

**Most of these issues will be covered by the sponsors but you may want to at least look at some of the questions. - Roger**

## **Frequently Asked Questions for New Volunteers**

### **1. What are your volunteer hours?**

Currently the San Antonio Food Bank offers two (3) hour volunteer sessions Monday, Tuesday, Thursday, Friday and Saturday with sessions beginning at 9:00am running to 12:00pm and an afternoon session beginning at 1:00pm running to 4:00pm. Monday through Sunday volunteering is available at the Dwyer Avenue House. The Summer Feeding Program runs from late May to August. Volunteering begins at 6:30 AM to 8:30 AM and 8:30 AM to 12:30 PM.

For a full list of opportunities and times check out our website at [www.safoodbank.org](http://www.safoodbank.org)

### **2. Do you offer evening volunteer sessions?**

Evening sessions are available with groups of 15 or more. Scheduling is based on the needs of the San Antonio Food Bank.

### **3. Do I need to make an appointment to volunteer or can I walk-in?**

Except when otherwise indicated, all volunteering is by appointment only and requires pre-screening. Prescreening can be done via phone or email and is required to determine each volunteers need and the food banks ability to meet those needs.

### **4. What should I wear?**

Volunteers should wear close-toed shoes and clothes appropriate to work in a warehouse, kitchen or garden setting. No sandals/flip-flops, extremely short skirts/shorts or low-cut shirts. **Individuals wearing opened toed shoes will not be allowed in warehouse areas.** When volunteering for the garden, gloves are recommended.

### **5. What will I be doing?**

The San Antonio Food Bank attempts to place volunteers in the areas that best fit their talents and desires. Volunteers will be placed in the area of greatest need. Physical or mental limitations should be discussed prior to scheduling a volunteer session. We want our volunteers to be successful, instructions will be provided before each session.

### **6. Where do I park?**

Any available parking slots around the building. Unless otherwise indicated parking is NOT allowed in fenced areas and in front of loading docks or entrances. Carpooling is always recommended

**7. Does the San Antonio Food Bank accept court-ordered volunteers?**

Yes, as with all volunteers pre-screening is required. The food bank reserves the right deny volunteer services based on certain offenses.

**8. When I get there where do I report?**

All volunteers are asked to report to the **Volunteer Entrance**, it is the entrance under the stairs. (When facing the front entrance, it will be to your left). The door remains locked at all times, but the Volunteer Coordinator or designated individual will be available to let volunteers in. On weekends volunteers will be welcomed in 15 minutes prior to the session.

**9. Do I need to sign in?**

Yes, each volunteer individual or group needs to sign in each time they volunteer at the San Antonio Food Bank. Sign-in sheets and pens are available at the counter.

**10. Does the San Antonio Food Bank provide proof of volunteer service for volunteers?**

Yes, upon request the San Antonio Food Bank will provide volunteers with a dated letter date and number of hours volunteered. The Volunteer Coordinator will also sign any school/church/community service forms after each session.

**11. Does the San Antonio Food Bank keep track of volunteer hours?**

Yes, the San Antonio Food Bank keeps accurate records of all volunteer hours. The food bank is not responsible if volunteers do not sign in and out or do not provide accurate or complete information.

**12. Where are you Located?**

5200 Old Highway 90 West San Antonio, Texas 78227

When using a map search engine enter 5200 Old US 90

**From Downtown:**

From Commerce Street going West turn left onto S. Pecos-La Trinidad  
Bear left (south) onto ramp towards I-10 East  
Take exit 153 right toward US 90 to Del Rio  
Merge onto 90 West  
Take ramp right to TX 151 West / Stotzer Fwy  
Take ramp right towards Old Highway 90  
Continue north on Stotzer Fwy / TX-151  
Turn left on Old Highway 90 and go under TX 151  
San Antonio Food Bank located on left hand side

**From the Airport:**

Take US -281 South  
Take ramp to I-35 South  
Take exit #153 toward US 90 to Del Rio  
Merge onto 90 West  
Take ramp right to TX 151 West / Stotzer Fwy  
Take ramp right towards Old Highway 90  
Continue north on Stotzer Fwy / TX-151  
Turn left on Old Highway 90 and go under TX 151  
San Antonio Food Bank located on left hand side

**From North Side:**

Take Loop 410 West  
Exit TX 151  
At second traffic light turn left towards TX 151  
Enter ramp to TX 151  
Exit Callaghan / US Highway 90  
After second traffic light, turn right onto Old Highway 90 West  
Enter last entrance on left

**From West Side:**

Take U.S. 90 West  
Take ramp right to TX 151 West / Stotzer Fwy  
Take ramp right towards Old Highway 90  
Continue north on Stotzer Fwy / TX-151  
Turn left on Old Highway 90 and go under TX 151  
San Antonio Food Bank located on left hand side



**San Antonio Food Bank**  
5200 Old Highway 90 W | San Antonio, TX 78227 | 210.337.FOOD