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**Harvesters Tour Script – Kansas City**

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|  | **Basic Information** | **Housekeeping/Safety Information** | **Details/Key points** |
| **Welcome** | * Your Name, Title, Role/Affiliation

 -and if Americorps, purpose * Explore Group Experience with Harvesters
* Harvesters Overview
* Any specific social media asks?
 | *For all volunteers:** Location of restrooms, drinking fountain, wash hands

*If group starts in HAC:** Location of volunteer breakroom
 | * Our vision is a healthy, thriving community where no one is hungry.
* Harvesters mission is to mobilize the power of our community to create equitable access to nutritious food and address the root causes and impact of hunger.
* Harvesters is a food bank – we are often confused with a food pantry. As a food bank, Harvesters acquires, stores and distributes food to our network of 760 nonprofit agencies.
* Through our agencies, we feed more than 226,000 different people each month.
* Geographically diverse service area of 26 counties (16 in Northeast KS and 10 in Northwest MO). Includes urban, suburban and rural communities.
* Member of Feeding America, nation’s network of 200 food banks
* Awarded Food Bank of the Year for Excellence in 2011.
* During our last fiscal year, Harvesters distributed 68,843,920 pounds of food providing 61,326,143 meals
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| **Video** | * Introduce video
* At conclusion, ask for questions
 | Include seasonal messaging points whether or not you show video. | * Many of those served by Harvesters’ agencies are missing meals because they cannot access or afford nutritious foods such as fresh fruits and vegetables, lean protein, whole grain products and low-fat dairy.
* As Harvesters assesses the need for food assistance in our community, we look at both the quantity and type of food needed. Harvesters’ Healthy Eating Initiative works to improve the health of our clients by acquiring and distributing the healthiest food available, including more fresh produce, and providing nutrition education.
* We have four initiatives: Feeding Children, Feeding Seniors, Feeding Families, Promoting Healthy Eating
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| **Tour** | * Tour Plan (divide group, etc.)
* Direct & give safety instructions
 | * Stay behind the tour guide for your safety, it is a working warehouse
* Stay with the group in designated areas
* Do not go under the shelving/racks
* No running, pushing…etc.
* Turn off cell phones
* No open beverage containers
* No open-toed shoes
 |  |
| **Volunteer Engagement Center (VEC)****1 in 7 Sign****(to the left)** | * + 1 in 7 individuals in our service area are food insecure
 |  | * Harvesters is the bridge between the people who have food to give and those who need food.
* Nearly 3 million times each year, Harvesters’ network provides food assistance – a meal, bag of groceries or fresh produce -- to someone in our region who is food insecure.
* What does being “food insecure” mean? It means that someone does not have consistent access to healthy food because they either don’t have enough money or they have to decide whether to buy food or pay their utilities or rent or pay for their medicine.
* What does a hungry person look like? Those who are food insecure are usually not homeless. They are all ages and races.
* 49% of households who need food have at least 1 person who has worked in the last year.
* How you can help: give food, money, time, voice.
 |
| **Volunteer Engagement Center (VEC)*****Because of You Sign*** ***(to the right)*** | * + The purpose
	+ Volunteer contribution
	+ The activities
 |  | * The VEC is where the majority of volunteer projects take place, we can host up to 200 volunteers at one time.
* Volunteers are key to Harvesters being able to carry out our mission.
* In a normal year, we average nearly 6,500 volunteer visits each month, between the VEC, our Topeka facility and various off-site events.
* Our volunteers process an average of 200 lbs. of donations per hour.

**Sorting Area:**  For nonperishable donated food, primarily from food drives.**Boxing Stations:**  Where sorted food is packed according to weight/count, then is put into inventory available for agencies to order.**Washing Station:** Clean donated canned/bottled beverages.**Produce Stations:**  Sort and bag bulk acquisitions of basic fruits and vegetables, as well as gleaning from donated produce with the bagging machine and by hand. **Commodities Packing:** Pre-packed boxes of commodities are distributed to seniors through the Commodity Supplemental Food Program, also known as CSFP, and to families through The Emergency Food Assistance Program, also known as TEFAP.**Breadville and BackSnack** are in the next room: Breadville is where donated bread is packed and BackSnack is the weekend package of kid-friendly food that is packed for students to take home on Friday. |
| ***Where the Food Comes From*** | * Local
* Feeding America
* Food Purchased
* USDA (the government)
* Food Drives
* Other Food Banks
 | * Stay to the left of the yellow pole
 | * Last FY we acquired nearly 71 million pounds of food and household items from:

