



TGNC FOOD BANK — Comprehensive Volunteer Handbook

TGNC Food Bank

The Nutrition Professionals Network Initiative (TGNC)

Pantry Address: No. 4, Oshuntokun Avenue, Old Bodija, Ibadan

Main email: tgncfoodbank@gmail.com | WhatsApp updates: TGNC Food Bank Channel

1. Welcome note

Dear Volunteer,

Thank you for joining TGNC Food Bank. You are part of a team that provides thoughtfully curated food support, practical nutrition education, and community empowerment. As a volunteer you represent TGNC, we ask for your professionalism, compassion, and consistency. This handbook explains how we work, your responsibilities, and how to get started.

2. Our purpose & what makes us different

TGNC Food Bank is an initiative of the Nutrition Professionals Network Initiative (TGNC). We exist to:

Reduce hunger and malnutrition through curated food boxes and monthly outreaches.

Provide nutrition education and basic health checks during outreach.

Create opportunities and hands-on experience for nutritionists and students so they can grow professionally while serving communities.

Combine food support with education so beneficiaries can make healthier choices in the long term.

Partners: Large Heart Foundation (store location support) and Nest Foundation (research & program support).

3. Partnership with Nest Foundation (World Food Day & beyond)

We are excited to confirm a partnership with **Nest Foundation** for World Food Day and ongoing collaboration:

Research Collaboration: Nest Foundation will work with our research team on surveys, data tools, data analysis, and publication opportunities.

Support for Data Collection: They will help develop questionnaires, train data collectors, and support ground-level data collection.

Targeted Support for Malnourished Children: Nest Foundation produces **Tom Brown** (nutrient-dense product). Volunteers in Kaduna (Northern region) will work with Nest to assess and support malnourished children, with weekly Tom Brown distributions where needed.

This partnership strengthens our evidence base and expands our program reach.

4. Volunteer values & code of conduct

Values: Compassion, integrity, professionalism, teamwork, respect, and accountability.

Code of conduct (must follow):

Treat beneficiaries with dignity and respect.

Maintain confidentiality of beneficiary data.

Always ask for consent before taking photos; do not share identifying images of minors without consent.

No discrimination or harassment tolerated; violations may lead to removal.

Avoid politics and judgement during outreach.

Represent TGNC positively in language and dress.

5. Communication policy (keep it simple, no many groups)

To avoid fragmentation and burnout:

TGNC WhatsApp Channel (Broadcast): Official announcements, outreach dates, urgent notices.

One active WhatsApp Group (Onsite Duty Group): Only used for shift-day coordination among volunteers on duty in Ibadan (Pantry/Outreach). The Volunteer Coordinator/admin will add/remove people based on roster.

Email: Formal communication, report submission, role assignments (use tgncfoodbank@gmail.com).

Google Drive / Shared Folders: Central place for roaster, SOPs, templates, forms, photos, and monthly reports.

Weekly digest: Volunteer Coordinator sends a weekly email summary (roaster + tasks + needs).

Virtual Teams: Use email + Google Docs and scheduled weekly Zooms for project catchups (no separate WhatsApp groups for every team).

How to request a shift swap / leave: Submit the Shift Change Form (Google Form) or email Volunteer Coordinator 48 hours before the shift.

6. Volunteering hours & shifts (onsite)

Pantry opening days: Tuesday – Sunday (closed Mondays), operations begin from **9:00 AM**.

Standard shifts:

Morning: 09:00 – 12:00

Afternoon: 13:00 – 16:00 (if outreach requires longer hours this will be communicated)

Onsite volunteer commitment:

Minimum: Visit pantry **at least twice a week** (choose two shifts/week). This helps continuity for inventory, packing and outreach preparations.

Expectations: Arrive 15 minutes early to sign-in, wear TGNC T-shirt, covered shoes, and ID badge. Sign-out when leaving.

If a volunteer cannot meet these expectations, they should request reassignment to a virtual role.

7. Dress code & identification

All volunteers on physical outreaches must wear the **official TGNC Food Bank T-shirt** (purchase required: **₦6,000**). Colors: TGNC brand red (dominant) and brown accents.

Covered shoes (closed-toe) are required for safety.

Wear ID badges when on duty.

Maintain tidy, respectful appearance. Volunteers should be ready to greet beneficiaries in **Yoruba** where possible or be paired with a Yoruba speaker.

