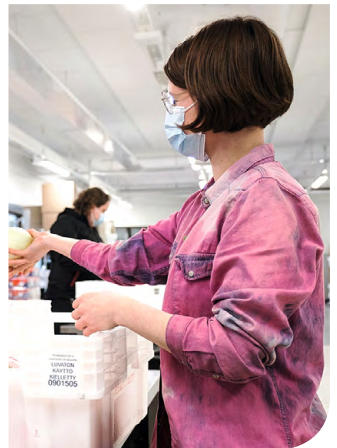




# Volunteering in food aid activities

## Introductory guide





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# Background of the introductory guide for volunteers

## Welcome to the introductory guide aimed at volunteers working in food aid activities!

This guide is based on the trainings carried out by the Finnish Red Cross for its volunteers. The materials have been supplemented and developed further in cooperation with the ‘Osallistava yhteisö’ project of the Church Resources Agency.

The Finnish Red Cross is the largest volunteering organisation in Finland. The food aid activities of the Finnish Red Cross have become more extensive over the years. Currently, food aid is organised by more than 100 local branches of the Finnish Red Cross. However, the main focus of the Red Cross activities remains on preparedness work and the promotion of health and well-being.

The ‘Osallistava yhteisö’ project is a national development project for food aid activities carried out in 2019–2021. The project runs the Foodaid.fi online service, promotes networking and implements training for local operators.

Cooperating and sharing good practices lay the foundation for the effective and sustainable development of food aid activities. This is why this guide has been created, inspected and complemented with the help of our many partners.

## We thank you for your help:

Natural Resources Institute Finland (Luke)  
The Finnish Blue Ribbon  
Stadin Safka  
Shared Table of Vantaa

Helsingissä 16.8.2021

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**Osallistava yhteisö**  
2019–2021



# Different forms of food aid and the organisation of activities

## Where does the distributed food come from?

Most foodstuffs received by food aid operators are surplus food and food at risk of going to waste. Foodstuffs are donated by shops, wholesalers, distribution centres, food manufacturers, factories, bakeries, farmers and the organisers of different events. Often, the reason for donating foodstuffs is that the donor is unable to sell or otherwise make use of the food before its last sell-by or use-by date.

Faulty markings on the packaging may also prevent a product from being sold.

A smaller share of donated food consists of prepared surplus meals donated by schools,

Around 20 million kilograms of food aid is distributed in Finland each year. Of this amount, 90 % consists of surplus and waste food donated by food business operators.

Image: Foodaid.fi / Stelios Kirtselis



central kitchens or lunch restaurants. Making use of warm, prepared meals in food aid activities requires special attention regarding the transport, cooling and storing of the food and how to instruct the recipient.

In other words, surplus food and food at risk of going to waste refers to unsold foodstuffs of food business operators and mass caterers which are still fit for human consumption. Food safety and hygiene are also important in food aid activities. More on the topic in the chapter *Food aid without compromising food safety*.

One in every ten kilograms of distributed foodstuffs is so-called EU food aid. This refers to foodstuffs funded with the help of the EU's operational programme FEAD. In Finland, the programme was coordinated by the Finnish Food Authority until 2021. The foodstuffs in the EU food aid mainly consist of cereal products (flour, porridge flakes, macaroni) and canned foods that do not re-

quire cold storage. The EU foodstuffs can also be used to prepare meals to be eaten on site or taken home by the recipients.

To a lesser extent, foodstuffs are also bought for food aid purposes. This is often done in places where warm meals are prepared from surplus food. Preparing a tasty and nourishing complete meal may require supplementing the available surplus food with e.g. vegetables, sources of protein or spices.

## Food aid can be offered in many ways

The best-known method of organising food aid is a distribution event. In these events, foodstuffs donated by shops, wholesalers and factories are distributed to recipients either in pre-packed food bags or by allowing the recipients to select and pack the products themselves.

Image: Foodaid.fi / Stelios Kirtselis





The food distribution can be carried out by a traditional queuing system, distribution in the order of arrival or by drawing lots for queue numbers.

Minimising the need for queueing is seen as a humane approach. In fact, before the coronavirus pandemic, only few places required people to queue for food aid outside. The pandemic increased the demand for food aid, and the related hygiene and safety instructions affected the organisation of food aid.

In some places, food aid is only provided by appointment. This ensures a face-to-face meeting and an opportunity for offering guidance, advice or discussion support for those seeking food aid.

Communal meals, community lunches as well as breakfast and snack events have become more common in the past ten years of food aid activities. A communal meal secures a nourishing warm meal for a person

in need of aid who does not have the energy or ability to make one themselves. A shared meal allows people to have discussions, get to know one another and experience meaningful moments. Often, foodstuffs or food bags are distributed at communal meals to take home with you.

Food aid can also be implemented e.g. as a food aid shop, where the products are available for the visitors on shelves. In turn, a surplus food pantry is a freely available fridge and/or pantry where anyone (private individuals, companies) can donate edible foodstuffs and ready meals, and anyone can pick them up. Surplus food pantries and communal fridges can be placed e.g. in community spaces.

Very often, food aid is organised by a party whose main activities involve something other than food aid. This means that food bags can be distributed in connection with other activities, without the customers having to go to a separate food distribution. This is done e.g. in different day centres, health advice points and youth activity units.

Image: Marjaana Malkamäki



## EU food aid changing after 2021

Finland is involved in the common aid system of the EU area. The Fund for European Aid to the Most Deprived (FEAD) aims to promote social integration in the European Union and reduce the number of people living in poverty and at risk of social exclusion. The specific aim is to alleviate the worst forms of poverty by providing material support.

In practice this has meant that e.g. in 2018, 2 million kilograms of foodstuffs were distributed in Finland with support from the EU. The coordination of the EU food aid in Finland has been the responsibility of the Finnish Food Authority and its partners.



# Food aid resources

You need more than just food in order to provide food aid. Food aid activities are always planned according to the organiser's capacity and local needs.

Sometimes the larder is full, at other times there is less to give out. Many factors impact the amount of available aid.

