



**Issaquah Food and Clothing Bank
Volunteers – Donor Cultivation Roles
Harvest Issaquah: Food Bank Ambassadors
Last Updated 7/14/2017**

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Food & Clothing Bank

Introduction

FOOD BANK AMBASSADORS

By the end of this section, you will have been given a whirlwind tour of what a Food Bank Ambassador does at a Farmers Market. Each Market (Issaquah and Sammamish) has its own character, so you may find you like one more than the other. But we're not gonna lie: Either market is a pretty fun gig!

We're hoping that after this training session you'll be willing to attend **Parts 2 & 3**, which is when you'll be personally shown how to volunteer at your Farmers Market of choice. We will schedule a session at the Sammamish Farmers Market and a session at the Issaquah Farmers Market in early May.

Our goal is to foster your desire to donate at least **one Saturday a month** from May-September to helping people in need get quality food, and that you'll find representing the Issaquah Food and Clothing Bank at the Farmers Market a fulfilling way to help your community. **We are need Lead Food Bank Ambassadors!**



Food Bank Ambassadors do many different things. During the course of a shift, you will probably:

- Load the van (Lead FBAs),
- Drive to the Farmers Market,
- Unload and park the van,
- Set up the tent and table,
- Connect with vendors and hang signs,
- Talk with people in the community about the IFCB and Harvest Issaquah,
- Gather donations (Yay!),
 - **Hint:** Remember to collect the laminated signs!
- Load the van,
- Return to the Food Bank,
- Unload, weigh, sort and put away donations, and
- Record totals so the team can do a happy dance ☺
- **P.S. Don't forget how awesome your comrades are going to be! That's half the fun of the day.**



Food Bank Ambassador Positions at the Issaquah Farmers Market

1) Lead Food Bank Ambassador; Saturday(s), 7:30 am-4:00 pm

A Lead Food Bank Ambassador donates one Saturday a month (or more if they choose!), and start by picking up the van from IFCB. They work with other volunteers to set up and run the booth, and build relationships with vendors and customers. This person oversees the collection of donations, brings them back to the Food Bank, and records and organizes the food. Last year, teams were always done before 4:00.

- This is a great opportunity for high-energy people who love connecting with others, talking about our work at the Food Bank, are highly organized, and are comfortable overseeing a team of 4-5 other volunteers.

2) Morning Food Bank Ambassadors; Saturday(s), 7:45 am- 12:00 pm

This Food Bank Ambassador (FBA) meets up with the Lead at the Pickering Barn. They help set up, greet vendors, hang signs encouraging customers to buy a little extra and donate it to the Food Bank, and reach out to people as they walk by the tent.

- If you love talking about the Food Bank and our programs, this is position is for you! You also get to stand at the front of the tent and offer information to people as they walk by.

3) Afternoon Food Bank Ambassador; Saturday(s), 12:00 pm-4:00 pm

This FBA meets up with the Lead at the tent. They build relationships with customers and vendors, help pack up, gather signs, collect donations, and weigh in and sort the food at the Food Bank.

- This position is tailor-made for people who enjoy building relationships just as much as helping gather and organize donations. If you like to see results, this is a great position for you!

4) Food Bank Ambassadors/ Donations Logistics Masters; Saturday(s), 1:30-4:00 pm

These 3-4 FBAs arrive at the tent as it's being taken down. They begin by distributing crates according to vendor wishes, and at 2:00 (end of Market Day), they collect donations load them into the van. Back at the Food Bank, they help unload crates for weighing, sorting, and proper storage.

- This is an awesome position for high-energy, organized people who can use hand trucks to carry heavy loads while always being patient and grateful to our donors. Because they're helping at the end of the day, these volunteers get to celebrate the Grand Total!



Food Bank Ambassador Positions at the Sammamish Farmers Market

1) Lead Food Bank Ambassador; Wednesday(s), 2:30 pm- 9:00 pm

A Lead Food Bank Ambassador donates one Wednesday a month (or more if they choose!), and start by loading and picking up the van from IFCB. They work with other volunteers to set up and run the booth, and build relationships with vendors and customers. This person oversees the collection of donations, brings them back to the Food Bank, and records and organizes the food. Last year, teams were always done by 9:00 pm.

This is a great opportunity for high-energy people who love connecting with others, talking about our work at the Food Bank, are highly organized, and are comfortable overseeing a team of 2-3 other volunteers.

