

## Frequently Asked Questions

Q: What are the age requirements?

A: Warehouse: 12-14 with adult supervision, and 15 and up on their own. Community Kitchen: 16 and up

Q: What is the Family Philanthropy Day Schedule?

A: Is the second Saturday afternoon of the month, every month. Ages 6 and up welcome.

Q: Do I really need to register to volunteer?

A: Yes. Volunteers are required to register for all volunteer shifts. Please return to our website to do this step.

Q: How to I track my hours?

A: You must create an account to track your hours.

Q: Does Feeding South Florida® provide a volunteer service hour log completed form?

A: Yes, hour logs will be signed at the end of the completed shift. In order to verify hours later, after the shift the volunteer must have registered for the shifts and checked in. If documentation needs to be on our letterhead please email the volunteer coordinator after completing your volunteer service. Coordinator will email letter within two business days.

Q: I have hours that are court ordered, can I complete my service hours with Feeding South Florida®?

A: Yes, you are required to sign up via our website as well.

*Reminder: walk-ins are not accepted at any of our facilities.*

Q: Can I sign up a team even if I don't have every team member's name yet?

A: Yes, you can sign up a team and reserve spots for up to 20 people. Team captains are required to email the names and email addresses of those volunteering 1-week prior to date.

Q: What happens when my team arrives?

A: Each team members must sign our waiver. Volunteers not on the check-in list but part of the team will need to sign-in too.

*Please note that we have exclusive large volunteer group opportunities available requiring a sponsorship fee but allows for unique customization of your event.*



### Frequently Asked Questions Cont:

Q: Do I need to notify Feeding South Florida® if I must cancel?

A: Yes, please remove your name from the date and time you signed-up online, this will automatically notify Feeding South Florida®.

Q: What to do if the shift I want to volunteer for is full?

A: You can check the website daily to see if any opportunities become available.

Q: What should I wear?

A: All volunteers are required to wear closed toe shoes or crocs in sports mode, no sandals, no heels and no flip-flops. Please wear comfortable clothing that you don't mind getting a little dirty.

Q: Can I bring my purse, tote or book bag with me?

A: We do not have an area to secure your personal items. You can bring a fanny pack or a crossbody bag. Please leave your handbags, book bags and other valuables at home.

**Feeding South Florida® will not be responsible for your personal belongings.**

Q: What time should I arrive for my shift?

A: Please plan on arriving 15 minutes before the beginning of the scheduled shift. This ensures that everyone gets the complete orientation session.

Q: Can I take pictures/videos while volunteering inside the warehouse and kitchen?

A: Feeding South Florida® has a no cell phone policy in the warehouse/kitchen. This is for your own safety as this is an active warehouse environment. Volunteers are encouraged to take photos at the end of the shift in the volunteer room.