



**Good Shepherd**  
FOOD BANK OF MAINE

# WELCOME TO GOOD SHEPHERD FOOD BANK

Thank you for choosing to volunteer with us! We are excited to have you join us in our mission to end hunger in Maine.



## OUR HISTORY

In 1981, Joann Pike, the founder of Good Shepherd Food Bank, began collecting food in her home after reading about food insecurity and food waste throughout the country. Twenty years later, her food pantry grew to become the food bank for the entire state of Maine.

Today, after a series of growth spurts, the food bank operates from a 53,000 sq. ft. Auburn facility, and a 40,000 sq. ft. Hampden facility, serving nearly 600 partner agencies to supply them with the food they need for their programs and their communities.

View the full history on our website:  
[FeedingMaine.org](http://FeedingMaine.org)

## QUESTIONS?

Contact the Volunteer Engagement Team:

Auburn: Bethany Tatro, [btatro@gsfb.org](mailto:btatro@gsfb.org)  
Hampden: Gina Bingham, [gbingham@gsfb.org](mailto:gbingham@gsfb.org)  
Jane Clifford, [jclifford@gsfb.org](mailto:jclifford@gsfb.org)

## WHAT IS A FOOD BANK?

Food banks provide a central location for receiving donated and purchased food for distribution to local nonprofits in their communities. Food banks do not conduct direct distribution to individuals in communities, except in some cases.

Good Shepherd Food Bank is the largest food distributor to communities in Maine, with nearly 600 partner agencies. We are one of 200 partners of Feeding America, the largest hunger-relief organization in America.

## OUR MISSION AND YOU!



The mission of Good Shepherd Food Bank is to eliminate hunger in Maine by improving access to nutritious and culturally relevant food for people in need, building strong community partnerships, and mobilizing the public in the fight to end hunger.

Volunteers like you help us with this mission by giving your time and becoming an ambassador for Good Shepherd Food Bank.

## SCHEDULING YOUR TEAM

### SELECTING A DATE

Connect with the volunteer engagement team member at the location closest to your team. They will discuss possible volunteer dates, times, team size, and any other pertinent information with you.

### REGISTER IN OUR VOLUNTEER MANAGEMENT SYSTEM

All volunteers must register in our volunteer management system. Go to [www.gsfb.galaxydigital.com/](http://www.gsfb.galaxydigital.com/) and click Sign up.

Make sure to sign the waiver electronically! All volunteers under 18 will provide an email address for a parent or guardian to sign the waiver.

### ADDING YOUR TEAM TO THE CALENDAR

Once we have confirmed a date and time with you, your next step will be to add your team to the team schedule for the appropriate location and agreed upon date. The team volunteer scheduling video listed on the left menu of the volunteer management system can help guide you through this process.

PARTNERING TO END HUNGER



# Good Shepherd

FOOD BANK OF MAINE

## VOLUNTEER OPPORTUNITIES

### DISTRIBUTION CENTERS

Our distribution centers consist of manual labor opportunities where you will inspect and sort food, pack food boxes, or cull produce. The distribution centers are located in Auburn and Hampden.

### AUBURN

Volunteers at the Auburn Distribution Center mainly assist our team with inspecting and sorting salvage food items from our retail partners. They are also essential in helping us sort and pack produce, bread or refrigerated/frozen items.

### HAMPDEN

Volunteer opportunities at the Hampden Distribution Center consists primarily of packing food boxes for two programs, the Commodity Supplemental Food Program (CSFP) and the Community Health & Hunger Program (CHHP).



## MANAGING YOUR TEAM

- 1) To view your teams, log in to the volunteer management system, click on your initials in the top right corner and select “my teams.” Select “manage team” for the team you want to view.
- 2) To add members, there are several options:
  - a) You can add members by email address by selecting “Add team member.” Enter the email for the person you would like to add; if the person has completed a volunteer profile, then the system will ask you if you would like to add that team member. If so, click yes.
  - b) The system might also say that person does not have an account or is not qualified. If this happens, it will provide a link to send the person more information on how to sign up.
  - c) There is an option to copy the join link and send the invitation to the team through your email.
- 3) If you need assistance adding members to your team, contact the Volunteer Engagement Team.
- 4) You can send communications to your team by selecting all members you would like to message and selecting “email team.”

## TRACKING VOLUNTEER HOURS

In our distribution centers, we have a tablet that you will use to sign in and out. The team leader will sign the entire team up in and out by logging in and checking off each person present.

To view your team’s hours, log in, click “my teams,” and select “view resume” for any shift your team attended.

We can provide detailed reports of the hours your team has served. Let us know if you would like the hours for your teams or individual members.

## QUESTIONS?

Contact the Volunteer Engagement Team:

Jane Clifford, [jclifford@gsfb.org](mailto:jclifford@gsfb.org)  
Bethany Tatro, [btatro@gsfb.org](mailto:btatro@gsfb.org)  
Gina Bingham, [gbingham@gsfb.org](mailto:gbingham@gsfb.org)



# THINGS TO KNOW

## WHAT TO BRING

- Closed-toe shoes
- A sweatshirt in case it's cool
- A water bottle

## WHAT WE PROVIDE

- Training for your task
- Gloves or other items needed to complete your task
- Information about how your team impacted hunger in Maine

## OUR EXPECTATIONS

- Sign your entire team up no later than 3 p.m. the day before
- Remove any volunteers from the schedule who are no longer attending
- Review the volunteer handbook
- Review the volunteer safety guidelines

# WHERE TO GO

## AUBURN

Joann E. Pike Distribution Center's  
Front Entrance  
3121 Hotel Rd, Auburn, Maine



## HAMPDEN

The Hannaford Center,  
Hampden Distribution Center Side  
Entrance  
11 Penobscot Meadow Dr, Hampden, Maine



## INCLEMENT WEATHER



In inclement weather, please prioritize your safety and use good judgment. If you do not feel safe traveling to the Food Bank, please cancel your shift on the volunteer database. If you are missing your shift on short notice, additionally, please notify the Volunteer Engagement Team.

In some cases, Good Shepherd Food Bank may close any or all facilities due to inclement weather. Any closings will be announced on all major news stations and their websites, WMTW, WCSH - NEWS CENTER Maine, WGME, or WABI.

You may also check the Good Shepherd Food Bank social media accounts, Facebook [www.facebook.com/feedingmaine](https://www.facebook.com/feedingmaine), Twitter @FeedingMaine, and Instagram @feedingmaine.