

### Q: What are the safety precautions Food Lifeline is taking during COVID-19?

A:

- All volunteers must answer '*no*' to COVID-19 screening questions upon each registration and arrival to Food Lifeline facilities
- Temperatures taken upon arrival at Food Lifeline facilities
- Hourly cleaning of high frequency touched areas
- Social distancing at workstations (6 ft. or more from others)
  - Reminders to follow social distancing while checking in and breaking
- Volunteers are required to wear a mask at all times

### Q: What's the age limit to volunteer?

A: At this time in Food Lifeline's COVID-19 response we are welcoming all volunteers ages 18+ to help at our various opportunities.

### Q: I want to bring my group. How do we sign up?

A: Group requests can be made if your team has 6 members or more. You can reserve spots for a group by filling out our [group request form](#). **Note:** Food Lifeline counts on you to fill the spots that you reserve. Completing the group request form does not reserve spots for your group.

### Q: What should I wear for my volunteer session?

A: Closed toed shoes are **required** to volunteer. You could be packing in the cooler, breaking a sweat in the warehouse, or distributing boxes outside so make sure you're dressed appropriately for weather.

### Q: How do I register to volunteer?

A: All volunteers must [create an account](#) with Food Lifeline to register for an opportunity.

### Q: What if I need to cancel?

A: We plan our projects around our volunteer numbers, please cancel your reservation as soon as possible and reschedule for an alternative date.

**Q: What will I be doing?**

A: Projects vary day to day to fit the needs of our partner agencies, and what is in our warehouse. Please come prepared to work on any specific projects. If you have a concern about potential projects, please feel free to email the volunteer team.

**Q: How early should I arrive?**

A: We ask that volunteers arrive 15 minutes before their volunteer session. Volunteers more than 15 minutes late to a session will have to reschedule.

**Q: I need to leave early? Should I still volunteer?**

A: We ask that volunteers stay for the entirety of their shift. If you need to leave early, please reschedule your session for a different date.

**Q: Do I need to sign up in advance?**

A: We ask that every volunteer preregister, including every member of a group or family that will be volunteering.

**Q: What if I have food allergies?**

A: Because our food is donated, we can't guarantee that it will be allergen-free. Please take precautions in the event that you may come into contact with a food allergen.

**Q: Are you able to fulfill court ordered hours?**

A: We are unable to honor court ordered hours for volunteers, many of our partner agencies will work with you for court ordered hours.

**Q: Can I request additional assistance?**

A: Food Lifeline works to accommodate all volunteers, please contact the Volunteer Program at 206-432-3628.