

GUIDANCE FOR VOLUNTEERS ADMINISTERING FOOD RESCUE CLIENT SURVEY

Developed by the Maryland Food Bank



SETUP

1. Ask the point of contact (POC) at the location how you should survey. Some sites will ask you to survey clients while they are waiting in line. Other sites will ask you to do so after clients receive their food.
2. If the POC wants you to survey after clients receive their food, ask if the POC would like to invite clients to participate in the survey as part of the process, or if the POC would prefer that you make the approach when clients exit.
3. Regardless of who is making the approach, let the POC know that you need to set up and that you will inform the POC when you are ready. Your presence should not be announced until you are ready!

SURVEY PROCESS

1. Inform clients about the survey. Tell them:
 - a. Their responses will be used to improve the food safety net in Baltimore.
 - b. It's voluntary—refusing to participate will not affect their benefits.
 - c. It's anonymous—the food bank will not see their responses.
 - d. They will be compensated for their time with at \$5 gift card from Giant Food Stores.
2. Get consent. Ask:
 - a. Do they have any questions?
 - b. Are they willing to participate? If so, thank them!



3. Review the survey and instructions. Tell the client:
 - a. Each question must be answered.
 - b. Most questions allow only one answer. Some allow more than one. So be sure to read the question to see the number of allowed responses.
 - c. Be sure to give a response for each line in the boxes for questions on pages 2 and 3.
 - d. When writing a response, please print.
 - e. If the client needs any assistance completing the survey, just ask!

4. Review completed survey. Check the following:
 - a. Did the client answer every part of every question? Be sure to carefully review the boxes for questions on pages 2 and 3.
 - b. Did the client circle more than one response for any question requiring only one response?
 - c. Can you read the written comments, especially the zip code in the final question?
 - d. If necessary, give the survey back to the client to address any problems.

5. Give the client a gift card.
 - a. Give the gift card only if the survey has been properly completed.
 - b. Record the last four digits of the card in the first column of the tracking form.
 - c. Ask the client to initial the third column of the tracking form.
 - d. Remind the client that his or her participation is important.
 - e. Thank the client again.

6. Return the completed surveys, gift card tracking sheet, and undistributed gift cards to Maryland Food Bank's volunteer program manager.



VOLUNTEER SCRIPT

[While some sites will bring you clients, you may need to make the approach at some locations.]

Hi - My name is (name), I am a volunteer with the (name of organization).

We're surveying individuals at food pantries and meal programs across (name of city) City. The results will be used to help improve access to healthy food.

Would you be interested in participating in the survey? It takes about 10 minutes and you will receive a \$(insert amount) gift card for your time."

[If Yes, proceed to next section. If no, thank them and move on to another client.]

Thank you. I just need to review a few details about the survey with you.

Have you taken this survey before at this or another location?

[If yes] Thank you for your support. However, these are the same questions you've already answered so we have your responses. Again, thank you for your help!

[If they ask for a gift card anyway] I'm sorry, we only have a limited number of gift cards – one for each person's responses.

Your responses are anonymous. We will not ask for any personal identifying information.

Your participation is voluntary, and you may decide to withdraw from the survey at any time. However, to receive the gift card, you do need to complete the survey.

Your participation in the survey will not affect your eligibility to receive food or any other benefits at this or any other location.

Do you have any questions about the survey?

[If yes, try to answer the questions. If you cannot answer their questions say] I'm afraid I don't know the answer to that question. However, if you contact (name of contact person at org), at the (name of org), he may be able to answer that for you. Here is his card.



[If no, point to the stack of (name of contact person at org)'s cards] If you do have any questions or concerns about the survey in the future, you can contact (name of contact person at org), the Volunteer Program Manager at the (name of org).

Would you like to participate?

[If yes, read the following instructions. If no, thank them for their time.]

Thank you! Let me just give you a few tips that will help you complete the survey.

First, every question requires an answer. Some questions have multiple parts (show boxes on pages 2 & 3). Be sure to answer each part.

Second, most questions only allow one response. But some questions allow you select several answers from the choices offered. So be sure to read the entire question before answering.

Third, when writing in the survey, please print your Responses.

Finally, if you need any assistance, I will be right here.

[Clients should answer the survey themselves. However, you may need to read and answer the questions for some clients. Take your cue from the client. If you read the questions to the client, please read all the possible answers. Be sure to thank the client and give them a gift card after the survey is completed.]