**Local:** grocery stores, wholesalers (AWG), producers (MO apple growers), manufacturers (American Italian Pasta, C&C Produce).**Feeding America:** benefits of being in network of 200+ food banks is equitable access to national food donations and campaigns. **Purchased by Harvesters:** this year we will spend more than $3 million, of that $1.7 million is for BackSnack.**USDA:** we distribute 5,000 boxes of commodities (CSFP) to qualifying senior citizens monthly, we distribute 2,700 boxes of emergency food assistance (TEFAP) to qualifying households in Kansas monthly.**Food Drives:** often the first touch for many with Harvesters is participating in a food drive; fills needs for most nutritious or needed items; a small slice but an important component is the Virtual Food Drive, since every $1 donated = 3 meals acquired.**Other Food Banks:** we work together to meet the need by exchanging surplus-to-need donations. |
| ***Where does the Food Go*** | * Food Pantries
* Kitchens
* Shelters
 | * Stay to the right of the yellow pole
 | * Last FY we distributed more than 68 million pounds of food.
* Agency network and programs operate in a geographically diverse area.
* **Pantries:** brick & mortar, or mobile distributions. (Definition of a pantry is a site where people receive food and take it home to consume)
* **Kitchens**: prepare and serve an on-site meal.
* **Shelters:** prepare and serve meals, short-term or residential facilities.
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| ***FAQ Sign*** | * Key factoids about Harvesters’ operation
 | * Turn on warehouse light (remember to turn off light when you return to this spot)

You can tell group you’re turning on light to alert warehouse staff/forklift drivers. This promotes safety in the warehouse.*For volunteers:** Point out restrooms & drinking fountain
 | * Point out some of these key factoids – like our trucks travel 475,000 miles in one year.
* The map of our service area (you can see we also have a facility in Topeka. This is smaller than KC one. Opened in 2010.
* Harvesters’ trucks make more than 22,000 deliveries a year.
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| ***Disaster Relief: The Supply Line to the Front Line*** ***Sign that shows locations were we’ve traveled.*** | * Disaster Response trailer made possible from Feeding America and Dunkin’ Donuts
 |  | * We are a regional staging sites for disaster relief.
* Feeding America coordinates w/ FEMA & state response to request support.
* Harvesters’ 53-foot disaster response trailer that is available to be used by our disaster cohort of food banks in Missouri, Kansas, Arkansas, and Oklahoma.
* We store disaster supplies, such as bottled water, cleaning supplies, and shelf-stable food.
* Highlight Joplin as example of how we provide relief in the “disaster after the disaster”.
* Harvesters transported more than 250,000 pounds of food to Joplin to feed tornado survivors, first responders and disaster relief volunteers. Included in this were 10,000 sack lunches donated and packed by Sprint employees.
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| **Warehouse** | * Since 2004
* 231,796 sq ft (includes all cooler/freezer space)
 | Talk about these things while heading down hallway to receiving. | * Continually look for ways to improve operational efficiency, reduce waste
* Computerized inventory control systems ensure we can quickly and efficiently respond to product recalls
* Total warehouse capacity is 231,796 square feet or 5,000 pallets.
* Food comes in Monday through Friday and then leaves our warehouse every day except Sunday.
* Our total food stock turns over 14 times a year – that’s about every three weeks our warehouse could be empty except that we always have food coming in.
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| **Receiving Area** | * Purpose
* Activities
 | You don’t actually go all the way to Receiving. Stop at aisle 5, which leads to the cooler. You can include info on Receiving on the walk towards aisle 5 or after you visited the cooler and are re-tracing your steps back towards Agency Pick-up | * Where all donated and purchased product is received into our inventory & weighed.
* Goal is to have available for agencies to order within 24 hours of receipt - except Food Drive donations which go to the VEC for further processing.
* AIB Standard – Harvesters is 1 of just a few Food Banks in the nation to receive a superior rating – this means we meet all the food safety standards in our warehouse.
* Fleet of 33 trucks, w/ largest having fuel capacity of 300 gallons
* Have 20 electric jacks, 12 forklifts, 12 riders, and 3 pickers.
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| ***Healthy Eating*****Cooler and Freezer** | * Cooler/freezer is 40,000 sq ft; plus 13,000 sq ft addition.
* Purpose (after going in and out)
 | * Proceed down this aisle, toward cooler doors, stop to ensure group is together Look both ways for warehouse traffic
* Keep groups together
* Walk in Cooler together then into freezer together, turn around and walk out together with the tour guide first.
* Exiting Cooler/ Refrigerator and Freezer:

Sensor (auto-open);Pull string for door to open;Emergency Release at the door - turn handle to left and then pull and the door will open - if the door is starting to shut, stop the group from continuing to walk through and pull the string to re-open the door | * Last FY we distributed more than 19 million pounds of produce.
* Fresh produce is a priority—represents some of the most nutritious food; also often some of the most expensive for clients to buy.
* The need to acquire and distribute more fresh produce led us to expand our cooler by 13,000 square feet. Expansion also included a cold dock with 7 new dock doors, so we can prepare orders in advance and have them stacked and ready to load once a truck arrives. Also allows us to keep the cold chain and improve food safety. Food goes directly from cold dock to refrigerated truck to cooler at an agency.
* Produce is kept in the cooler; frozen items in the freezer.
* Total capacity for safely storing large quantities of perishable food & produce (now more than 50,000 f2).
* Freezer is -10 deg, Cooler is 38 degrees.
* November and December – distribute Holiday Meats to agencies – includes turkeys and chickens.
* Nutrition Services reaches out to clients at food pantries & mobile distributions – providing recipes & tastings to encourage healthy food selection & preparation (our recipes are online!).
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| ***More Warehouse info*** |  | Barrels; 24/7 ordering system; picking  | * Committed to decreasing our “carbon footprint”
* Warehouse lights are all “motion sensitive” and we have fluorescent and LED lighting.
* We collect household items, cleaning/laundry supplies, personal care products, diapers, etc. for distribution through our agencies.
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| ***Agency Pickup & Shopping Floor*** |  | Show pallets of agency orders ready for pickup. | * For greater operational efficiency, agency orders are picked a day in advance and placed here so they can be quickly and easily loaded out the doors and into agency vehicles outside at our agency pick up area.
* Agencies make appointments for pickup.
* Creates minimal wait time for agencies and avoids problem of everyone showing up at the same time.
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| ***Clean Room*** |  |  | * In 2017, in conjunction with our cooler expansion, we added a new area (2,700 square feet) for re-packaging bulk food items.
* Food is re-packaged into small family-size portions. Food includes cereal, rice, pasta, flour, beans and meat.
* Helps reduce food waste. Food donors who couldn’t previously donate to us, can. And, families don’t end up with more food than they can use/consume.
* This room allows Harvesters the chance to acquire donations of bulk food items it couldn’t previously, due to increased food safety regulations.
* Room must be cleaned after every use and deep cleaned after switching to a different food item.
* We are USDA certified to repackage meat products.
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| **Who we Serve:FamiliesBeginning of BackSnack area)** | * Harvesters’ network serves 141,500 people every month.
 | Reference “Breadville” at opposite end of this room where volunteers help sort and box bread to go out to families. | * Many of the clients our agencies serve are families.
* 49% of households who need food have at least 1 person who has worked in the last year.
* 54 percent of households have had to choose between paying for food and paying the rent or mortgage.
* 24 percent of those who receive food assistance have some college or a college degree.