2) Afternoon Food Bank Ambassadors; Wednesday(s), 3:00 pm- 7:00 pm

This Food Bank Ambassador (FBA) meets up with the Lead FBA at the market, near the library. They help set up, greet vendors, hang signs encouraging customers to buy a little extra and donate it to the Food Bank, and reach out to people as they walk by the tent.

- If you love talking about the Food Bank and our programs, this is position is for you! You also get to stand at the front of the tent and offer information to people as they walk by.

3) Evening Food Bank Ambassadors/ Donations Logistics Masters; Wednesday(s), 7:00 pm-9:00 pm

These 2-3 FBAs meet up with the others the tent. They build relationships with customers and vendors, help pack up, distribute crates according to vendor wishes, gather signs, collect donations, and weigh in and sort the food at the Food Bank.

- This is an awesome position for high-energy, organized people who can use hand trucks to carry heavy loads while always being patient and grateful to our donors. Because they're helping at the end of the day, these volunteers get to celebrate the Grand Total!



Issaquah Farmers Market Packing List: Everything You Need

We are blessed to have Friday afternoon volunteers who can pack the van for Saturday morning markets, which buys you just a li'l extra shuteye! When you arrive at the IFCB on Saturday mornings, the items from this checklist will be in the van.

Warehouse items (please pack toward the front of the van, on left side):

- 51 crates (17 three-crate cubes)

Warehouse items (please pack toward the back, by the doors):

- 1 convertible hand-truck
- 1 flatbed hand-truck

Items located along the wall in the G2G office (please pack on right side, by the sliding door):

- Fold-up table
- Red gingham table cloth roll
- Table-top/ signs & stands crate. Be sure it includes:
 - Packing tape
 - Masking tape
 - Pens
 - Volunteer sign-up sheet (for people interested in volunteering; table-top)
 - Volunteer sign-in sheet (for volunteer crew; background)
 - Sign holders
 - Signs
- Tent (black)
- 2 chairs
- 2 banners

Thank you for your help!

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Wednesday Afternoon: Sammamish Farmers Market Packing List

Because this market is in the afternoon and requires less materials than the Issaquah Farmers Market, we ask that Lead Food Bank Ambassadors arrive at 2:30 pm so they can load the van with the items from this checklist.

Warehouse items (please pack toward the front of the van, on left side):

- 27 crates (9 three-crate cubes)

Warehouse items (please pack toward the back, by the doors):

- 1 convertible hand-truck
- 1 regular hand-truck

Items located under the table in the G2G office (please pack on right side, by the sliding door):

- Fold-up table
- Red gingham table cloth roll
- Table-top/ signs & stands crate. Be sure it includes:
 - Packing tape
 - Masking tape
 - Pens
 - Volunteer sign-up sheet (for people interested in volunteering; table-top)
 - Volunteer sign-in sheet (for volunteer crew; background)
 - Sign holders
 - Signs
- "Community Resource" box
- Tent (black)
- 2 chairs
- 2 banners

Thank you for your help!

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Issaquah Farmers Market, from Start to Finish

Volunteer Shifts:

- 7:30-4:00- Lead Volunteer/ Food Bank Ambassador (LV)
- 8:00-12:00- (1) Food Bank Ambassador (FBA)
- 12:00-4:00- (1) Food Bank Ambassador/ Donation Logistics Master
- 1:30-4:00- (2) Food Bank Ambassadors/ Donation Logistics Masters

7:30- Pick up the van from IFCB. (LV)

7:45- Unload table, supplies, tent, chairs, banners and fifteen crates. Stack nine of the crates in a waterfall configuration (two in front, three behind those, then four behind those). Place near the door to the Pickering Barn. (LV & FBA)

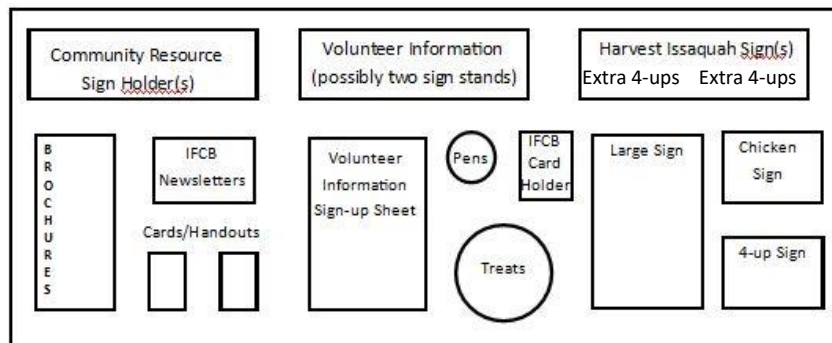
8:00- Check in and park the van to the North of food truck area. (LV)

- **Tip: Don't be late!** You don't want to miss out on parking, especially because the van doesn't fit in the parking garage.

