**Forgotten Harvest Agency Conference
Table Talk Discussion Notes**

*Please use this document to take notes and share the best ideas with Forgotten Harvest from your discussions. Please leave this at your table and we will collect at the end of the program.*

**Question #1:** What is your most troublesome logistical issue that a grant could improve, regardless of cost?

* Heaters
* Tents
* Transortation for delivery
* Handwarmers/Footwarners
* Snow Removal/Salt
* Ramp
* Increased Storage Capacity
* Turn other purpose roomn/space into a real pantry
* Outdoor permant covered area
* Cold Weather Gear for Volunteers
* Update Fire/Safety
* Update to a grocery store feel
* Snowblower
* Restroom for Clients
* Handicap Accessibility
* Internet Access
* Bags/Carts/Crates for walk up clients to carry items home
* Walkin Cooler/Freezer
* Shelving for Organization
* Larger/Additional Fridge
* Rain/Sun Shelter
* Safety Vests for Volunteers
* Parking Lot repairs and enhancements (line painting, lights, speed bump, etc.)
* Marketing Strategy and Planning
* Traffic Control and Safety planning/measures
* Walkie Talkies for Staff to communicate

**Question #2:** We have all had situations in our past, either through your work as a food pantry or in your personal life. Think about times where conflict arose in the past. What did you or others do that helped to diffuse the situation? What would you have done differently?

* Be polite at all times
* Let the site lead handle difficult situations
* Communicate Clearly
* Delegate to trained staff
* Explain the situation, share information and treat with dignity and respect

**Question #3:** Everyone take a moment to write down a few of your pain points as they relate to volunteers. Once everyone has a few ideas, share with the table and work together to find a solution that might work! Share your favorites below:

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| Issue | Potential Solution |
| Volunteers feel entitled to food | Create a volunteer food policy on when and how the volunteers get food. This makes sure all volunteers are served and cared for without preferential treatment.Do not allow volunteers to serve themselves in order to keep the optics the food distribution on equal ground between volunteers and clients.Post a statement for all volunteers and client about your volunteer food policy  |
| Not enough volunteers | Reach out to local schools and businesses. Put up a sign at your pantry that you need volunteers! |
| Power struggles among volunteers | Have an identifying shirt, vest or lanyard to designate leads from regular volunteers. Create a volunteer role job description so volunteers don’t assume others work/job. |
| Volunteers who are elderly or disabled are unable to lift heavy objects | Use/provide dollies/carts, recruit additional volunteers from schools or programs with a younger generation, there is a role for everyone to help! |
| Volunteers arrive late and leave early | Create a volunteer policy that includes what you expect from them as a volunteers and what they can expect from you as a leader. |
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