Lowcountry Food Bank: New Volunteer Orientation





About the Lowcountry Food Bank

OUR STORY

The LCFB, founded in 1983 by the Trident United Way and Coastal Community Foundation, was created to address the community health issue of hunger, which we now understand more broadly as food insecurity. Every year, the LCFB is committed to feeding more than 200,000 individuals who struggle to access nutritious food and providing educational resources to encourage an active and healthy life.

"Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve. You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love."

– Martin Luther King, Jr.





The Lowcountry Food Bank serves the 10 coastal counties of South Carolina and covers 9,000 square miles

Vision:

The vision of Lowcountry Food Bank is a nourished and thriving coastal South Carolina.

Mission:

The mission of Lowcountry Food Bank is to unite our community in pursuit of equitable, dignified and consistent access to food.

Guiding Principles:

Feed. Advocate. Empower.

Values:

- Respect
- Integrity
- Collaboration
- Commitment
- Equity
- Kindness

Priorities:

- Investing in the Future of Our Neighbors
- Food For Today
- Organizational Excellence
- Engaging Our Neighbors and Community

Lowcountry Food Bank: Facts At a Glance

- In 2025, 42.4 million lbs. of food and personal products distributed in the ten coastal counties of SC
- In 2025, distributed 19.4 million lbs. of produce (46% of all food distributed)
- More than 200,000 individuals served; nearly 50% of the people served by LCFB are children and seniors
- In 2025, provided 35,381,007 total meals --- 1 meal = 1.2 lbs. of food
- 316,932 meals distributed through the Zucker Family Production Kitchen in 2025
- Rescued and distributed 16.6 million pounds of edible food from retailers that would otherwise go to waste in 2025
- *96%* of our charitable dollars are spent on direct programs and services



Hunger vs. Food Insecurity

The U.S. Department of Agriculture (USDA) defines **food insecurity** as a lack of consistent access to enough food for an active, healthy life.

In LCFB's service area, 1 in 8 people experiences hunger and 1 in 6 children is food insecure.

Though hunger and food insecurity are closely related, they are distinct concepts.

Hunger refers to a personal, physical sensation of discomfort, while **food insecurity** refers to a lack of available resources for food at the household level.

HOW WE WORK

FOOD SOURCES AND FUNDS

- Retail
- Manufacturers
- Food Drives
- Donations
- Government Food & Funds
- Growers

COLLECTED & SORTED



DISTRIBUTED TO

- On-Site Meal Programs
- School Programs
- Food Pantries
- Neighborhoods
- Veterans' Programs
- Senior Programs

