

CITY SQUARE
FOOD ON THE MOVE
VOLUNTEER MANUAL



Food on the Move

Table of Contents

<u>Chapter 1</u>	
Introduction.....	1
Partners & Funders	2
 <u>Chapter 2</u>	
Overview.....	3
 <u>Chapter 3</u>	
Volunteer Roles.....	4
 <u>Chapter 4</u>	
Policies and Procedures.....	7
 <u>Chapter 5</u>	
FAQ's.....	9
Contact Information.....	10

Introduction

Welcome to Food on the Move, and thank you!

Thank you for volunteering with CitySquare and joining the national movement to provide direct service and effect change in our community!

This summer, CitySquare's Food on the Move program will address the critical issue of youth hunger in Texas by providing over 400,000 meals to thousands of children ages 1-18. These are children living in low-income areas who would typically receive free or reduced cost lunches through their schools during the academic year. We plan to bridge the gap over the summer and keep these children fed while school is not in session. Food on the Move will operate in Dallas.

The Need:

In Texas, more than 1 in 3 households with children did not have enough money to buy food at some point in the previous 12 months (Food Action Research Council 2010). As you can tell food insecurity, which is a lack of access, at times, to enough food for an active, healthy life for all household members and limited or uncertain availability of nutritionally adequate foods, is an extremely widespread issue within our society today. Below are some alarming facts about child hunger in our state and region:

- 89% of students in the Dallas Independent School District are at or below 185% of the poverty level -- which qualifies them for free and/or reduced-price meals.
- Over 1 in 4 Texas children are food insecure- 1.8 million children (Feeding America 2016).

Meeting the Need:

Many organizations like churches and community centers offer summer enrichment programming that often includes a free meal. However, many children cannot attend these programs due to a lack of transportation or an inability to pay program fees. Food on the Move serves the children who are hardest to reach by delivering the meals directly to their homes and implementing enriching play and learning activities right where the children live!

Partners | Funders

Texas Department of Agriculture

The Texas Department of Agriculture (TDA), through the Summer Food Service Program, provides funds for non-profit sponsors to purchase food to be distributed to children who qualify for free and reduced priced meals during the school year.

Corporation for National and Community Service

The mission of the Corporation for National and Community Service (CNCS) is to improve lives, strengthen communities, and foster civic engagement through service and volunteering. CNCS is providing resources via the AmeriCorps State*National program.

OneStar Foundation

OneStar Foundation supports the nonprofit sector and its stakeholders through initiatives that increase civic engagement, research, rigorous evaluation and nonprofit organizational excellence. The OneStar Foundation administers AmeriCorps programs within the state of Texas. Through this grant, CitySquare will place over 200 AmeriCorps State*National members in the community to support academic enrichment and hunger-relief for at-risk youth this summer. The CitySquare Food on the Move summer mobile meals program is staffed almost entirely by AmeriCorps members.

Apartment Communities

For summer 2017, over 70 apartment communities in Dallas will join Food on the Move in the fight against childhood hunger. It is only with the partnership of these communities and their staff that we can operate this program. The managers are our best advocates and liaisons to welcome us to the community and encourage participation in the program. For many of our apartments, this will be their fifth summer partnering with the program.

PepsiCo Food for Good

PepsiCo is our food vendor for the mobile food program. They have two strengths over other food vendors:

- 1) They have the capacity to produce a meal for each and every child FOM reaches!
- 2) They have developed a unique cooling technology which keeps the meals cold for up to 10 hours!



