



## Home Delivery: Heritage House Drivers Procedure

*2nd Tuesday of the month: 12:15 – 1:15 PM*

All volunteer drivers will meet OPRF Food Pantry (848 Lake St.) at the beginning and at the end of their shift.

**Heritage House:** 201 W. Lake St.

1. Arrive at the Food Pantry by 12:15PM.
  - i. Park your vehicle by the delivery window
  - ii. Come into the pantry to sign-in and pick up your iPad, hotspot, delivery clipboard and insulated bags.
  - iii. The clipboard contains the apartment number for each Heritage House client and the proxy forms for the route's clients if needed.
2. Each Heritage House driver will be delivering groceries to around five different clients (3 bags per client). All clients on this route are located on different floors within the same senior living apartment building.
3. Please verify that your iPad or Kindle is connected to the Sprint mobile hotspot and that you are able to log into Food Bank Manager (on the Google Chrome app). If you were not provided with a hotspot and iPad, please ensure that you have a proxy form for each client on your route.
4. Load the insulated grocery bags into your car.
  - a. Please verify that you have **three** bags per client. Each bag is identified with a tag with the client's name and address.
5. All Heritage House clients are located in the same building (201 W. Lake St.).
  - a. You can park in the front circle of the building with your hazard lights on and unload the bags into the back lobby by the bank of elevators.
  - b. Another option is to let the front desk know you are there to deliver groceries from the food pantry and need access to the back door. The front desk staff will then open up the gate at the left side of the building that leads to the parking lot. Once you have parked in the lot, use the back entrance by the garbage cans to unload groceries into the lobby.
6. Bring the groceries to each client's apartment. Greet and identify yourself to each client as an Oak Park River Forest Food Pantry volunteer there to deliver food.
  - a. Please ask the client where they would like their groceries placed.
  - b. The Route Assistant will collect the client's signature while you unload the groceries.
  - c. Thank the client and wish them a "nice afternoon".
7. **Please take the Home Delivery bags with you!**
8. Repeat step 6 for the remaining clients.
9. Once you have completed your route, please bring the empty bags, clipboard, and iPad bag back to the pantry. Notify Adriana of any difficulties or needed changes to the route.

### Questions?

**Contact: Adriana:** [adriana@oprffoodpantry.org](mailto:adriana@oprffoodpantry.org) 708-386-1324 x1104

Updated: 9/26/2017