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
- Remind volunteers that need their hours confirmed to fill out their timesheet to be signed by the Site Leader at the end of the shift
- Ask first-time and/or group volunteers to raise their hands and welcome them
- Ask returning volunteers to raise their hands and thank them for their dedication
- Buddy up 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 your distribution layout and shopping process, including how to display produce and separate waste into compost, trash, and non-waxed cardboard
- For returning volunteers, share any process that has changed since the previous distribution and why
- 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.
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.
  - Be alert if helping clients carry groceries to their vehicles. Wear a safety vest and never cross in front of a moving vehicle.
  - At indoor distributions, volunteers and clients must wear face coverings over their noses and mouths. At outdoor distributions, face coverings are encouraged but not required.
  - Use your legs and core muscles (not your back) to lift items 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.

Food Safety
- Provide an overview of food safety requirements
  - Wash your hands with soap and water for 20+ seconds or apply hand sanitizer.
  - All volunteers working with food must wear one-time use gloves.
  - Volunteers handling meat must re-sanitize and change gloves before moving on to another task.
  - Place meat items in their own plastic bag and never repurpose any part of the meat boxes, not even to hold pre-bagged meat.
  - Sanitize all surfaces before and after they are used to display or carry food.
  - Never place food cases directly on the ground.
  - Alert the Site Leader if 25% or more if a produce item is unusable so they can take pictures and report to Second Harvest. Discard damaged, moldy, or spoiled food that is unsafe to consume.
  - If available, place thermal blankets over cold and frozen items, and/or provide sun protection with shade, tarp, or cardboard.