Free Groceries Drive-Thru
Pre-Distribution Huddle Talking Points
Updated June 2022

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
    o If you are feeling unwell, please return home, and volunteer another time.
    o At outdoor distributions, face coverings are recommended but not required.
    o Use your legs and core muscles (not your back) to lift boxes and keep them close to your body.
    o Do not attempt to lift more than you can! Ask another volunteer to lift heavier items with you.
    o 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
    o All volunteers must wear a safety vest.
    o Always remain alert around moving or idling cars.
    o Do not cross in front of a moving vehicle.
    o Do not move through traffic while you are looking at a phone or tablet.
    o Make eye contact with the driver before crossing in front of them and while providing directions.
    o Ensure vehicles are in park before you begin the check-in or food distribution process.
    o Open and close trunks/vehicle doors carefully

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