

# VOLUNTEER HANDBOOK



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# about us

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Share Food Program started in 1986 as a food co-op for communities in need of access to low-cost food in Philadelphia. Since 1991 we have been a 501(c)(3) nonprofit organization dedicated to getting food to our vulnerable neighbors in need throughout the City, and beyond its borders in surrounding townships and counties throughout the Greater Philadelphia region.

Share Food Program is now the leading hunger relief organization in our region, and one of the largest independent food banks in the nation.

***"The pandemic pushed food insecurity rates to heights we'd never seen. This need hasn't diminished; the urgency has only grown. Together, we need to take action every chance we have. And we must find innovative solutions for every obstacle in the way of food equity and justice. No matter what occurs in the next year or two, no matter what we face as a city or a country, one constant remains: people need to eat, and we're going to be there to feed them."***

George Matysik, Executive Director



# volunteer roles

ON-SITE



## WAREHOUSE PACKER

You can sign up to work at our warehouse by sorting and packing nutritious boxes of food that go directly to our pantry network as well as seniors in our community through our Senior Food Box Program. Just a couple hours of your time helps change lives and feed our neighbors.



**Azizah Grant**  
*Volunteer  
Program  
Manager*

### Volunteer Roles:

- Prepping assembly line
- Sticker and assembling boxes
- Assembly line box packing
- Weighing boxes
- Produce sorting and packing
- Packing cars with boxes for home deliveries
- Assisting with custodial work

### Requirements:

- Volunteers must be 13 or older
- Volunteers under 18 must be with an adult
- Must be able to lift up to 30 lbs
- Must be able to spend most of the time standing, walking, and performing repetitive hand and upper body movements
- Must wear closed-toed shoes

### Location:

Share Food Program Warehouse  
2901 W. Hunting Park Avenue, Philadelphia, PA 19129  
(Free parking in Lot A or street parking along Henry Avenue)

### Shifts:

Tues, Thurs, Fri, and Sat: 9 a.m. - 12 p.m.  
Tuesdays only: 1 p.m. - 4 p.m.

Sign up at [www.sharefoodprogram.org/get-involved/packing/](http://www.sharefoodprogram.org/get-involved/packing/)





# volunteer roles

ON-SITE



## FARM VOLUNTEER

Nice Roots Farm is our quarter-acre educational urban farm that grows over 4,000 lbs. annually of fully organic vegetables and herbs, which is donated to the community, food pantries, and mutual aid networks. Help maintain the farm and care for our crops!



**Ellie Kaplan**  
*Senior Farm Manager*

### Volunteer Roles:

- Preparing beds for planting
- Harvesting & processing produce
- Maintaining plants (weeding, watering, fertilizing, pruning)
- Mulching trees & shrubs
- Cleaning (raking, picking up trash)
- Starting seeds & planting vegetable seedlings

### Requirements:

- Volunteers must be 8 or older
- Minors must be with an adult
- Must be comfortable working outdoors
- Must wear closed-toe shoes
- Recommended to bring water, sunscreen and bug spray
- All abilities can be accommodated and are welcomed at the farm

### Location:

Share Food Program Warehouse  
2901 W. Hunting Park Avenue, Philadelphia, PA 19129  
(Free parking in Lot A or street parking along Henry Avenue)

### Shifts:

Monthly Community Farm Days (March - December)  
9:30 a.m. - 12 p.m.

Sign up at [www.sharefoodprogram.org/get-involved/farming/](http://www.sharefoodprogram.org/get-involved/farming/)



# volunteer roles

## COMMUNITY



## PHILLY FOOD RESCUE DRIVER

Philly Food Rescue is Share's sustainability and food recovery arm, keeping millions of pounds of food out of the waste stream and within our communities. Using a mobile app, PFR volunteers "rescue" fresh food from grocery stores and restaurants to resource 300+ neighborhood nonprofits. It only takes an hour to fight food waste!



**Suzannah Paul**  
*Philly Food  
Rescue Director*

### Volunteer Role:

Using your own car or bicycle, pick up surplus food from a local business or Share's warehouse and deliver it to a designated partner, including community fridges, senior centers, affordable housing, shelters, clinics, and more. PFR volunteers increase local access to fresh food.

### Requirements:

- Cell phone and Philly Food Rescue app (for instructions, maps, contact info, and communicating live with PFR dispatch)
- Claim and start your rescue in-app, and complete it within its scheduled window
- Ability to lift up to 30 lbs.
- Clean trunk and clear back seat for donations
- Closed-toe shoes recommended
- Drivers license, insurance, and car. (Bike or transit pass for smaller rescues)
- Some Wawa or Whole Foods rescues require volunteers to bring boxes or a cooler bag

### Location:

Locally (within 5 miles or a half-hour drive) throughout Philadelphia, Delaware, Montgomery, Bucks, and Chester counties and South Jersey

### Shifts:

Food rescue windows are 1-2 hours, and new unclaimed rescues post daily in the app. Turn on notifications to find one near where you live or work.

