

# Group Volunteering

Frequently Asked Questions



# Where should our group go when we arrive?

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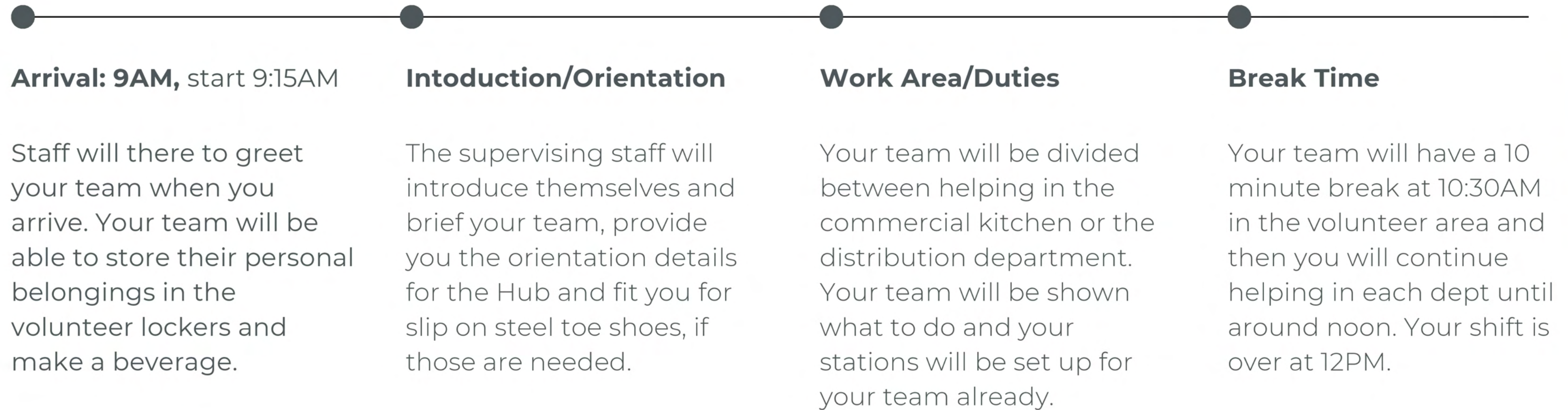
When you arrive, please go to the main entrance. The door is unlocked at 8:00am, but you will need to pull on the handle to open it. Once inside the reception area, you will see the volunteer area and be greeted by our staff.

## What will be provided?

- A great experience and any personal protective equipment that is needed. Snacks and beverages will be provided in the volunteer lounge.



# What does your team's volunteer day look like?





# Main Duties During Shift?

It depends on the day and the donations we have received.

## Kitchen

- Assist with the meal preparations, washing, chopping produce and meats.
- **Note:** Whoever helps cut the meat will have to be comfortable with handling diverse types of meats and using a sharp knife.



# Main Duties During Shift?

## Kitchen - Dishwashing

- Removing food debris off the dishes with our larger sprayer – guarantee you will have fun doing it!
- Placing dishes through the industrial dishwasher
- General clean up: Putting scraps in the garbage, sanitizing work surfaces, sweeping, and mopping floors

# Main Duties During Shift?

It depends on the day and the donations we have received.

## Distributions

- Sorting, portioning, and packaging fresh produce and non-perishable items.
- Select clothing items for hanging or folding.
- Possibly unload deliveries from truck.