OVERVIEW

Goal:	To provide children living in low-income areas with nutritious meals, engaging physical recreation and fun learning activities.
Team Objectives:	The objective of the Food on the Move (FOM) team & volunteers is two-fold: 1) serve children a meal in accordance with USDA/TDA guidelines and 2) interact with the children in a positive and caring way that promotes cognitive development and healthy, active lifestyles.
Food:	PepsiCo is our food vendor for the mobile food program. They have two strengths over other food vendors: 1) they have the capacity to produce a meal for each and every child FOM reaches and 2) they have developed a unique cooling technology which keeps the meals cold for up to 10 hours resulting in very little food wasted.
Volunteers:	Volunteers join our FOM teams to provide extra enrichment activities for kids as well as support the service of FOM AmeriCorps teams.
Team Lead:	AmeriCorps Team Leads will oversee on-ground operations in each geographic area. Team Leads will be providing orientation and supervision while on site.
On-Ground Teams:	AmeriCorps members will also serve as part of a four-member on-ground team. Each team will be assigned five to seven apartment stops that they rotate through on a daily basis. The on-ground team will spend about 30-40 minutes at each site.
Delivery Teams:	Two AmeriCorps members will staff each delivery van as a driver and passenger. They will be assigned a route with up to 12 stops with 30-50 minute meal times.

Volunteer Roles

Every site will operate unique to its own situation. A few sites will have an indoor eating area, some sites will have an area right outside the truck for children to congregate, and in some cases the eating area will be outside, but will not be located next to the truck. **Volunteers will be given some details about their site to help plan activities if they have ideas! Your voice is heard!**

On-Site Roles:

Volunteers will assist FOM team members and provide extra enrichment for youth on site.

On-Ground teams will have a focus on outreach and engaging the children.

Delivery teams will have a focus on delivery service, maintaining inventory, and recording meal counts.

Team Leads will assist sites and teams that need extra help or are short a member, as well as pick up supplies or meals in emergency situations. Team Leads will also orient volunteer groups.

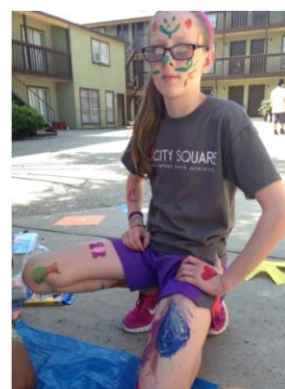
Volunteer Process:

- After completing the volunteer application, volunteer groups are assigned their day, time, and site to volunteer by the CitySquare Volunteer Department.
 - **Days available:** Monday through Friday, June 12th – August 11th
 - **Times available:**
 - 9:00 am – 12:00 pm, 1:00 pm- 5:00 pm
 - Morning and Afternoon shifts are available – roughly 3-4 hours per shift
 - **Sites available:** Sites are assigned based on need and geographical preference of the volunteer group. We serve in Bachman Lake, Vickery Meadow, South Dallas, East Dallas, Louisville, Lake Highlands, and Hurst Euless Bedford.
- Once assigned, begin planning the activities for the day! You will receive information about the weekly “theme” for your scheduled visit, so keep the theme in mind as you plan.
- Please arrive on time to your site the day you are scheduled to volunteer – a Team Lead will be there to orient you.
- Enjoy your time on site with the kids!
- Before leaving for the day, be sure to have completed the volunteer sign-in sheet.

Examples of Activities:

Here's your chance to get creative! Volunteer groups have the most success if they have a plan in place before they get to the site. Planning ahead also allows you to gather supplies and materials. If your group is volunteering for a whole week you may want to plan your activities around the week's theme. Just remember, the resources you have are only those that you can bring along with you. Our FOM teams will have a variety of balls and jump ropes, but they will only be on site for about an hour. If you are unsure about the activities you have planned, feel free to contact Joshua Kim, CitySquare Americorps Food on the Move Coordinator, at jkim@citysquare.org










- **WATER BALLOONS!** - Any games with water balloons are always a hit in the Texas heat!
- Carnival Games
 - Set up games and stations like face painting, bean bag toss, skeeball, pin the tail on the donkey, bowling, ring toss, etc.
 - Bring along small prizes for kids to win!
- Arts & Crafts
 - Bring a special craft project for kids to create
 - Kids love coloring and sidewalk chalk!
- Sports
 - Create a "field day" with a variety of games like bean bag toss, hula hoop marathon, two-legged race, etc.
 - Soccer, whiffle ball, four square or dodge ball!
- Playground Games
 - Freeze Tag
 - Jump Rope
 - Red Light, Green Light
 - Simon Says
 - Hopscotch
- Educational Activities
 - Pedestrian Safety
 - Recycling
 - DARE
 - Reading or Math Activities
 - Science Experiments
- Other Ideas
 - Fly a kite
 - Put on a puppet show
 - Play board games



