



Community Impact Course Catalog

FY24



RHODE ISLAND COMMUNITY
FOOD BANK

200 Niantic Ave., Providence, RI 02907

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OVERVIEW OF COURSE CATALOG

The Community Impact Department offers a variety of technical and educational support to its member agencies. The purpose of these supports is to provide a basis of knowledge in terms of food distribution programs as well as to enhance programs that strengthen the network of food providers throughout the state. Workshops, classes, trainings, and outreach opportunities are made available by Food Bank staff, community partners and volunteers. When possible, these supports are customized to suit an individual program or community's needs. This Course Catalog is an overview of what is offered as part of an agency's membership and partnership with the Rhode Island Community Food Bank.

AGENCY PROGRAMS WORKSHOPS

Cultural Competency & DEI

Agency Programs offers at least one Cultural Competency workshop each quarter. Topics are generated based on special populations identified through Feeding America's Hunger Study, agency requests and observed needs. Cultural Competency topics are inclusive of special populations that have unique challenges and food needs. While Cultural Competency can address topics like race and ethnicity, it includes topics like mental health, religion, age and more. Typically, Cultural Competency workshops are facilitated by outside experts.

Navigating Conversations about Politics and Race

Conversations about politics and race can be tricky to navigate successfully. Agencies are invited to learn ways to help engage in these conversations in meaningful and productive ways.

Homelessness - Providence Lost: Film screening & discussion

As part of our cultural competency workshop series, we offer a special viewing of a short film called *Providence Lost*. The film documents Rhode Island's housing and eviction crisis and may be emotionally intense. After viewing, participants take time to process and discuss the film and the continuing crisis together.

Welcoming America Week Lunch & Learn

Agencies learn about Welcoming America and find out more about Food Bank & other local welcoming activities for diverse and underrepresented communities. Participants share and hear ideas on how to infuse more welcoming into their programs.

Cultural Competency: NAMI RI

NAMI RI, state affiliate of the National Alliance on Mental Illness (NAMI), offers education & services for individuals living with mental illness, family members, schools, providers, and the general public. Join NAMI RI to learn about their important resources on mental illness, signs & symptoms, stigma, and the importance of treatment so that you can support your guests.

Celebrating Cultural Foods with the Food Bank

Learn about the cultural foods the Food Bank has been sourcing and distributing to the network from our Distribution and Community Impact directors.

Great Customer Service Using Cultural Awareness

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

Inside Mental Illness with NAMI Rhode Island

NAMI RI, Rhode Island's chapter of the National Alliance on Mental Illness, will show participants how to create positive change in our society by reducing the stigma associated with mental illness.

Listening Beyond Words

Our network of food assistance providers provides connectedness and hope. We'll discuss your role in the lives of your guests, provide useful information for your program on the value of listening beyond words to help best meet your guests' needs.

Opening the Door to Multilingual Communication

Discover the connection between language, good customer service, and civil rights. We'll share tools and best practices to enhance all three of these at your program.

Back to Basics of Customer Service

Enhance your pantry operations by brushing up on how to provide exceptional customer service to your community. This is also a great introduction for any of your new staff and volunteers!

Nutrition Education, Health & Food Safety Guidance

In addition to offering direct support through outreach for guests at member agencies, a variety of nutrition education topics are covered specifically for the knowledge of member agency staff and volunteers. These workshops provide tools and resources on incorporating nutrition education into the work that programs do. Nutrition Education workshops for member agencies are offered once a quarter.

Local Food Donations

Growing support for reducing food waste and boosting local food systems has meant more interest in donations of fresh, nutritious foods. Which foods can we safely accept from our neighbors' gardens, backyard farmers, or local fishermen and hunters? This popular workshop goes into food safe practices for accepting local donations and dives into applicable RI Food Donation laws and requirements. Foods, such as produce, eggs, meat, fish, and specialty items, like honey, are covered.

Re-Fresh Your Pantry

This program helps pantries and meal sites organize their spaces and programs with nutrition in mind. The goal is to showcase healthy foods, especially fruits and vegetables, by following these 5 strategies: 1. Increase access to healthy foods, 2. Improve visibility and enhance displays 3. Signage 4. Promote nutrition, and 5. Keeping Diversity and Inclusion in mind.

Importance of Self Care for Physical and Mental Health

Tips for agency staff and volunteers to prevent and manage compassion fatigue, focus on a healthy diet and exercise, and the mind and body connection. Learn ways to create self-care routines.