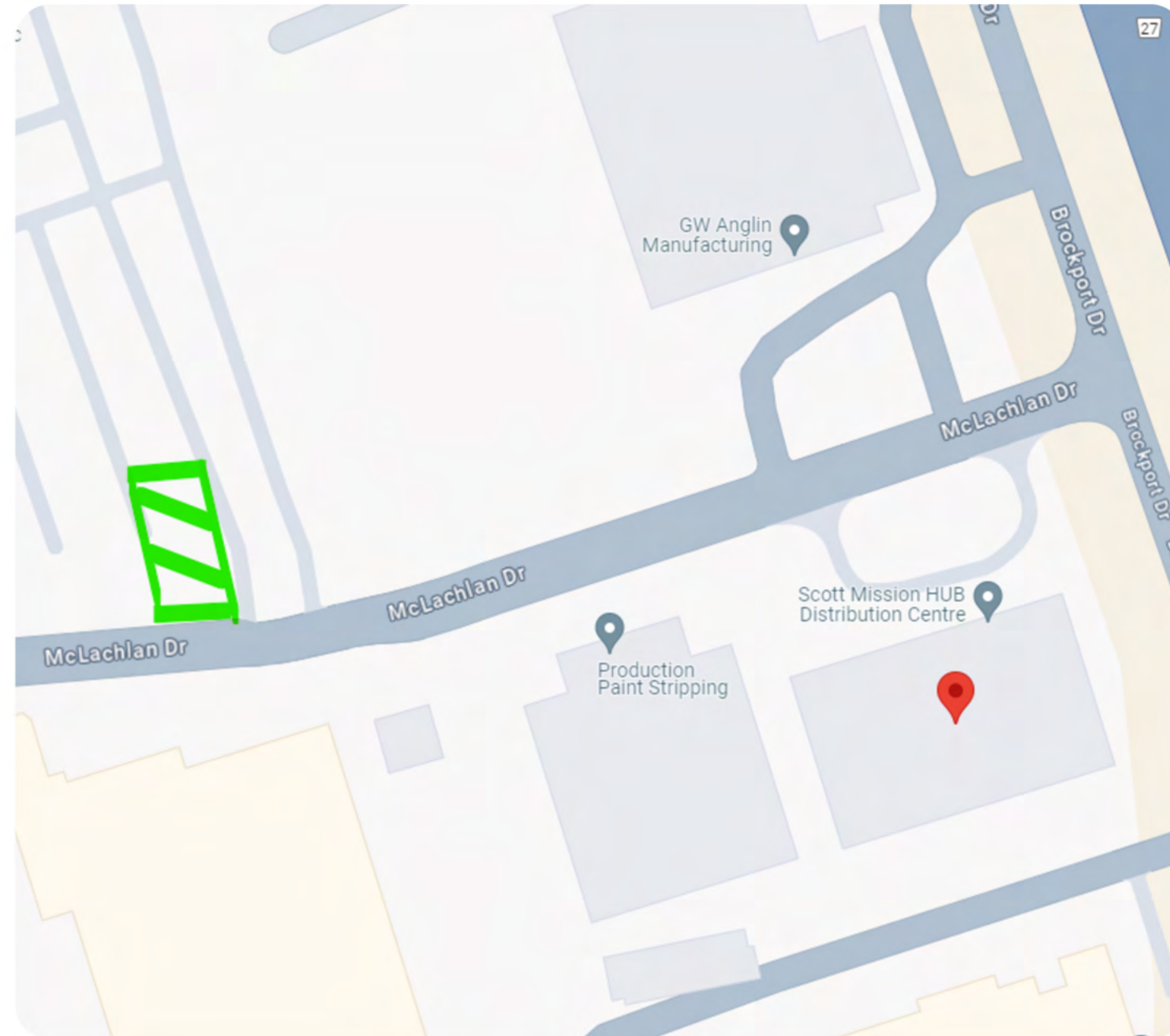


# Parking

**We encourage carpooling, if possible. Thank you!**

There are 3 designated visitor/volunteer parking spots near the entrance. If those spots are already taken, you can park anywhere that you can find a parking spot.

If our parking lot is full, our neighbours at NTT Canada Inc. have generously granted us use of their parking lot to serve as 'overflow' parking during the week when our lot is full.



## NTT Parking

Use of their parking lot is **only** through the week between 8 AM to 5 PM, no overnight parking.

## Spots Closest to Hub

Kindly park in the spots closest to McLachlan Drive, (see area marked in green in picture)

\* Use of their parking lot is at ones' own risk and that NTT Canada Inc. will not be liable for damage, loss to vehicles or contents within.

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# General FAQs

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## Can we take photos/videos

Photos and videos will be limited to the volunteer area at the Hub so everyone can maintain focus on the tasks at hand.

## Is there a room to debrief afterwards?

Yes, we can book a meeting room for your team. Please let us know what size room you will need. We have a room for up to 6 people, 8 people and the boardroom for up to 12 people.

## Are there any age restrictions?

Under the Occupational Health and Safety Act, the eligible age to volunteer at the Scott Mission Hub Distribution Centre is 15+ years old.



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# FAQs

continued...

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## ● What should we wear?

Comfortable modest clothing and non-slip closed-toed shoes. (Work boots if possible). No heels or dress shoes as the concrete floor can be slippery. \* Not your best clothes, as you might get a little dirty.

## ● What are the afternoon shift duties?

It depends on the day and the donations we have received. Mostly it will be cleaning and preparing for the next day. (Only need 4 volunteers.)

## ● Do you serve everyone?

Yes, our programs are open to all, regardless of their religion, race, or sexual orientation. We do not impose religious teachings or participation in a religious service or rite as a condition of accessing our services.

## ● Is there any other info we should know?

If anyone has any **allergies**, please let the staff know at the beginning of your shift. We are a **scent-free** organization.

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# What are our most urgent needs?

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## Food Bank Items

Tuna  
Pasta or tomato sauce  
Spaghetti or pasta noodles  
Canned vegetables/ soup  
Cereals  
Mac & Cheese  
Rice  
Powdered milk  
Snacks bar  
Peanut butter

## Baby Items

Baby formula  
Baby food  
Baby cereal

## Items for newborns

(e.g., baby oil, baby soap,  
baby soothers, etc.)

