Home Delivery: Route Partner

Second Tuesday of every month: 12:30-2:30PM

Route Partners will start and end their shift at OPRF Food Pantry (848 Lake Street).

1. Please arrive at the food pantry by 12:30PM and sign in.
2. You will be assigned a Home Delivery driver to be partnered with. Each driver and route partner pairing will be assigned a **clipboard, iPad, and hotspot.**
3. Please help your driver load the assigned bags for your route into their vehicle. Each route has 6-7 clients, with 3 bags per client.
4. After you have loaded the groceries please find either Lauren or Adriana to be trained on how to properly collect client signatures in Food Bank Manager. As a Route partner, it is your responsibility to collect client signatures on the iPad using this program. Please see the attached instruction sheet. There is also a cheat sheet available in every iPad bag.
5. Reference your **delivery clipboard** for directions, maps, and special delivery instructions for each route.
6. Once you arrive to your first destination follow any special delivery instructions.
7. 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
8. Thank the client and wish them a "nice afternoon".
9. **PLEASE TAKE THE HOME DELIVERY BAGS WITH YOU!!!**
10. Repeat steps 7-10 for each client on your assigned route.
11. 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.

Contact: Adriana: Adriana: adriana@oprffoddpantry.org / 708-386-1324 x1104

Home Delivery: Food Bank Manager Procedure and IPad Cheat Sheet

1) Open Google Chrome or Safari
2) Food Bank Manager (soxbox) should open automatically. If FBM manager doesn't open automatically, search http://gcfda00690.soxbox.co/login

==Login: You will get this information when you arrive at the pantry==
==Password: You will get this information when you arrive at the pantry==

3) Select the "New Visit" tab on the dashboard screen.
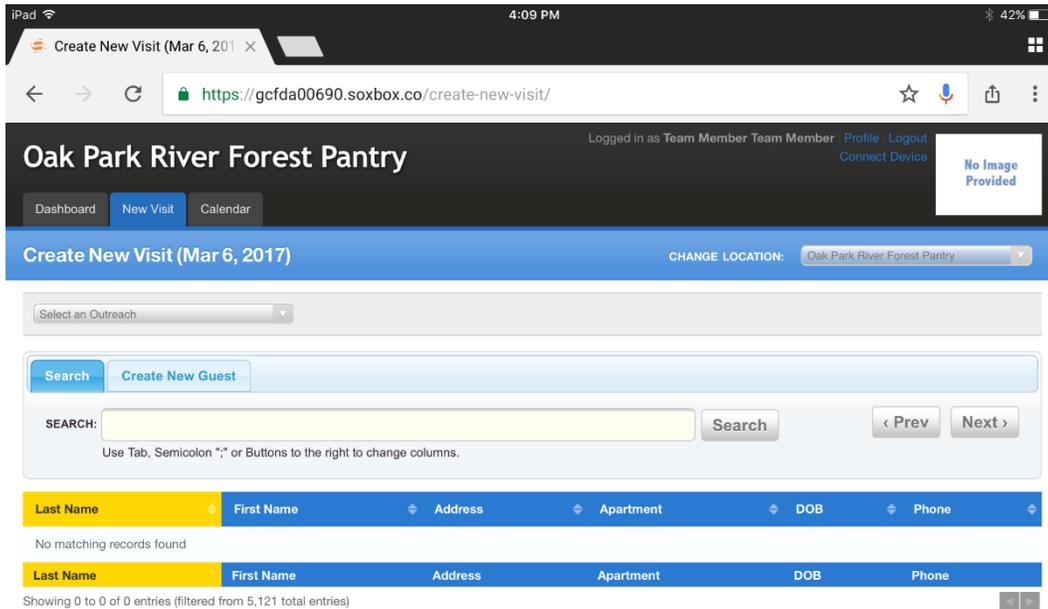
4) Click "Outreach" in the upper left corner. Select "Home Delivery Program Thursday".
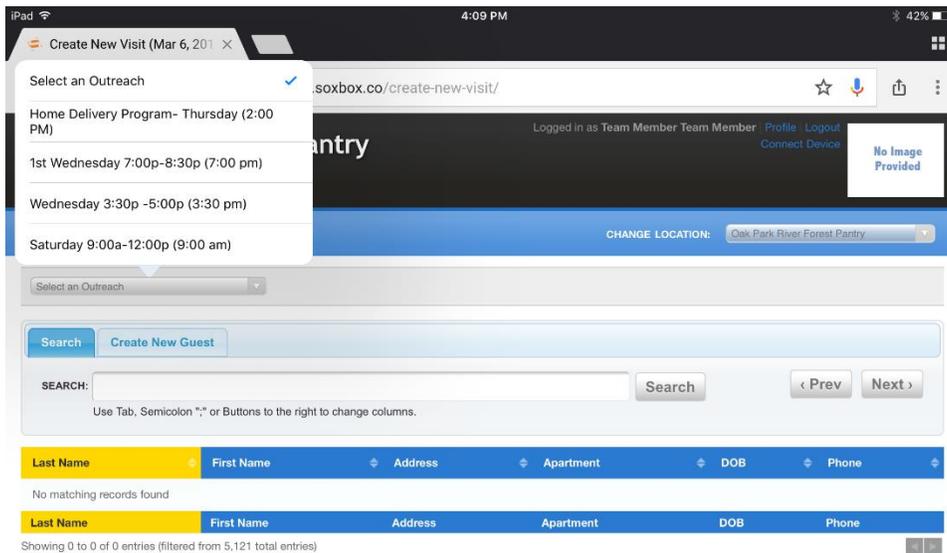
5) In the search bar type in the last name of the Home Delivery client separated from the client's first name by a semicolon.