8:10- Set up the tent, banners, chairs and table. (LV & FBA)

- Set up the IFCB banner on the back of the tent, so it can be seen when facing table.
- Set up the "Thank You" banner on the right side, facing out, so shoppers see it when entering the Pickering Garden.
- Set up the crates on the right side of the tent.
- Put literature and signs on the table. An example layout is below, but don't be afraid to get creative! Just be sure programs/community resources, volunteering, and Harvest Issaquah are given roughly equal amounts of space on the table.

Example Table Layout



8:45- Action! Tour all produce and egg stands, taking at least six crates with you. Greet the vendors, explain that you're with the food bank, and ask whether you can hang a sign encouraging people to buy more produce so they can donate it to the IFCB. Split up so it goes faster: You can expect to hang 20 laminated signs.

- Vendors almost always say we can hang a sign, but it's still polite to ask each week.
- Also explain that we'll be coming around at the end of the day to collect donations and ask whether they'd like some crates. Many say yes!

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9:00-1:30- Serve as Food Bank Ambassador by being in the tent, greeting shoppers as they enter and handing out small signs encouraging them to buy extra for the. Answer questions about IFCB programs, services, and volunteering. (Remember to take breaks & explore! This should be a fun way to help the community ☺)

12:00- Volunteer Shift Change. Say goodbye and then hello!

1:30- Tear down the tent, table, chairs, etc. and pack in the van. (FBA Team)

- **Tip:** Leave five crates behind, as people may still drop donations toward the end; or the team can collect them as they need to carry what other vendors are donating.

1:45- Collect donations from vendors. (FBA Team)

- Have two crews of two people each to drop crates off and retrieve those which have already been filled.
- One crew can take the left side, where more produce stands are located; and one crew collect on the right side, which may include picking up extra crates from the stand site where you may receive more donations at the end.
- Avoid interfering in transactions with shoppers. Wait until they have time for you, or come back later.
- Be sure one person in each crew can write receipts.
- Run back to the van, loading donations and bringing more crates to donors who are giving more than expected (Yay!).
- Be sure to say thank you to each vendor, every time!

2:40- Conclude loading and escape the Pickering Barn parking lot. (LV)

3:00- Arrive at IFCB (FBA Team)

- Prepare to unload: Lay out six empty crates for stacking; two at weigh-in and four along the wall for sorted produce (some vendors give entire crates of apples, beets, corn, etc.). Put four empties on the table for sorting mixed crates.
- Weigh in donations as the team brings them in, rough-sorting the crates as possible and placing crates containing multiple items on table to be sorted.
- It works best with one person weighing, two people sorting, one or two people labelling with the item and date, and one person taking stacks to the cooler.
- Please put crates of similar items together in the stack, and remember that an empty crate must always be at the bottom if the stack is on the floor. Please refer to [4. Harvest Issaquah Sorting](#) for more information on this portion of the process.
- Total the donations and e-mail Marissa@IssaquahFoodBank.org with how many pounds the team collected and lead the team in a Happy Dance ☺ (LV)

3:45-4:00- Finishing up. (LV)

- The FBA team wants to have all donations weighed in, sorted, and placed in the cooler by this time.
- Return the van to its parking spot and sign the log.
- Shut out the lights.
- Say goodbye to everyone.
- Lock the doors.
- Replace the key(s) in the canister.

Thank you for your help! You are making a big difference in the lives of our customers by helping provide them with quality, fresh produce; and you're raising awareness of the different ways the Issaquah Food and Clothing Bank can help people in our community. You rock! Have a wonderful day!



Sammamish Farmers Market: From Start to Finish

Overview:

Collecting food donations is part of what we do at the market, but our presence at the Sammamish Farmers Market is also about building relationships and raising community awareness. A lot of Sammamish residents may not even know that IFCB serves the City of Sammamish or that there's even a need for a food bank in such an affluent community. Because the Sammamish Farmers Market is significantly smaller and more family focused than the Issaquah Farmers Market, it provides unique learning opportunities for families (example: parents can have their kids pick out produce to donate) and good outreach opportunities for us.

Last year, food donations usually hit about 250 lbs. per market day. This was made possible by building relationships with vendors.