Baby/Adult diapers  
Travel-sized toiletries (e.g.,  
razors, shampoo, soap,  
toothpaste, etc.)

## Winter Items

Boots/shoes  
Coats/jackets  
Toques/hats  
Gloves  
Socks (new)  
Underwear (new)  
Long johns (new)  
Towels (new)  
Sweaters/shirts  
Pants  
Back packs

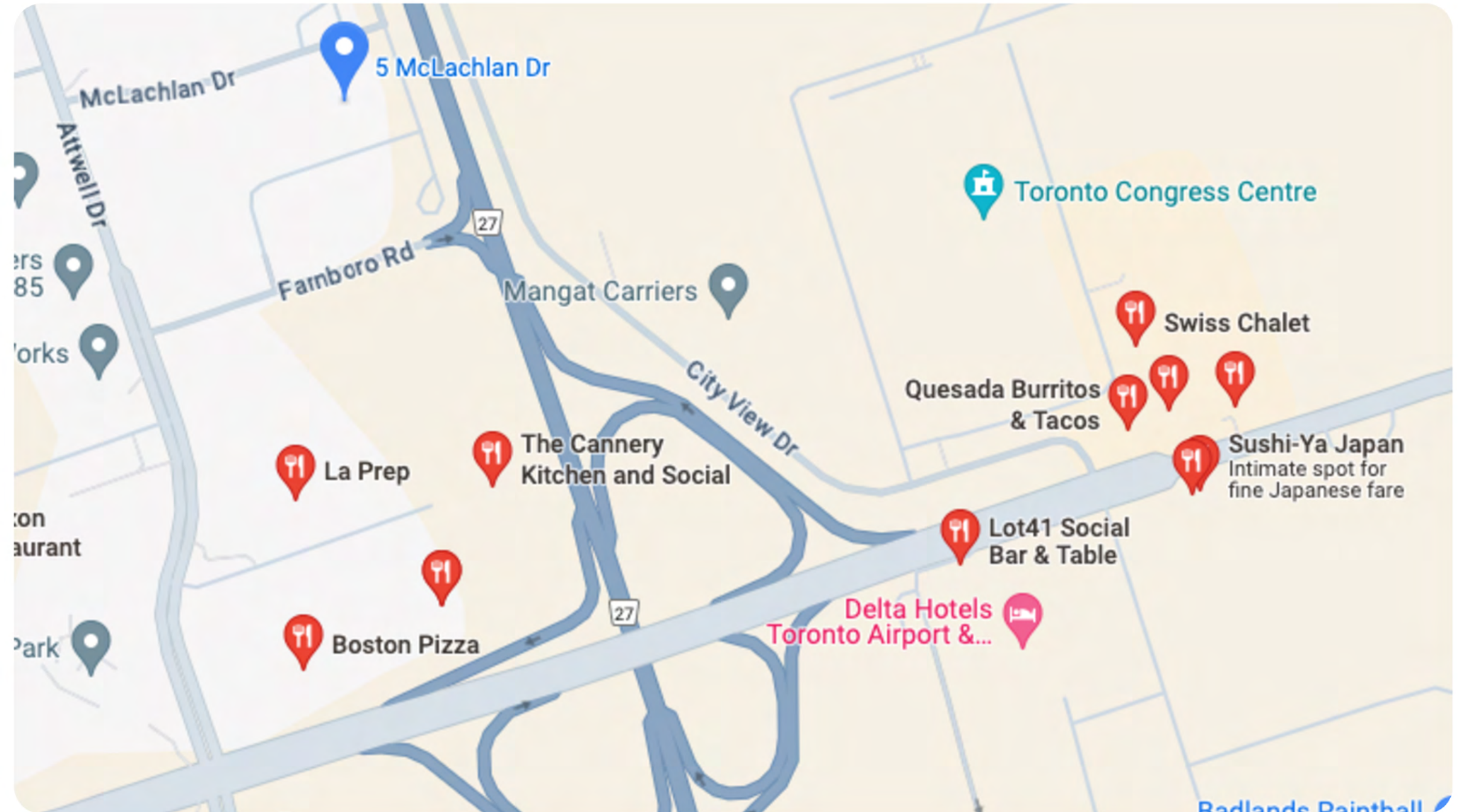
We ask that all donations be placed in clear or light blue plastic bags for ease of sorting. Thank you!

# Dining

## Are there local restaurants nearby?

Yes, most restaurants are along Dixon Road around Highway 27.

- Milestones
- Swiss Chalet
- Harveys
- Tim Hortons
- Jack Astors
- Montanas
- Lone Star Texas Grill
- Boston Pizza
- Sushi-Ya Japan
- Silver Chopsticks (Vietnamese)





# Group Volunteer Gallery



# Thank You!

**For inquiring about volunteering with us.  
We truly appreciate your support.**