## **At least the following is required:**

- Sufficient number of employees and/or committed volunteers, some of whom must have Hygiene Passports
- Premises for the activities, preferably accessible and with sufficient space
- Notification about food premises to the municipal food control authority when highly perishable foodstuffs are distributed or stored on a regular basis or meals are prepared. Please note! The obligation to notify authorities does not apply to food aid providers who only distribute dry products, vegetables and other foods kept at room temperature, e.g. the EU food aid.
- Own-check plan related to the food premises notification
- Fridges and freezers when distributing highly perishable foodstuffs, unless cold-storage rooms are available.
- If the food needs to be transported, you need available vehicles and iceboxes, possibly a refrigerated vehicle
- Chafing dishes for meals served hot
- Thermometers for the monitoring of the refrigerator and foodstuff temperatures
- Bags, freezer bags and boxes for the foodstuffs
- Cleaning equipment and cleaning skills
- Supplies and facilities for ensuring the personal hygiene of distributors (toilet facilities, washing of hands, respirators and protective gloves)

## **Furthermore, the organisation of food aid is essentially affected by the following:**

- Type and amount of food aid to be distributed
- Number of those in need
- Number and location of operators donating surplus food and the schedule for pickups
- Transport opportunities (products that require cold and hot storage)
- Available premises and cold/warm storage opportunities
- Number of employees and volunteers taking part in the activities and their prior experience or training in food aid activities, food handling and preparation
- Other activities to which the food aid is linked

The EU foodstuffs can also be used as a basis of meals to be eaten on site or taken home with you, while acknowledging that not even the smallest payment can be charged for a meal containing EU food. The fund also requires distributors to supply aid recipients with guidance and advice services in connection with the food distribution. The current FEAD programme term will end during 2021. Ongoing administrative changes mean that the EU food aid will be realised in connection with the ESF+ aid programme in the future. Moving forward, partial EU funding is used to promote cooperation with other operators and participate in improving the coordination of food aid activities. Similarly, funding is increasingly allocated to realising so-called accompanying measures in connection with food aid. Accompanying measures refer to activities increasing the well-being and participation of aid recipients, such as guidance, advice and group activities.

## Preventing food waste helps the environment

Food production and consumption has a significant impact on the condition of the environment and the use of natural resources. According to research, around a third of the overall environmental load of consumption is caused by food. At the same time, a significant amount of edible food goes to waste. Reducing food waste is an easy way of reducing food's environmental impacts.

For example, around 18% of food waste generated in the food chain is created in shops. Shops annually generate 12–14 kilograms of food waste per each Finnish person. Waste is most common in fresh products, such as breads, fruits and vegetables. Naturally, shops primarily aim to sell their prod-

ucts, meaning that shops have also come up with new ways to fight food waste: evening discounts, waste vegetable boxes, etc.

As shops continue to do more for the environment, the amount of surplus food available to food aid distributors decreases.

Shops, distribution centres, wholesalers and factories are able to donate unsold foodstuffs to charity. Each year, almost 20 million kilograms of surplus food from shops and food business operators is distributed as food aid. This means that food aid also helps the environment.

## Agreeing on cooperation with food donors

Donors of surplus and waste food include shops, wholesalers, distribution centres, factories, restaurants and mass caterers. Cooperation with a commercial operator usually begins with a phone call to the shopkeeper or person in charge of the operations. Any party can donate edible foodstuffs to food aid. In terms of longterm cooperation, it is important that the food aid operator aims to make donating as smooth as possible for the donor. This is done by creating clear agreements on the cooperation and holding on to those agreements.

Image: Foodaid.fi / Stelios Kirtselis



Both the food aid operator and the donor of foodstuffs need to familiarise themselves with the Finnish Food Authority instructions on donating foodstuffs to food aid. The donation practices can be discussed and agreed upon flexibly on a case-by-case basis. Pickups or deliveries can be carried out on a regular basis or agreed upon separately.

Donors are usually interested to know what happens to the food they donate. Therefore, you should openly describe your operations and thus build a better trust between the operator and donor. The donor may find it important to hear e.g. how food safety is ensured and how you reach those in need.

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## WHERE NEED FOR COOPERATION IS IDENTIFIED, AGREE ON THE FOLLOWING (preferably in writing):

- Contact persons and contact information of both parties
- How often, from where and how foodstuffs are picked up
- Minimum and maximum amount of picked up food (e.g. bread)
- How the donated foodstuffs are marked/identified in order to avoid mix-ups when collecting
- What type of foodstuffs can be received by the food aid operator (e.g. no bio-waste or products stored incorrectly or past their use-by date)
- How do parties communicate and agree on changes to and termination of the agreement
- Both parties get to know the Evira instructions 'Foodstuffs Donated to Food Aid'
- Can the cooperation be mentioned in communications/in public? Some donors do not wish to be mentioned.

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### COMMUNICATIONS GUIDE FOR FOOD AID OPERATORS

Natural Resources Institute Finland (Luke) created a communications guide for food aid operators in 2019. The guide is available in Finnish and can be downloaded at: [https://www.ruokavirasto.fi/globalassets/yhteisot/tuet-ja-kehittaminen/viestintaopas\\_ruoka-aputoimijoille.-luke-pdf.pdf](https://www.ruokavirasto.fi/globalassets/yhteisot/tuet-ja-kehittaminen/viestintaopas_ruoka-aputoimijoille.-luke-pdf.pdf)

The communications guide includes many helpful example forms, such as an agreement between the donor and recipient of foodstuffs. The agreement can also be found on pages 34–36 of this guide.



# Food aid without compromising food safety

## Finnish Food Authority instructions on food safety for food aid operators

The Finnish Food Authority has provided instructions that food aid operators must comply with. Although the instructions date back to 2017, they are still relevant. The guidelines were created by the Finnish Food Authority's predecessor Evira, and are therefore better known as Evira's instructions 'Foodstuffs Donated to Food Aid'. The instructions include important information e.g. on the reception, handling and storage of foodstuffs and own-check planning. They also offer concrete examples of what foodstuffs can and cannot be distributed as food aid.

Food aid operators are allowed to deviate from the procedures of commercial operations, but food safety can never be compromised. The responsibility for food safety rests both with the companies donating

foodstuffs and the organisations and associations distributing food aid.

## Hygiene Passport

People working in the food business must be familiar with basic food hygiene in order to handle food safely. The Finnish Hygiene Passport was created in order to promote food safety.

People who handle unpackaged, highly perishable foodstuffs or work in food premises must have a Hygiene Passport.

A Hygiene Passport is not needed when distributing dry products, vegetables and other foods kept at room temperature, e.g. the EU food aid.

