

Fredericksburg Regional Food Bank OrderAhead Volunteer Guidelines

Thank you for your commitment to volunteering with ORderAhead!
The following guidelines are to help create a welcoming and safe environment.

- **When you arrive:** Sign in at the volunteer kiosk, check in with Diane Grimes at the front desk, and receive your assigned role. If this is your first shift, please arrive 15 minutes early, ask for the program supervisor for orientation and training.
- **Ensure volunteer, worker, and participant safety** by always wearing a facial covering (over both nose and mouth) and maintaining a safe distance between all participants and personnel.
- **Always be aware of your surroundings.** Please do not throw boxes or other items. Be careful when lifting heavy items; please ask for help whenever you need it. Your personal items like bags, jackets, etc. are your responsibility.
- **Stay in the area designated for your role.** Notify Diane Grimes at the front desk if you need to leave early.
- **Create a welcoming atmosphere** by greeting participants and each other in a friendly manner. Be respectful, fair, and patient with participants and each other. Participants come from diverse backgrounds and experience and may speak different languages. If a participant needs special assistance, please let a staff member know.
- **Do not eat or drink at your designated work area;** please find a designated area on site.
- **If you can not attend a shift you've signed up for, please give the Volunteer Coordinator 24-hour notice.**

Thank you for your cooperation in following these guidelines.
Your patience and consideration of participants, volunteers, and staff is greatly appreciated.

If you have any questions or suggestions, please contact the Fredericksburg Regional Food Bank staff.