- CHILDREN
- FAMILIES
- VETERANS
- SENIORS

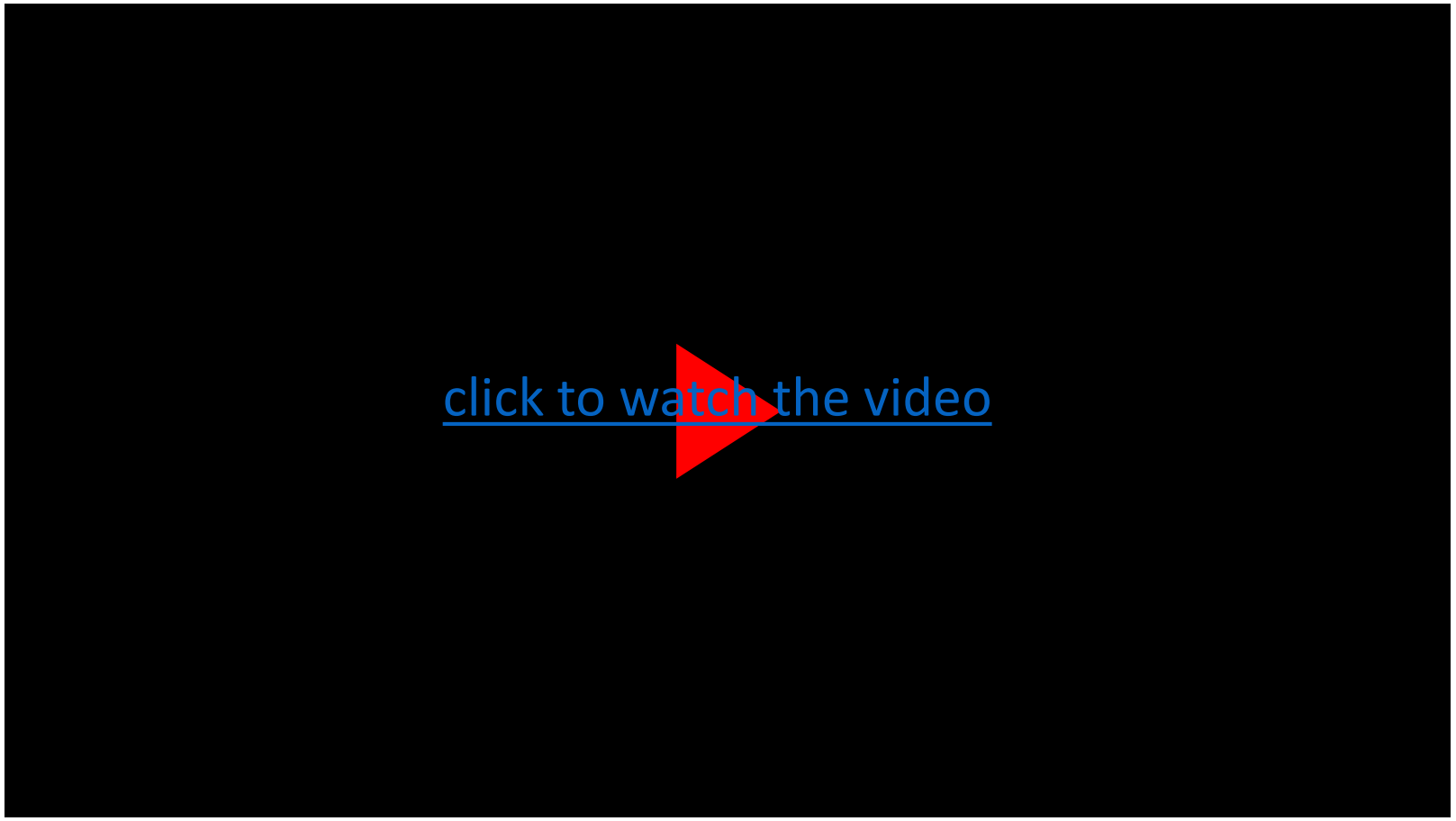
Partner Agencies

LCFB serves more than 200,000 food-insecure individuals every year and our agency partners are responsible for more than 90% of the total amount distributed. Through the strong relationships with our 240+ partner agencies, we work hard to ensure that we are equitably distributing food across the 10 coastal counties of South Carolina. LCFB is the storehouse for millions of pounds of food and other products and our partners, like food pantries and seniors' and veterans' groups and shelters, are the arms that reach out to the community directly.

In order to improve our capacity to distribute food safely and efficiently to people in need, we provide our partners with fresh fruits and vegetables, shelf stable food, equipment, and support with nutrition materials and food safety training. Most of our partners obtain the majority of the food they distribute from our facility - they simply would not be able to offer food assistance without our secure infrastructure of food resources.



Welcome to the Mike & Beverly Smith Volunteer Center





Volunteer Code of Conduct and Dismissal of Services Policy

In order to maintain a safe and productive environment for the Lowcountry Food Bank (hereinafter referred to as LCFB), its employees, volunteers, affiliates, agents, and other parties associated with LCFB, the following Code of Conduct and Dismissal of Services Policy shall be followed by all volunteers.

Volunteers who do not adhere to LCFB policies and procedures or who fail to satisfactorily perform their volunteer duties are subject to dismissal. Dismissal is within the discretion of the immediate supervisor of the volunteer.

