Community Programs Course Catalog

FY27

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 this support 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.

Celebrate Welcoming Week: Building Community and Fostering Belonging
To create belonging, you must start with connection! Learn why we need it and how to create it. Workshop will include a cultural lunch and raffles.

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!

RAMP: Real Access Motivates Progress
Join us for a conversation with Tina Guenette, CEO and Founder of RAMP (Real Access Motivates Progress), an organization that educates and advocates for accessibility and inclusion.
RAMP supports all individuals with disabilities, their families, and allies in creating safe and barrier free environments. The Food Bank has been working with RAMP over the last year and is excited to bring Tina and her great work to you! Learn about the work they do and how your program can be more accessible to the community. Lunch provided.

From Compliance to Connection: Food Safety Basics and Exceptional Customer Service
This dynamic workshop transcends the typical approach to food safety, moving beyond mere compliance to focus on creating a secure and positive environment that fosters genuine connections with your Food Pantry or Meal Site guests.

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.

Combating 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.

Fun with Food
Do you want to do more with the food you offer your guests? Are you looking for a fun, new way to engage with your guests, volunteers, staff, and neighbors? Try having fun with food. Join *Healthy Habits* for this lunch-and-learn workshop to learn more about the different ways we can connect as a community over food. From themed kits to hosting cookbook book clubs, the possibilities are endless. In addition to lunch, each registered agency will receive a few cookbooks to start their agency's collection!

Finding the Balance: Exploring the Relationship Between Comfort Food and Stress
Already feeling the pressure of the busy holiday months ahead? Join the Healthy Habits team for a workshop on how to stay energized and nourished during stressful times. Learn practical tips on how to maintain a healthy relationship between comfort food and stress, so you can enjoy these upcoming holidays as stress-free as possible. Plus, get some nutritious and delicious recipe inspiration for the Fall and Winter seasons!

Get Gardening!
Want to learn more about the benefits of gardening, where you can find gardening tools, resources, and info for your agency or your guests? Join *Healthy Habits* to learn more about community gardens, where to get free seeds, and how you can set up your own community garden - in time for Rhode Island's growing season. In addition to sampling a *Healthy Habits* recipe and getting to start your own plant, each agency represented will take home a collection of seed packets to give out at their agencies.

Workplace Wellness: Keeping Your Staff Inspired
Beat the summer heat and boost morale with our Workplace Wellness Workshop! Come learn about some practical strategies that can help create a positive environment and promote wellness for your staff, volunteers, and guests. From incentives and prizes to recipes and snacks, there are countless ways you can bring wellness to your agency during the summer months and beyond! Registered participants will get to enjoy a Healthy Habits recipe sample, and each agency will get their own raffle basket prize kit.

Fuel Up & Stay Cool: Summer Eats & Hydration
Beat the heat and stay energized all summer long with our fun, interactive agency workshop! Discover easy no-cook recipes, refreshing food ideas, and creative hydration tips to keep you feeling your best. You'll learn simple, practical ways to fuel your body, prioritize wellness, and share helpful resources with guests and fellow agencies.

Holiday Favorites Reimagined
Join us for a fun, hands-on holiday workshop where we'll honor favorite food traditions and explore fresh, budget-friendly ways to bring them to life. Together, we'll enjoy a Healthy Habits recipe demo, try out creative ways to transform pantry staples into festive dishes, and share ideas for using holiday ingredients in everyday meals. Expect plenty of tasting, flavor inspiration, and practical tips to make this season feel special for you and your guests – without stress. Plus, each agency in attendance will receive a Holiday Spice Kit to raffle off at their agency!

Get Some Sleep! The Connection Between Diet and Sleep
How often do you have a good night's sleep? Do you toss and turn all night, or do you sleep like a log? Whether you're a night owl or an early bird, come join this Healthy Habits workshop to learn more about how our everyday diets affect our sleeping patterns. Come learn more about what happens when you don't get enough sleep, which foods help us sleep better, and which ones to avoid. Plus, try our samples, get some recipe inspiration, and handouts for you and your guests.

Beyond the Box: Mastering the Nutrition Label to Help Our Guests
Help your guests manage their health, one bag of groceries at a time. Join us for a quick start guide to reading food labels through the lens of a food pantry! We'll show you exactly what to look for - from serving sizes to sodium - so you can help guests make informed choices in seconds. In this **lunch-and-learn workshop**, we'll demystify the Nutrition Facts label, translating the fine print into practical advice. You'll walk away with the tools to help guests find the best fuel for their families, regardless of what's on the shelves.

