



Home Delivery: Drivers Procedure

2nd Tuesday of the month: 12:30 – 2:30 PM

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

1. Arrive at the Food Pantry by 12:30PM.
 - a. Park your vehicle by the delivery window
 - b. Come into the pantry to sign in, receive your route number, and to pick up your **iPad, hotspot, delivery clipboard, and delivery bags.**
 - i. The clipboard has information needed to complete ALL deliveries.
 - ii. Clients will sign for their delivery through Food Bank Manager on the iPads.
2. Each driver will be delivering about 50 lbs. of groceries to 6-7 different clients (3 bags per client) in the Oak Park and River Forest Area.
 - i. ALL deliveries will have 2 volunteers: Driver and Route Partner. No exceptions.
3. Verify that your iPad is connected to the Sprint mobile hotspot and that you are able to log in to Food Bank Manager (on the Google Chrome app). The Route Partner will be in charge of collecting the clients' signatures on the iPad.
4. Load the pre-bagged grocery bags into your car.
 - a. Verify you have ALL of the groceries you will need to complete your route (3 bags per client unless the route sheet indicates otherwise).
 - i. All frozen items will be transported in an **insulated bag** to maintain correct temperature during delivery.
5. **PLEASE NOTE:** Some clients might be receiving less than 3 bags. This will be indicated on your route sheet attached to the clipboard. Be sure to deliver the correct bag to the correct client.
6. Reference your **delivery clipboard** for directions, maps, and special delivery instructions for each route.
7. Once you arrive to your first destination follow any special delivery instructions.
8. Greet and identify yourself to the client as an **Oak Park River Forest Food Pantry volunteer** there to deliver food.
 - a. Ask the client where to place the groceries.
 - b. Take all groceries out of the bags and place them as directed by the client.
 - c. The Route Partner will search for the client in the food bank manager system (on the Google Chrome app) by last name and have them sign for their groceries
9. Thank the client and wish them a "nice afternoon".
10. **PLEASE TAKE THE HOME DELIVERY BAGS WITH YOU!!!**
11. Repeat steps 7-10 for each client on your assigned route.

12. Route Partners are in charge of helping the driver with directions, carrying bags, and collecting client signatures on the iPad.

Once all deliveries are completed return to the Food Pantry to return the bags and iPad and to sign out.

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