

Grocery Distribution Volunteer Duties

Parking Lot Attendant (Monday 5 PM – 7:30 PM / Friday 9:00 AM – 11:30 AM)

1. At beginning of shift, come check how many guests are already in line to get a starting count
2. Help ensure that guests are parking properly in the parking lot
3. Direct the guests from the parking lot to the adult wing for lining up
 - a. If necessary, remind guests that the number they receive isn't based on when they arrive in the parking lot, but rather when they get in line by the adult wing doors
4. Keep a count of number of guests sending back to line and when get to 40, advise guests that they will likely not be able to be served this time and when they can try to come back
 - a. Will have a counter device to help keep track 😊
5. If there is a guest, who **absolutely cannot walk (not someone who just doesn't want to) to the adult wing** (e.g., we currently have a guest, Alice, who comes by Metro Access, whom we might need to serve from the parking lot), come get a laminated number for them from the Registrar, and when the Registrar gets to that number, they will come to the parking lot to sign that person in.

Registrar/shift supervisor (Monday 4:45 PM – 7:30 PM / Friday 8:45 AM – 11:30 AM)

NOTE: This position will be responsible for making any judgment calls about serving a guest; picking up paperwork and gift cards to be used for shift; ensuring that paperwork (food closet inventory of perishables, diapers/feminine products, and gift cards, tally and guest sign in sheets) get left for Carolyn and Debbie to pick up.

REGISTRATION/ORDER TAKING SHOULD BEGIN 45 MINUTES BEFORE THE START OF DISTRIBUTION

1. Greet guest
2. Ask for id
3. Check eligibility list
 - a. If on list, advise them when they are eligible to return and have order taker note it on their order form
 - i. Cross thru their number on the check in sheet
 - b. If not on list
 - i. Record name
 - ii. Record household number/# of children
 - iii. Ask which gift card they would like to receive (mark the selection with sequential number so that we may track when we've reached the capacity of 40)
 - iv. Hand them their gift card
 - v. Hand them laminate number matching their sign in

Grocery Distribution Volunteer Duties Cont'd

Order Taker (Monday 5 PM – 7:30 PM / Friday 9:00 AM – 11:30 AM)

REGISTRATION/ORDER TAKING SHOULD BEGIN 45 MINUTES BEFORE THE START OF DISTRIBUTION

Volunteer will be working side by side with registration

1. If guest is not eligible
 - a. Check the line next to no assistance provided and note when the guest is eligible to return
 - b. Cross thru the selection areas of both sheets
 - c. Hand the first sheet to the guest
2. If the guest is eligible
 - a. Check the line next to the gift card they received
 - b. If they received a gas card and want diapers/feminine products
 - i. Take their order
 - c. If they received a gas card and don't want diapers/feminine products
 - i. Cross thru the product selection and hand them the form which references when they are eligible to return – guest can leave at this point
 - d. If they received a grocery card
 - i. Check the box if they wish to receive a bag of groceries (if they don't want the groceries, line thru that selection NOTE: If you are able to determine that they are a "walker," ask if they want 2 bags or a single bag.
 - ii. Take their order for diapers/feminine products and perishables
 1. If they don't take any diapers/feminine products line thru that section
 2. If they don't take any perishables line thru that section
 - iii. If they only receive a grocery card, hand the first sheet to the guest
3. At this point mark the tally sheet for the guest selections, if any, to keep track of remaining product availability
4. If the guest is receiving anything in addition to a gift card, hand the order form off to the runner

Runner (Monday 5:15 PM – 7:30 PM / Friday 9:15 AM – 11:30 AM)

1. Take order forms to the food closet to be fulfilled
2. Place laminated numbers out on the hall tables associated with the guests' numbers just turned in to the food closet.
 - a. A basket with the laminated numbers will be accessible on one of the tables
 - b. A food closet volunteer will be setting out the order next to the associated number on the table when it is complete
3. Provide chairs for guests needing to sit
4. Return chair to rack at the end of the shift, or as those guests leave

Grocery Distribution Volunteer Duties Cont'd

Order Packer – two volunteers

Order Packer 1 **(Monday 5 PM – 7:30 PM / Friday 9:00 AM – 11:30 AM)**

Order Packer 2 **(Monday 5:15 PM – 7:30 PM / Friday 9:15 AM – 11:30 AM)**

NOTE: 2 long tables should be placed in the hallway; when the order is completed, it should be placed on the table next to its associated laminated number that the runner will have placed out when bringing the order to the closet.

1. Receive orders from runner
2. Fulfill the order
 - a. Volunteer 1 – complete the perishables order (if applicable)
 - b. Volunteer 2 – complete the diaper/feminine order and pull the grocery bag (if applicable)
 - c. Once both components of the order are completed, place on the order fulfillment table in the hallway along with the order form (all to be given to the guest) next to the associated laminated number.
3. At the end of the shift volunteers should:
 - a. Document what perishable items remain and count the remaining diapers/feminine products and leave for Carolyn and Debbie
 - b. Wipe down the table(s) with disinfectant

Distributor (Monday 5:45 PM – 7:30 PM / Friday 9:45 AM – 11:30 AM) – two volunteers

- Return the associated laminated number to a basket
- Pick up completed orders from the table
- Carry or using the wagon deliver the order to the guest
 - If needed, deliver the groceries to the guest's vehicle
- Retrieve the associated laminated number from the guest