

Frequently Asked Questions

When are volunteers needed?

Tuesday- Friday: 9:00 am-11:30 am and
1:00pm-3:30 pm

Tuesday Evening: 5:00pm-7:00pm

Saturday: 9:00am- 11:30am

Sunday and Monday: Closed

Are reservations required?

Yes. Please reserve your volunteer time at <https://foodbankheartland.org/>. For group reservations, please contact our Volunteer Coordinator at 402.331.1213 or Volunteer@FoodBankHeartland.org.

Do you require a minimum time commitment?

Volunteer shifts range from 2 to 2.5 hours depending on the day. If you cannot stay for the full duration of the volunteer shift, we ask you notify our volunteer coordinator in advance.

How many people can I bring?

Food Bank for the Heartland can accommodate up to 50 people, based on availability.

Do you need individual volunteers?

Most definitely! We request that you schedule your visit in advance at <https://FoodBankHeartland.org/>. You can come for a one-time volunteer experience or a recurring shift.

Can children volunteer?

Ages 10-15 may volunteer with adult supervision with a ratio of 1 adult to every 5 youth who are 15 years old and under.

Can you verify service hours?

Yes. Food Bank for the Heartland can verify service hours for non-legal purposes. Please notify staff when scheduling your reservation.

Can you accommodate volunteers with special needs?

Yes. Volunteers of all abilities are welcome. Please let us know about your individual or group's special needs when making your reservation. Please contact the volunteer coordinator before scheduling a shift.

Do you have refreshments available for volunteers?

Disposable water bottles are available for volunteers in the Volunteer Center. Water fountains are located just down the hall from the Volunteer Center. No other food or beverages are allowed in the volunteer center due to food safety considerations.

Can our group bring in lunch?

Yes. If your group would like to bring in lunch, please let the volunteer coordinator know when making your reservation for a shift.

What should I wear?

Volunteers are encouraged to wear casual clothing (jeans, shorts, t-shirts) and are required to wear close-toed shoes. For safety purposes, open-toed shoes (including flip flops and sandals) are not allowed.

We suggest dressing in layers in the winter.

What kinds of projects are conducted in the Volunteer Center?

Projects in the Volunteer Center are critical to our mission of distributing emergency and supplemental food to those who need it. Projects typically reflect the preparation needed to transport food to our pantry partners. That might include:

- Sorting donated product
- Packaging fresh produce
- Packing food packs for the BackPack program
- Repackaging bulk donated products
- Special needs or projects the Food Bank has identified to support distribution.