

TYPICAL WORK DAY – ON-SITE VOLUNTEER

1. As an on-site volunteer, you'll need to show up at Grace Place by 0730. You'll enter through the back of the building, which will probably be the only entrance that's unlocked at that time. There will be a sign-in table by the door, ensure you sign the MOW volunteer roster. The AFSA POC will normally be around the table between 0730 and 0800 to ensure our volunteers have arrived. If the AFSA POC isn't there at the exact moment you sign in, take the time later to make contact and let him or her know you're on-site.
2. Once everyone has arrived, volunteers are gathered together for a quick briefing, and then divided into work groups. This will be set up as much in advance as possible, but the actual taskings will be contingent upon how many cancellations and no-shows there are, including the other organizations volunteering for the event.
3. The following jobs will need to be fulfilled: food loaders, portion counters, traffic control, and package distribution. When initially soliciting volunteers, Christian Senior Services will ask for a specific number to fill each of these jobs. This is based on past history and only serves as an estimate. It won't be determined exactly how many people will need to do each job until the morning of the event. This will be based on how many AFSA volunteers show up, as well as the attendance of other organizations supporting the project.

PACKAGE DISTRIBUTION – this person will be the first volunteer the delivery drivers meet as they proceed through the processing line. The intent of this job is to pass out a delivery package, a folder containing the maps of the four – six families the delivery driver will be delivering to. There will two processing lines, usually with three to four individuals in each line distributing delivery packages. Since the package distributors won't actually start until 0850, they can be used as food loaders or portion counters until then.

FOOD LOADERS – This can mean two things: Either transporting food from the kitchen to the heated trucks, or transferring food from the trucks to the delivery vehicles as they drive up. This will usually entail six to ten volunteers.

TRAFFIC CONTROL – This is a demanding job. Grace Place is located on the corner of a busy intersection, and several hundred delivery drivers will arrive at almost the same time. The main purpose of this job is to direct delivery drivers off of Babcock Road and the I-410 frontage road into one of the two processing lines for vehicles. This will normally entail three to four volunteers for each side of the facility, the side facing I-410 and the side facing Babcock Road. Since the traffic directors won't actually start with traffic until 0850, they can be used as food loaders or portion counters until then.

PORTION COUNTERS – Over 2,200 meals are served during these events. Some will be delivered in increments by delivery drivers, normally four to six families per vehicle. Other meals will be delivered in bulk, which can be several hundred. Because of the numbers involved, it's imperative that an accurate count is kept as meals are taken from the kitchen to the food trucks.

4. When all vehicles have proceeded through the lines, there may be delivery packages left over. In this case, on-site volunteers may be solicited to become delivery drivers. This doesn't happen often, but has happened in the past.

5. There will be a minor cleanup, supplies moved back into the building, etc, and all should be finished by 1130 or 1200.

Estimated time for on-site volunteers, including traveling to and from grace place: four to five 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!** Some folks will get frustrated, and you may hear an occasional horn honk or snide remark. However, these are the exceptions, and not the rule. Most of the volunteers are happy to be there, are very pleasant, and deal well with any waits or delays.

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.