



**Manna Food Project**

# **Online Training for Volunteers**



**Last Updated: April 2021**

## Background

Volunteer Impact, a program under Better Impact, is a web-based volunteer database software that allows for self-scheduling, tracking, and reporting of volunteer hours. It is a Canadian company and has been developed based on years of experience. There are strict privacy and security measures for all information and records. Manna implemented this software into its programming November 2019.

*Why are we using this software? Here are some benefits you might discover:*

- Convenient **online scheduling** for volunteer shifts
- Easy to **track volunteer hours** and print personal reports
- Super quick, **touch-and-go sign-in** process
- Optional **email or text reminders** for upcoming shifts
- Centralized place for **document access**, like waivers, manuals, and instructions
- Training modules, videos, and support** available 24/7

**If you have further questions or are for some reason unable to access your profile, please contact the Volunteer Coordinator at [volunteer@mannafoodproject.org](mailto:volunteer@mannafoodproject.org) or 231-347-8852**

# Why do I need to complete the training modules?

Manna strives to provide volunteers with meaningful opportunities to engage in our mission, matching volunteer interests and abilities to our needs. To that end, we periodically require volunteers to complete training sessions on topics related to our food assistance programs. By keeping everyone properly trained:

1. Our volunteers feel knowledgeable, comfortable, and confident in their roles.
2. We maintain a safe and positive environment for everyone.
3. We ensure the food we distribute is safe to eat.
4. We fulfill our mission in the most effective and efficient way possible.

## Qualifications

The “Qualifications” section on the Better Impact software is a way for both you and Manna staff to know which volunteers are qualified to perform certain jobs. If you are not qualified, it means you haven’t completed something that is required to volunteer for that activity. Do not sign up for activities that you know you are not qualified for.

**Qualifications are sometimes earned through online training.** Better Impact allows online training in the form of “modules,” or pages where you may watch videos, answer questions, and learn virtually according to what works best with your schedule.

**Other qualifications are earned through in-person training or by completing other actions,** like turning in a copy of a driver’s license. For example, all volunteers will receive the “Initial Orientation” qualification when they come for an orientation after applying.

Here are some examples of shifts that require further training and/or items on file.

- **Food Rescue / Backpack Drivers:** Food Safety and Civil Rights; Driver Training; Driver’s License on File
- **Food Rescue / Backpack Riders:** Food Safety and Civil Rights
- **Food Pantry Shopping Assistants:** Food Safety and Civil Rights; Working with Clients
- **Client Registration:** Food Safety and Civil Rights; Working with Clients
- **Food Repacking:** Food Safety and Civil Rights

So, in order to be confirmed for a shift, someone looking to be a Food Rescue Driver would need to have been given an orientation by the Volunteer Coordinator, have their driver’s license on file, have completed driver training at our facility, and have passed Food Safety and Civil Rights training online.

Some of these qualifications expire after a period of time, and you may need to be re-evaluated by staff in order to continue volunteering for a position. The system will notify you of any expiring qualification far in advance. It’s important to complete any training modules and keep your qualifications up-to-date. Otherwise, you may be unable to sign up for certain shifts.

# How to Complete Online Training

## Step 1: Log in to your profile.

Go to [www.mannafoodproject.org](http://www.mannafoodproject.org) >> VOLUNTEER >> Volunteer Login



The screenshot shows the 'My Profile' section of the volunteer login page. The left sidebar lists various profile categories with orange arrows pointing to their descriptions on the right. The categories are: MY PROFILE, Contact Information, Additional Info, Qualifications, Training, Change Password, Organizations, Goals, Interests, Availability, Timeclock QR Code, Files, and Merge Profile. The 'Availability' and 'Timeclock QR Code' sections are grouped together with a single arrow pointing to their description.

- MY PROFILE
- Contact Information
- Additional Info
- Qualifications
- Training
- Change Password
- Organizations
- Goals
- Interests
- Availability
- Timeclock QR Code
- Files
- Merge Profile

Change phone number, email, and other info; control privacy settings, like whether or not other volunteers can see your name on the schedule and if you want to get weekly reminders by email.