Sustaining the Servers: A Winter Wellness Workshop
You will learn about charging your battery, setting boundaries, and owning your Winter Wellness.

AGENCY SUSTAINABILITY/LEADERSHIP TRAINING

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 and Donors

Grant Writing 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 (year) calendar to help with program planning in the new year.

Food and Funds: Back to School – in-person or virtual
Discuss a variety of ways to help fund and stock your food program! This workshop will highlight peer-to-peer insights and feature best practices from our newly updated Best Practices Toolkit.

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.

TEFAP (The Emergency Food Assistance Program) Training & Updates!

Is your agency currently enrolled in the TEFAP program? Join us to learn about recent changes and/or what you need to take part in this program as a partner agency.

How to Collect Monthly Statistics!
Have questions about what information to collect from your guests to submit your agency's monthly statistics? We are offering extensive, interactive Statistics training! This workshop is intended for staff/volunteers who will be transitioning into a statistics role at your agency or someone in the role who would like additional training.

Intro to Our New Shopping Web Page, Agency Express!
Join us for a step-by-step guide on how to process your order online through our new Shopping webpage called Agency Express which is coming this July! (ZOOM)

Discover the New Shopping Experience with Agency Express
Join us for a step-by-step walk through our new shopping webpage. This session is the perfect opportunity to build on what you already know, explore new features, and get your questions answered about updated processes. Plus, you'll learn how to easily submit your stats through Agency Express. Don't miss out on learning how to make the most of the new system!
Planning for Tomorrow: Leadership, Volunteers and Resources

If you couldn't make it to the regional forums, you're in luck! We are revisiting Succession Planning to ensure everyone has access. Join us virtually to grab the tools you need to strengthen your leadership pipeline and grow your volunteer team. You will also receive a Succession Planning Toolkit for your agency. (ZOOM)

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.

Advocate for Change: How YOU Can Advocate for Your Guests
Join the Community Outreach team for a workshop centered around meaningful advocacy on behalf of your guests and their needs. Learn how to effectively tell their stories, who you should be in contact with, and how to facilitate non-partisan conversations with local leaders to push for meaningful change in your community.

SNAP 101: Back to Basics
Learn and/or review how to complete a SNAP application.

How to Support Immigrant Families
Join us to learn more about immigrant issues impacting your community. You will receive a list of resources that can help your guests.

Summer Ready 2025: Programs and Resources in the Community
Learn about the different summer programs and resources available in the community. Take advantage of all the resources you can bring back to your communities for a healthy, fun, and safe summer.

Your Rights, Your Benefits
Join us to learn about public benefits and who qualifies based on citizenship or immigration status. Learn what's available, who's eligible, and how to get help.

Advocacy 101
This training will help you learn how to speak up for yourself and your community. You'll discover how to tell your story, reach out to leaders, and create positive change. The workshop gives simple tools to make your voice heard and make an impact.

Getting Ready for Summer: Community Programs & Resources
Join us to learn more about local summer programs, activities, and resources to help children and families make the most of their summer.

Community Voices: Understanding Barriers and Impact
Workshop Overview: Participants will learn how to facilitate effective focus groups and community conversations, develop open-ended and non-leading questions, culturally responsive approaches, and organize community feedback into themes that can inform programs, advocacy, outreach, and funding.
Who Should Attend? Community-based organizations, food access partners, social service providers, outreach workers, advocates, program staff, and anyone who works directly with community members and wants to strengthen their approach to listening and engagement.

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.

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

Orientation is an opportunity to welcome agency representatives into the Rhode Island Community Food Bank network, introduce the programs and support available to member agencies, and build a sense of connection and partnership. Previously, orientation covered a large amount of detailed information in one sitting. We have updated orientation to allow attendees the opportunity to receive more focused training based on their specific roles and responsibilities.

Who should attend? Everyone! New volunteers, experienced volunteers, pantry coordinators, program leads, directors, and other agency representatives.

What is orientation? A welcoming, one-hour introduction to Feeding America, the Food Bank, our mission and values, the shared partnership with our network, and the programs and support available to agencies.

What additional training is available? Sessions focused on The Food Bank Portal (online ordering and statistics) and warehouse safety and pickup protocol will always be offered following the orientation presentation for those who will be placing orders or picking up product.

NOTE: The workshops and trainings in this manual reflect those offered to agencies through June 2027. For any questions, please reach out to Jennifer Hazard, Agency Programs Administrative Coordinator, at 401-230-1709 or email her at jhazard@rifoodbank.org.