8. Onsite roles & detailed duties (warehouse / pantry / outreach)

Below are the main onsite roles and specific daily/weekly tasks. Team leads and volunteers should use these as their role description.

Pantry Supervisor (Lead; must be Ibadan-based)

- Oversee pantry operations, inventory, and hygiene standards.
- Assign shifts and supervise onsite volunteers.
- Ensure FIFO stock rotation and expiry checks.
- Approve packing lists and sign off distributions.
- Liaise with Large Heart Foundation for store logistics.
- Report weekly to the Volunteer Coordinator.

Pantry / Inventory Volunteers

- Check deliveries, count items, label and store on assigned shelves.

- Keep inventory log up-to-date (incoming + outgoing).
- Ensure proper storage (dry/cold/perishables).
- Rotate stock (FIFO), check expiration dates, and flag damaged items.
- Support packaging for outreach (follow packing checklist).

Sorting & Packing Team

- Prepare curated boxes per packing checklist (see section below).
- Ensure portion consistency and nutrition mix in every box.
- Label boxes (contents + date + batch number)
- Keep packing area clean; wear gloves and hair restraint.

Logistics Volunteers (Outreach Lead included)

- Plan transport for outreach days (vehicles, drivers).
- Manage pick-up/delivery from partners or LFB warehouse
- Provide route maps and schedule for distribution day.
- Ensure volunteer transport where needed.

Nutrition Education Volunteers

- Deliver short, practical nutrition education during outreach (10–15 mins).
- Use simple visuals, demo, and handouts for families (in local language when possible).
- Maintain respectful, non-judgmental tone; focus on actionable tips.

Outreach Field Inspectors / Pre-Outreach Assessment Volunteers

- Visit beneficiary communities before outreach to verify need and confidentiality.
- Work closely with the Research Team: complete assessment forms, GPS coordinates, beneficiary lists.
- Confirm community leader permissions and schedule outreach timing.
- Provide recommendations to the Pantry Supervisor for content of curated boxes.

Data Collectors & Research Assistants

- Use standardized questionnaires prepared by the Research Team and Nest Foundation.
- Get informed consent before collecting data and photos.
- Input data into designated spreadsheets/Forms and upload to Drive.
- Assist with baseline & post-outreach surveys; support analysis.

Photographers / Videographers/Content creators

- Document activities with consent; capture training, packing, and outreach highlights.
- Always obtain photo consent; no identifying photos of minors without parental consent.
- Deliver labeled files to the Social Media Manager for captioning & posting.

Volunteer Coordinators (Onsite)

- Manage the roster, shift confirmations, and replacements.
- Post weekly roster to Drive and confirm volunteers by email.

- Be the point-of-contact for onsite incidents, first aid, or immediate needs.

Food Sourcing & Procurement

- Source quality items at best price; verify suppliers.
- Maintain supplier contacts and negotiate donations where possible.
- Ensure all food donations meet safety standards.

Office admin (on-site office support)

- Receive donation confirmations; issue donation receipts where appropriate.
 - Maintain donor logs and acknowledgement records.
 - Ensure pantry space is organized for donors to drop off easily (signage + labeled drop zones)
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9. Virtual roles & how they operate

Virtual roles are central to program success. They work remotely, report to a virtual Team Lead, and deliver outputs on deadlines. Communication uses email + Google Drive + weekly Google meets. No separate WhatsApp groups.

A. Partnerships & Fundraising Team

Role: Identify potential partners, develop sponsorship packages, handle partner onboarding and relationship management.

Tasks:

- Research partner prospects (companies, foundations).
- Draft partnership proposals and tailor packages.

- Coordinate meetings and follow-ups.
- Track pledged resources and confirm fulfillment.
- Prepare donor acknowledgement materials and reports.

B. Grant Writers

Role: Identify grant opportunities and write grant applications.

Tasks:

- Keep grant calendar (deadlines + requirements).
- Draft concept notes and full proposals
- Coordinate with Research/Finance for budgets and indicators
- Submit and track grant progress.

C. Fundraising Campaigns & Events

Role: Plan micro-campaigns (crowdfunding, events) to cover outreach costs.

Tasks:

- Create fundraising pages, campaign copy, and visuals.
- Track campaign metrics and donor thank-you processes.
- Coordinate with Social Media for promotions.