Emergency contacts, community service hours, and prior experience can be changed here.

Indicates if you have a license on file, have been trained as a driver, or are otherwise qualified to sign up for restricted shifts.

Lists available and/or required training modules to be completed.

Allows you to change your password at any time.

Set personal hours goals for yourself.

Positions available that may interest you.

Indicates what days and times you are available.

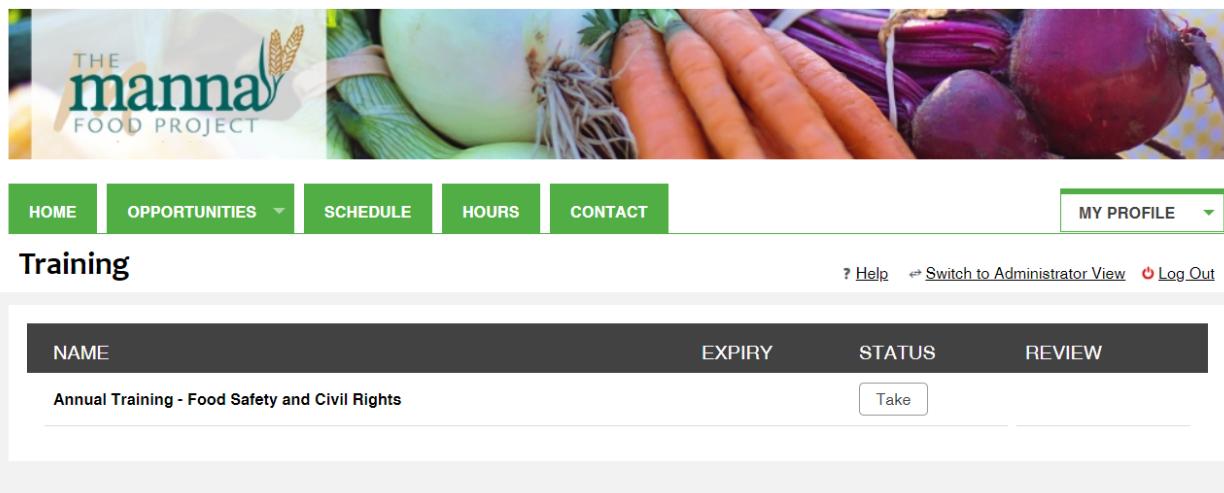
QR code available for quick sign-ins (not yet functional)

View important documents like manuals, agreements, and forms.