**The Code of Conduct and Dismissal of Services Policy is subject to change.*



Volunteer Code of Conduct

In order to maintain a safe and productive environment for the Lowcountry Food Bank (hereinafter referred to as LCFB), the following Code of Conduct sets forth guidelines that shall be followed by all volunteers. LCFB reserves the right to decline services of any volunteer who does not follow the guidelines. The Code of Conduct is not an exhaustive list and is subject to change.

- No tolerance harassment policy - harassment of any type, including but not limited to sexual, verbal, physical, inappropriate jokes, or implied, will not be tolerated. Notify the LCFB Supervisor on duty if you feel harassed
- No tolerance workplace violence policy – violence of any type, including but not limited to physical assault, threats, displaying threatening behavior, or participating in violent acts on LCFB property, will not be tolerated
- Firearms and weapons of any type are prohibited on LCFB property
- Warehouse volunteers must be 12 years of age or older; kitchen volunteers must be 15 years of age or older; volunteers between the ages of 12 and 15 should be accompanied by an adult
- No solicitation
- Cell phone calls are not permitted in the warehouse
- Smoking/vaping is not permitted on LCFB property
- Volunteers are expected to work safely and follow all LCFB safety rules and guidelines
- Volunteers who handle confidential and proprietary information are prohibited to divulge said information to anyone outside the organization
- The dress code is always to be followed

Reasons for Dismissal or Denial of Services

Reasons for dismissal are subject to change and include but are not limited to:

- Violation of LCFB policies and procedures, court rules, or law
- Gross misconduct or insubordination as determined by LCFB Supervisor or Staff
- Being under the influence of alcohol or drugs while on LCFB or affiliates' property and/or while performing volunteer duties
- Inadequate hygiene as determined by LCFB Supervisor or Staff
- Theft of property or misuse of LCFB equipment or materials—do not take or use items from the warehouse, kitchen, supply rooms, or offices without permission from LCFB Supervisor
- Mistreatment or inappropriate conduct toward LCFB employees or affiliates as determined by LCFB Supervisor or Staff
- Taking an action without LCFB permission that endangers LCFB, affiliates, or volunteers
- Breach of confidentiality
- Failure to satisfactorily perform assigned duties as determined by LCFB Supervisor or Staff
- Conflict of interest which cannot be resolved
- Violation of Dress Code
- Falsification of volunteer service/time at LCFB when volunteering to fulfill a community service requirement



DRESS CODE



Warehouse:

- Open-toe shoes, sandals, or slip-ons are prohibited on the warehouse floor
- Clothing with inappropriate pictures, slogans, or advertising that can be interpreted as offensive is prohibited

Offices:

- Clothing with inappropriate pictures, slogans, or advertising that can be interpreted as offensive is prohibited
- Shoes should be comfortable for walking and/or standing
- Open-toe shoes are prohibited on the warehouse floor

Kitchen:

- Shoes should be comfortable for walking and/or standing
- Open-toe shoes, sandals, or slip-ons are prohibited in the kitchen and on the warehouse floor
- Shirts must have sleeves – tank tops or sleeveless shirts are prohibited
- Clothing with inappropriate pictures, slogans, or advertising that can be interpreted as offensive is prohibited
- Head covering is required; if you do not have one, a hairnet will be provided
- No jewelry except for wedding ring/band



Volunteer Technology Use and Wi-Fi Access Policy

Volunteer Technology Use and Wi-Fi Access Policy

1. Purpose

- The purpose of this Bring Your Own Device (BYOD) policy is to outline acceptable use, security measures, and responsibilities for volunteers using personal devices at the Lowcountry Food Bank. This policy ensures a safe and productive environment while leveraging technology to support our operations and services.

2. Scope

- This policy applies to all volunteers who utilize personal devices while volunteering at the Lowcountry Food Bank.

3. Acceptable Devices

Volunteers may use the following personal devices:

✓ Smartphones
✓ Tablets
✓ Laptops

Volunteer Technology Use and Wi-Fi Access Policy

4. Network Access

- Volunteers may connect to the designated Guest Wi-Fi Network only.
- Access to internal systems, sensitive data, or secured staff networks is restricted unless specifically authorized.