D. Social Media Managers & Content Creators

Role: Tell the TGNC Food Bank story; create content that drives awareness and donors.

Tasks:

- Weekly content calendar and execution

- Manage social media publishing and engagement
- Work with photographer to caption & get consent forms.
- Prepare highlights for monthly reports.

E. Content Writers & Communications

- Prepare press releases, newsletters, and impact stories.
- Draft partnership proposals and thank-you letters

F. Report Writer / M&E (Monitoring & Evaluation)

- Compile monthly outreach reports with photos, numbers, and stories.
- Analyze data from research team and present insights.
- Maintain a dashboard (reach, families served, food items distributed).

G. Data Entry & Data Manager

- Clean and input field-collected data into master spreadsheets.
- Ensure secure storage and regular backups.

H. Volunteer Onboarding & Training Lead

- Manage volunteer orientation materials and training schedules.
- Assign role-specific modules (food safety, child engagement, data collection).

I. Logistics & Transport Coordinator (virtual oversight)

- Plan vehicle bookings and fuel budgets; coordinate with onsite logistics lead.
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10. How virtual teams get started & interact

- **Sign-up:** Fill the Volunteer Form and indicate preferred role(s).
 - **Orientation:** Attend mandatory virtual orientation (1 hour)
 - **Access:** Get access to shared Drive, templates, and role-one-pager.
 - **Task assignment:** Team Lead assigns a first deliverable within one week.
 - **Weekly Zoom:** 30–45 minute sync every week (agenda shared beforehand).
 - **Submit outputs:** Use Google Drive folders and email the Team Lead on completion.
 - **Reporting:** Send weekly status via one email digest (not a chat flood).
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11. Pantry organisation & SOPs (shelves, labelling, quality)

Pantry layout & labelling

Shelves should be labeled by category (Cereals, Legumes, Oils, Snacks, Perishables, Hygiene). A spreadsheet of these food items would be made available.

- Use shelf labels with item name + typical expiry batch.
- Keep a visible inventory board (whiteboard or Google Sheet link) of daily stock.

Stock rotation (FIFO)

- Always put new stock behind older stock (first in, first out).
- Date incoming stock on receipt and record in inventory log.

Hygiene & safety

- Clean the pantry daily; deep clean weekly.

- Pest control schedule every 6 months; log actions.

- Fridge/freezer temperature logs daily.

Packing checklist (sample)

- Box ID / Batch number: _____

- Date packed: _____

- Contents (example): 2 kg rice, 1 kg beans, 1 liter oil, 500g powdered product, 2 pieces fruits, vitamin leaflet.

- Nutrition education leaflet included: Y/N

Packed by: _____ Checked by: _____

Labeling for donors & beneficiaries

- Boxes labeled with content and date, plus simple nutrition tip.

12. Outreach SOP (how distribution day runs)

Pre-outreach (inspection & verification)

- Outreach inspectors must verify beneficiary lists and complete community assessment forms in collaboration with Research Team and community leaders.

- Confirm logistics: vehicle, volunteers, packed boxes, medical kit.

On distribution day

- Setup at community: correct signage and hygiene station

- Beneficiary verification (name + ID where available). Keep privacy.

- Distribute boxes using sign-in sheet (beneficiary signs or fingerprints).
 - Provide short nutrition education session (10–15 minutes) and demonstration.
 - Perform basic health checks: weight, height, BMI, blood pressure where required — record results.
 - Collect immediate feedback via a one-question form and take photos only with consent.
 - After outreach: bring back leftover packs to pantry, update inventory, and submit a short report + photos.
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13. Nutrition education & basic health checks

Nutrition education session structure (10–15 mins)

- 2 min: Welcome & introduce TGNC.
- 5–7 min: Key message (balanced plate, safe cooking, preserving nutrients). Use visuals.
- 3–5 min: Quick demo (e.g., how to make a low-cost smoothie or rehydrate a fortified porridge).
- 1–2 min: Q&A & circulate a one-page handout.

Basic health checks

- Equipment needed: calibrated weighing scale, stadiometer (height), BP cuff, BMI chart, gloves, sanitizer
- Train volunteers in standardized measurement technique (1 training session mandatory).

- Record results on the data form and flag any urgent findings to refer to local clinic.

