

VOLUNTEER PROGRAM INFORMATION: UPDATED JANUARY 2017

Thank you for your interest in volunteering with Golden Harvest Food Bank.

We are very excited to have you join us in **Feeding Lives Together**.

Page 1= Online Registration, Orientation Schedule

Page 2= General list of volunteer needs, events and locations

Page 3= "Faith Food Factory" Warehouse volunteer need-to-know information

Page 4= "Masters Table" Soup Kitchen volunteer need-to-know information

Page 5= Volunteer Guidelines & Release Form

HOW DO I START VOLUNTEERING?

1. Register as a volunteer via our website: **www.goldenharvest.org**
2. Attend an informal, 1-hour orientation session in either Augusta or Aiken.
3. After attending orientation, you can begin scheduling your volunteer shifts online for Augusta or Aiken.

HOW DO I REGISTER ONLINE?

- **www.goldenharvest.org > Select Volunteer tab (top left) > Select Register**
Register as either an **INDIVIDUAL OR GROUP** (middle of the page)
- Each volunteer registration submitted online should have a unique email address
- Volunteers who need to track or document their hours should register as an **INDIVIDUAL**
- Families, churches, organization, companies, schools and clubs that plan to volunteer together as a team should register as a **GROUP**

WHAT IS THE PURPOSE OF ORIENTATION?

- **To Educate, Inspire & give an overview** of the many volunteer opportunities at our different locations.
- Explain how to use our online **Volunteer Calendar**, where you can view all volunteer needs and conveniently schedule your volunteer shifts according to your availability, 6 months in advance.
- **AFTER** completing the online registration **AND** attending volunteer orientation, volunteers will receive a unique volunteer PIN and password to access the Volunteer Calendar.
- Your volunteer PIN will be used to sign in/out at the kiosk each time you volunteer.

AUGUSTA VOLUNTEER ORIENTATION

Every Thursday from 4:00-5:00pm

FIRST Saturday of every month from 10:00-11:00am

Golden Harvest Food Bank (located near the intersection of Gordon Highway and North Leg)

Faith Food Factory (look for volunteer orientation sign) 3301 Commerce Drive, Augusta, Georgia 30909

AIKEN VOLUNTEER ORIENTATION

THIRD Saturday of every month from 10:00-11:00am

Golden Harvest Food Bank (located near the intersection of E. Pine Log and Banks Mill)

81 Capital Drive, Aiken, South Carolina, 29803

WHAT IF I WANT TO VOLUNTEER WITH A TEAM OR GROUP?

We ask that at least **ONE** representative attend orientation and communicate the information to your respective groups. Please plan at least 2-3 months in advance for volunteer teams with 10 or more individuals. The larger your volunteer group, the further in advance we may have to schedule, especially for weekend service projects. It's never too early to schedule!

WHY DO I HAVE TO SCHEDULE MY VOLUNTEER SHIFTS IN ADVANCE?

We are so fortunate to have so many committed, passionate volunteers that work with us regularly.

Approximately 900-1000 volunteers serve with us on a monthly basis. Many church groups, schools and companies schedule their volunteer dates with us several months in advance. In order to prevent overcrowding and ensure you have a meaningful, productive experience, we ask all volunteers to schedule in advance.

WHAT ARE SOME OF THE VOLUNTEER NEEDS AT GOLDEN HARVEST FOOD BANK?

*Please check the calendar for weekly updates, special projects, events, fundraisers and updated shift times for all volunteer opportunities at our Augusta and Aiken locations.

1) Augusta & **Aiken** Inventory Warehouse:

Maintenance, clean up, car washing (Volunteer shift times vary Monday-Friday and select Saturdays)

***Aiken warehouse is open every 3rd Saturday of the month between 9:00am-12:00 for volunteers**

2) Augusta & **Aiken** Administrative Office:

Filing, clerical duties, mailing (As needed Monday-Friday 9:00-12:00 or 1:30-4:30)

3) Faith Food Factory warehouse (See location information on page 3. Open Tuesday-Saturday)

4) "Masters Table" Soup Kitchen (See location information on page 4. Open everyday until 1:00pm)

5) Back Pack Program: Selected Tues/Thurs evenings from 6:00-8:00pm at Faith Food Factory warehouse

6) Annual "Empty Bowl" Fundraiser: Sunday, March 5 www.emptybowlcsra.org

7) Annual "Stamp Out Hunger" Food Drive: Saturday, May 13 from 2:00-6:00pm www.nalc.org

8) Annual "It's Spooky To Be Hungry" Neighborhood Food Drive (Last two Saturdays in October) www.itsspookytobehungry.org

HOW DO I SCHEDULE MY VOLUNTEER SHIFTS ONLINE?

