

Distribution Information Updated 2023

General Rules

- Sign-in: Volunteers should sign in via the computer at the volunteer sign-in station. Your PIN number is usually your phone number *without* the area code.
 - If you are having trouble, look up your PIN in the binder labeled PIN NUMBERS. It is organized alphabetically by last name.
 - If you don't have a profile, sign in via the blue book.
- Masks: Masks are optional at AFAC, but encouraged for distribution volunteers. We have extra masks if needed.
- Gloves: Gloves are required at the meat/milk/eggs, fruits/veggies, and misc. stations. Gloves are optional at the dry goods and bread stations.
- Stations: The station rules are displayed by each station. A Volunteer Coordinator will be able to tell you which station you are needed at for the day.
- Substitutions: We cannot substitute items at the stations (i.e. clients can't get double eggs if they refuse a milk).
- Restock: Most stations will have restock items in the coolers or along the wall behind their stations. If there is no restock, a warehouse staff member will be able to resupply.
- Multiple tickets: Clients are allowed to pick up for up to three families. If someone comes up to you with two tickets, they are picking up for two families, and they get double the items.
- Be polite: Some of our clients may be grumpy, but remember to always be direct and polite. If you have any issues, get a staff member to help.

Station Rules

- Door Helper
 - Open the door for clients and welcome them in. Don't let the waiting room get too crowded. If someone asks to use the bathroom, direct them toward the correct door.
- Dry goods table
 - Each ticket (regardless of size) gets 1 bag of beans, 1 oatmeal OR cereal, 1 rice OR pasta, and 3 different types of cans
- Meat/Milk/Eggs table
 - Small tickets get 1 carton of eggs, 1 milk, and 1 meat option
 - Large tickets get 1 carton of eggs, 2 milks, and 2 different meat options
 - Vegetarians: look for plant based meats in the freezer. If we have no plant based options, you can offer an extra carton of eggs.
- Produce table
 - Each ticket (regardless of size) gets 2 bags of veggies, and 1 bag of fruit
- Miscellaneous or Cold Choice or Frozen tables
 - Check with the warehouse how many items to give out
- Bread/Dessert table
 - Check with the warehouse how many items to give out
 - Collect all the tickets (use an empty crate to collect).