



SECOND HARVEST
of SILICON VALLEY



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shfb.org

Free Groceries Farmers Market/Client Choice 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
- 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 of 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.*