Compassion Fatigue

Gain fresh ideas to keep your program staff and volunteers engaged and inspired. The workshop will identify the reasons for, and costs of, burnout. We'll share ways to enhance your agency's environment to support staff and volunteers.

Combatting Seasonal Affective Disorder through Nutrition

Learn about Affective Disorder and ways we can help ease the symptoms. The workshop goes over diet, nutrition, exercise, and their role in combatting the winter blues, as well as ways to help improve mood and health through a long winter.

Healthy Habits at Your Fingertips

Learn how to navigate Healthy Habits program resources including our catalog of recipes and educational videos available at your fingertips to use at your programs.

Satisfying Your Sweet Tooth

Join the Healthy Habits team to learn all about naturally sweet ways to satisfy your sweet tooth. Featuring a cooking demonstration and sample, this workshop will include explanations on the difference between added and natural sugars, as well as tips and tricks for cutting back on added sugars at meetings, in break rooms, and at other social gatherings.

Beyond the Holidays

Join the Healthy Habits team for a lunch-and-learn workshop to see how agencies can utilize and market ingredients like canned pumpkin, canned cranberry sauce, and boxed stuffing beyond the holiday season. Featuring a cooking demonstration and tasting. Each attendee will get their own *Ingredient Marketing Kit* to take back to their agency!

Keep the Blues at Bay this Winter

During the cold, dark winter months after the holiday season is over, keeping spirits high can be challenging. Join Healthy Habits for this lunch-and-learn workshop to uncover more about why our mental health is affected by the season and some tips and tricks for how you can keep moods boosted at your agency this winter. In addition to lunch, all attendees will be entered in a raffle to win a Workplace Wellness Basket for their agency!

Cooking with Healthy Habits

Curious about what the Food Bank's community nutrition program is about? Join us to get a taste of the *Healthy Habits* experience! Learn more about our program while helping to make a tasty recipe together.

Beat the Heat: Stay Hydrated with Healthy Habits

Join us for a workshop to learn all about why water is so important for overall health. Learn how to keep yourself and your agency's guests, staff and volunteers hydrated with a Hydration Station and try samples of Healthy Habits' favorite ways to beat hydration. Each agency in attendance will be entered in a raffle to win a create-your-own Hydration Station kit.

Introducing Healthy Habits for SNAP

Join the Healthy Habits & Community Resource Teams to hear about our newest outreach model: Healthy Habits for SNAP. Learn about the benefits of bringing nutrition education and SNAP Outreach together for guests at your agency. Recipe samples will be offered. Every agency that signs up for outreach will be entered to win a raffle basket.

The Language of Food

The way we talk about food matters! Whether it's serving guests at a pantry or dishing up a meal at a meal site, the words that we use to describe the food we provide to our guests play a huge part in customer service. When used correctly, our words can help to make a guest feel comfortable and welcome. Join Healthy Habits for the lunch-and-learn workshop and discover some best practices for talking about food at your agency.

Perfect Pairings – Recipes and Your Inventory

Have you ever noticed one or two food items at your agency that just don't get taken or simply aren't as popular? Discover how providing recipes to your guests can help move products off the shelves of your agency to make room for new products. Learn how to navigate finding recipes and what to look for in a credible recipe. And find out how Healthy Habits can help! The presentation will include a food sample.

Agency Sustainability/Leadership Training

In an effort to support member agencies in their ability to run sustainable programs, the Food Bank has developed a series of Leadership Trainings to address topics such as: developing leadership and donors. Topics like these lay the foundation for strong programs that can

manage the many challenges agencies face. Regional Forums, Agency Workshops, and Leadership Trainings are offered once a quarter.

FUNDS & DONORS

Grants Workshop

The Food Bank's Grants Manager will provide an overview of grants, funding, and grant writing. Time will be set aside for you to be able to do some writing and leave with an organizational description or a write-up about one of your programs.

Social Media for Your Agency

Our Communications team shares tips and best practices to help agencies spread the word about the impact their volunteers and staff have through their work at the agency to the community. Using social media, the right way, can help raise visibility and awareness for organizations – and lead to increased community support.

Updating Service Plans

In order for the Food Bank to understand agency operations and to help us to provide support and services, it is important for the Food Bank to have updated details about your food assistance program. A comprehensive Service Plan is required of all members. Our Agency Programs staff walks agencies through the elements of a good plan.