The Finnish Food Authority instructions

### GET TO KNOW THE INSTRUCTIONS ON FOOD HANDLING

Get to know the Finnish Food Authority's (formerly Evira) instructions 'Foodstuffs Donated to Food Aid'. The instructions are available at: [https://food.ec.europa.eu/system/files/2020-05/fw\\_lib\\_gfd\\_fin\\_ruoka-apuohje\\_evira\\_2013\\_en.pdf](https://food.ec.europa.eu/system/files/2020-05/fw_lib_gfd_fin_ruoka-apuohje_evira_2013_en.pdf)

Once you have studied the instructions, you can test your skills by taking a test (in Finnish) on food aid without compromising food safety at: <http://spr.fi/eviraoppimistesti>

‘Handling of unpackaged, easily perishable foodstuffs in a food establishment’ provide

examples of where the Hygiene Passport is and is not needed.

## HYGIENE PASSPORT

The Hygiene Passport Examiners approved by the Finnish Food Authority arrange Hygiene Passport tests and issue Hygiene Passports. Contact the examiners directly if you wish to take the test, as the Finnish Food Authority does not arrange Hygiene Passport tests or issue Hygiene Passports. You can find the contact information of Hygiene Passport Examiners in the list provided by the Finnish Food Authority.

A list of Hygiene Passport Examiners is available at: <https://www.ruokavirasto.fi/en/foodstuffs//hygiene-passport/list-of-hygenepassport-examiners/>

## UNPACKAGED, EASILY PERISHABLE FOODSTUFFS

The guide ‘Handling of unpackaged, easily perishable foodstuffs in a food establishment’ is available here: [https://www.ruokavirasto.fi/globalassets/yritykset/elintarvikeala/elintarvikealan-yhteiset-vaatimukset/pakkaamattoman-helposti-pilaantuvan-elintarvikkeen-kasittely/pakkaamattoman-helposti\\_pilaantuvan\\_elintarvikkeen\\_kasittely\\_17.6.2021\\_eng.pdf](https://www.ruokavirasto.fi/globalassets/yritykset/elintarvikeala/elintarvikealan-yhteiset-vaatimukset/pakkaamattoman-helposti-pilaantuvan-elintarvikkeen-kasittely/pakkaamattoman-helposti_pilaantuvan_elintarvikkeen_kasittely_17.6.2021_eng.pdf)

Image: Marjaana Malkamäki



## Cleanliness is key – some thoughts about hygiene

Each person working in an area where foodstuffs are handled must take care of their personal cleanliness and use the necessary protective equipment (e.g. masks and protective gloves). Protective equipment must be used as instructed, but you must also remember that they are not a substitute for inadequate sanitation.

A person who has a disease likely to be transmitted through food, who is a carrier of such a disease or who has e.g. infected

**Most food poisonings are caused by poor hand hygiene! Regular and thorough hand washing is the key prerequisite for hygienic food handling.**

wounds, skin infections or diarrhoea may not handle foodstuffs. Skip your food aid volunteering shift e.g. if you have a cold. Any cuts or wounds must be covered with a plaster or similar. Hygiene instructions require everyone handling unpackaged foodstuffs to use protective gloves.

## Food control and own-check plan

Operators distributing food on a regular basis are covered by food control and required by law to have a written own-check plan. A charitable organisation that distributes highly perishable foodstuffs as food aid (donations or served meals) on a regular basis must notify its own municipal food control authority about the operations and the premises used four weeks before starting the operation (Evira instructions page 5).

It is essential that foodstuffs are stored at the proper storage temperatures in order to ensure their preservation and safety. The

Image: Foodaid.fi / Stelios Kirtselis





temperatures are measured and recorded at regular intervals and when there is reason to suspect any deviation. This monitoring and the related entries are called records of the own-check activities.

The own-check plan must mention the measures used to prevent the deterioration of the hygienic quality of foodstuffs during their transportation. The own-check plan must specify the activities covered by the plan, person responsible for transportation, transportation temperatures, temperature monitoring system and key stages for food hygiene, such as the loading and unloading of foodstuffs.

The obligation of notifying food control authorities does not apply to food aid providers who only distribute dry products, vegetables and other foods kept at room temperature. E.g. those who only distribute the EU food aid are not required to notify the authorities.

## OWN-CHECK PLAN

The Finnish Red Cross example of an own-check plan is available on pages 37–39 of this guide. The own-check plan can also be downloaded as a Word document in Finnish on the Finnish Red Cross website (bottom of the page) at: <https://rednet.punainenristi.fi/node/52457>

Image: Foodaid.fi / Stelios Kirtselis



# Local food aid networks

## Pool resources with the help of a network

Many towns or cities have several food aid operators of different sizes offering partially overlapping services. It is highly recommended that they pool their resources and establish a local network of food aid operators.

In addition to food aid operators, the network should include other local organisations and associations that do not offer food aid, as well as representation from the municipality/town and local parishes. Shared or coordinated communications, materials and activities benefit those in need of food

aid. Furthermore, the network has a louder shared voice that improves its negotiation position. The network can decide on the suitable forms of cooperation: how often it should meet up, how communications take place, which tasks can be shared with each other.

## Surplus food terminals and logistics centres

Finland's first city-led surplus food terminal, Shared Table of Vantaa, was established in

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## Opportunities offered by networking

- Coordinate distribution times and places together or select a body responsible for coordination
  - Agree on avoiding overlapping services (e.g. food donors, distribution times)
  - Share resources and peer support (volunteers, facilities, equipment, funding applications, skills, experiences, etc.)
  - Gather information of local food aid operators and make sure that the up-to-date information is available in the Foodaid.fi service
  - Provide information on the food aid activities together for those in need
  - Organise projects and events in cooperation and arrange linked activities
  - Establish a surplus food terminal in cooperation with organisations, parishes and/or the municipality/town
-

2015 as a shared service of the City of Vantaa and Vantaa Parish Union for food aid operators and donors.

Since then, surplus food terminals and logistics centres have been and are being established in many locations around Finland.

In a surplus food terminal, surplus food donated by shops is collected in a centralised and systematic manner in one place and then transported efficiently and safely to local distributors of food aid, i.e. local organisations, parishes and municipal units.

When one operator organises the logistics centrally, everyone saves on personal resources, money and time. It also helps avoid overlapping work, e.g. as operators no longer have to pick up food using their own vehicles. It also allows the food aid distributors to target their resources on their core activities, as food logistics no longer take up lots of time and require large financial investments. The donors of foodstuffs also value centralised pickups and coordinated activities.

Learn more about the operations, centralised logistics and community work of Finland's first surplus food terminal! Shared Table of Vantaa also welcomes visitors on site.

Shared Table website: [yhtheinenpoyta.fi/en](http://yhtheinenpoyta.fi/en)

Image: Shared Table / Jani Laukkanen





# Wide range of tasks within food aid

## Volunteer work in food aid activities

The organisation of food aid involves a variety of work tasks, ranging from logistics to customer service and from packing to own-checking. Some tasks require physical strength, while in others the focus is on interaction with other people. However, it is always possible to find a task to suit each volunteer.

