

TYPICAL WORK DAY – DELIVERY DRIVER

1. As a delivery driver, you should receive a “designator card” through the mail at least one week prior to the event. If this doesn’t happen, you’ll need to contact the event POC in order to coordinate with Christian Senior Services to establish a time to show up. Normally, delivery drivers arrive at Grace Place between 0900 – 1030. Recommend arriving 15 minutes prior to the time indicated on the designator card.
2. You’ll need to bring an ice chest or cooler for hot foods, as well as a cardboard box or similar container for non-hot foods. Deliveries will be made in the volunteer’s POV.
3. As you arrive at the facility, there will be two lines of vehicles being processed. It doesn’t matter which line you get in, they’re both for the same purpose. The first thing you’ll receive is a delivery packet. This will contain the maps for four to six families you’ll be delivering to. The families are usually in close proximity, sometimes on the same street or apartment complex. You can ask for a specific part of town to make your deliveries, but may not be accommodated based on the situation at the time.
4. As you progress through the line, you’ll receive greeting cards (from the Girl Scouts or other participating organizations), stuffed animals, flowers, and other extras to be delivered with the food. Once you get past all of these, the second-to-last station is where the food will be loaded. If your food containers are in the trunk or back of the vehicle, you may have to get out and assist the food loaders.
5. There will be one last station after the food is loaded. This is a table set up with volunteers to assist with any questions regarding the map, the delivery process, or any areas that may be vague or unclear to the driver. At this point you will leave Grace Place and make your deliveries. Once the food is delivered to the last family, you’re finished and do not need to return to Grace Place. Estimated time including travel to and from home: 2.5 - 4 hours.

NOTE: When these projects take place, there is always a wait incurred. There will be several hundred volunteers converging in a small area in a short time. **THIS IS NORMAL!** There is no need to get frustrated -- expect short delays and minimal waiting periods, as well as a healthy dose of confusion. Many of the volunteers working on-site will be first-timers, and may be covering for no-shows or volunteers that have cancelled.

NOTE: Most of recipients receiving this service are elderly and live alone. If you have children and would like for them to participate, the recipients are delighted to have children bring them their meals. Also, we’ve received feedback from volunteers on past projects that indicate this is a good lesson for their children on how others live, as well as the joy in helping others.

NOTE: After the event, share your feedback, good and bad, with the POC. This may give insight into what can be made better to help things out the next time.