

## **Instructions for ACCA Volunteers for Food Deliveries**

The following procedures should be followed when delivering food to clients in order to protect our volunteers, donors, and clients.

### **Weekly Survey**

The food captain will send an email early in the week with a link to a survey where you can indicate if you are available and if so, which days/times. Please complete the survey when you receive.

### **Receipt of Food Request**

The food captain contacts you to see if you are available to make a delivery.

You and the food captain agree on a time between 1:00 and 5:00 that you will be at the pantry.

The food captain sends the food request to you and the pantry workers and provides the pantry workers' contact information. The food captain will also send you the names of Spanish speakers to assist in making the call if you request assistance.

Call the client to ensure they will be at home when you expect to arrive. (For Spanish-speaking clients, a Spanish speaker can make this call for you.) You should make this call **as soon as possible** in case the appointment needs to be rescheduled. You may also send a text message to the client and may use English or a google translate if that works. **Always request confirmation** that the client received and understood, confirming they'll be home.

Tell the client to be outside the residence to pick up the food at the time of arrival and tell them they will get a second call when you arrive at the residence. [Sometimes the client may be ill or is otherwise unable to come to the car or send someone else to pick up the food. In that case, you will take the food to the door of the apartment or house, but will not go inside.]

If the client will not be available at the time of the appointment or doesn't respond to your calls, notify the food captain.

### **Pantry**

The pantry is a small white building to the left of the ACCA Child Development Center at 7200 Columbia Pike, Annandale, VA 22003.

The food is bagged by the pantry workers. The food will normally be available when the volunteer driver arrives, but sometimes you may have to wait.

When you arrive at the pantry, knock to let the pantry workers know you're there then proceed to load the groceries into your vehicle.

If it is late in the day, it is important to call the client again to ensure they are home before leaving the pantry.

## **Delivery**

Call the client when you arrive at their home or apartment complex. All deliveries should take place at your car unless the client cannot leave their home.

If the client is unable to come to your car, take the food to the door of their apartment or house. Call the client to tell them the food is at the door or ring the doorbell. In no circumstances should you enter the client's residence.

Occasionally the client is not at home when the volunteer arrives. You may return the food to the pantry if it is open. If it is not open, you should take the food home and return it to the pantry or deliver the food the next day if you are able to make a new appointment with the client. The food should not be left at the residence or with a neighbor.

If you are unable to deliver the food, advise the food captain. If you are unable to contact the client or to deliver the food the next day, the food captain will find another volunteer to deliver the food or advise the social worker that the referral is canceled.

Let the food captain know when you have completed the delivery.

### **Remember to:**

- **Stay home if sick**
- **Wear a mask as needed**
- **Wash hands frequently**