



# Pre-Distribution/Shift Kickoff Meeting Volunteer Appreciation and Health Expectations

Conduct Multilingually as needed  
Updated July 2021

## TOPICS TO ADDRESS EVERY SHIFT

### WELCOME & INTRODUCTIONS

- Introduce Site Leader(s).
- Inform volunteers of their impact today:
  - Second Harvest is serving 500,000 people monthly through distributions like this one.
  - We're distributing an average of 11 million pounds of food monthly.

### SAFETY GUIDELINES: COVID

- At Indoor Distributions, volunteers and clients must continue to wear a face covering over their nose and mouth.
- At Outdoor Distributions, volunteers and clients are **recommended but no longer required** to wear a face covering.
- Social distancing is no longer required.
- All volunteers should have washed their hands for 20 seconds or applied hand sanitizer. Repeat as necessary between tasks or after touching face/hair.

### SAFETY GUIDELINES: CARS & PEDESTRIANS (for DRIVE-THRUS)

- Wear a safety vest.
- As food is being loaded, tell drivers to put their car in Park until a Traffic Flow Volunteer releases them.
- Remain alert near moving and parked cars.
  - Treat the parking lot like a cross walk: look both ways before walking in front of vehicles. Even if a car is moving slowly, it still has potential to cause bodily harm. Staying alert is important!
- Make eye contact with clients/driver before crossing in front of vehicles and/or giving them instructions.
- DO NOT walk in front of/stand between/walk behind a moving vehicle.
- DO NOT load cars until the car is in park or engine is off.
- DO NOT cross traffic while on a device (phone, tablet, etc.).

### SHIFT ROLE ASSIGNMENTS

- Inform volunteers that they will be given a **single** role today. They cannot switch roles mid-shift (unless permitted by site leader).
  - **CLIENT REGISTRATION**
    - Main goal: Utilize tablets and/or registration forms to take attendance of our returning clients as well as welcome new clients into our registration system.
  - **TRAFFIC FLOW (for Outdoor Distributions Only)**
    - Main goal: Direct cars through parking lot and in surrounding streets. At least one volunteer should focus on reminding clients to put car in Park as their food is being loaded as well as release client/get them to move car when it is safe. Also, (as needed) Traffic Flow volunteers will count households and report count to Site Leader to ensure the amount of food and people waiting is doable.
  - **TRUNK OPENER (for Outdoor Distributions Only)**
    - Main goal: Open/close car trunks
  - **FOOD DISTRIBUTOR**
    - Main goal: Stage and replenish food as clients help themselves to items



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## **SAFETY GUIDELINES: LIFTING HEAVY BOXES & TAKING BREAKS**

- Use your legs/core muscles to lift boxes.
- Keep boxes close to your body.
- Take breaks when needed.
- Stay hydrated.

## **CUSTOMER SERVICE**

- Greet our clients with a smile! Kind customer service goes a long way as you serve your community!

## **SAFETY TOPICS TO DISCUSS WITH FIRST-TIME VOLUNTEERS**

*This section can be communicated by the Volunteer Check-in role and/or  
in a separate huddle held with first-time/newer volunteers*

## **SAFETY GUIDELINES: GENERAL COVID REGULATIONS**

- We expect that each volunteer has read and will adhere to the COVID-19 guidelines defined by the County and State.
- At Indoor Distributions, volunteers and clients must continue to wear a face covering over their nose and mouth.
- At Outdoor Distributions, volunteers and clients are **recommended but no longer required** to wear a face covering.
- Sanitize all table surfaces that encounter food *before* and *after* distributions.
  - Don't forget the table edges, frequently touched surfaces and carts used for moving food.

## **SAFETY GUIDELINES: COVID SYMPTOMS**

- Please remember that public health officials advise against high-risk individuals being here, and you may wish to return home.
  - These include: Older adults and anyone with a serious chronic medical condition (such as heart disease, diabetes, lung disease, compromised immune system).
- If you have any of the following symptoms, or have been exposed to the following symptoms, you must go home and isolate.
  - Fever (100.4 or higher), cough, sore throat, shortness of breath, tiredness, muscle or body aches, nausea, vomiting, diarrhea, chills, night sweats, confusion, loss of sense of taste or smell.
- If you are sick or test positive for COVID-19 you can volunteer again but only if the following:
  - You must be fever-free for at least 24 hours without the use of medicine to reduce fever, AND other symptoms have improved, AND at least ten days have passed since your symptoms first appeared.

**Thank you for volunteering! We are grateful for your support!**

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