table for each shift.
  - The Volunteer Department will record your volunteer shifts for history.
- AGE RESTRICTIONS**
  - Be at least 12 years old, with children under 16 requiring an adult chaperone.
  - Those 16-17 can volunteer on their own once a parent has signed the Release Form.
  - Volunteer groups under 16 years old must have one adult for each five children.
- DRESS CODE**
  - Volunteers should wear clothing appropriate for assigned tasks. Volunteers should maintain a neat and clean appearance.
  - Muscle shirts, tank tops, short shorts, and loose clothing are not permitted in the warehouse or pantry.
  - For their protection, all volunteers must wear closed-toed flat shoes or sneakers.
- CELL PHONE USAGE**
  - Cell phone use is not permitted on the pantry floor. If you need to use your phone, please use the lobby area or outside.

**EXAMPLE**

**WORKSHEET**

**TRACK IT**