



VOLUNTEER INSTRUCTIONS

Thank you for joining County Harvest! Your work as a Volunteer is the crucial link between local food donors and many families in need.

COUNTY HARVEST I.D.

- Now that you're in our database as a County Harvest Volunteer, you will receive a County Harvest car magnet and I.D. in the mail. County Harvest Volunteers are required to wear their I.D. on ALL food rescue runs.

HOW TO SIGN UP FOR A FOOD RESCUE RUN

- Go to www.countyharvest.org, Sign In, Dashboard, Open Runs/Volunteers Needed, click anywhere on the run for details, click Volunteer for this Run. Make sure to review all timing and run instructions before signing up for a run.
- You can view all runs that you have signed up for by clicking the Upcoming Runs tab.

WHAT TO DO THE DAY OF YOUR RUN

1. Call the food donor by 9am, introduce yourself as a County Harvest Volunteer, ask if they have donations that day. Let them know what time you'll be there.
2. Call the receiving agency to let them know when you'll be there OR if there are no donations that day.
3. Please note the quantity and types of food donated and delivered, so you can list them on your Report after the run is complete.
4. Donations must be handed to an agency employee/volunteer. Do NOT leave any food outside.
 - Runs generally need to be done between 9-11am, unless there is a different time listed in the instructions.
 - Some runs have a van assigned to them, which generally means there is a large amount of food donated. If you'd prefer to drive your own car, please be prepared to make more than one trip. WE CANNOT LEAVE ANY FOOD BEHIND.
 - Again, if there are no donations, call the receiving agency to let them know you, so they don't wait around for you.

WHAT TO DO AFTER YOUR RUN

- After completing your run, login to your Dashboard, click on the Incomplete Reports tab and complete the Report for your run.

HOW TO CANCEL A RUN

- If you've signed up for a run and need to cancel, login to your dashboard, click Upcoming Runs, click Cancel Run.

- PLEASE TRY TO CANCEL RUNS AT LEAST 24 HOURS IN ADVANCE, so we have time to find a fill-in Volunteer. Cancellations made the morning of a scheduled run are VERY difficult to fill. This results in food donations being thrown away.

COUNTY HARVEST VANS

- County Harvest has 3 food delivery vans parked in the Christ Church parking lot in Pelham. The keys are kept at the adjoining gas station.
- Van instructions are included with their assigned runs.
- Only children 12 and older may ride in the van. Volunteers bringing children under 12 must use their own vehicle.

FAQs

Who should I contact if I have questions about a food rescue run?

You can email schedule@countyharvest.org if you have any questions or concerns about a run. If you need to reach someone immediately, please call us at 914-334-0741.

What should I do if the food donor asks me to come back tomorrow?

Tell them someone from County Harvest will call them. Email schedule@countyharvest.org to let us know that they're asking for another pick up.

Why are some donations so small?

Don't worry if the donation amount seems small. The size and quantity of our donations vary but any amount of food is appreciated.

How long does a food rescue run take?

The typical food rescue run takes about an hour.

I'd like to volunteer every week, who should I speak to about that?

You can email schedule@countyharvest.org to see if there are any weekly runs available. If not, you can fill in as often as you'd like until something becomes available.