**Step 2: To access the training modules, click on “My Profile” and then “Training.”**

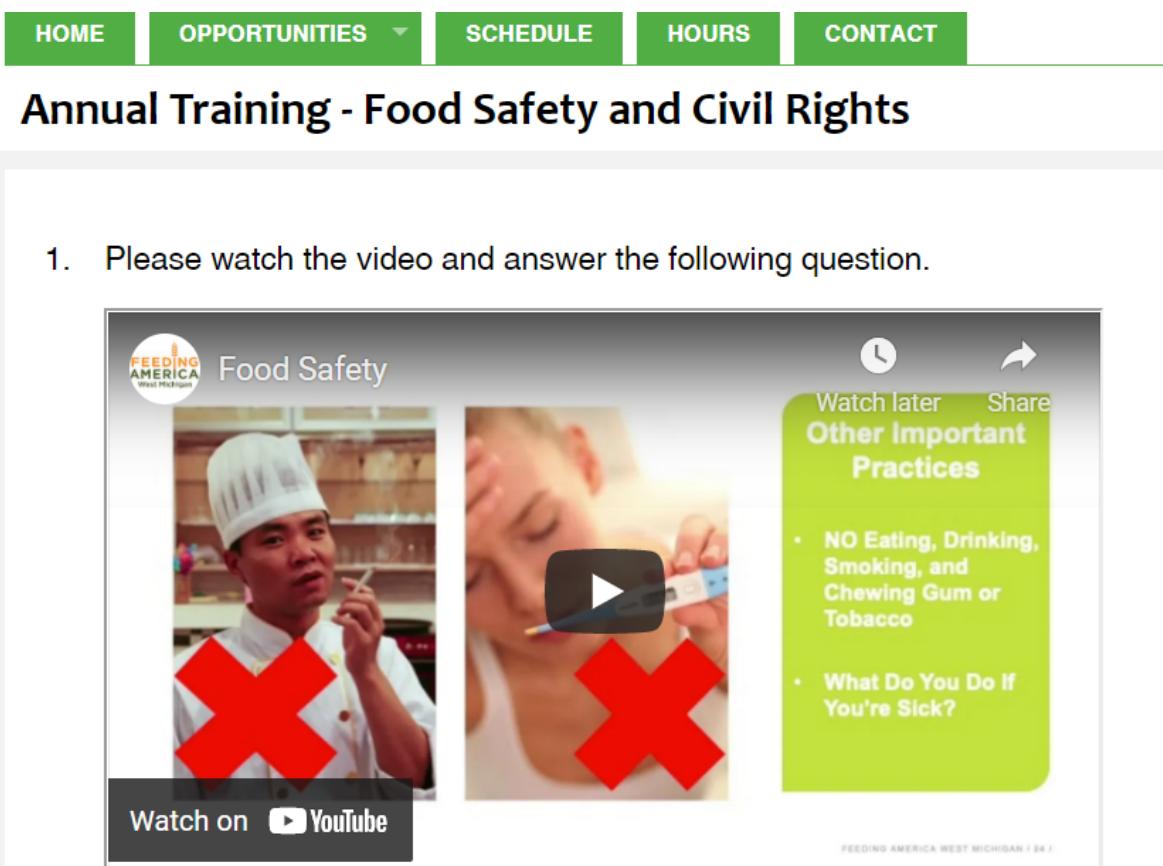
You will now see a list of training opportunities, along with their relative expiration dates. The software will alert you to any upcoming expiration dates and allow plenty of time for you to renew.

If a training module is available for you to take, you will see “Take” as its status. If you have already completed that training, you will see “Passed” or “Completed.”



### Step 3: Click on the “Take” button.

You will now enter the module and see a screen similar to the one below.



## Step 4: Watch the videos, complete the questions, and click “Submit.”

The module pictured above, “Annual Training - Food Safety and Civil Rights,” includes 2 videos (embedded from YouTube) with 1 question under each. Click “Submit” once you complete all the tasks on the page. **While the questions shouldn’t be difficult for you to answer, we request that you watch the videos fully and pay attention.** They contain very important concepts that both Manna Food Project and Feeding America need you to understand.

If you did not earn the qualifying score to pass, you will be informed of which questions are incorrect and redirected back to the module.

Once you complete and pass the module, the record will be listed as “Completed” and will include an expiration date, if applicable. The software will alert you to any upcoming expiration dates and allow plenty of time for you to renew the qualifications.

**Results**

We are sorry, but you did not pass this training module. Please try again for a better score.

**Your Score 0 %**

- Section # 1 is incorrect.
- Section # 2 is incorrect.

[Go Back to eLearning Module](#)

**Congrats, you now have a new qualification!**

HOME OPPORTUNITIES SCHEDULE HOURS CONTACT MY PROFILE

### Training

? Help Log Out

NAME	EXPIRY	STATUS	REVIEW
Annual Training - Food Safety and Civil Rights	Expires 4/5/2022	Passed	<a href="#">Review</a>



HOME OPPORTUNITIES SCHEDULE HOURS CONTACT MY PROFILE

### Qualifications

? Help Log Out

QUALIFICATION	LEVEL	EXPIRY DATE	Save
Initial Orientation	Complete		
Food Safety and Civil Rights	Complete	4/5/2022	
Driver Training	Completed		
Drivers License on File	Yes		