- Visit our website: www.goldenharvest.org
- Select VOLUNTEER tab (top left), Select LOGIN (far right, middle of the page)
- Login using your email address. You will receive your password after attending orientation.
- Select MY SCHEDULE tab then look for calendar days that show "HELP WANTED"
- Select SCHEDULE ME or REMOVE ME
- **Note:** Weekend, evening & holiday volunteer shifts are filled very quickly. The volunteer calendar is updated in real-time and is subject to change when volunteers reschedule. Please check regularly.
- **Suggestion:** Store your volunteer PIN in your cell phone and please don't forget to sign in & out.

- **To check for volunteer updates, news and announcements:** Select the "Home" tab
- **To review your volunteer schedule:** Select "Home" tab > Select "Check your schedule"
- **To view total volunteer hours served:** Select the "Service History" tab
- **To have your hours verified on company letterhead:** Email aancog@goldenharvest.org

CONTACTS

ANN ANCOG: Volunteer Program Coordinator

Golden Harvest Food Bank, Administrative Office, 3310 Commerce Drive
aancog@goldenharvest.org 706-736-1199 ext. 236

AIKEN WAREHOUSE: 81 Capital Drive, Aiken, South Carolina 803-642-2912

JENNIFER ULMER: Warehouse Manager & Volunteer Coordinator

311 Alliance Parkway, Williamston, South Carolina
julmer@goldenharvest.org 864-222-9510

“FAITH FOOD FACTORY” WAREHOUSE VOLUNTEER GUIDELINES

Warehouse Manager: Larry Jenkins

Address: 3301 Commerce Drive Augusta, Georgia 30909

Located near the intersection of Gordon Highway and North Leg

MISSION

The Faith Food Factory is where we sort, inspect and re-package our non-perishable donations.

VOLUNTEER TASKS

Sorting/inspecting/organizing food donations, repacking food, packing/weighing food boxes, sorting/packaging produce, frozen meats, etc. Volunteers inspect food for quality before Golden Harvest Food Bank distributes to our 300+ partner agencies. This includes soup kitchens and food pantries across 30 counties across Georgia and South Carolina.

AUGUSTA FAITH FOOD FACTORY VOLUNTEER SHIFTS

Each volunteer shift listed below can accommodate a maximum of **30 volunteers**.

Age requirement is 8 years old. For children under 13, a parent or guardian must accompany and chaperone.

If children are volunteering as part of a group, there should be at least 1 chaperone for every 4 children

volunteering. Exceptions to a volunteer's age can be made with prior approval from the location manager.

Sunday & Monday= Closed

Tuesday = 1:00pm-4:00pm or 6:00pm-8:00pm

Wednesday = 9:00-12:00 or 1:00-4:00pm

Thursday = 1:00pm-4:00pm or 6:00pm-8:00pm

Friday = 9:00-12:00 or 1:00-4:00pm

Saturday = 9:00-12:00 or 1:00-4:00pm

AIKEN WAREHOUSE VOLUNTEER SHIFTS

Select weekdays between 9:00-4:00pm

THIRD Saturday of every month between 9:00-12:00

WHAT TO KNOW ON THE DAY YOU VOLUNTEER

- The FFF Warehouse Manager (**Larry Jenkins**) will explain your assignments upon arrival.
- **ENTRANCE:** Enter through the beige door (look for Faith Food Factory sign).
- Use the kiosk in the office area to sign in/out using your individual or group PIN. This helps Golden Harvest track volunteer hours and all your efforts.
Suggestion: Store your volunteer PIN in your cell phone
- **PERSONAL BELONGINGS:** Although there are lockers available for volunteers, we recommend keeping your personal belongings in your vehicle.
- **DRESS:** Wear casual clothes that can get dirty. Closed toed shoes are **REQUIRED** for safety. Please remember we are a faith based organization. Clothing must be in good taste, clean and in good repair. **Although the warehouse is temperature controlled, please dress accordingly to the season and consider bringing a light jacket or gloves in the winter. We recommend dressing in layers.**

FRIENDLY REMINDERS

- **Volunteer T-shirts** can be purchased for only \$10 at our administrative office, across from FFF Mon-Fri between 8:00-5:00pm. Each T-shirt purchase provides 25lbs of groceries to a family in need.
- All volunteers must read, sign & submit a release of liability form prior to volunteering at GHFB (page 5). This only needs to be completed one time.
- Warehouse food should not be consumed or taken home.
- Please refrain from eating or drinking in the warehouse, except in the designated break areas.
- Smoking is not permitted on ANY Golden Harvest Food Bank premises.
- Please do not operate or ride on electric pallet jacks, pallet stackers, forklift or other equipment.
- Any volunteer who does not follow the above guidelines or policies outlined in the release form will not be permitted to volunteer at Golden Harvest Food Bank.