Often, the operator coordinating food aid has hired employees in charge of events, but many food distributions would be impossible without the input of volunteers. The ideal number of volunteers becomes clear once activities are started and you can see how everything works in practice.

Image: Foodaid.fi / Stelios Kirtselis



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## Examples of volunteer tasks related to food aid:

- Food transportation (often with the help of cooperation partners with transport equipment, e.g. the Kontti chain, local transport companies, other food aid operators)
  - Reception, inspection and storage of foodstuffs
  - Bookkeeping
  - Checking the reception temperatures of foodstuffs
  - Monitoring the temperature of refrigerated display units
  - Sorting and possible bagging of foodstuffs for distribution
  - Preparing and presenting services or meals
  - At food distributions, distributors of food bags/foodstuffs, guide/assistant, ‘bouncer,’ cleaning staff
  - Organising other linked activities in connection with food aid events, e.g. peer support, guidance and advice, group activities
  - Communicating about food aid events, e.g. in social media or in the Foodaid.fi service
  - Management and organisational tasks
- 

### VOLUNTEER AGREEMENT FOR FOOD AID ACTIVITIES

It is recommended that an agreement on the volunteering be signed between the volunteer and the organisation offering volunteer work. This ensures that both parties know what is expected of them and what responsibilities and commitments the work entails.

The example volunteer agreement for food aid activities presented in the communications guide of the Natural Resources Institute Finland (Luke) is also found on pages 40–41 of this guide.

### FIND A SUITABLE TASK IN THE ONLINE SERVICE

The Vapaaehtoistyö.fi service (<https://vapaaehtoistyö.fi/en>) allows you to find and submit volunteer tasks. The site also offers information about volunteering.

The service is free of charge.

# General principles of volunteering

All food aid operators should comply with the general principles of volunteering in their activities.

1. **Voluntary service** ► Everyone participates voluntarily, of their own will. The key thing about volunteer activities is the volunteer's own will to be of use and participate.
2. **Equality** ► All parties meet as equals, and every participant is appreciated. Everyone's knowledge and skills are useful.
3. **Reciprocity** ► Volunteer activities aim to generate a good feeling to all participants.
4. **Unpaid service** ► No monetary compensation is offered, and the experiences gained act as the 'pay'.
5. **Non-professionality** ► Doable with the knowledge and skills of ordinary people. The volunteers do not replace professionals.
6. **Reliability and commitment to the activities** ► The volunteers are reliable. Each volunteer must assess their own capacity in order not to promise to do more than they have the time and energy for. Everyone has the right to determine how long a commitment they are willing to make.
7. **Confidentiality and secrecy** ► The volunteers are bound by confidentiality. The confidentiality obligation continues even after the activities are concluded. In the event of problems, the volunteers have the right and duty to discuss the situation with professionals. They do not have to bear the responsibility for solving the matter themselves.
8. **Tolerance** ► Volunteer activities show tolerance towards all participants regardless of their nationality, skin colour, religion or any other factor. The volunteers respect and accept that people have different backgrounds and opinions.
9. **Neutrality** ► Volunteering activities aim to benefit everyone equally. The volunteers do not take sides, but aim to act in cooperation with different parties.
10. **Acting on the terms of the person in need** ► Everyone is an expert of their own lives and responsible for their own actions. The volunteers walk alongside, listening and offering support.
11. **Cooperation** ► The volunteers act as supporters and partners for the recipients, professional employees, family and friends. When necessary, volunteers direct people in need to professional assistance and facilitate the workload of professional employees by offering reliable help and support in ordinary everyday situations.
12. **Community** ► The volunteers become a part of a group or community through the activities.
13. **Right to support and guidance** ► The volunteers must be able to get support and guidance.
14. **Meaningful activities** ► Volunteering should be meaningful to all participants. Voluntary activities should not become something you have to force yourself into.
15. **Opportunity for personal growth** ► Voluntary activities offer an opportunity for personal growth and development.

(Source: Finnish Federation for Social Welfare and Health (STKL) training materials)



## Catering and compensation of expenses for volunteers

Volunteer work refers to activities benefiting individuals or communities that offer no monetary compensation, i.e. pay or other comparable commodity. Volunteers join of their own will, without being forced. Anyone can volunteer according to their ability, schedule and capacity, regardless of their age and location.

Some communities that organise activities may pay their volunteers compensation of expenses, e.g. travel expenses. A coffee and pastry service or refreshments offered by non-profit organisations or public entities are not considered a taxable meal. However, a lunch service is considered to be a taxable benefit. If a coffee buffet is substantial

enough to replace a normal lunch or dinner, however, it is a taxable meal benefit if the meal is received as compensation for work carried out.

Volunteers themselves may also be in need of food aid. In such cases, the volunteer receives food aid in an equal amount and quality as any other person in need of aid. Food aid must never be a compensation for volunteering, and volunteering is never a prerequisite for receiving food aid. For the sake of clarity and in order to ensure impartiality, many food aid organisers have stated that volunteers cannot receive any food aid from the unit where they work.

Image: Foodaid.fi / Stelios Kirtselis



# Food aid customers

## Food aid entails meeting a variety of people

Food aid entails meeting a variety of people from different backgrounds and situations in life. An estimated 100,000–200,000 Finns turn to food aid each year. Most of those in need are not involved in working life due to unemployment, illness or retirement/invalidity pension. One in three people seeking food aid have underage children.

Originally intended as emergency aid, food aid has become an established part of the Finnish aid system since the depression of the 1990s. According to research, key factors maintaining the need for food aid are structural problems that uphold economic inequality:

- unemployment and prolonged unemployment
- difficulties in accessing mental health and substance abuse services
- insufficient basic social security
- small pensions, especially people retired from sectors with lower pay
- chronically unsustainable income and cost structure of single parents
- complexity and bureaucracy of social and health services and systems
- high living costs in large cities
- lack of jobs in small towns
- indebtedness and difficulty of getting out of a debt spiral

In addition to these factors, the coronavirus pandemic that started in Finland in early spring 2020 caused a wave of layoffs and a recession, increasing the number of unemployed people. The coronavirus pandemic increased the number of people in need in many locations.

## Who is entitled to receive food aid

In food aid activities, it is important to understand that the need for food aid is not a choice made by the person in need. Many are extremely exhausted with their situation and have experienced disappointment in seeking help. All recipients of food aid must be treated equally and respectfully. Where possible, aid recipients should be offered an opportunity for discussion and help with finding more longterm help locally.

