

Central California Food Bank

FAQ's

General Questions

- What volunteer opportunities are available at Central California Food Bank during weekdays?
 - We have a number of volunteer opportunities for individuals and groups during the weekday. All volunteers must register in advance.

Check out this how to video on “**Registering for an Event**.” (<https://youtu.be/UUpnualqfVY>)

- Can I bring a group to volunteer?

Volunteering is a great team-building opportunity. We are able to accommodate groups of all sizes during one or multiple-project shifts. Groups of 6 or more must submit a **Group Volunteer Request Form** (<http://cerv.is/m?0092u>) and someone from our team will get back to you. If your group is less than 6, please register each individual manually.

We recommend scheduling your group at least one month in advance to ensure desired shifts.

- I want to volunteer with my family. How should we sign up?
 - Families can volunteer together in our distribution center during the weekday or events. Families of five or more should register as a group and families of less than five will need to register as individuals. Each member of the family must register in advance, even if registering as a group.

The family organizer can add multiple people to their profile, but each member must be registered for their specific event. To add multiple people to the same email, you will need to login to your volunteer profile and click on “Add Additional Volunteer to my Profile.” Once added, you can choose their name to register for your desired event.

- I have court-ordered/community service hours. Can I volunteer at Central California Food Bank?
 - You are welcome to fulfill your court-ordered/community service hours by volunteering at Central California Food Bank. Please review our **Verified Service Hours Guidelines**.

You will need to be pre-screened and approved before registering and starting your volunteer service. Hours that are performed without approval will not count. You can email volunteermanager@ccfoodbank.org to schedule an initial meeting. All volunteers must register in advance.

- Do you have volunteer opportunities on the weekend or holidays?
 - We know you love to volunteer and we appreciate your support! However, our employees work hard to serve the community and they deserve time with their families. We do offer Saturday Sort Days once a month and special events in the evening if the work week does not fit your schedule.
- Can Central California Food Bank send me verification of my volunteer hours?
 - If you are volunteering as a requirement of community service or school-required hours, we can sign and/or provide you with verification of all your hours after complete. Please check out our **Verified Service Hours** guidelines to ensure all of your time spent with us is documented properly before making a request.

You may also print your hours from your profile by going to the “View of Print Volunteer Activity History”. Check out this video (<https://youtu.be/p6mtIXpIfXQ>) for help.

- Do I need to attend an orientation to become a volunteer?
 - You do not need any special training or separate orientation prior to volunteering. Simply register your volunteer visit and be present on your scheduled day. After a brief introduction and instructions, you will start working right away.
- Where is Central California Food Bank located?
 - All distribution center and office opportunities take place at the Wonderful Food Center in Fresno, located at 4010 E Amendola Dr, Fresno, CA 93725 (off of North Avenue/Cedar Exit on Highway 99).

If you will be volunteering for a special event, we provide you with detailed location information once you are registered.

Volunteer Requirements

- What is the minimum age to volunteer?
 - Volunteers ages 5-15 must be accompanied by an adult (18) at all times with a 1:5 ratio (adult to children) in the distribution center. Volunteers ages 14 and up can volunteer in our office without an adult.
- Do I need to register or can I just show up to volunteer?
 - We are unable to accommodate drop-in volunteers. Making advance reservations allows us to plan adequately for our projects and distributions.

Scheduling a Food Bank volunteer shift is easy.

Start by viewing the volunteer opportunities, then register online.

Check out this how to video on "Registering for an Event." (<https://youtu.be/UPnualqfVY>)

- Is there anything special I should wear or bring to the warehouse?
 - Due to safety concerns, all volunteers must wear closed-toed shoes (no sandals or flip flops) and sleeved shirts (no tank tops). **Anyone wearing open-toed shoes, sandals or sleeveless shirts will not be allowed to volunteer.**
- Are there any rules I need to know about?
 1. All volunteers should check-in and sign-in at the front desk.
 2. Wash your hands before and after handling food items.
 3. Wear gloves when sorting, bagging, or handling food in anyway. If you have to leave the area for any reason, please replace gloves.
 4. Headphones and the use of cell phones is not permitted in the distribution center. Calls can be made in the break room or outside of the warehouse.
 5. No smoking, drinking or eating inside the distribution center.
 6. Do not take or use any of the food in the distribution area. These products are strictly for distribution to non-profit agencies serving the community.
 7. When lifting heavy objects, use your legs to push upwards, keep your back straight and your body balanced. Do NOT attempt to lift over 50lbs without assistance.
 8. No running, horseplay, riding on pallet jacks or standing on pallets.
 9. Report all accidents and injuries as soon as possible to distribution center staff or the Volunteer Manager.
 10. If an emergency occurs, stay calm and follow your volunteer leader.

I have additional questions that are not answered here. Who can I contact?

- You can contact Jobelle Duka at volunteermanager@ccfoodbank.org.