**Family Story:** Samantha and her husband are both pediatric nurses and were working at a local children’s hospital. But at the beginning of the pandemic, Samantha was laid off and her husband’s hours were cut in half. They began having trouble making their mortgage payments and fell behind on their bills. That’s why they’re grateful to be able to pick up food from the food pantry at Kansas City Kansas Community College when they need groceries for her family. Making sure their kids have healthy food is their top priority. While Annabelle, 8, doesn’t have any food restrictions, Lincoln, 1, has severe food allergies. Food Allergy Research & Education, which advocates for people with allergies, reports millions of Americans who are food insecure face limits on what they can eat. The food pantry has been so accommodating of Lincoln’s special dietary needs that it’s a huge weight off Samantha’s shoulders. If she ends up with an item Lincoln is allergic to, she can bring it back in exchange for fresh fruits and vegetables that Lincoln can tolerate. |

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| **Who we Serve: Children****(BackSnack area)** | * 25 percent of those we serve are children.

  | Use this story or a child feeding story of your own. | * BackSnack is just one example of how we help kids that are food insecure. BackSnack provides backpacks of food to elementary and middle school children to combat weekend hunger (4 meals, 2 snacks).
* Reasonably nutritious, kid-friendly, shelf-stable, w/ 3 rotating menus.
* More than 9,900 children will receive a BackSnack every week this school year – we have the largest program of this type in the US.
* All food is purchased by Harvesters and packs are assembled by volunteers.
* Cost for 1 BackSnack per child for the school year is $250.
* Shipped to schools, who work with community partners to clean and refill backpacks every week.
* Schools determine which students are in need.
* We provide training to schools, and we collect data from schools, students and parents.
* Data shows higher grades, lower incidents of tardiness/ absenteeism and misbehavior when children are not hungry.
* Also have Kids Café which provides meals and snacks to agency or program sites after school and during the summer.

**BackSnack story:** De’Nisha is 9 years old and she’s thankful for the BackSnack she gets every week. Both of her parents work but with three children to care for, they’ve had a hard time earning enough to make ends meet. De’Nisha loves the peaches, granola bars and ready to eat meals. She remembers one time when she didn’t have anything else to eat at home and she was able to microwave the ravioli from her BackSnack. |
| **Feeding Seniors****(Back in the VEC by CFSP packing area)** | * 20% of who we serve are 60+ years
 | Use this story or a senior one of your own. | * Volunteers assemble boxes of commodities that are distributed to seniors on a monthly basis.
* The network also feeds seniors through Senior Mobile Food Pantries and regular food pantries.
* Seniors often have to make hard choices between medication, utilities, and nutritious food.
* They are the least likely to ask for help.
* 16 percent of our senior clients are raising their grandchildren.

**Senior Story:** Before Carolyn retired, she regularly donated food to local pantries. But she’s now on a fixed income and isn’t able to give. In fact, she now finds she needs help, particularly at the end of the month. That’s when she turns to her neighborhood pantry. She says the volunteers there are compassionate and courteous and always help her get what she needs. |

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| **Demonstration Garden** | * Purpose
* Plant a Row
* Farm to Table
 | * Exit through VEC door, and out to garden (weather permitting)
* Garden tour can be done at the beginning or the end of the tour.
 | * Developing long-term solutions to hunger is a vital part of Harvesters’ mission. That’s why the food bank partnered with Kansas City Community Gardens and Master Gardeners of Greater Kansas City to develop a demonstration garden.
* Community gardens bring neighbors together and empower people to supplement their food supply by growing it themselves. According to the USDA, one 10-foot by 20-foot garden plot can provide as much as $600 in produce in one year alone.
* Community gardens can be built and maintained by groups of neighbors, members of agencies, faith-based groups or schools. Yet individuals can adapt many of these principles for personal use –something agencies to pass on to their clients.
* Harvesters’ garden, supported by the Master Gardeners of Greater Kansas City, demonstrates affordable ways to grow healthy produce in virtually any setting. The 12 beds are made from recycled materials, organic waste is composted and the featured fruits and vegetables grow well in Kansas City’s climate.
* Member agencies can take advantage of the garden when picking up orders or browsing the shopping floor. Located on the north side of building, the garden shows just how creative planting can be by using old tires and laundry baskets to pot plants.
* You can do your part: Plant A Row for the Hungry when planting your garden. Donate extra produce to Harvesters.
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| **Closing** | * Ask for questions
* Thank group
 | * Log tour
 | Visit our website [www.harvesters.org](http://www.harvesters.org) for more information. Follow us on social media: Facebook, Twitter, Instagram to stay up to date on what’s happening, volunteer opportunities and other ways you can help. |