Although food aid is intended for people with little money, it does not mean that you should check the background, income or personal data of food seekers. The need expressed by the food aid customers themselves is enough, i.e. that they have come to pick up food aid. You should also consider that sometimes the primary need is not to get food, but to find company and have someone to listen.

The contents of food aid should be as equal as possible for everyone. The only starting point for offering aid is the need for

aid, and this is not affected by religion, nationality, political views, gender or sexual orientation. No fee is generally charged for the distributed food, and the food aid recipients are not required to take part in any other activities.

Food aid is provided to all people in need based on the same principles, with the following exceptions:

- The amount of food/foodstuffs can be relative to the size of the household.
- Special diets can be taken into account where possible (e.g. food allergies, intolerances).

## Personal data is rarely collected of food aid recipients

The collection of personal data regarding food aid recipients is rare. Personal data refers to all entries describing a natural person or their features or living conditions.

Examples of personal data include name, telephone number, customer relationship information or social status. The processing of personal data is regulated by the Data Protection Act (2018/1050).

The personal data collected constitute a personal data register. The organiser of activities must ensure that the personal data register has a dedicated privacy statement that allows data subjects to see what data of them is stored, where and why. In collecting any customer data, the party responsible must be well acquainted with data protection legislation and its obligations.

In the spirit of data protection legislation, establishing a customer register in a food aid unit is not justified. The opportunity to visit anonymously without identification lowers the threshold to seek food aid. However, the collection of personal data may be justified in connection with food aid, e.g. when distributing appointments or collecting participants to group activities.

Image: Marjaana Malkamäki





# Food aid is more than just food

## Linked activities and participation

Studies and reports show that many people in need of food aid also wish or need to receive other additional support. Having a low income impacts people's opportunities to participate e.g. in hobby activities and social interactions. In addition to food aid, the activities should aim to offer discussion support, events, guidance and other activities that increase participation.

It is vitally important to remember that a **food aid customer is also a potential volun-**

**teer.** All the above-mentioned activities include tasks related to arrangements, coffee services and planning that can offer very important opportunities for participation for food aid customers. Sometimes a person is unable to take part in volunteer activities unassisted; this is called assisted volunteering. The volunteer's role in assisted volunteering can be to act as a companion and supporter for another volunteer.

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## Examples of linked activities offered in connection with food aid:

- ◆ Discussion cafes and shared meals (coffee events under various themes: Christmas, waffles, boardgames, movies, pizza, favourite songs)
  - ◆ Cooking together, breakfast and evening snack events
  - ◆ Group activities, discussion groups and operational groups
  - ◆ Presentations and lectures on health and well-being
  - ◆ Activities organised in cooperation with municipalities/towns and other organisations (e.g. debt or legal advice, various courses, hobbies, etc.)
  - ◆ Flea markets, events related to themed days, activities for families with children
  - ◆ Listen to the food aid customers for their wishes and ideas for activities!
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## Low-threshold service coordination in food aid activities

Many people seeking food aid also have other needs for help and support. People working in food aid should at least be able to guide a person in need to the local social services, health centre, Kela and church social workers. Find out where these are located and how to book an appointment. A food aid operator may also offer visitors the opportunity to use a computer and take care of matters online. Often, the lack of digital tools or skills makes it difficult to use the modern services of the authorities.

Low-threshold guidance and advice can be offered by employees, volunteers and peer supporters. You do not have to pretend to be an expert. For a person in need, just having someone help them make an appointment of find the nearest service unit by searching online can be a great relief.

You should also inquire after induction training or a service coordination visit from your local Kela, social services or church social workers.

## Promoting employment in food aid activities

Food aid activities enable several forms of promoting employment. Guidance and advice as well as pay subsidy work, work try-out and rehabilitative work experience promote employability. It may also be possible to complete parts of a degree as apprenticeship training in some units. For some, volunteering tasks may be a suitable way of testing how they cope at work.

The food aid operator typically agrees with the municipality on offering pay subsidy work or rehabilitative work experience or with the TE Office on work try-outs. Ask for more information from your municipal employment unit or TE Office.

Food aid activities can also offer apprenticeship training or the opportunity to complete parts of a logistics degree, for example. Here, you should contact your regional vocational institutions.

Surplus food terminals and logistics centres have proven to be efficient and meaningful places for subsidised employment. They can provide more permanent support for the employment path than what is generally possible with the resources of organisations.

### SERVICE COORDINATION TIP

The Stadin safka team features two food aid social workers.

<https://www.hel.fi/sote/stadin-safka-en/food-aid-social-work/food-aid-social-work>

### EMPLOYMENT TIP

The Growth from a Circular Economy project in Tampere offers employment and apprenticeship training in food aid.

<https://www.kiertotaloudestakasvua.fi/in-english>

# Interaction and safety in food aid activities

## Interaction during the food aid event

Food aid customers include a variety of people who must all be treated respectfully, impartially and by listening to their needs. You should always aim to observe the food aid customers' willingness for interaction. Many visitors wish to collect the food aid in as low-key a manner as possible. In this case you should respect their privacy.

For others, getting food aid is an important moment of social interaction. Here, you can be a willing discussion partner. The key of all interaction is to never question the individual's need for food aid.

Image: Marjaana Malkamäki



## Rare, but possible safety risks in food aid activities

Just like any other activities including human interaction, food aid activities also involve possible safety risks. Volunteering must always be safe, both for the volunteers and those receiving aid. Although many of the risks are unlikely to become reality, it is best that all participants are prepared and know how to:

- ◆ Identify safety risks in advance
- ◆ Act according to their ability in situations that compromise safety
- ◆ Report safety deficiencies and risks to the correct party.

By preparing for risks, you can ensure that no danger is caused to human health and that people know how to act when something unusual happens.

## Anticipation is the best promotion of safety

Training and shared procedures are an important part of anticipation. Each food aid event, be it a food distribution or communal meal, should have a designated responsible person.

