

DRIVER INSTRUCTIONS

For volunteers using their own car

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.

Condition of food:

Please pay attention to the condition of the food and how it is packed when you pick it up. Pies, cakes, and cupcakes packed on their sides don't look appealing by the time they get to AFAC and our clients are reluctant to take them. If the store is packing items on their sides, you can politely let your contact know that those donations won't travel well. You can also email me later and we'll reach out to the store managers.

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. If you enter the codes incorrectly three times, the system will lock you out for 15 minutes. 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.

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 Tyree Speight at 571-497-1046 for instructions.

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 measured 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 or if the store isn't 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.

AFAC tries to practice a First In/First Out inventory system.

Extra Storage Rules:

- Bread – Bread is not stored in a cooler. If you have time, please put the bread on the bread racks on wheels that would be appreciated. Leave the bread racks in the client waiting room.
- Pastries – Pastries should be stored in cooler #3 or #1. If the store packed them sideways and you have time to turn them upright, please do. Individual portions can be put in crates.

Lights out:

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

Scheduling:

It is not the end of the world if you find yourself unavailable and nobody can do the pick-up. It would be ideal if you called the store to let them know nobody is coming that day. Likewise, if weather conditions are such that you are concerned to drive, please just skip it. It's not worth it.

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

Recording your hours:

For regular drivers running their regular routes, we will give you a set number of hours every month (most likely 2 hours). If you feel you are routinely working more or less than this average, let us know and we'll adjust it. You can enter in your own hours remotely if you choose to. We enter volunteer drivers' hours on a monthly basis, not right after the event.

Accidents:

If you are hurt at the warehouse, please complete an Incident Report located on the metal shelf on the loading dock. All completed reports can be left on the dry erase board next to the scale using a magnet. **Please take photos of any damage.** Please email the volunteer department of any

accidents or injuries. To contact the Director of Volunteer Services, call 571-384-1441 or the Director of Operations at 703-498-4806. Thanks for volunteering!