On-Site Responsibilities

Food on the Move is primarily a food delivery program, but within the context of food delivery it is our intent to engage program participants in an interactive and engaging manner that promotes both cognitive development and healthy, active lifestyles. Roles and responsibilities are guided by this need and also the need to follow TDA rules in relation to the meal service. **FOM team members will be fully trained in regards to on-site regulations and managing program implementation. Volunteers are not required to be trained in these regulations, but they are included in this manual to help paint the fullest picture of the FOM model.**

TDA Rules

-  All **daily delivered meals** must be checked for proper temperature immediately prior to meal service and logged on the Daily Meal Count Form.
-  Meals must be served at the time submitted on the state application – which is the time on the delivery route. Therefore, if the truck shows up early you must wait until the official start time to begin serving meals.
-  Offer one complete meal to each child. Each meal you serve must contain the correct portions of each of the components included in the meal pattern requirements.
-  A child may decline the milk.
-  Serve only ONE meal to each child during a meal service.
-  Be sure that children eat the meal at the site. Food is not allowed to be carried off site for consumption. A child may take their whole fruit or vegetable off site.
-  Adults are not allowed to eat any portion of the child's meal.
-  Serve meals to children 18 years of age or younger, or people with physical or mental disabilities who participate in special school programs for the disabled.
-  Sharing cooler: If a child does not want a portion of their meal after they have sat down and started eating, they may return it to the designated leftover cooler by the food table. These unwanted portions can be used for children who want seconds.

Any volunteers who are 18 or younger are encouraged to eat the meal served by FOM. Any volunteers older than 18 will need to bring their own lunch; we ask that volunteers who are not eating the same meal as the children eat at their car or off-site.

POLICIES | PROCEDURES

Dress Code

Wear clothing that allows you to be active and engaged with the children in a comfortable manner. Pants and shorts that are at least fingertip length are acceptable. T-shirts or polo shirts are appropriate, but tank tops or shirts with revealing necklines are not acceptable. Footwear can be gym shoes or sandals, just keep in mind the ability to run around and play on site.

Communication

Please arrive at your scheduled volunteer site on time. A Team Lead or CitySquare staff member will be on site to greet and orient you. If you are ill or running late, please call your assigned site Team Lead!

Crime and Safety

The areas that we work in attract a certain amount of criminal activity. While the vast majority of these crimes are property theft, there could be isolated instances of violence. These have never been directed towards the FOM teams or children, but rather have been an unrelated occurrence near where the program happened to be. Should anything occur, take immediate precautions to keep the children safe as well as all members of your group, and then call 911. After the incident, all precautions and considerations will be taken to ensure the future comfort and safety of children, volunteers and FOM team members with the understanding that the children live at the site and one of our goals is to provide a positive, healthy environment for them in the summer months.

As a precaution, please keep all personal belongings in the trunk of your car while on site.

Faith-Based Enrichment Activities

We welcome volunteers from all faith-based and religious communities. CitySquare recognizes the value that faith has in service to the greater community – especially for individuals engaging in that service. However, Food on the Move is funded and regulated by federal dollars with federal rules and regulations that prohibit any religious instruction, worship or proselytization in conjunction with federally-funded activities. As such, no religious activity is allowed on site

in any form whether it is conducted by CitySquare staff, AmeriCorps team members or volunteers. We ask that volunteers be mindful that the presence of such activity puts funding that makes this program possible in jeopardy.

Weather Preparedness & Inclement Weather

Food on the Move operates outside, thus, proper precautions should be taken to maintain personal health and safety. Bring several bottles of water to stay hydrated (we recommend freezing a few water bottles so they are still cold later in the day). Wearing hats and sunscreen is always recommended. If you are feeling physically ill, take a break, sit down, and drink water. Call 911 immediately should anyone faint or become violently ill.