Example: John Smith would be entered as: Smith; John
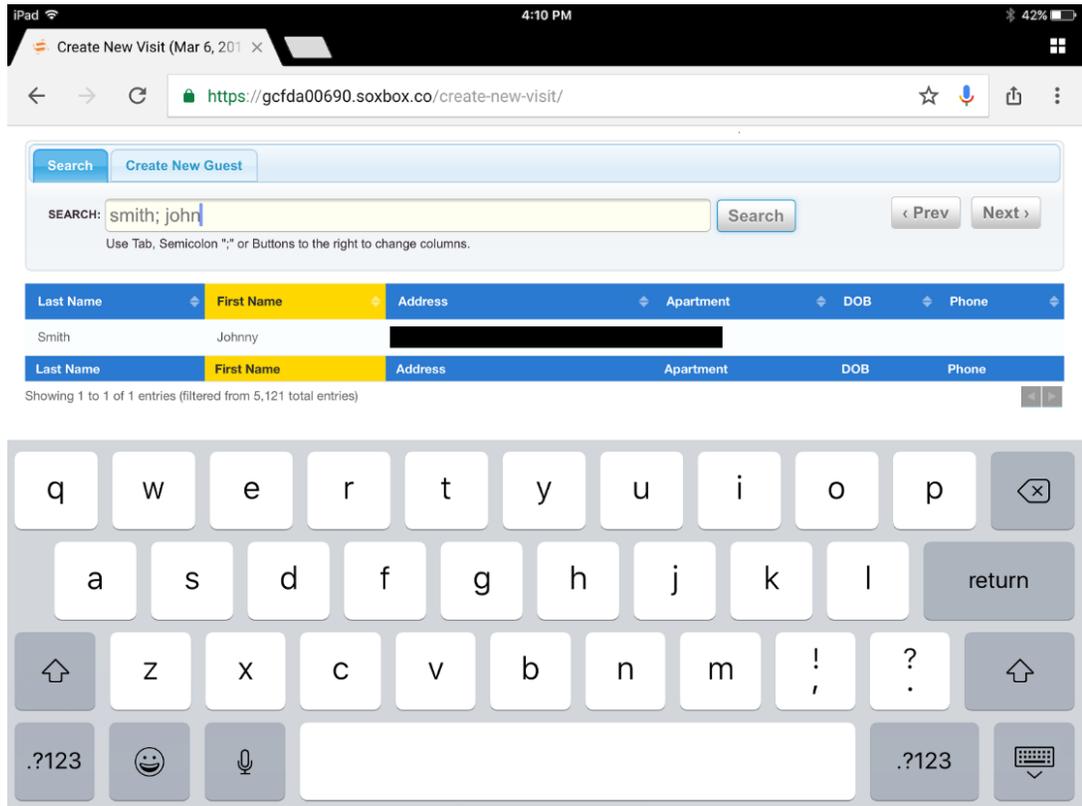
6) After you have found the client's name, double check that the client's address matches with the address listed on the route sheet. Select the client.

7) Scroll down to the bottom of the page. Ignore the SNAP questions (these are for during regular distribution only). Select "Request Signature".

8) Have the client scroll down the bottom of the page and press "I Accept". Another screen will then pop up prompting the client to sign their name. Have them sign their name with their finger or a stylus and press "I Accept." MAKE SURE TO PRESS **"SAVE VISIT"** AFTER COLLECTING THE CLIENT'S SIGNATURE.