Succession Planning

As a follow-up to the service plans workshop, we offer leadership training on Succession Planning: what it is, why it's important, and how to do it. Join us to learn more about this important part of your program's sustainability.

Shoppers Choice Q & A

An informal session where you can ask questions about shoppers' choice and how to bring it back safely and enhance it at your food pantry.

Shopping Lists for Food Pantries

Interested in learning about how you can incorporate shopping lists into your food pantry's shopper choice model? Learn about some of the different options our network is currently using, from paper lists to online ordering, to see what could work for your program.

Food and Funds: Planning for the New Year

Discuss tried and true ways to help fund and stock your food program in the New Year. This workshop will highlight peer to peer insights and best practices. The first 3 agencies to sign up will receive a 2023 calendar to help with program planning in the new year.

Tell Your Agency's Story

Stories motivate people more than statistics do; they build awareness about your work and its impact and help to build support for the incredible work you do! With guidance from Food Bank staff, we will help you develop your most powerful public education tool: your story.

Telling your story can help you advocate for greater support for your program and the people that you serve.

Food and Funds: Best Practices

Discuss tried and true ways to help fund and stock your food program in the New Year. This workshop will highlight peer-to-peer insights and feature best practices from our newly updated Best Practices Toolkit. All attendees will receive a copy of the Toolkit and a dry erase fundraising calendar!

Meeting the Need

Does it seem like you are seeing more guests than ever? How are you managing this? Join us for a presentation on balancing our program capacity with the current need in your community. Hear some best practices from the Agency Programs team and other programs in our network. There will be plenty of time for questions and discussions as well.

COMMUNITY RESOURCE TRAINING

These workshops are for member agency staff and volunteers to elaborate on a variety of available community resources and how agencies can successfully provide referrals to guests. These workshops are offered as needed in addition to direct community resource outreach work. These workshops are sometimes also offered at Regional Forums.

Let's Talk About Basic Needs!

Food Bank member agencies provide critical food assistance services to thousands of Rhode Islanders. However, we understand that nobody's just hungry. Many people struggling with food security also struggle with meeting other basic needs such as housing, health care, utilities, and employment. At this training, you will gain a working knowledge of the basic needs' safety net, and how to connect guests to these resources/services from our Community Outreach Team. They will dive into the Core 5 Basic Needs, how to recognize signs of hardship, where to find resources, and how to connect families with resources.

A Quick Guide to SNAP

"A Quick Guide to SNAP" is an informational directory designed to help agencies answer SNAP related questions and to determine if a guest is eligible for SNAP benefits.

The Ultimate Guide to SNAP Applications

Learn about Rhode Island's new Elderly Simplified Application Project (ESAP) and how to complete a SNAP application with step-by-step instruction from our professional SNAP Outreach Team.

SNAP back to Financial Stability with SNAP Benefits

Learn ways to help your guests optimize their SNAP benefits and guide them towards financial stability. Participants will leave with a binder full of information to easily guide guests to referrals. This workshop is led by the Food Bank's own Community Outreach staff.

Nobody is JUST Hungry

This training will focus on a variety of resources in Rhode Island that can assist our guests with different circumstances besides food insecurity such as healthcare, employment, education, etc. We will also be discussing how to make quality referrals to these resources and how your program can ask for assistance should you need it when making the referrals.

Keeping Rhode Island Healthy: Healthcare Solutions for Low-Income Populations in RI

This workshop is designed to provide resources to agencies and their guests about the major categories of health and wellness for individuals and families. The workshop will provide agencies with an understanding of the healthcare system, and options for low-income and disadvantaged populations.

Never Stop Learning: Educational Resources for Rhode Islanders

Come learn about educational resources and programs for various communities in Rhode Island. The training will explore adult education resources and other beneficial information for educational referrals.

Keeping up with SNAP Benefits, Recent Changes and New Updates

Rhode Island has over 70,000 children who will be eligible to receive the Summer 2024 EBT benefits. Join us to learn more about Summer EBT benefits and the *Eat Well, Be Well* Program. Everyone who attends will be signed up to win a raffle.

NUTRITION EDUCATION

Healthy Habits, Eating Well on a Budget is the community nutrition education 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. We offer nutrition classes, workshops, and cooking demonstrations on-site or virtually for our partner agencies; these can also be tailored to an agency's individualized needs. These include but are not limited to:

Healthy Bites: Healthy Bites promote a themed nutrition or health message to your program guests. Healthy Bites often feature a food ingredient, which is paired with relevant nutrition or health resources. These are best suited for agency guests who are waiting to shop at a pantry, enjoying a meal at a meal site, or at an event where a table can be set up.