**Claim food rescue shifts in the Philly Food Rescue app.**  
**Questions? Call (215) 301-3734**



# volunteer roles

## COMMUNITY



## FOOD DISTRIBUTION VOLUNTEER

Share Food Program partners with more than 150 food distribution sites across Philadelphia, Montgomery, and Delaware counties to provide free food and resources to neighbors in need. Sign up to volunteer at a site near you!



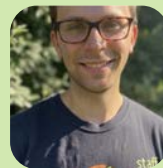
**Madeleine Weko**  
*Philadelphia  
Pantry Program  
Director*



**Ellie Crowell**  
*Delaware  
County Program  
Director*



**Carla Clanagan**  
*Montgomery  
County Program  
Director*



**John Sudolsky**  
*Senior  
Program  
Director*

### Volunteer Role:

Help at one of our food distribution sites by assisting with distributing food, helping check in clients, completing data entry, translating, delivering food, organizing outreach efforts, unloading food shipments, cleaning up, and more!

### Requirements:

- Stand for most of the shift
- Lift up to 50 lbs.
- Bring a water bottle
- Wear closed-toe shoes and dress for the weather.
- Other requirements vary according to the site

### Location:

Various sites across Philadelphia, Delaware, and Montgomery counties

### Shifts:

Vary according to site

Sign up at <https://secure.everyaction.com/p/49UZQYsS-EWd84XmnyDzpA2>



# volunteer roles

## REMOTE



### SHARE CALLER

Each and every month, Share makes home deliveries to more than 3,000 seniors who face food insecurity. That's why we need your help, every month, to help call senior recipients to schedule their upcoming home delivery.



**Dan Callahan**  
*Senior Food  
Box Program  
Manager*

#### **Volunteer Role:**

Make calls to our home delivery recipients who received nutritious food boxes from Share each month! You can complete this volunteer opportunity from the comfort of your home!

#### **Requirements:**

- Access to a computer, tablet, smartphone, or any device that can access internet
- Access to an email address to receive caller list and phone script
- Wifi/internet access

**Location:** Remote

**Shifts:** Tuesday - Thursday: 9 a.m. - 11 a.m. & 1 p.m. - 3 p.m.

Sign up at [www.sharefoodprogram.org/get-involved/calling/](http://www.sharefoodprogram.org/get-involved/calling/)





# policies

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## **Purpose of Volunteer Policies:**

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement.

The agency reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by volunteer staff, and must be obtained in advance and in writing. Unless specifically stated, these policies apply to all volunteers in all programs and projects undertaken on or on behalf of Share, and to all departments and sites of operation of Share Food Program.

## **Equal Opportunity:**

Share Food Program does not discriminate against any volunteer or volunteer applicant because of age, race, color, creed, religion, sex, gender identity, gender expression, sexual orientation, physical or mental ability, citizenship or national origin.

## **First Aid/Emergency Procedures:**

In the event of an accident or injury, notify a staff person immediately. If you are injured, report your injury to volunteer staff. You may be asked to fill out an accident report. **Call 911 for an emergency.**



# policies

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## **Harassment Policy:**

Share is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. Sexual harassment includes unwelcome and/or unsolicited sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. Share encourages volunteers to bring any incidents of sexual harassment to the immediate attention of volunteer staff, or Human Resources. All complaints and related information will be investigated and kept confidential to the extent possible.

## **Liability:**

Share aims to provide a safe and healthy environment for all volunteers. If a volunteer is injured in the course of the volunteer's service, it is important that the volunteer notify volunteer staff immediately.

In some instances, volunteers must sign a release absolving Share of liability when Share volunteers voluntarily and knowingly subject themselves to certain risks while performing volunteer services. Share is not responsible for reimbursing for parking violations and will not assume liability for injury or car damage during food rescues.

Contact the volunteer team with questions or for more information at [volunteer@sharefoodprogram.org](mailto:volunteer@sharefoodprogram.org).



# policies

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## **Safety & Security:**

Share desires to provide a safe volunteer environment.

Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment:

- Be aware of any unknown person who comes into your area and is not accompanied by a staff member.
- Keep valuable items out of sight. Your wallet or purse should be kept with you at all times or kept in a secure drawer or cabinet. Avoid carrying large sums of money.
- Desks, lockers, and other storage devices may be provided for a volunteer's convenience but remain the sole property of Share. Share is not responsible for lost or stolen personal property.
- Share will not reimburse a volunteer for any personal property which disappears from a volunteer site.

## **Use & Return of Share Food Program Property:**

Volunteers are responsible for Share property which includes all materials, files, keys, passwords or any other written or electronic information issued to volunteers or in volunteers possession or control. All Share property must be returned at the end of your shift. Share may take all actions deemed appropriate to recover or protect its property.



# policies

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## **Representation, Media Inquiries, and Photography:**

Volunteers are encouraged to share their positive and impactful experiences on social media and are welcome to follow and tag us via @sharefoodphilly on Instagram and Twitter, and @sharefood on Facebook. Philly Food Rescue is @phillyfoodrescue on Instagram and Facebook, and @philly\_rescue on Twitter.