5. Permitted Use

- The Guest Wi-Fi is provided for personal use during breaks, such as web browsing or checking email.
- Activities that are illegal, inappropriate, or violate organizational policies (e.g., accessing prohibited sites, streaming pirated content, etc.) are strictly prohibited.

6. Device Security

- Volunteers are responsible for ensuring their devices are free of malware or viruses before connecting to the network.
- Keeping devices updated with the latest security patches and antivirus software is strongly recommended.

Volunteer Technology Use and Wi-Fi Access Policy

7. Privacy and Monitoring

- While the food bank does not monitor individual activity, the network may log traffic patterns to ensure safe and fair usage.
- Misuse of the network may result in access being restricted.

8. Liability

- The food bank is not responsible for any data loss, compromised security, or device malfunctions that occur while using the Guest Wi-Fi network.

9. Respect for Resources

- To maintain fair and equitable access, avoid activities that consume excessive bandwidth, such as high-definition video streaming or large file downloads.

By connecting to the Lowcountry Food Bank's Guest Wi-Fi network, you agree to these terms and commit to maintaining a secure and respectful environment for everyone.



Volunteer Safety

At the Lowcountry Food Bank we value our volunteers. Your safety is a priority!



Do not step or stand on pallets.



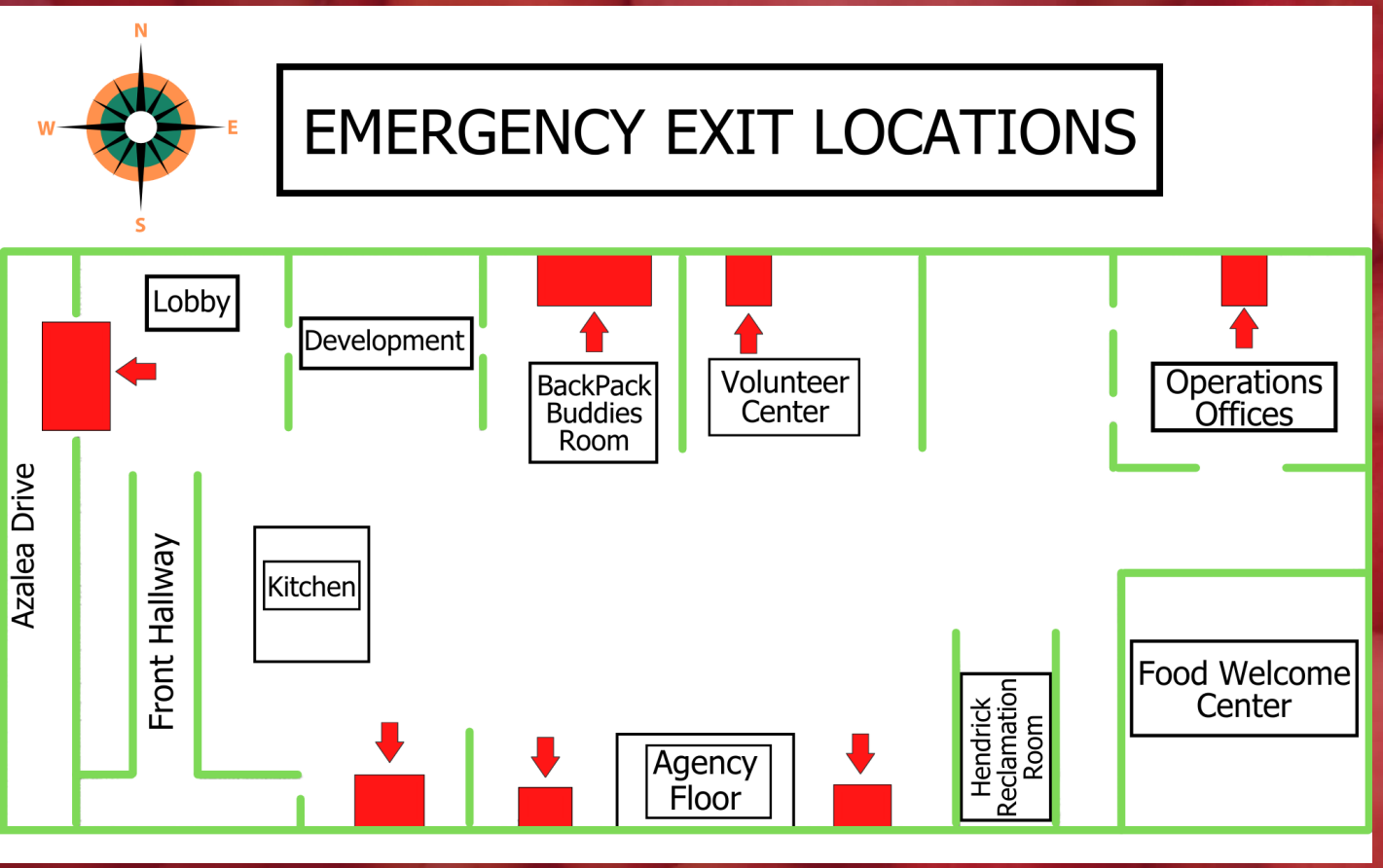
Dispose of all loose hanging plastic immediately.



