



# VOLUNTEER FAQs

## SCHEDULING

### **DO I NEED TO APPLY/SCHEDULE IN ADVANCE TO VOLUNTEER?**

Yes. Scheduling can be done on the volunteer tab of our website at [fmpfoodbank.org](http://fmpfoodbank.org). If you any questions on the scheduling or how to sign up, please reach out to our Volunteer Rework Lead Ken at [ken@fmpfoodbank.org](mailto:ken@fmpfoodbank.org) or give him a call at (715) 835-9415 ext 101.

### **HOW MANY VOLUNTEERS CAN WE BRING?**

If you are looking to bring in a larger group of people to volunteer, please contact Ken at [ken@fmpfoodbank.org](mailto:ken@fmpfoodbank.org) to organize your event. For individuals and small groups of 5 or under please use the CERVIS kiosk on the website.

### **WHAT IF I NEED TO CANCEL?**

Please reschedule your shift if you are, or have been ill, in the last 24 hours. If you are unable to fulfill your scheduled shift, your confirmation email will have a link to cancel. Please call Ken at 715-835-9415 ext. 101 if you need any assistance.

### **WHAT IF THERE'S INCLEMENT WEATHER?**

Please contact us in inclement weather to ensure we are still operating or if you cannot make your shift.

### **DO YOU ACCEPT COMMUNITY SERVICE VOLUNTEERS?**

We are no longer able to offer community service hours.

## VOLUNTEER QUALIFICATIONS

### **ARE THERE AGE REQUIREMENTS FOR VOLUNTEERS?**

Yes. We have specific youth volunteer requirements. We ask that all volunteers are 8 years of age or older. See [Youth Volunteer Policy](#) for full info. When there is a group of volunteers under the age of 16, there should be one adult for every 4 kids.

### **DO YOU ACCOMMODATE PEOPLE WITH PHYSICAL OR MENTAL LIMITATION?**

Yes. We welcome all members of our community to volunteer.

### **WHAT ACTIVITIES ARE PROHIBITED BY VOLUNTEERS?**

Inappropriate language, behavior, or attire; violence or harassment of any type, theft, damage to property, use or possession of drugs, alcohol or weapons, use of tobacco in undesignated areas, in

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adherence to personal, food safety, or program procedures; defiance of confidentiality, engaging in activities in conflict with our values or the civil rights of others.

## LOCATION & EVENT DETAILS

### **WHERE DO I GO TO VOLUNTEER?**

Feed My People is located at 2610 Alpine Road, Eau Claire, WI 54703. Walk through door #17. Please arrive 5-10 minutes ahead of your scheduled volunteer shift.

### **IS THERE PARKING?**

Yes. We offer parking for all our volunteers on the East side of our building. Enter through door #17.

### **WHAT SHOULD I WEAR?**

Please wear closed-toed shoes, clean and comfortable clothing. If you are working with our food, please refrain from wearing jewelry, or clothing with loose, dangling beads. If you are scheduled in the Clean Room, you can wear a clean baseball cap, otherwise a hairnet will be provided.

### **SHOULD I BRING SUPPLIES OR EQUIPMENT?**

No. For the safety of our food and volunteers, we provide all of the supplies needed for your tasks.

### **CAN I BRING FOOD OR BEVERAGES?**

Yes. We have table space and refrigeration available. All food and beverages must be consumed in our Emily Moore Volunteer Center.

### **CAN I CHEW GUM OR USE TOBACCO?**

You may smoke in our outdoor designated area, however, chewing gum and tobacco are not allowed in our facility.

### **WHAT DO I DO WITH MY VALUABLES?**

Please leave them at home or in your locked vehicle. We are not responsible for any lost or stolen items.

### **WHAT IF I HAVE FOOD ALLERGIES?**

In a food environment like ours, we cannot guarantee that you won't be exposed to food allergens.

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