



FREQUENTLY ASKED QUESTIONS

I have a lot of time on my hands—and I want to help! How do I become a volunteer?

Right now, our greatest need is exactly what you're already doing—collecting food and household items to stock our food bank shelves! Because we're trying our best to follow social distancing standards in our warehouse, we have limited capacity for new volunteers and are unable to accommodate large groups; however, consider conducting an offsite food drive and ways to volunteer virtually! See [*Make Your Food Drive a Success*](#) for details. If interested in year-round volunteering opportunities for individuals or groups, please contact ann@sistercarmen.org for more info.

Will my group receive a collection bin?

To help reduce transportation costs, please use your own boxes or containers for collection (dress them up with posters, wrapping paper, bows, etc.!) and drop off donations at the end of the drive.

Will SCCC pick up the food my team collects?

If your team collects **250+ items**, Sister Carmen can pick up your donations. Please call (303) 665-4342 to schedule a pickup. Otherwise, please drop off your items on **Saturday, July 11th from 9:00 AM—1:00 PM.**

Can I bring items that aren't on the most-needed items list?

Yes! Other non perishable food and household items are accepted as long as they are not expired and have not been opened.

What if no one from my team can drop off our food on the designated collection days?

Contact alex@sistercarmen.org to schedule a different time.

How should my group spread the word about the food drive?

Check out our toolkit at www.sistercarmen.org/community-food-drive for social media posts, photos, email templates, and creative ways to collect food.

Can I collect monetary donations in addition to food?

Yes! To give securely online, visit our giving portal at ColoradoGives.org/SisterCarmen. Please write "Community Food Drive" in the Special Instructions section.

What is a realistic goal for my group?

Generally, a good estimate is for 5-10 items to be donated per person. This takes into account some that may donate more and others who may choose not to give at all. A good goal might also be to pledge 1-2 items per group member.

Your team could also consider a goal to "Support a Shelf" in our food bank. Set a goal to fill a section of our food bank for one day, one week, or one month. Contact alex@sistercarmen.org for more details.

Why is SCCC still closed to the public?

As state restrictions/guidelines ease, we are continuing to follow best-practice safety and social distancing norms and are not planning on fully reopening at this time. As an essential service, Sister Carmen Community Center is committed to providing assistance to residents of Eastern Boulder County who are in need. In order to keep supporting our community during the COVID-19 situation, we are taking steps to keep our staff, volunteers, participants, and the community at large safe and help prevent the spread of the illness. In order to follow social distancing recommendations from CDC and Colorado Department of Public Health and Environment, we are changing our operations as follows:

Advocacy Appointments: as of Monday, March 16, all appointments for financial or other assistance with SCCC Advocates will be conducted by phone. Please call if you need financial assistance. Walk-ins will not be accepted. **To set up a phone appointment, call (303) 665-4342.**

Food Bank: as of Friday, March 13 our food bank will move from a shopping model to distributing pre-packaged food boxes. Food boxes will be distributed in a drive-through model Monday – Friday, 1:00pm – 5:00pm. Please bring proof of residency, remain in your car, and our staff and volunteers will load food into your trunk or backseat. **If these hours do not work, please call (303) 665-4342.**

Thrift Store: as of Monday, March 16, the thrift store is closed until further notice. **Unfortunately, we are unable to accept thrift store donations during this closure. We will share on Facebook and our website as soon as we reopen.**

Trainings, Classes, and Events: as of Monday, March 16, all classes and events held at or sponsored by SCCC are cancelled until further notice.

Meetings with Outside Agencies: as of Thursday, March 12, all meetings with outside agencies will be conducted by phone.

Volunteering: we are asking that our current volunteers use their best judgement about coming in to help. Your health is important to us. If you are at greater risk or don't feel comfortable coming in, please stay home.