Cooking Demonstrations: Cooking demonstrations highlight an ingredient, request a specific cultural cuisine, or let us choose a popular Healthy Habits recipe for you to demonstrate for

guests at your agency. Like the Healthy Bite, cooking demonstrations are best suited for agency guests who are waiting to shop at a pantry, enjoying a meal at a meal site, or at an event where a table can be set up.

Workshops: Our workshops are approximately 1-2 hours, depending on the workshop. Guests who attend the workshop participate in a nutrition lesson, a cooking demonstration, food sampling, and receive an incentive. See Workshop Topics below for our menu of offerings.

Class Series: Help your guests form long-lasting healthy habits through our class series. Classes are facilitated for the same group of participants who will meet once a week over the course of 4 to 6 weeks, for 1-2 hours each week, depending on the class type. Participants who attend our weekly series participate in a nutrition lesson, cooking demonstration, food sampling, receive incentives and a workbook. See Class Series Details below for more details and for our menu of offerings.

MEMBERSHIP REQUIREMENTS

FOOD SAFETY FOR AGENCIES

ServSafe Certified Food Safety Manager Program

The ServSafe® program provides food safety training, exams, and educational materials to food service managers. Students can earn the ServSafe Food Protection Manager Certification, accredited by the American National Standards Institute (ANSI)-Conference for Food Protection (CFP). The program blends the latest FDA Food Code, food safety research and years of food sanitation training experience. Managers learn to implement essential food safety practices and create a culture of food safety. All content and materials are based on actual job tasks identified by food service industry experts. This class is taught by an in-house RI Certified Food Safety Manager – Instructor who possesses a dual role status license as both an instructor and a proctor of the National Restaurant Association and is a requirement for all meal site members.

Hybrid Handler Food Safety Course for Food Pantries

In June 2021, the Food Bank recently changed its food safety certification policy for food pantries and began offering our own Hybrid Handler's Course in place of the previous requirement for food pantries to take the full ServSafe Food Protection Manager course and to get a RI Department of Health Certified Food Safety Manager license. This option is only available for food pantry programs and does not apply to meal site programs. The Hybrid Handler combines the ServSafe Food Handler course with our own food safety information to provide more customized training specific to food pantries and non-profit operations. This change also reduces time and costs for food pantries while allowing more people at each program to become trained in food safety. There are two parts to the Hybrid Handler food safety training: Part 1: Take the ServSafe Handler course online & Part 2: Take the Hybrid Handler course with the Food Bank.

ORIENTATIONS

Agency Orientations are a necessary component of Rhode Island Community Food Bank membership. When a new member agency is brought on board, at least one agency representative must attend an orientation to become an “authorized shopper,” meaning that the person has been approved to place food orders and shop/pick-up food at the Food Bank. Agencies are encouraged to have more than one authorized shopper who has been to orientation. Orientations are also recommended for those shoppers who need a refresher on Food Bank requirements.

Agency Orientations are typically offered twice per month. Using the Partner Agency Handbook as a guide, we cover membership, the Basic Agreement, how to place an online order, information on basic food safety, community resources, safe product packaging and give a tour of the Shopping Area and pick-up procedures.

On occasion, Agency Orientations may be offered on an individual basis or at a member agency. As part of the new member agency onboarding process and as needed as a refresher, we also provide 1-on-1 agency training on the basics of collecting agency statistics and TEFAP (The Emergency Food Assistance Program) requirements and guidelines.

If you are looking to onboard new staff and volunteers or need a refresher for current staff and volunteers, check out our video in the Agency Portal *“Introduction to the RI Community Food Bank”*. This video is a condensed version of our in-person agency orientation to help member agencies provide a basic training to support staff and volunteers who are not part of managing the everyday food program operations. This on-demand training is meant for those who intend to help, yet do not need to be added to your account as an authorized shopper with the ability to place orders or act as a main point person between the Food Bank and your agency.

NOTE: The workshops and trainings in this manual reflect those offered agencies through June 2024.

For any questions, please reach out to Jennifer Hazard, Agency Programs Administrative Coordinator, at 401-230-1709 or email her at jhazard@rifoodbank.org.