Please obtain consent before taking or sharing any photos at nonprofit partners or food distributions.

If you are asked to speak to the media or press about your time at Share, please inform volunteer staff.

If you plan to bring a professional photographer or videographer to capture the important work you do at Share, we ask that you provide advance notice (48 hours) to volunteer staff.

Please note: photography / video recording often occur in volunteer areas and may be published on our social media, website, and other informational Share materials. If you wish to not be photographed, let a Share staff member know and we will ensure you're accommodated



# policies

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## **Record Management:**

The volunteer team maintains records on each volunteer throughout the organization. Records include dates of volunteer service, positions held, duties performed, and awards/recognitions received. Volunteer records, including application, reference checks and background checks, are confidential. Volunteers are responsible for submitting and updating information contained in their files to volunteer staff.

Every volunteer is entered into Share Food Program's volunteer database to record each activity and the number of hours. Please notify volunteer staff with any change of address, phone, and email.

For Philly Food Rescue, please add and verify your email address in your app profile to receive newsletters and email communication.

## **Training:**

Volunteers receive orientation and training as part of their volunteer service, which will vary according to the role. Orientation and training may be in-person or remote. Most training will be provided at the beginning of the shift. However, some in depth trainings may be provided as needed.

Philly Food Rescue provides live support during all food rescues and is also happy to answer questions ahead of time. Food Rescue Hero's "[Knowledge Base](#)" is an online tool for getting oriented to using Philly Food Rescue app.





# policies

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## **Child/Youth Volunteer Policies:**

Volunteers under 18 years old must have written consent and/or be accompanied by a parent or guardian before volunteering. Students volunteering for service learning credit hours for their school must submit school name and contact information before volunteering.

Children may not accompany volunteers during volunteer service. Parents wishing for their school-aged children to work alongside them when volunteering must receive prior permission from the volunteer team member.

For youth groups, volunteers 13-15 years old must have one adult chaperone for every five children. Volunteers 16-17 years old must have one adult chaperone for every ten children.

Philly Food Rescue volunteers must be 16 or older to drive. Children can accompany adult volunteers on food rescues.

## **Emergency Closings:**

Share strives to ensure the safety of all volunteers. If a Share site should close, a volunteer staff member will notify volunteers via phone or email.

## **Conduct:**

Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers and staff.



# policies

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## **Absenteeism & Substitution:**

Volunteer attendance is important to the operation of each program but we understand when cancellations happen. If possible, please notify volunteer staff in advance if you are unable to be present.

Philly Food Rescue volunteers should click the “request a sub” button within the app and can let the team know of vacations and scheduled absences.

## **Review, Evaluation, & Termination of Volunteer Service:**

Share welcomes new ideas from volunteers. Please feel free to submit ideas to [volunteer@sharefoodprogram.org](mailto:volunteer@sharefoodprogram.org) or through the volunteer surveys sent via email after each completed volunteer shift. Volunteers are also encouraged to alert volunteer staff of any issues concerning volunteer matters.

Volunteers who do not adhere to the rules and procedures of Share Food Program, or who fail to satisfactorily perform their volunteer assignment, may be subject to dismissal.

Possible grounds for dismissal include, but are not limited to:

- gross misconduct or insubordination
- being under the influence of alcohol or drugs
- theft of property including food or other donated items
- misuse of organization equipment or materials
- abuse or mistreatment of clients or coworkers
- failure to abide by organization policies and procedures
- failure to satisfactorily perform assigned duties



# policies

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## **Recognition:**

Share Food Program sponsors recognition events for volunteers to highlight the contributions of volunteers to the organization. Continuing recognition of volunteers is vital and will occur throughout the year.

Each year all volunteers are celebrated during National Volunteer Recognition Week in April. Throughout the year, thank you letters are given for different projects and volunteer involvement. Share staff members search for creative and new ways to thank and recognize volunteers, hoping to surprise volunteers who go above and beyond the call of duty.

Please feel free to submit suggestions to volunteer staff in person or via email at [volunteer@sharefoodprogram.org](mailto:volunteer@sharefoodprogram.org).

## **Volunteer Events:**

MLK day of service is an annual event held at the Share Warehouse in January.

National Volunteer Recognition Week is an annual event held in April that celebrates all the work volunteers do for Share.



# contact info

**Address:**

2901 W. Hunting Park Avenue, Philadelphia, PA 19129

**Hours:**

Monday - Friday from 6am-5pm;  
Saturday from 8:30 a.m. - 2:30 p.m.

**Parking:**

Free parking in Lot A and along Henry Avenue.  
Please do not park in Lot B or block the dock doors.

**Phone:**

Share Food Program: (215) 223-2220  
Philly Food Rescue: (215) 223-2220 x131 or (215) 301-3734

**Email:**

Volunteer: [volunteer@sharefoodprogram.org](mailto:volunteer@sharefoodprogram.org)  
General: [info@sharefoodprogram.org](mailto:info@sharefoodprogram.org)  
Philly Food Rescue: [pfr@sharefoodprogram.org](mailto:pfr@sharefoodprogram.org)