Follow safe lifting practices and ask for help if needed.



Do not eat, drink, or use cell phones in the warehouse.



Evacuation Strategy

Procedure:

In the event of an evacuation, employees and volunteers in the building will receive notification by an alarm and/or an announcement over the PA system.

Location of evacuation maps/emergency exits:

There are seven (7) emergency exits in the building. Each exit is designated by an illuminated exit sign above the door(s). Exits are marked on evacuation maps posted throughout the facility. Volunteers should familiarize themselves with both the evacuation maps as well as emergency exit locations.

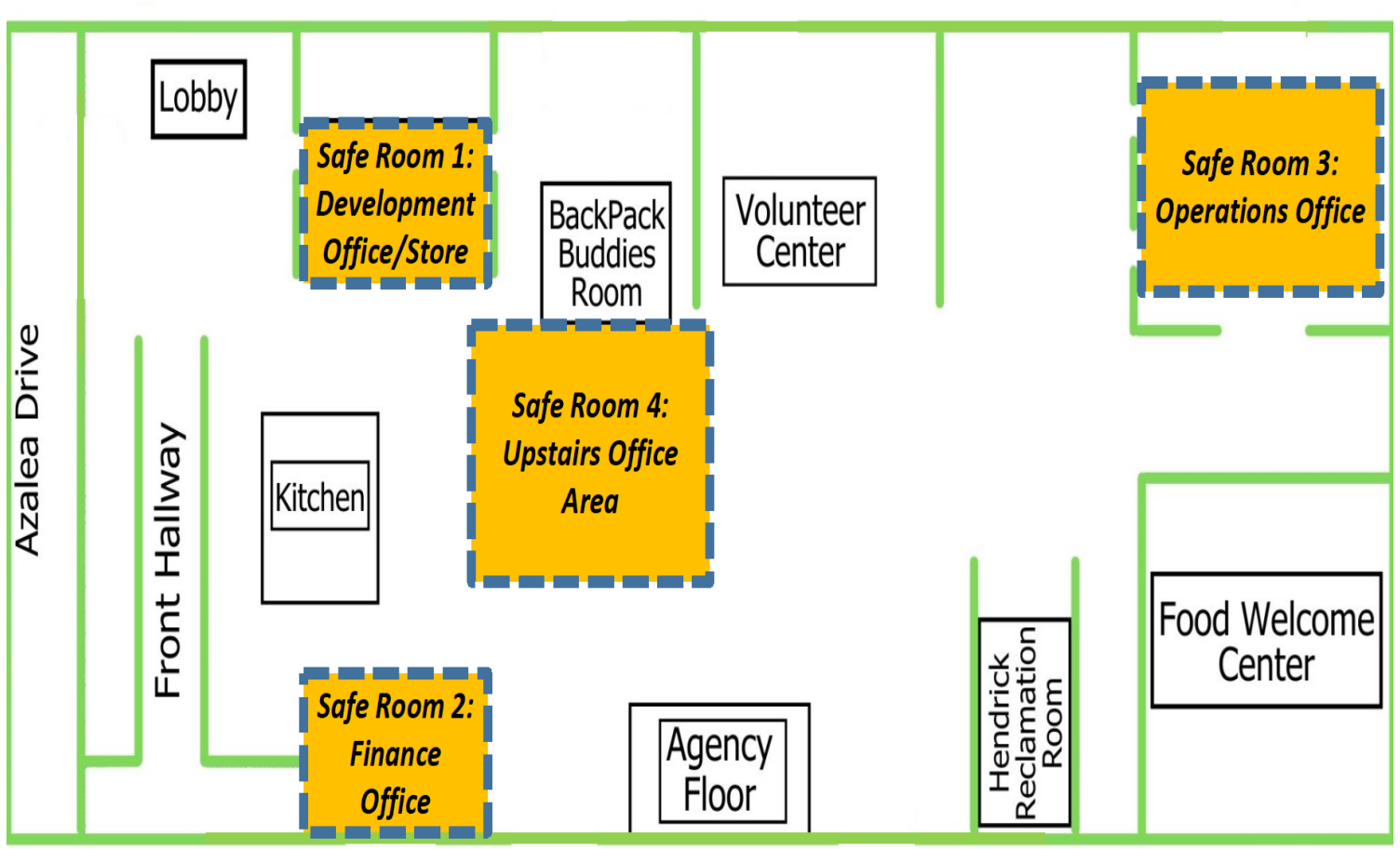
Action for safely evacuating the building:

Upon notification move quickly but safely to the nearest exit. Members of the leadership team will assist in evacuating the building. Please do not run, push, or crowd others.
The Volunteer Manager will maintain a daily list of volunteers and will assist volunteers in exiting the building.

After exiting the building, please quickly proceed to one of the closest pre-determined evacuation points:
l. Bertolini's (left of LCFB when facing our building)
2. Cullum Industrial (right of LCFB when facing our building)

All employees and volunteers must remain in the designated area until a headcount is conducted and an “all clear” has been communicated.

Safe Room Locations



RUN-HIDE-FIGHT

In the event of an active shooter situation at the Lowcountry Food Bank. A "CODE RED" announcement will be given over the intercom. The protocol for an active shooter situation is:

- RUN - If you can safely evacuate the building, do so immediately. Evacuation plans are shown on the previous page.
- HIDE - If you cannot safely exit the building, hide out of sight until authorities arrive or an "ALL CLEAR" is given. Designated safe rooms are indicated on the diagram on this page. Remain hidden until an "ALL CLEAR" is given.
- FIGHT - As a last resort and only when your life is in imminent danger, attempt to incapacitate the shooter. Act with physical aggression and throw items at the active shooter.



Volunteer Opportunities

Food Sorting & Packing



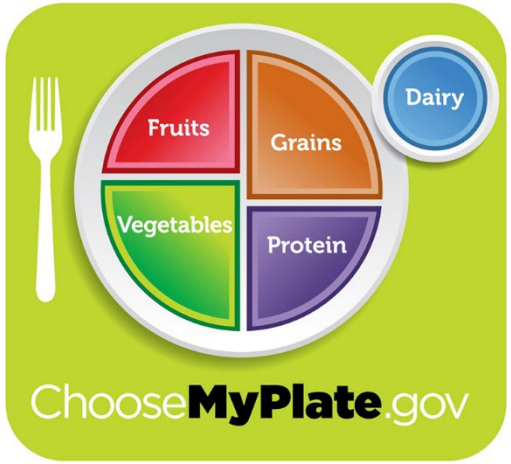
Volunteers work in our warehouse, helping to inspect food donations, sort fresh produce, and pack food, ensuring that it is ready to be distributed throughout our community.