Generally, the routes will still operate during light rain. If you suspect that the weather would be too bad to serve at the sites, call your assigned site Team Lead. Many sites have some kind of outdoor shelter or have offered an indoor space in case it is needed.

No Photography

We appreciate that you want to document your time volunteering with Food on the Move to share with others, but we ask that you not photograph any children without written consent from the child's parent.

Key Spanish Phrases

English	Spanish	Phonetic
Hi	<i>Hola</i>	o-la
Bye	<i>Adios</i>	ah-dee-os
See you later	<i>hasta luego</i>	asta-loo-way-go
Nice to meet you	<i>mucho gusto</i>	moo-cho goose-toe
My name is...	<i>me llamo</i>	may ya-mo
What is your name?	<i>como te llamas</i>	co-mo tay ya-mahs
Do you like the food?	<i>Te gusta la comida</i>	tay goo-sta la co-mee-da
What is this?	<i>Que es esto</i>	K s s-toe
I'm sorry	<i>lo siento</i>	low c-n-toe
Stop (command)	<i>Para</i>	pa-ra

FAQ's

Q: What can we expect from the volunteer sites?

A: The majority of sites participating in Food on the Move are apartment complexes. Each apartment site is very different from any other: some apartment offices have restrooms available for volunteers, some complexes have strict parking rules, and some apartments have a large playground whereas others only offer space in a parking lot. Expect to be outside for your entire volunteer shift, with very little amenities available.

Q: Can I bring food or candy for the children?

A: It depends. We focus on providing healthy and nutritious meals for the children served by Food on the Move, but additional treats can sometimes be approved. If you have a snack or treat idea in mind, please contact Sandra Ostad, CitySquare Volunteer Coordinator at volunteer@citysquare.org. Extra water and toys are always appreciated! Also, please be sensitive if you bring a snack for yourself and eat by your car or away from the site.

Q: What is AmeriCorps and how does it fit into Food on the Move?

A: Food on the Move is a program owned and operated by CitySquare, but requires about 70 additional personnel during the summer. CitySquare applies for and receives a grant from AmeriCorps, which funds the summer positions. AmeriCorps is a national service organization whose members serve with non-profits, schools, and government agencies. AmeriCorps members receive a stipend for their service, as well as an educational award upon successful completion of their contract. CitySquare AmeriCorps members are responsible for the day to day operations of Food on the Move.

Q: Can we plan religious activities for the children?

A: No. Food on the Move is funded and regulated by federal dollars and federal rules and regulations that prohibit any religious instruction, worship or proselytization in conjunction with federally-funded activities. As such, no religious activity is allowed on site in any form.

Q: How does CitySquare pick the apartment sites?

A: To be an eligible site, the nearest school must have at least 50% of its student body eligible for the free or reduced price meal program. Once eligibility is established, we work with sites that will have the most impact in the community with a large population of children and are close to other apartment complexes in the area with large populations of children.

Q: If we are volunteering for a full day, what should we do about lunch?

A: We ask that you are sensitive to the children's situation and do not bring food with you to the site. Most routes/areas have restaurants or grocery stores you can visit in between sites, and for volunteers serving a full day, there will be a 30-minute lunch break incorporated into the route. Volunteers 18 years old and younger are encouraged to eat the food provided by Food on the Move. We have found that it is a great equalizer between volunteers and the children participating in Food on the Move.

Q: Do you ever run out of food?

A: No. We have multiple food trucks operating simultaneously every day. We estimate the expected number of children participating by analyzing each route's history of meals served. Each route also has a Team Lead who communicates with the van drivers. If a van runs low on food, the Team Lead will coordinate with another van that has had fewer children participating than usual that day and bring the needed meals to the van low on food.

Contact Information

To schedule a volunteer opportunity:

CitySquare AmeriCorps FOM Coordinator

Joshua Kim

Email: jkim@citysquare.org

Phone: 469-904-7046

For day-of questions:

Contact your assigned site Team Lead

