

# DRIVER INSTRUCTIONS

## For Volunteers Using the AFAC Van

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Thank you for agreeing to pick up food for AFAC. We serve approximately 2,500 client families every week. 40% of the food we distribute is donated to us. We rely on the help of volunteers like you to collect many of those donations.

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### **Access code & Volunteer door:**

You may be picking up the van or making the entire delivery when we don't have staff here. Volunteers enter the building through the single gray door by the loading dock. AFAC will issue you an access code that you will punch in the keypad to get in the building. The door has a traditional push & turn lock mechanism that you can unlock or lock from inside. **Please double check that the building is locked when you leave.** We will have security cameras outside the building and in the client waiting room but do not have an alarm system.

### **Signing out the van:**

Please sign out the van on the sign-out sheet found near the Volunteer door with your name, which AFAC van you are using, and time in and time out. Please also make note of any problems with the van (i.e. body damage, weird noises, etc.) Please send any noted problems to [volunteer@afac.org](mailto:volunteer@afac.org).

### **Loading dock:**

Please be extremely careful and **have someone outside of the car to guide you in** when/if you back into the loading dock. We don't have a bumper to stop you from hitting the building.

The loading dock door is automatic & simple to use with 3 buttons – Open, Close & Stop. If you are ever here when the power is out, please call a staff member for instructions.

### **Hydraulic lift:**

Volunteers are not permitted to use the lift due to a lack of training and for safety precautions. Please ask a trained staff member for assistance.

### **Weighing in food:**

The scale is built into the floor behind the lift. The on/off switch is on the back of the display. You can “zero” out any food that is already on the scale. Make sure the scale is measuring weight in pounds/lbs. Please subtract the weight of the cart, crates, etc. On the bulletin board by the loading dock, we have a chart with the weights of the carts, hampers, crates, etc.

Write the donation amount and date on the spreadsheet. If the store is not listed, please complete a donation form.

### **Storing food:**

Non-perishable items can be placed in bins in the warehouse. Donations from grocery stores will be stored in the warehouse. Please stack everything neatly on the shelves, on a pallet, or on empty crates. Trader Joe's drivers can leave food on the dolly/cart so we can pull it out first thing the next morning. **Do not put food directly on the ground.**

Perishable donations need to be stored on a dolly or wheel inside of cooler #3 or #1. Remember that we receive thousands of pounds of produce donations on Saturdays and Sundays in the summer and fall. Any extra room you can leave for the produce is greatly appreciated.

### **Parking the van:**

Monday through Saturday, please park the van where you initially found it. If you have trouble finding parking, seek a staff member for assistance. On Sundays, please park the van in front of the loading dock. **Do not double park the van.**

### **Lights out:**

Please check that the lights in the refrigerators and freezer are out. The lights in the renovated warehouse are automatic.

### **Scheduling:**

If you are unable to volunteer at your scheduled time, please alert your coordinator and/or the AFAC volunteer office at [volunteer@afac.org](mailto:volunteer@afac.org).

### **Recording your hours:**

Please sign in and out at the computer or blue binder when you pick up the van keys. Funders are always impressed with the number of hours volunteers devote to AFAC—the equivalent of 20 staff members last year. Let us know if you need instructions on using the online system.

### **Accidents:**

If you have a car accident, please complete an AFAC Accident Report. This includes bumping into the loading dock. The form is located in the vehicle. All completed reports can be left on the dry erase board next to the scale using a magnet. **Please take photos of any damage.** In case of an accident, please call the Director of Volunteer Services at 571-384-1441 or Director of Operations at 703-498-4806.

If you are injured in the warehouse, please fill out an AFAC Incident Report. Incident Report forms can be found on the shelf next to the scale inside the metal file folder. Please email the volunteer

department about the accident. All completed reports can be left on the dry erase board next to the scale using a magnet.

Thanks for volunteering!