As food aid activities mainly take place indoors, the person in charge should know the following about the premises in question:

- ◆ Entrances and emergency exits (e.g. that emergency exits are accessible, goods or furniture do not hinder movement in the premises unnecessarily, how to lock and open doors)

- ◆ The location and condition of first aid extinguishing equipment and how to use them
- ◆ How to turn lighting on and off
- ◆ Any stairs, steps, sharp edges, etc. that may cause accidents
- ◆ Facilities in the building that can be accessed without a key
- ◆ Placement of volunteers: placing a natural barrier, such as a table, between the customer and volunteer
- ◆ Keeping equipment that can be used to hurt others (e.g. scissors) away from pockets and tables

You should also notice the following:

- ◆ Volunteers should have sturdy footwear instead of sandals (prevents accidents, facilitates moving) and wear clean, neutral and practical clothing
- ◆ Aim to make sure that a person behaving in a threatening manner is not encountered alone
- ◆ Place a volunteer at the door (so-called bouncer) to receive, guide and monitor incomers
- ◆ Ensure the safety of the environment: after the distribution event, check that the premises are empty, lights are turned off, cold storage doors/hatches are closed, everything is cleaned, trash is taken out, etc. Also, lock the premises when leaving.
- ◆ All volunteers present must know who is responsible for the event in question and how to act in case of disturbances.

## Encountering a threatening person

A person behaving in a threatening manner often feels that they have been treated in an unjust manner, even when this is not true. In such cases, pay attention to the following:

- ◆ Stay patient and calm, do not allow yourself to be provoked – aggressive behaviour may cause the threatening person to act
- ◆ Give the person a sufficient amount of space
- ◆ Avoid situations where the person behaving in a threatening manner loses face or is placed in an uncomfortable position
- ◆ Calm the person down by talking clearly, briefly and supportively, do not interrupt them
- ◆ Keep your hands visible, do not turn your back
- ◆ Avoid staring and sudden movement Do not belittle the person or the situation
- ◆ Be flexible, rather than stern
- ◆ Do not correct the delusions of a person who is under the influence of narcotics or otherwise incoherent
- ◆ Win time by talking, allowing others to reach you
- ◆ Aim to notify/alert others without the threatening person noticing
- ◆ Run away immediately if the situation appears to become dangerous
- ◆ Getting out of the situation and alerting help is the best solution in threatening or violent situations!

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## Encountering a threatening person

### Example 1

Intoxicated person A arrives when the food distribution is ending and the queue numbers have already been given out. Person A notices that person B arrives and is allowed to pick up a food bag. Person A interprets the situation to mean that person B arriving later than them is unfairly given a food bag while they are not. In reality, person B had already picked up a queue number, but person A does not know or notice this and begins to demand a food bag in a threatening manner from the person at the door. In cases such as this, aim to explain the situation openly and offer other alternatives, e.g. date of the next distribution, food aid available somewhere else in the town/municipality in the coming days. You can also ask the person to wait outside while you check whether some food might still be available for them.

### Example 2

The food distribution has ended, and you are cleaning and organising the premises. A person beats on the door with a fist and shouts something unclear. When the tone and behaviour appears threatening, keep the door locked and try to discuss through it. Explain why you cannot let the person inside, and if possible, where the person can turn to for help if necessary. If the threatening behaviour continues and the person refuses to leave, call 112.

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## Reporting an emergency

### **Call 112 or use the 112 mobile application (locates you automatically)**

- State your name and location (address and town/city, e.g. Example road 1, Example municipality, Red Cross example branch premises)

### **Calmly explain what has happened, for example**

- In case of a fire
- Where you are and what is on fire. Describe the scale of the fire, are people in danger, is the building empty, has first-aid extinguishing been started, etc. Follow the Emergency Response Centre operator's instructions.

### **Sudden attack of illness or accident**

- Describe the symptoms or injury, estimate the patient's age, describe the first aid methods performed. Follow the Emergency Response Centre operator's instructions.

### **Threatening or violent situation**

- Describe what has happened (e.g. a threatening person picking a fight and threatening people, someone is assaulted). Provide the number of assailants and, if they are leaving or already left, their description (sex, age, height, build, clothing, hair colour, etc.). In which direction did they go. Has any personal injury occurred.

**The Emergency Response Centre operator provides advice and asks for the necessary information.**

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## After an unpleasant event

Aftercare is important after an unpleasant event. Gather the people who were present to talk about the situation and the feelings it caused. Make use of people with psychosocial support training or turn to professional assistance, if needed. If a crime has been committed or you suspect a crime, file a crime report with the police.

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# Foodaid.fi and communications about food aid activities

## Foodaid.fi is a shared notice board for food aid

Foodaid.fi serves those looking for food aid as well as those organising it. The website offers up-to-date information about food aid events and communal meals in your chosen region. You can study the events on a map, list or calendar view. The detailed information and contact persons of each event are found in the event notification.

The organisers of events found in the service include registered operators, such as associations, parishes and municipal operators. Among others, the Finnish Ministry of Social Affairs and Health, STEA, the Finnish Red Cross, the Finnish Blue Ribbon and the Finnish National Organisation of the Unemployed recommend notifying about food aid events on the Foodaid.fi website. The purpose of the service is to gather information about food aid events to be openly available to anyone in need.

In order to register notifications of events, a food aid operator must have a user ID. The user ID is personal and acquired by filling in an electronic form. The user ID and using the site are free of charge.

After receiving the user ID, the operator can sign in to the service. By selecting Events, the user can create new event notifications or edit existing ones. At least two employees

should always have user IDs, so that holiday absences do not cause problems. All employees and volunteers of the same unit can manage the shared notifications with their user IDs.

The Foodaid.fi service is produced by the 'Osallistava yhteisö' project of the Church Resources Agency with its partners.

## Other communications about food aid

Communications about food aid should be targeted to best reach those most in need of aid and people close to them. The planning of communications should observe the local conditions and use various different channels.

Examples of available channels:

- ◆ Foodaid.fi
- ◆ Website of the food aid operator/local food aid network
- ◆ Social media (Facebook, Instagram, etc.)
- ◆ Newspaper ads
- ◆ Notice boards in shops, libraries, community centres, etc.
- ◆ Social and health care service units

- Social services of the municipality/town
- Local radio stations
- “Grapevine,” i.e. visitors providing information to their friends and so on Communications channels of other organisations and parishes
- Other networks

It is particularly important to come up with ways to reach people who are usually the hardest to reach, such as people who are not customers of social or health care services and the homeless or isolated. This requires outreach work and cooperation with social work, church social workers or home care.

Excellent communications tips can be found in the Natural Resources Institute Finland (Luke) *Tieto kiertämään* communications guide for food aid operators available in Finnish!

