
Fredericksburg Regional Food Bank Pop-Up Pantry Volunteer Guidelines

Thank you for your commitment to volunteering at this Pop-Up Pantry!
The following guidelines are to help create a welcoming and safe environment.

- **When you arrive:** Sign in, check in with a Pop-Up Lead and receive your assigned role.
- **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 a Pop-Up Lead 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.
- **Threats, verbal and physical abuse cannot be tolerated.** If there is an uncomfortable or unsafe situation with participants or Pop-Up personnel, please find a Pop-Up lead for assistance.
- **Do not eat or drink at your designated work area;** please find a designated area on site.
- **Volunteers may receive groceries** if leftovers allow. All are to receive the same amount of food as participants.

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.
