

Volunteer Skill Building

Another perk for volunteering with your agency could be that you embrace and encourage skill building opportunities for your volunteers. Skill building helps volunteers find meaning in their work at the agency and helps develop buy-in.

Here are some ways that the Food Bank supports agencies in volunteer skill building:

Introduction to the RI Community Food Bank

This short video is for member agency staff and volunteers that want a basic overview of the Food Bank, the food assistance network, and what it means to be a Food Bank member.

Agency Orientations

Agency orientations are required for new staff and volunteers who order online or pick up at the Food Bank. Learn everything you need to know about Food Bank membership, how to order online, and more. This training is required for anyone ordering and/or picking up product from the Food Bank. After attending, participants are then considered 'qualified shoppers' on behalf of your program.

Hybrid Handler Food Safety Course for Food Pantries

Does your food pantry need to fulfill the Food Bank's food safety training requirement? Would you like volunteers or staff to become certified backups? This Hybrid Handler training combines the ServSafe Food Handler course with Food Bank specific food safety info. This modified course provides a customized food pantry training. Participants must first take online ServSafe Handler exam (the online ServSafe program is only \$15 and very worthwhile for your dedicated volunteers to do!).

Great Customer Service Using Cultural Awareness

This training highlights the importance of customer service at food assistance agencies. Hone customer service skills particularly when it comes to using cultural awareness. Staff and volunteers, who interact with guests, are encouraged to attend.

Customer Service Basics at Your Agency

We support member agencies with customer service. At this workshop, we share things like simplified registration forms, sample guest guidelines, customer service standards, and more.

Statistics for Member Agencies

Monthly statistics are an important program requirement for all food pantries, community meal sites and shelters. Our staff does a one-on-one training with agency statistic contacts and walks through our simple templates for how to track accurate program stats.

Community Resources Workshops

Community Outreach program offers quarterly workshops on topics like SNAP, senior services, and more! The program also offers one-on-one community resource train-the-trainers for your agency staff and volunteers.

TEFAP Tutorial

If your agency participates in OR is interested in adding TEFAP to your account, **this tutorial** is for you! It reviews all the required documents you need, how to remain in compliance with Federal USDA guidelines, and display TEFAP foods in your pantry, to include signage, self-declaration forms and storage. This tutorial is your first stop for any TEFAP related questions! We encourage every TEFAP agency to use this as a resource for staff and volunteers working in the food pantry and meal site programs.

Nutrition Education

Healthy Habits, Eating Well on a Budget is the community nutrition program of the Rhode Island Community Food Bank. Our team of culinary and nutrition professionals work directly with the Food Bank's network of partner agencies and their guests to provide relevant, practical, and science-based nutrition information to the communities we serve. Through a variety of in-person and virtual outreach, Healthy Habits works to bridge the gap between food insecurity and health for the guests of our member agencies. Healthy Habits is available to host classes, workshops, and cooking demonstrations at member agencies for guests, staff, and volunteers.

For workshop schedules and more, visit our member agency online portal at <https://rifoodbank.org/agency-resources/agency-portal/>.