Production Kitchen



Volunteers help to prepare meals for children and seniors by assisting with a variety of kitchen activities, including cooking and preparing food, packaging meals, and cleaning. A culinary background is not required.

Nutrition Initiatives



Volunteers empower our community to create healthy, delicious, and affordable meals through courses, classes, and events. They share knowledge and skills to engage and encourage our neighbors to choose healthier foods for a healthier lifestyle.

Administrative Support



Volunteers assist with data entry, donor recognition, program reporting, and other administrative roles, many of which require basic computer proficiency.

In 2025, volunteers contributed more than 53,000 hours annually to LCFB. Some of our programs rely on volunteers to help ensure that nutritious food reaches the people most in need.

Senior Box Program (CSFP)- USDA program that provides boxes of staple goods and produce, packed by volunteers, to food insecure or homebound seniors once a month



Child, Senior and Veteran Meals- Nutritious, tasty meals are prepared and packaged by volunteers in the Zucker Production Kitchen and served through LCFB partnerships



BackPack Buddies- Provides children with nutritious, easy-to-prepare food, packed by volunteers, to take home on weekends and school vacations

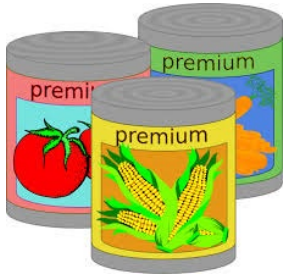


School Pantry- Students and their families are provided with a 20-pound box of staple food items, packed by volunteers, to help stretch their monthly food budget



SORTING & FOODS 2 ENCOURAGE

LCFB believes that greater access to nutritious food can help break the cycle of hunger and alleviate the burdens of food insecurity. As part of our Foods 2 Encourage sorting process, volunteers take time and care in identifying healthy foods, like nutrient-dense fruits, vegetables, protein, grains, and dairy, as well as foods that are low in sugar, sodium, and saturated fat, so that we can empower clients to choose foods that enrich their health. To help support our partners in guiding our neighbors to make healthy choices, the LCFB does not distribute candy and energy drinks, as they do not have significant nutritional benefits and can contribute to diet-related disease.



CANNED FRUITS & VEGETABLES



TUNA & CANNED MEATS



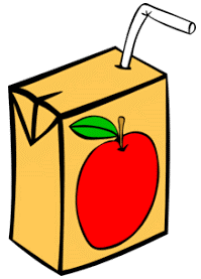
LOW SODIUM SOUPS & STEWS



PEANUT BUTTER



LOW SUGAR CEREAL



100% FRUIT JUICE



WHOLE GRAINS, RICE, PASTA, OATS



Wrap-up

Congratulations, you have completed the Lowcountry Food Bank's Volunteer Orientation!

Next steps:

- Register!
  - Register HERE as a user in Golden to view and sign up for available volunteer shifts. You will also be able to receive notification emails when new opportunities are posted.
  - Please note that to volunteer in our Myrtle Beach facility, you must reach out directly to Heather Singleton at hsingleton@lcfbank.org.
- Volunteer!
  - Register for a volunteer shift using your Golden account
  - Please arrive 10 minutes prior to your scheduled shift
  - Enter the building through the main doors in the front of the Food Bank
  - Check in with the Front Desk and wait to be ushered to the Smith Volunteer Center
  - Stow your phone and personal items in the Volunteer Break Room; listen for further directions
  - Have fun and know that your contribution ensures that our food-insecure neighbors will go to bed with full bellies because of you

Thank you!

Annually, the amount of time the LCFB volunteer force donates is equivalent to that of more than 25 full-time LCFB staff members. This shows how integral our volunteers are to the Lowcountry Food Bank and the pursuit of equitable, dignified, and consistent access to food in coastal South Carolina. We thank you for your interest in the LCFB Volunteer Program and look forward to seeing you around the building!

