<u>**Review the information below to ensure a successful experience.**</u>

This information is for individuals who have completed our background check process or are coming in with a prescheduled group.

Upon arrival, please check in at reception and let them know you are a first-time volunteer. A member of the Volunteer Services team will come and greet you, give you a brief orientation, take you on a tour then get you started at your workstation. If you have any questions or concerns do not hesitate to reach out.

<u>**Appropriate Attire**</u>

These requirements are to ensure the safety of our clients' meals.

- *<u>Facemasks are OPTIONAL for kitchen volunteers.</u>*
- *Closed-toe shoes (no sandals or flip flops). Crocs are NOT ALLOWED to be worn.*
- *Shirts with sleeves that cover the armpit and stomach completely (no tank tops, sleeveless shirts, capped sleeves, or crop tops)*
- *No Jewelry – no necklaces, earrings, watches, bracelets, or rings, (Plain wedding bands are acceptable)*

*** Please understand that we are required to comply with local health requirements for food preparation, and we cannot allow those with improper attire to work in the food prep area.***

<u>**Keys to a Successful Service Day**</u>

<u>**Arrival**</u>**: You should arrive 15 minutes before the scheduled shift.** If you arrive more than 1/3 into the shift without prior notice, we will not be able to accommodate you.

<u>**Cancellation:**</u> If you are unable to come in, please contact us via phone or email to cancel your shift in Volunteer Hub with at least 24 hours' notice. Your attendance is important so please keep us informed.

<u>**Illness**</u>: If you are unwell, please stay home so as not to risk the spread of infection. Our clients have extremely fragile immune systems and are highly susceptible to illnesses such as colds and the flu.

<u>**Valuables:**</u> Please do not bring valuables to the facility. Lockers are available, but we cannot be responsible for your personal items.

<u>**Special Needs:**</u> Please let us know if you have any special needs so we can take the proper steps to best accommodate you.

<u>**Getting to Food & Friends**</u>

- **Location**: We are located at <u>**219 Riggs Road NE, Washington, DC 20011**</u>.
- **Parking**: There is a free parking lot at our facility for your convenience.
- **Bus/ Metro**: Food & Friends is located in close proximity to the Fort Totten Metro Station on the Red, Yellow, and Green Lines. We are a short, 10-minute walk from the station.
- **Shuttle Service**: Upon arrival at Fort Totten, please call the shuttle phone at **(202) 669-6437** for our shuttle service to Food & Friends. All Food & Friends shuttle bus passengers must wear seat belts while being transported to and from the Metro. There is no eating or drinking in the shuttle and standing is not allowed while the shuttle bus is in motion.

Thank you so much for deciding to spend your time serving your neighbors living with life-challenging illnesses. We simply could not provide more than 1 million meals this year without volunteers like you!

We look forward to your service day!

6 AM Vols Only!

6AM-8AM Volunteers

- <u>**Upon Arrival:**</u> There will be no receptionist at the front desk, so you do not have to walk around the building to the receptionist's entrance. When you arrive at Food & Friends, please use the call box at the back door and the on-call Chef can let you into the building. You will check in with **Chef Lene (pronounced Lay-na),** not a volunteer coordinator.

- **Name Badge & Signing In:** The chef(s) will give you your nametag. Please wear your name badge whenever you come to volunteer at Food & Friends. If you ever need a replacement badge, please email your volunteer coordinator.
- **Contacting Volunteer Services:** There will not be any Volunteer Services staff in the building when you arrive. Volunteer Services staff members begin arriving at 8AM. If you would like to speak to someone after your shift you can have the receptionist call a Volunteer Services team member for you. You can also contact your Volunteer Coordinator, Saskia Sams-Yeboah (202) 269-6824 or via email at ssams_yeboah@foodandfriends.org