

2022

Pantry Delivery Handbook



IMPACT

COMMUNITY ACTION PARTNERSHIP

Working together to change lives.

Thank you!

During these interesting times, we are grateful that you have chosen to dedicate your time to keeping families in Polk County healthy and safe.

The safety of IMPACT staff, volunteers, and the families we serve is of the utmost importance. The following pages will outline our food and personal pantry delivery procedures and we ask that you follow these closely to help us ensure everyone's continued safety and well-being.

If you have questions, encounter any issues, or would like to provide any feedback, please do not hesitate to reach out to us:

Tanner Haskin

Health Team Lead

Phone: 515-985-7633

Email: thaskin@impactcap.org

Kim Coulter

Community Engagement &

Volunteer Coordinator

Phone: 515-777-5532

Email: kcoulter@impactcap.org

Things to do before your first delivery.

Please send to our Volunteer Coordinator the following items:

- A copy/picture of your current (non-expired) driver's license.
- A copy/picture of your current car insurance coverage.
- Your cell phone number so we can reach you during a delivery if needed.

Things to have during your deliveries:

- A reliable vehicle and gas enough to complete a 10- to 30-mile round trip delivery.
- A charged cell phone to use Google mapping application for your route. You will also notify families when their order has arrived and may call or text for questions.
- You may also wear a mask when delivering.

Things to remember on your deliveries:

- Our mission is to help families meet their basic needs. The service you are providing plays an essential part in keeping families healthy, but also frees up areas of their budget for other expenses, needs and wants.
- We value integrity. We say what we mean and we mean what we say. The people we serve can rely on us to deliver to the best of our ability on every promise and commitment we make.
- Everyone is treated with dignity. We treat every person with equal respect and kindness. Regardless of their income, heritage, history or beliefs, they can expect to be treated well and offered hospitality.

Pantry Delivery Procedures

Before you arrive, we'll get things packed and ready.

Families will call into IMPACT at least one day prior to their delivery to undergo our standard intake process for the food and/or personal pantry. We will inform them of our no-contact delivery policies and give them a time window of when they can expect their deliveries to arrive. The following morning, IMPACT staff will package these items according to the families' requirements. Each household will have several bags that will need to remain together and will have the household's colored sticker and QR code on each bag. Each color and QR code will signify a different household.

The day before their scheduled delivery, families will receive a reminder text of their delivery time frame.

IMPACT staff will then create delivery loads for each volunteer on the day of delivery. You will receive a *Delivery Document* with all of the households and their addresses on your route. We can also provide a turn-by-turn delivery route straight to your smartphone that you can use if you'd like.

When you arrive, we'll give you what you need.

When you arrive at IMPACT, please pull around to the back of the building where you will have a pallet assigned to you with your deliveries for the day. Please ring the doorbell when you arrive and a staff member will open the garage door and show you which delivery pallet is yours. This pallet will include the food and/or personal bags to be delivered, a *Delivery Document* with all households and their addresses and contact information and an optional delivery route to your destinations.

Once you leave, the families on your route will receive a text notification that you are on the way.

Pantry Delivery Procedures

Making deliveries will be easy and contact-free.

To maintain everyone's safety, all deliveries will be contact-free. When you arrive at each of your destinations, there will typically be two types of residences: a home with an external front door or a home with an internal front door. First, consult the *Delivery Document* to see if there are any special delivery instructions. If there are no instructions, please follow these procedures:

External Door: For homes with external front doors (houses, townhomes, duplexes, mobile homes, apartments with patios/balconies, etc.), you may leave the food items on the front step or open area outside of the home.

Internal Door: For homes with internal front doors (apartments, multi-unit houses, residence homes, hotels, etc.) please leave the food on the front step or just inside the front foyer of the building (typically where the mailboxes can be found). Please do not enter the building and deliver to the individual's apartment door.

Notifying the families of their delivery is simple.

Once you have brought all of the bags to the family's address, you will scan the QR code attached on the bag to send them a text notification their food has arrived. To do so, follow these simple steps:

1. Open your phone's camera.
2. Put the QR code in the frame of the camera and wait until a link pops up (do not take an actual picture).
3. Once the link pops up, click the link.
4. This will open your messages. A pre-written message will appear as will the family's phone number. Please do not edit this message or number.
5. Once the message appears, click send (you can do this from your vehicle to reduce possible contact). Please do not respond if a family responds to this text.

Once you have sent the message, you may move on to your next delivery. Please do not call a family unless it is an emergency.

Pantry Delivery Procedures

Once you've made your last stop...

Once you have completed your last delivery, you're all finished for the day! Just make sure to bring any thermal bags back to the pantry before you begin your next delivery shift.

Unexpected issue? Call us!

Sometimes, things don't go as planned. If that happens, just give us a call and we are happy to help figure out the best answer!

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Scheduling Procedures

Scheduling yourself for a delivery shift is easy.

A typical delivery route (4–6 deliveries) takes about 2 hours to complete, so our delivery times are flexible to accommodate our families' schedules and yours. All you have to do is choose a time between Monday through Friday, 9 AM–4 PM, that you are free to take between 1–6 deliveries.

To schedule yourself for a delivery shift, just call or email our Volunteer Coordinator at least two weeks prior to the day that you'd like to do your shift. This two-week deadline is so that IMPACT staff can assess how many volunteers are available for the next week and schedule families for deliveries based on the number of volunteers available.

Want to schedule yourself a month (or more) out? No problem! There are no limits to how early or often you can schedule yourself.

Your schedule can then be viewed at this link (This link is not available on the IMPACT website, so we suggest you bookmark it!):

<https://www.impactcap.org/volunteer-calendar>

We ask that if you must cancel a route you have scheduled, you give us at least a 72-hour notice.

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