Volunteer Roles:

Lead Volunteer (LVs): Lead volunteers are needed to transport materials to the market and to transport food back to the food bank, to check in with market officials, talk to vendors, help setup/tear down the food bank booth and to lead other Food Bank Ambassadors.

LVs can choose to work either a single or a double shift. Lead volunteers who want to work both shifts will have the opportunity to get certified to drive the food bank delivery van.

Lead Volunteers who only want to work the first half of the market will need their own vehicle (van, trucks or SUV's are perfect) to transport materials to the market. The lead volunteer picking up the second shift will also need their own vehicle to transport food and materials back to the food bank. Food Bank Ambassadors will help Lead Volunteers unload food back at the food bank, help weigh food donations, sort and refrigerate produce. Lead volunteers will be responsible for recording donation weights on our clipboard and are kindly asked to email market weights to IFCB staff.

Food Bank Ambassadors (FBAs): Food Bank Ambassadors are needed help set up and tear down the food bank market booth, hang signs, talk to vendors and shoppers, to do community outreach, collect food at the end of the night and issue receipts. Food Bank Ambassadors will also help Lead Volunteers unload food back at the food bank, weigh food donations, sort and refrigerate produce and help record donation weights.

There are two food bank ambassador shifts offered per market day.

Where: Sammamish City Hall Plaza, 801 228th Ave SE, Sammamish, WA 98074

Our booth will be on the first row as you enter from the front of the market on the left. We will probably be located beside the flower staff that is next to the circle.

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Shifts:

Lead Volunteer- First Shift

2:30 pm - 6pm

Food Bank Ambassador- First Shift

3:20 pm – 6 pm

Lead Volunteer- Second Shift

5:45 pm- 9 pm

Food Bank Ambassador- Second Shift

5:45 pm – 9 pm

The Game Plan

2:30 pm - Pick up the van from IFCB or **Load materials** into private vehicle (trucks, vans or SUVs please). If using your own vehicle, ask food bank volunteers or IFCB staff to help you load your vehicle. It will be much faster and easier. –LV

3 pm / 3:15- Find Parking at the market and Unload the cart, table, supply box, tent, chairs, banners and crates (6-8 crates).

****Tip:** Place the table on the cart first and stack all of the supplies on top. You should be able to fit everything in one cartload. Food Bank Ambassadors can help get more crates throughout the shift and at the end of the night.

3:20 pm- Food Bank Ambassadors should report to the check in booth at the front of the market and wait for the Lead Volunteer to arrive. Please say “hello” to Deb Sogge (Executive Director of the Sammamish Chamber of Commerce) and let her know that you are with IFCB. **(FBAs)**

3:25 pm- Push the cart to the booth location. It’s okay to leave materials there. **(LV)**

3:30 pm - Check in with Deb Sogge (Executive Director of the Sammamish Chamber of Commerce) at the check in booth located at the front of the market and meet up with the rest of the Food Bank Ambassadors **(LV)**

****Tip:** The entire volunteer team should plan to meet at this booth. If you see Food Bank Ambassadors while you’re pushing the cart, flag them down to help you.

3:35- Set up the tent, banners, chairs and table. **(LV & FBAs)**

- Set up the IFCB banner on the back of the tent, so it can be seen when facing table.
- Set up the “Thank You” banner on the right side, facing out, so shoppers see it when passing by.
****Tip:** Use zip ties to secure the banners (it’s a two person job). The banners will help block the sun, rain and wind.
- Set up the crates on the left side of the tent.

Put literature and signs on the table. An example layout is below, but don’t be afraid to get creative! Just be sure programs/community resources, volunteering, and Harvest Issaquah are given roughly equal amounts of space on the table



The Game Plan

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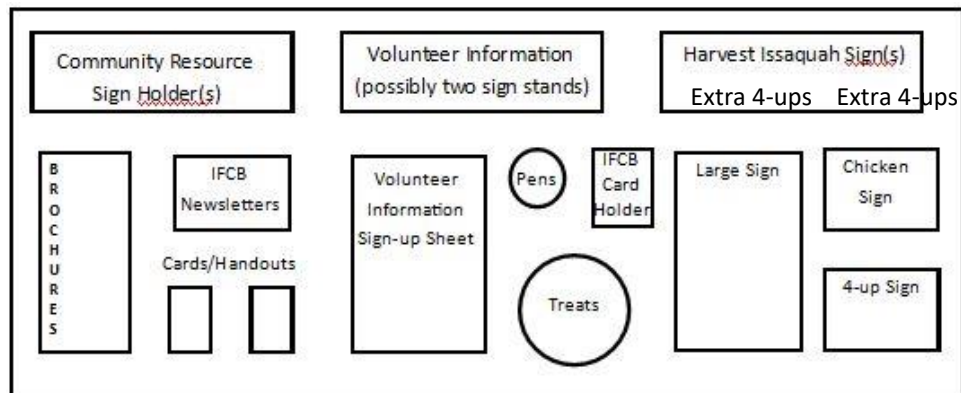
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Example Table Layout