[https://www.ruokavirasto.fi/globalassets/yhteisot/tuet-ja-kehittaminen/viestintaopas\\_ruoka-aputoimijoille.-luke-pdf.pdf](https://www.ruokavirasto.fi/globalassets/yhteisot/tuet-ja-kehittaminen/viestintaopas_ruoka-aputoimijoille.-luke-pdf.pdf)

## Food aid offers a vantage point – share your observations!

**Working in food aid offers you a vantage point into the field.**

- How are the food aid customers doing?
- Is the number of people seeking aid changing?
- Does the amount of donated surplus food meet the need?
- Does the queue include new customer groups?
- What procedures increase the well-being of aid recipients?
- What kind of experiences do you have of new experiments?

You should collect your observations in order to develop your operations and also share them outside your working community. You can report your observations via a press release, in social media or by forwarding a summary to the municipal decision-makers. Valuable practical experience can support structural changes that mean fewer people need to seek food aid.

Participating in shared events and trainings is always recommended. When meeting others, you can share your experiences and gain new ideas.





# Appendices

Agreement between the donor and recipient  
of foodstuffs Own-check plan (example)  
Volunteer agreement for food aid activities

# Agreement between the donor and recipient of foodstuffs

The conditions and other contents of this agreement model do not follow a mandatory format. The applicability of obligations presented in the agreement model needs to be checked, and the obligations edited or removed as necessary on a case-by-case basis before using the agreement.

Under this agreement,

\_\_\_\_\_ (the donor) can donate

to \_\_\_\_\_ (recipient) food-

stuffs for food aid purposes under the following conditions:

## 1. Purpose of use of the donated foodstuffs

The donated foodstuffs are only used for charitable purposes. The donated products may not be delivered to be sold or otherwise used commercially. However, you can charge the cost price, i.e. direct costs of preparation, for meals made out of the donated foodstuffs. Donations comply with the equal and impartial treatment of food aid customers.

## 2. Quality of donated foodstuffs

The donor is responsible for ensuring that the donated foodstuffs are edible and of good quality when they are donated. If the foodstuffs do not meet the above-mentioned conditions, they remain the responsibility of the donor.

## 3. Use-by date marking

Foodstuffs labelled with a use-by date can be donated to the recipient by \_\_\_\_\_ o'clock on the use-by date. This ensures that

- the donated foodstuffs can be donated to the beneficiaries during the use-by date OR
- the donated foodstuffs are frozen appropriately and used within 2 months.

#### **4. Foodstuffs excluded from donations**

The following foodstuffs are never donated:

- fresh fish and crustaceans, raw fish products (gravad, cold-smoked)
- fresh cheese (cheeses marked with a use-by date)
- alcoholic beverages, tobacco products, smoking equipment and nicotine products
- products withdrawn from the market.

#### **5. Use of the donor's transport crates**

The recipient of the donation may transport donated foodstuffs in numbered transport crates of the donor or the food industry and commits to returning them to the donor. The recipient of the donation keeps a record of the transport crates.

#### **6. Pickup/delivery times for donations**

Foodstuffs intended for food aid are picked up / delivered at a separately agreed time (appendix). The contact person is always notified of exceptions to the schedules (see contact information at the end of the agreement). The contact person of the recipient of the donation will notify the people carrying out the pickup of any exceptions.

#### **7. Compliance with requirements**

The donor is responsible for the handling and storage of the donated products in compliance with laws and official regulations (the Finnish Food Authority) until the hand-over. The responsibility for the safe storage of donated products is transferred to the recipient at the moment of reception.

The recipient of the donation complies with legal requirements and official instructions. The operations comply with the instructions of the food safety authority (the Finnish Food Authority), in particular.

Foodstuffs that require cold storage are stored and transported in the temperatures and conditions required by legislation.

The premises from where foodstuffs requiring cold storage are distributed are fit for purpose. A notification about the premises has been made to the local food control authority.

Donated, highly perishable foodstuffs are frozen or given to the consumer before the end of the use-by date. Foodstuffs with a best before date can be donated after the date if they show no signs of going bad.

The operator using the foodstuffs for food aid is provided with the necessary information about the products:

- The recommended date and method of use.
- The date the product was frozen is marked on frozen products. In connection with the handover, the following is mentioned: "This is a frozen product. A defrosted product must be used without delay and cannot be refrozen."

The recipient of the donation complies with legal requirements in the management of waste generated in its activities.

## 8. Processing ambiguities related to the agreements

Both parties to the agreement aim to solve all unclear situations through open discussions. The common goal is to develop donation operations to be as flexible and functional as possible.

## 9. Period of validity

This agreement is valid from \_\_\_\_\_ to \_\_\_\_\_. At least one month prior to the end date of the agreement, the parties shall hold a shared assessment meeting in order to negotiate on continuing the agreement.

## 10. Termination of the agreement

The agreement can be terminated by either party. The period of notice is \_\_\_\_\_ months for both parties. Before terminating the agreement, the parties shall hold a discussion so that both parties are aware of the reasons leading to the termination.

### Place and date

\_\_\_\_\_

#### Donor

#### Recipient

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name in block letters

\_\_\_\_\_  
Name in block letters

#### Donor's contact person

#### Recipient's contact person

\_\_\_\_\_  
Name

\_\_\_\_\_  
Name:

\_\_\_\_\_  
Telephone, email address

\_\_\_\_\_  
Telephone, email address

### Appendices

Pickup/delivery times of donated foodstuffs

The Finnish Food Authority guide Foodstuffs Donated to Food Aid (Evira instructions 16035/2)



## OWN-CHECK PLAN

### 1. Contact information, responsible party and person of the distribution point

**Distribution point:**

Name of the point

Street address

Postal code and town/city

**Party responsible for the distribution point:**

Name of branch

Street address

Postal code and town/city

**Distribution point contact person:**

Name

Organisation

Telephone number

Email

**Person responsible for distribution point:**

Name:

Organisation

Telephone number

Email

### 2. Description of activities

[What are the activities, when are they carried out, who is the intended recipient? Who carries out the activities? What types of foodstuffs are distributed? For example: *The example branch distributes surplus food from shops to the deprived people of the municipality/town once a week on Mondays between 6 and 8 pm. The volunteers of the example branch are responsible for the transportation, storage, sorting and distribution of foodstuffs. The foodstuffs include products in their original packaging past their best before date in addition to highly perishable products marked with a use-by date on their use-by date or past that date if frozen.*]

### 3. Procurement, reception inspection and transportation of foodstuffs

[Which food business operators (company/operator name, location) donate foodstuffs for food aid? What foodstuffs does each company/operator donate? E.g. packaged/unpackaged, past/before their best before date, products with a use-by date or such products past the use-by date if frozen, other household supplies, such as toilet paper, etc. What are the principles of distributing products to food aid recipients? I.e. products past their best before date are distributed within 3 days, frozen products past their use-by date are distributed frozen/thawed within 2 weeks. How, at what stage and how often are temperatures monitored? How are they recorded and by whom?