14. Data collection & research protocols (with Nest Foundation)

- Use only approved questionnaires (Nest + TGNC Research Team will vet forms)
- Get verbal or written consent prior to any data collection or photos.
- Ensure confidentiality and secure data upload to Drive (password protected).
- Data collectors receive training delivered by Nest Foundation and TGNC research team before fieldwork.

All research outputs will be jointly analyzed and may be published/presented with appropriate recognition to partners and communities.

15. Photography, media & consent

- Always request and record consent before taking photos. Use a simple consent form (name, signature/thumbprint, date).
- Avoid identifiable images of children without parental consent
- Photographer sends images to Social Media Manager

16. Fundraising & donor relations (how teams should operate)

Fundraising tasks (how-to)

- Create a donor pipeline list and maintain it on Google Sheets.

- Draft tiered sponsorship packages (e.g., ₦100k sponsor = X boxes per month + logo on site).
- Run small twin fundraising campaigns (social media donation drive + corporate ask).
- Prepare short impact reports for donors after each outreach (numbers + photos + quote).
- Issue receipt and thank-you letters within 5 working days of donation.

Donor relations

- Assign one Donor Relations Officer to maintain a CRM (even a spreadsheet) with donors' details and pledges.
- Keep donors updated monthly via a short newsletter.

17. Training & onboarding plan

Mandatory onboarding steps

- Sign Volunteer Form and confirm role.
- Attend Volunteer Orientation (1 hour).
- Read the Volunteer Handbook and acknowledge via email.
- Purchase TGNC T-shirt ₦6,000 and collect ID.
- Attend role-specific training: Food Safety (2 hours), Data Collection (2 hours), Nutrition Education Facilitation (2 hours).
- Do a short shadow shift with an experienced volunteer before independent shifts.

Training frequency

- Orientation: within first week.
 - Role refreshers: monthly or before major outreaches
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18. Health, safety & incident reporting

- Keep a first-aid kit in the pantry and in outreach vehicles
- Any incident (injury, disagreement, data breach) must be reported immediately to the Volunteer Coordinator and documented in the Incident Log.

In case of medical emergencies, call emergency services and inform TGNC leadership.

19. Attendance, leave & replacement

If unable to attend, notify Volunteer Coordinator 48 hours before shift.

Last-minute emergencies: notify the duty lead ASAP by phone.

Volunteers who miss three consecutive commitments without notice may be reassigned.

20. Performance recognition & certificates

Active volunteers (consistent for 3 months) receive an **attendance certificate** and public recognition on TGNC channels.

Volunteer of the Month spotlight and reference letters available upon request.

21. First inspection (next Tuesday) — checklist & roles

Goal: Pre-outreach verification and readiness for World Food Day outreach (serve 100 families).

Key tasks:

Volunteer Coordinator: confirm roster of onsite volunteers for Tuesday inspection and World Food Day.

Research Lead + Nest rep: finalize community assessment form and train data collectors.

Packing team: prepare sample curated boxes for demonstration

Pantry Supervisor: confirm inventory, fridge checks, packing materials, and vehicle bookings.

Logistics: confirm vehicle, fuel, route map and driver.

Nutrition Education Lead: prepare 10–15 minute session and handouts.

Photographer: Phone camera/ camera

Fundraising/Partnerships: prepare sponsor acknowledgment and outreach sponsorship list.

Inspection Checklist:

Inventory accuracy (can we pack 100 curated boxes?)

Packing materials ready (boxes, tape, hygiene kits).

Data collection forms printed and tested.

Volunteer T-shirts & IDs ready

Route and beneficiary list verified.

Health check equipment functional (scales, BP cuff).

hygiene supplies (sanitizer, gloves, masks).

22. How to get started (step-by-step for new volunteers)

Fill Volunteer Sign-up Form <https://forms.gle/xkGnawGMQNSWY16V8>

Receive email with handbook, onboarding date, and payment details for T-shirt (¥6,000).

Attend virtual orientation and role training.

Be assigned to a team and added to the Onsite Duty Group (for onsite volunteers) during confirmed shifts.

Purchase T-shirt and collect ID from pantry or designated pick-up.

Complete one shadow shift before independent duty.

Closing & contact

We are excited to have you. TGNC Food Bank is built on volunteers who show up with heart, curiosity, and discipline. Please keep this handbook handy and ask your Team Lead or Volunteer Coordinator any questions.