

## Home Delivery Program Overview

You'll receive a list of your clients the afternoon prior. It's between 3-5 clients typically.

Arrive at AFAC between **10:00-11:00 AM for Tues, Thurs and Fri drivers or 12-1PM for Wed drivers** (it's up to you, but be patient since we have many drivers and we hope they all don't come at the same time). Once you leave AFAC you should plan on about an hour. You should bring a mask, a water bottle, a helper, and ideally, wear an AFAC t-shirt. You may also want to bring your own supply of paper/plastic bags that you don't need back. We also have car magnets. We don't promise that they'll prevent parking tickets, but they may allow someone to give you some grace if you're double-parked. Just ask for one.

When you get to AFAC, you can double park on the street close to the dumpsters where clients may be lined up. There is a building that says 2704 S. Nelson Street (AFAC Warehouse). If there are no clients in line, you can pull into the loading dock space that is there. There is a doorbell to the right of the dock door. Ring it and a volunteer will let you in (or knock loudly). If you're really stuck, enter through the gray volunteer entrance at 2708. Tell the volunteer you're here for home deliveries and tell them your name. They'll wheel the crates out to your car (but if you want to help carry them, feel free). You'll get ONE crate per client (5), PLUS 1-2 extra crates full of meat, milk and eggs (more on that shortly). Each client's crate has his/her name on it because we put items in based on their preferences, so pay attention to that.

You can go in any order that you like, we group them by zip code, but not beyond that. I recommend calling the first client before you leave AFAC to say you'll be there in a few minutes. Many are elderly, infirmed, etc. and need time to get to the door if they're going to let you in the building. When you arrive, get their crate PLUS the items designated for them in the cold crate. Check the list for this (it's likely one milk, one egg, one protein, but if they're a large family, it's two milks and two different proteins). So it's ONE overflowing crate plus a bag (this is when the bags are helpful and is the helper). If you have a lot of bags, feel free to transfer items from crates to bags.

Knock, ring, call, etc. and tell the client you're here with their groceries. You do not have to enter their home. I advise against it. You can just leave it there and knock but DO make sure they open the door to get it. They may want to give you crates to return to AFAC (or unpack a little to return the crates).

Call the next person on the list and repeat the process.

Because nobody answers their phone anymore, don't assume they're not home. Definitely knock loudly. If after a few minutes nobody comes to the door and there are no instructions, you may need to come back. Call Kayla (she works with Lily in client services) at **571.384.1448** and we'll try to connect with them. Danielle's number is 571.384.1441 in case you can't reach her. The worst case scenario is that you bring the food back. If you do that, let us know because we won't check the client in and repeated "not home" clients have their deliveries suspended. We tell them to expect a volunteer on a set day and during a set window. If they're not available for any reason, we ask them to give us at least 24 hours' notice.

You may have a lot of crates to return. You don't have to do that in the same day unless they're bothering you in your car. If you come back, just leave them on the loading dock.