

Serve New England FAQ's

The most frequently asked question is, "Do I qualify?" The second is, "How do I sign up?"

Everyone is eligible to participate in Serve New England! Our only requirement is 2 hours of volunteer service in the month in which you place a food order with us. We are open to all ages, races, and income levels.

You can sign up at your local chapter, by internet, or by phone. You can check our newspaper or this website for the information on your local chapter, or you can call the Avon office toll free at 1-888-742-7363 and we will be happy to help you.

Serve accepts credit cards, EBT vouchers, or cash for payment. We do not accept personal checks.

How do you define volunteer service?

Serve defines volunteer service as anything that you do for someone else, outside of your immediate family, without compensation. If you are already volunteering -- then you already qualify! Do you help at your church, school, youth sports, hospital, or senior center? Do you help a friend get to the doctor, baby sit, do yard work, or take cookies to a friend in need of cheering up? Serve also welcomes volunteers to help at our Avon, MA office and at the 13 warehouse locations. Serve can always use an extra pair of hands to help distribute food on D-day or at the chapter sites for distribution, registration, etc.

Is Serve a government program?

Serve is a private, non-profit corporation that is not affiliated with any government program. We often work with agencies, like WIC, but we are not subsidized by the government.

Where does Serve get their food?

Serve's food is all top quality purchased from the same suppliers the supermarkets use. We buy from local growers and wholesalers whenever possible, guaranteeing us the freshest fruits and vegetables. Many of our meat products are purchased from companies like Kayem and Purdue.

How can you sell so much food at this low price?

Serve buys in such large quantities that the wholesalers can give us a better price, which we gladly pass on to you! Serve also has very low overhead since many administrative and warehouse jobs are performed by volunteers who are very happy to work for Serve's food as their only compensation!

How many packages can I buy?

You can buy as many packages as you want in any combination. Just pay for each package when you order, then complete your 2 hours of volunteer service. Many people order more than one package each month. Serve offers 2 meat specials each month. These specials change each month, so we recommend that people order extras of their favorites, as it may be several months before we offer it again.

How do I Start a Chapter?

Call the Avon office toll free at 1-888-742-7363 and we will be happy to help you. We often make presentations to groups of interested people advising them on the start-up process. To start a chapter, you need a team of about 5 people to help take orders, package the food orders, and help with transportation of the food from the warehouse. You will also need a location in which to work out of like a church, community center, or public building. Your location should be easy to find, have good parking, and be handicapped accessible. It's easy, it's fun, and you get to meet lots of interesting people!