“MASTER’S TABLE” SOUP KITCHEN VOLUNTEER GUIDELINES

Manager: Rick Stephens 706-722-0607

Address: 702 Fenwick Street, Augusta, Ga 30901 (Across the street from the James Brown Arena).

Mission: The Master’s Table Soup kitchen is open EVERYDAY and serves a hot lunch to over 200 people. Thanks to the kindness and support of our local community, we opened the doors to this 6200 square foot facility in 2010, complete with a prayer room and indoor seating for 152 guests.

Volunteer Tasks: Greet and welcome guests. Some of our guests are going through a very difficult time in their life. Your smile and words of encouragement will be the highlight of their day. Wrapping utensils in napkins, serving drinks, offering condiments to each table, preparing lunch trays, collecting emptying trays, cleaning tables and clean-up after lunch is served (sweeping, mopping, wiping tables, stowing away chairs).

MASTER’S TABLE VOLUNTEER SHIFTS

8:30-12:00: Kitchen & Meal Prep. 5 volunteers needed. 18 years old to work in kitchen (no exceptions).

OR

10:30am-1:00: Dining Room Serving & Clean Up. 10-16 volunteers needed.

ALL SATURDAY “DINING ROOM” SHIFTS AT THIS LOCATION ARE FULL FOR 2017

Recommended age for the dining shift is 13 years old. Exceptions to a volunteer’s age can be made with prior approval of the location manager. Lunch is served promptly between 11:00-12:00.

Clean-up tasks from 12:00-1:00pm. This location closes at 1:00pm daily.

OR

10:30-12:00: Dining Room Entertainment We have a wonderful sound system, microphone and piano in the dining area. We welcome musical instruments, vocalists, musicians and choirs. The dining room can accommodate **5-10 volunteers** for entertainment. **(schedule via aancog@goldenharvest.org)**

OR

9:30-12:30: Outdoor Courtyard Donation Day Volunteers can provide and distribute donated items such as clothing, hygiene products, snacks, etc. **(schedule via aancog@goldenharvest.org)**

WHAT TO KNOW ON THE DAY YOU VOLUNTEER

DRESS: Volunteers are welcome to bring their own apron and/or baseball cap. Otherwise, we will provide the required apron and hair net for you. We recommended wearing casual clothes that can get dirty and close-toed, slip resistant shoes for safety. Please remember we are a faith based organization. Clothing must be in good taste, clean and in good repair.

GATE ENTRANCE: Approach the gate, briefly step out of your vehicle, then press/hold the call button located on the silver box for 5 seconds. Please allow 1-2 minutes for the staff to open the gate.

BUILDING ENTRANCE: After parking your vehicle, enter through the door labeled “Volunteer Entrance”

PERSONAL BELONGINGS: There are **NO LOCKERS** at this location. Please secure inside your vehicle.

VOLUNTEER ROOM: After entering the building, find the VOLUNTEER room at the very end of the hallway. This is where aprons, hair nets, nametags and the kiosk are located. Use the kiosk to sign in/out using your individual or group PIN. Enter through the kitchen wearing your apron, hair net and name tag. A manager or staff member will explain your assignments upon arrival.

EXIT GATE: After your volunteer shift, the exit gate is labeled and located on the opposite side of the parking lot from the entrance gate. This will automatically open via a sensor when you approach with your vehicle.

FOOD & BEVERAGES stored at the Master’s Table are for our CLIENTS enjoyment. Occasionally the Manager working with you will have an abundance of something and share with the volunteers serving that day. Volunteers are welcome to bring their own snacks or drinks.

FRIENDLY REMINDERS

All volunteers must read, sign & submit a release of liability form prior to volunteering at GHFB (page 5). This only needs to be completed one time. Please refrain from eating or drinking in the kitchen area. Volunteers are not permitted in the freezers. Please do not operate kitchen equipment, unless authorized by a Golden Harvest staff member. Volunteers should adhere to all rules of the facility as well as the manager of the facility.

Any volunteer who does not follow the policies outlined in the Volunteer release form will not be permitted to volunteer at Golden Harvest Food Bank.

Golden Harvest Food Bank Volunteer Release Form, Guidelines and Procedures. By signing below, volunteers acknowledge they understand the information and agree to comply. Thank you in advance for your cooperation, for volunteering your time and supporting our mission at Golden Harvest Good Bank (GHFB).