How is the condition of products ensured at reception and before handing them over to food aid recipients? How is the transportation of foodstuffs organised and the preservation and safety of foodstuffs ensured? Who takes care of the transportation and with what equipment? Are records kept of the reception of foodstuffs? Other things to note in procurement, reception and transportation?]

### 4.Storage of foodstuffs at the distribution point

[Where are the foodstuffs stored? Number and type of fridges and freezers. Storage of foodstuffs that do not require cold storage. On what basis are products divided into different storage spaces? How are fridges and freezers used (e.g. if they are not on continuously, how long before the reception of foodstuffs are they turned on)? How and how often is the cleanliness of fridges, freezers and other storage spaces taken care of? How and how often is the condition of stored products checked and stock rotation ensured?

For how long are different foodstuffs stored before distribution, and for how long are surplus products stored before being discarded appropriately?  
Other things to note in the storage of foodstuffs?]

## 5. Distributing the products

[How are the products distributed to food aid recipients, e.g. in ready bags or collected by the recipients to their own bags from tables/shelves? Does a volunteer hand out the foodstuffs or can the recipients pick them up themselves? How is the bagging or presenting of products carried out in practice? E.g. volunteers bag products stored in room temperature before the distribution and highly perishable foodstuffs requiring cold storage are taken out of the refrigerated units and placed in bags once the customer comes to pick up the bag.

Alternatively, the products can be placed on shelves and in refrigerated units from where the recipients of food aid can pick up a certain number of products per person. How is the condition of the products ensured during distribution and how are surplus products discarded? How are the temperatures of foodstuffs requiring warm/cold storage ensured? Are the products distributed in their original packaging? How is the distribution of unpackaged foodstuffs carried out? Other things to note in the distribution of products?]

## 6. Risk assessment and identification

[Which stages of food aid activities entail risks – reception, transportation, storage, distribution? How are the risks managed? How are the recipients of food aid instructed on the use of the foodstuffs and informed about their past and future storage? An example situation is storing highly perishable foodstuffs past the use-by date in a freezer and donating them defrosted. How is stock rotation implemented? Other issues involving risks and how to identify and manage them?]

## 7. Volunteer hygiene and training

[How are the volunteers participating in the distribution trained? Is training available before each distribution event (every distribution is different)? Who is responsible for training and induction? What does the training and induction cover? E.g. instructions of the own-check plan, practical tasks, Evira instructions. How is personal hygiene ensured and what facilities are offered? Other things to note in the hygiene, training and induction of volunteers?]

## 8. Sanitation plan

[How are different facilities and places kept clean, how often are they cleaned? What facilities and places are cleaned? How and with which tools are they cleaned?]

## 9. Waste management plan

[Where is the waste collection point located? How are bins located in the premises and what are they like? When is the waste removed from the premises? How is the generated waste sorted?]

## 10. Suspected food poisoning and processing of complaints

[Who is responsible for the processing of complaints and suspected food poisonings? Who is contacted in events of complaints for further processing (e.g. a district employee)? Who is contacted in case of a suspected food poisoning (e.g. municipal food control authority)? Are complaints and suspected food poisonings documented? Other things to do or note in these situations?]

## 11. Water supply and wastewater

[Do the premises have running water and sewers? What is the number of water supply points and is a facility for washing hands and going to the toilet available to the volunteers? Other things to note about water supply and wastewater?]

## 12. Own-check documentation storage and update

[Where are the own-check plan and records stored (e.g. entries of the storage/transportation temperatures of foodstuffs, temperature of freezers and fridges, receptions of foodstuffs, etc.)? How often is the own-check plan updated? For example "... updated as necessary or at least once a year."]

Date and signatures

# Volunteer agreement for food aid activities

The conditions and other contents of this agreement model do not follow a mandatory format. The applicability of obligations presented in the agreement model needs to be checked, and the obligations edited or removed as necessary on a case-by-case basis before using the agreement.

## 1. Volunteer's information

Volunteer's last name and first names \_\_\_\_\_

Street address \_\_\_\_\_

Postal code \_\_\_\_\_

Town/City \_\_\_\_\_

Telephone number \_\_\_\_\_

Email \_\_\_\_\_

Date of birth (DD Month YYYY) \_\_\_\_\_

## 2. Information of the food aid operator's contact person

Contact person's last name and first names \_\_\_\_\_

Address \_\_\_\_\_

Postal code \_\_\_\_\_

Town/City \_\_\_\_\_

Telephone number \_\_\_\_\_

Email \_\_\_\_\_



### 3. Start and end of volunteer activities

Activities start: \_\_\_\_\_ (date)

Activities end: \_\_\_\_\_ (date)

### 4. Tasks, rights and obligations of the volunteer and food aid operator

In accordance with their skills and interests, the volunteer participates in food aid activity tasks appointed to them for which they receive sufficient guidance and support. In performing these tasks, the volunteer complies with the rules of the work community explained to them.

The undersigned food aid operator has acquired an accident insurance policy for the participating volunteer.

The volunteer is required to discuss any problem situations with the representative of the food aid operator and entitled to receive assistance in order not to be solely responsible for solving the matter.

Place

Date

\_\_\_\_\_

\_\_\_\_\_

#### Volunteer

I undertake to comply with the points of the above agreement and understand that any breaches will lead to the dissolution of the agreement.

☐ My personal data may be stored in the personal data register of the undersigned food aid operator in accordance with regulations on personal data registers.

\_\_\_\_\_  
(Signature)

#### Representative of the food aid operator

\_\_\_\_\_  
(Signature)

## Further information about food aid activities

Here are some available sources:

*Natural Resources Institute Finland (Luke) – <https://www.luke.fi/en>*

*Foodaid.fi – <https://foodaid.fi>*

*The Finnish Food Authority – <https://www.ruokavirasto.fi/en>*

*Satakunnan Yhteisökeskus – <https://www.yhteisokeskus.fi/>*

*The Finnish Blue Ribbon – <https://www.sininauhaliitto.fi/>*

*Stadin safka – <https://www.hel.fi/sote/stadin-safka-en/>*

*The Finnish Red Cross – <https://www.redcross.fi/>*

*The Finnish National Organisation of the Unemployed – <https://tyottomat.fi/english>*

*Shared Table of Vantaa – <https://www.yhteinenpoyta.fi/en>*

*Volunteer work – <https://vapaaehtoistyö.fi/en>*