

# Volunteer FAQs



## **Q: I want to help City Harvest. How do I get started?**

**A:** All new individual volunteers must complete a [Volunteer Orientation](#). Additional training after the orientation is required for Nutrition Education volunteer opportunities. Once you have attended an orientation, you will receive an email inviting you to begin registering for projects. You will not be able to register for, or hold spots at, projects until you have attended an orientation and are marked as trained.

## **Q: What COVID-19 policies are currently in place at City Harvest's volunteer projects?**

**A:** Our most updated COVID-19 policies and requirements can be found in the [Volunteer Resources](#) section of the [portal](#) and the Project Description of each volunteer project.

## **Q: Do you have internship or community service opportunities?**

**A:** Internship opportunities with City Harvest will be posted [on our website](#). The Volunteer Services Team has limited opportunities for individuals that are seeking hours for course credit. City Harvest is able to provide a proof of volunteer hours on letterhead. We are unable to sign any court-mandated documents or provide recommendation letters.

## **Q: Why can't I see any upcoming projects or orientations?**

**A:** Our projects orientations are listed on a rolling basis. The [calendar](#) accurately displays all availability. Once a project has been filled, it will be removed from the calendar. Similarly, should someone cancel, their spot will reappear on the calendar. If you have registered and know that you can't attend, kindly make room for someone else by logging in to your profile and canceling your shift!

## **Q: What are the age requirements for volunteering?**

**A:** All of our projects are suitable for people 18 years or older. We also have select opportunities for volunteers under 18. People 14 years and older can volunteer at our Mobile Markets, and people 11 years and older can volunteer at our Greenmarket Rescues. Children under 11 can support City Harvest's work by coordinating a [food drive](#).

All youth volunteers must be accompanied to the volunteer orientation by a parent or legal guardian. They must also be accompanied by an adult chaperone over the age of 21 who has attended a volunteer orientation to all shifts they participate in.

## **Q: I volunteered with my organization, Do I need to attend an orientation?**

**A:** Thank you for volunteering with us! Since you already participated with your group, you are eligible to sign up for any of our general volunteer projects. However, we do recommend you attend an orientation so you are up-to-date on all of our project offerings and policies.

## **Q: I work a 9-5, do you have opportunities for me?**

**A:** Yes, we have a number of activities for you! Schedules vary depending on the season. [Click here](#) to see what is available on weekends or in the evening.

## **Q: How do I travel to the volunteer site?**

**A:** Sites vary, but all are accessible via mass transit. Use Google maps to plan your trip the night before, and check the MTA website for any service changes or delays the day you'll be volunteering. We encourage you to plan your travel in advance, especially if you are unfamiliar with the area.

## **Q: Is timing flexible?**

**A:** Most volunteer opportunities last 2-3 hours, and we ask that you arrive on time and stay until the activity is over and you are dismissed by City Harvest Staff.

## **Q: What should I wear and bring?**

**A:** Since most volunteers are working with food, please wear comfortable, closed-toe athletic shoes (no flip flops, ballet flats or sandals). Please also wear casual clothing that you do not mind getting dirty. Dress for the weather, tie long hair back and avoid loose jewelry. For office-based projects, business casual is acceptable. Storage is minimal at our volunteer sites and we ask that you bring few personal items with you.

## **Q: Is heavy lifting involved?**

**A:** We suggest that all volunteers feel comfortable lifting at least 15 pounds for repacks and Mobile Markets, and at least 30 pounds for food rescues.

## **Q: Will the project be cancelled because of weather?**

**A:** All of our volunteer events happen rain, snow, or shine! In the rare event that a project is cancelled due to inclement weather, volunteers will be notified by City Harvest staff or your volunteer leader

## **Q: How can I volunteer for Nutrition Education?**

**A:** After attending our general volunteer orientation, you will need to complete an additional virtual training with our Nutrition Education team. You can register for the next available date through the [Volunteer Portal](#). Please note that all Nutrition Education activities are for people 18 years or older.

To learn more, please contact:  
[volunteerservices@cityharvest.org](mailto:volunteerservices@cityharvest.org)

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