

# FREQUENTLY ASKED QUESTIONS



## **INDIVIDUAL VOLUNTEER FAQs**

### **How do I become a volunteer?**

Visit <https://www.mannafoodbank.org/volunteer-individual-opportunities/> to get started: Create your volunteer profile, watch a few videos online, read through the handbook, and join the 30-minute video conference call to meet the Volunteer Manager, learn more about MANNA, and have the opportunity to ask questions. From there, you'll be able to sign-up for upcoming volunteer opportunities at the food bank.

### **How do I login to my volunteer account?**

To login to your volunteer profile, visit our website at <https://www.mannafoodbank.org/> and select the 'Volunteer Login' tab located in the upper right hand corner.

### **Is the volunteer orientation required?**

Yes, all individuals must complete the two-step volunteer orientation prior to volunteering at MANNA FoodBank's facility. Login to your volunteer account and register for an upcoming volunteer orientation (currently being offered on a bi-weekly basis) and be sure to read through the handbook and watch the online videos. Children under the ages of 16 are strongly encouraged to watch the videos online, however, it is not required.

### **Do I need to register in advance or can I just show up for a volunteer shift?**

Please register in advance! You can see what shifts are available and get yourself signed up through our website. Unfortunately, we cannot accommodate walk-in volunteers, as our shifts have a maximum capacity due to space limitations.

### **How do I sign up for a volunteer shift?**

Login to your volunteer profile and select the 'Register for an Upcoming Event' link. From there, you will be able to select the volunteer shift that works best for you. We offer volunteer warehouse shifts Monday-Friday, 9:00AM-12:00PM, M/W/F from 1-3:30PM, Tuesdays & Thursdays from 1-3PM and 4:15-5:30PM.

### **What if I need to cancel my volunteer shift?**

If you know in advance that you will be unable to volunteer for an upcoming shift you are signed up for, please login to your volunteer account, select 'View or Cancel Registration for an Upcoming Event,' and follow the remaining prompts. Another option is to click the 'Cancel Registration' link embedded in the reminder email you receive the week prior to your shift. Often times there is a waitlist - so cancelling your shift will allow other folks to volunteer during that time.

### **I am currently on the waitlist. When will I be notified if there is a change to my registration?**

As soon as there is an online cancellation, you will receive an email notification. The latest possible time you will be notified is the day prior.

### **What should I wear to volunteer?**

All volunteers must wear closed-toe shoes to participate in warehouse projects - no sandals, flip-flops or open-toe shoes are permitted. We ask that you dress comfortably and respectfully. A sweatshirt or an extra layer is recommended, especially during the winter months, as the temperature in the warehouse can be quite cool.

### **Can my children volunteer with me?**

Children between the ages of 4-15 years old are welcome to volunteer with a parent or adult chaperone, and must be registered for the event that they plan to attend. Volunteers between the ages of 16-17 years old are able to volunteer without adult supervision, but will need to submit a signed liability waiver.

### **How do I sign my child / family member up to volunteer with me?**

Login to your account and select "Add Additional Volunteer to my Profile" from the Volunteer Portal Home. You will be redirected to a volunteer application in which you will need to complete on behalf of your child or family member. Then, be sure to sign-up everyone for a volunteer shift online.

**\*\*NOTE:** Our volunteer system connects profiles through a shared phone number. If you would like family members to all be accessed from the same profile, keep the primary phone number the same for each family member.

**FAQs Continued . . .**

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## **Do you accommodate differently-abled volunteers?**

We try to accommodate volunteers of all skill and ability levels the best we can. In order to maintain a safe and productive warehouse environment, we maintain limits on the number of community networking client-worker teams per shift. If you would like to learn more and see if there are openings available, please email our Volunteer Manager.

## **Inclement weather?**

Anytime MANNA has a delay or is closed due to inclement weather, we will send an email to everyone that is signed up for the shift that is affected. We will also receive a text message, if you have enabled that feature in your volunteer profile. If you do not receive an email and are unsure whether or not we will be open, you can call MANNA's front desk phone number (828-299-3663), which will provide up-to-date information. If we are still open and you are uncomfortable driving the roads given the current condition, we encourage you to stay home and cancel your shift. Your safety is of the utmost importance and we want to make sure you are making the decision you have the most confidence in.

## **Can I complete my required community service hours for school at MANNA?**

Yes, however, space on our shifts that occur outside of traditional school hours (Tuesday and Thursday evenings) are very popular and tend to fill up several weeks in advance. If you need to complete your hours in the near-term, we suggest visiting [www.handsonasheville.org](http://www.handsonasheville.org) or calling around to our partner agency network to see if they have any service opportunities available. You can find a list of our partner agency network (pantries, kitchens, shelters, etc.) [at this link](#).

## **GROUP VOLUNTEER FAQs**

### **How do I sign my group up for volunteer opportunities?**

If you would like to bring a group, please submit a [Group Volunteer Request Form](#). We will receive a notification once you submit your request and one of our team members will get back to you with available dates and additional details. Please know that reservations are not guaranteed until you receive a confirmation email from us.

### **Who should fill out a Group Request Form?**

Families, clubs, school groups, business groups, or other organizations of 5 or more volunteers can fill out a Group Request Form. If you are a non-business group of 5 or fewer, you can have each person sign up as an individual on available dates.

### **How early do I need to make a reservation for my group?**

When possible, please try to schedule your group opportunities with 2-3 months' notice. This is particularly true during the holidays, when the demand for volunteer opportunities exceeds our capacity.

### **What is the maximum group size you can accommodate?**

At this time, the largest group size we are able to accommodate is a group of 10 individuals, unless a 2-3 months' notice is given.

### **Does everyone in my group need to register in advance?**

Yes, every person in your group must register prior to volunteering at MANNA. Once the group leader has submitted a Group Request Form, and someone from our team has reached out to confirm your date, you will receive a unique registration link and reservation code for your team members to register. It will be up to the group leader to then forward that email to those who are interested in volunteering so that all members can sign-up.

**\*\*NOTE:** If you are a health facility bringing clients or a school group and need to maintain the anonymity of your group members, we can sign your group up as a whole using just the group leaders contact information.

### **Have additional questions?**

Contact the Volunteer Manager! Alyssa Shuman, [AShuman@MANNAFoodBank.org](mailto:AShuman@MANNAFoodBank.org), (828-774-5911)