3:45/3:50ish pm- Spring Into Action! Greet the vendors, explain that you're with the food bank, and ask whether you can hang a sign encouraging people to buy more produce so they can donate it to the food bank. Let them know that donations are tax deductible and that you have a receipt book. **(LV & FBAs)**

- Vendors almost always say that we can hang a sign, but it's still polite to ask each week.
- Also explain that we'll be coming around at the end of the day to collect donations and ask whether they'd like us to drop off some crates. If they want crates, ask what time they'd like you to drop them off. This will help everyone pack up quickly at the end of the market day and will make vendors happy.
- Chat with the vendors you know. It's easy to make friends at the market. Most vendors are very friendly and kind.

4:00-6 pm- Serve as Food Bank Ambassador by being in the tent, greeting shoppers as they enter and handing out small signs encouraging them to buy extra for the IFCB and/or explaining services we provide or how they can be a part of the Harvest Issaquah program. Answer questions about IFCB programs, services, and volunteering. (Don't forget to take breaks! Have fun and explore the market.)

5:45 pm- Start of Shift Change. There's a 15-minute overlap between the two shifts just in case someone is running late. This also gives Lead Volunteers the opportunity to chat with the new lead before the hand off.

6:00- Volunteer Shift Change. Say goodbye and then hello!

4:00-6:40 pm- Serve as Food Bank Ambassador by being in the tent, greeting shoppers as they enter and handing out small signs encouraging them to buy extra for the IFCB and/or explaining services we provide or how they can be a part of the Harvest Issaquah program. Answer questions about IFCB programs, services, and volunteering. (Don't forget to take breaks! Have fun and explore the market.)

6:45 pm Check in with vendors. (FBA Team)

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- Ask vendors if they would like to donate food and if they would like us to drop off crates.
- Have two volunteers drop off crates
- Avoid interfering in transactions with shoppers. Wait until they have time for you, or come back later.

6:45 pm-7 :15 pm Collect Food- (FBAs)

- Check back with vendors.
- Pick up full crates of food.
- Write receipts.
- Thank all of the vendors and wish everyone on a good night.
- Say good night to the folks from the Sammamish Chamber of Commerce.

6:50- Pack up materials and breakdown the tent. (LV & FBA)

7:15 pm- Pull the food bank van or private vehicle around to the front of the mark and get ready to load up. (LV)

7:15-7:30 pm – Load up the van (LV & FBAs).

7:30 pm- Head back to the food bank (LV)

7:30-7:40 pm- Stop at the Lower Commons community garden to pick up garden donations. There's a wire basket labeled "Food Bank" where gardeners can leave extra produce. If possible, please pop a thank you note in the basket. **(FBA)**

7:40 – Head back to the food bank. (FBA)

8:00- Arrive at IFCB

- Unload
- Weigh in donations as the team brings them in, rough-sorting the crates and placing crates containing multiple items on table to be sorted.
- It works best with one person sorting, one person labelling with the item and date, and one person taking stacks to the cooler.
- Please put crates of similar items together in the stack, and remember that an empty crate must always be at the bottom.
- Total the donations and e-mail Marissa@IssaquahFoodBank.org with how many pounds the team collected. Please cc deb@sammamishchamber.org (LV)

8:00-9:00- Finishing up. (LV)

- The FBA team wants to have all donations weighed in, sorted, and placed in the cooler by this time.
- Return the van to its parking spot (if using it) and sign the log.
- Shut out the lights.
- Say goodbye to everyone.

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- Lock the doors.
- Replace the key(s) in the canister.
- **Have a wonderful night.**

***If everything runs smoothly, the team should finish *way* before 9 pm. ***

Thank you for your help! You are making a big difference in the lives of our customers by helping provide better variety of produce and access to beautiful, fresh, local produce; and you're raising awareness of the different ways the Issaquah Food and Clothing Bank can help people in our community. Did we mention how awesome you are?