



**SECOND HARVEST**  
of SILICON VALLEY



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shfb.org

## Free Groceries Drive-Thru Pre-Distribution Huddle Talking Points

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*The below guide is to help the Site Leader unify volunteers as a team, establish a safe and harmonious environment, and to help all volunteers feel informed and ready to conduct a client-centered distribution. Whenever possible, please review these key topics with all volunteers, prior to every distribution.*

### Welcome & Impact

- Introduce yourself and other lead volunteers; at smaller sites, all volunteers may introduce themselves
- Thank all volunteers for their impact
  - *Each month, Second Harvest is serving 450,000 people and distributing about 12 million pounds of food through distributions like this one.*
  - (Refer to invoice:) *Today at our distribution, we expect to serve about \_\_\_\_ households and to distribute about \_\_\_\_ pounds of food. Thank you for making it possible.*

### Role Assignments

- Make sure all volunteers have been checked in and have an assigned role
- Ask first-time and/or group volunteers to raise their hands and welcome them, then ask returning volunteers to raise their hands and thank them for their dedication
- Partner new volunteers with experienced volunteers when possible
- Briefly describe any roles that have not yet been assigned and ask for volunteers

### Distribution Overview

- Let volunteers know where to find restrooms and supplies
- Briefly explain the distribution layout and drive-thru process
- For returning volunteers, share anything that has changed since the previous distribution
- Remind volunteers to stay for the entire shift to help with cleanup and describe cleanup tasks
- Thank volunteers for their understanding when a distribution is busier or more slow-paced than expected; we strive to recruit the appropriate number of volunteers for each distribution, but the flow of clients can be inconsistent or surprising

### Customer Service

- Remind volunteers to make client service their focus as they complete their tasks
  - *Smile and greet clients warmly! Have fun and build relationships.*
  - *Remember to be kind. We never know what someone else is going through, even despite outward appearances.*
  - *Never take food from a client or shame them for wanting more.*
  - *Provide Food Connection cards and encourage clients to call Second Harvest with ideas, questions, and concerns.*



## General Safety

- Provide an overview of general safety practices
  - *If you are feeling unwell, please return home, and volunteer another time.*
  - *At outdoor distributions, face coverings are recommended but not required.*
  - *Use your legs and core muscles (not your back) to lift boxes and keep them close to your body.*
  - *Do not attempt to lift more than you can! Ask another volunteer to lift heavier items with you.*
  - *Take breaks when needed, especially on very hot days. Stay hydrated and reapply sunscreen.*

## Parking Lot Safety

- Provide an overview of parking lot safety guidelines
  - *All volunteers must wear a safety vest.*
  - *Always remain alert around moving or idling cars.*
  - *Do not cross in front of a moving vehicle.*
  - *Do not move through traffic while you are looking at a phone or tablet.*
  - *Make eye contact with the driver before crossing in front of them and while providing directions.*
  - *Ensure vehicles are in park before you begin the check-in or food distribution process.*
  - *Open and close trunks/vehicle doors carefully*

## Food Safety

- Provide an overview of food safety requirements
  - *All volunteers must wash their hands with soap and water for 20+ seconds or apply hand sanitizer.*
  - *Volunteers working with food boxes must wear one-time use gloves.*
  - *Volunteers pre-bagging meat must re-sanitize and change gloves before moving on to another task and must never repurpose any part of the meat boxes.*
  - *Sanitize surfaces before and after they are used.*
  - *Never place food boxes directly on the ground.*
  - *Spot check produce boxes, remove spoiled items and alert the Site Leader if 25% or more is unusable.*
  - *If available, place thermal blankets over cold and frozen items, and/or provide sun protection with shade, tarp, or cardboard.*