Everyday diverse groups of volunteers work with GHFB to end hunger in our 30-county service area in GA and SC. Respect, flexibility and a positive attitude ensure that everyone has an enjoyable, meaningful and productive experience. **DRESS CODE: Closed toed shoes are required for safety.** Sandals and flip flops are not permitted. Please remember we are a faith-based organization. We ask that clothing be in good taste. No offensive logos/writing or extremely tight/baggy clothing).

MASTERS TABLE: Food service gloves, hair nets and aprons are required due to Health Department requirements.

CONDUCT: GHFB is a faith-based organization and does not tolerate sexual harassment, harassing or offensive speech/behavior or cursing.

SAFETY: For your safety, headphones are not allowed in work areas. It is important that you can hear the equipment moving around the building. Please limit cell phone use so that you are fully aware of your surroundings at all times. All personal knives, including pocket knives, are prohibited in the work area.

Health: Since we handle food and food donations, we ask volunteers to reschedule if they are sick or contagious.

Personal Belongings: GHFB recommends leaving personal belongings and valuable items in your vehicle. Some locations have a limited amount of lockers. GHFB is not responsible or liable for items stored in lockers.

SMOKING: GHFB is a smoke free organization. We do not allow smoking on any GHFB campuses. This includes inside and directly outside of any buildings.

DRUG FREE WORK PLACE: GHFB prohibits the manufacture, possession sale and/or use of any controlled substance by any employee or volunteer while on GHFB premises, while working or when representing GHFB, unless prescribed by a personal physician. Volunteers who appear to be under the influence of drugs/alcohol will be asked to leave.

THEFT: GHFB has a zero tolerance for theft. Any volunteer found or suspected of stealing from any GHFB facility will be asked to leave. Theft is "taking anything not given directly by GHFB's Executive Director, or their designee.

RISKS: The safety of all volunteers is very important to GHFB. Although accidents and incidents are uncommon, it is our responsibility to advise volunteers of all potential risks associated with working in any of our facilities.

Risks at the **Faith Food Factory and Inventory Warehouse** include but are not limited to: Lifting items over 20 pounds, lifting and bending repetitively, exposure to contaminants and handling damaged product. Please stay alert and aware of their surroundings at all times since there are forklifts and other machinery operating at all times in our warehouses.

Climbing on the equipment, machinery or pallets is prohibited. Horseplay or running is not permitted. Risks at the

Master's Table soup kitchen include but are not limited to: Slips/falls, burn hazards and air born illness.

INJURY PROCEDURE: In the event of an accident, report the injury to a GHFB staff member. Report all injuries, including minor injuries such as bruises and scrapes. In case of any injury, volunteers will be asked to complete an incident report provided by GHFB.

CONFIDENTIALITY: I understand that any confidential information to which I have access is privileged and shall be held in the strict confidence. This includes but is not limited to donor information, confidential personnel issues, dues and records & fundraising information. **PHOTOGRAPHIC RELEASE:** I give my consent for any films, videos and photographs that may be taken of me to be used by Golden Harvest Food Bank or any other participating agencies in any publicity and/or advertising programs with may be undertaken by these organizations in the conduct of their legally incorporated purpose. I release GHFB, its participating agencies and any consultants from a liability in connection with the use of such materials. I understand that it is my responsibility to let the photographer know I do not want my picture taken.

VOLUNTEER WAIVER: In consideration for being permitted to enter GHFB's premises and/or participate in its programs, I do hereby release, covenant not to institute any suit or claim against, and further agree to indemnify, hold harmless or reimburse GHFB, the individual members, agents, employees and representatives thereof, as well as any activity supervisors, from and against any claim which I, (or my Child, any other parent or guardian of my Child) or any person, firm or corporation may have or claim to have for any losses or damages resulting from injuries to me (or my Child) arising out of, during, or in connection with any participation of me (or my Child) in any GHFB-related activity or any medical treatment rendered for injuries received in connection therewith. When acting as a group leader, I understand it is my responsibility to ensure all minors have parental consent and agree to GHFB volunteer policies and procedures. I understand it is my responsibility to obtain consent and concurrence with these policies and I can provide documentation if needed."

Print Name _____ **Signature** _____
Date _____

If the volunteer is a minor (under 18), this form must also be signed by a parent or guardian(below). I understand that my child named above will be volunteering with GHFB and I hereby give my permission for them to serve in that capacity.

Guardian's Printed Name _____ **Guardian's Signature** _____
Relationship to Volunteer _____ **Date** _____

If part of a volunteer group: **Group Name** _____ **Volunteer PIN** _____