FOOD HERO VOLUNTEER INFORMATION AND FREQUENTLY ASKED QUESTIONS

Thank you for signing up to be a "Food Hero" and delivering food to the most vulnerable in our community. You are a major part of why this program is able to be sustainable and for that we are beyond grateful for you! Know you are truly heroes, helping the highest-risk and most in need individuals and families in our community, keeping them safe and helping solve for ongoing food insecurity issues, as a result of the pandemic.

Thank you for being a Hero! We couldn't do this without you!

KEY CONTACTS:
Kaycie Noble (Volunteer Coordinator) – 702-403-9893, kaycie@moonridgefoundation.org
Morgan Ettinger (Non-Profit Coordinator) – 815-954-8242, morgan@moonridgefoundation.org

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What do I wear/bring?
Your safety matters as much as the safety of 'triple threat' and most vulnerable to whom you are delivering.
- Wear a facial barrier and gloves throughout entire process. If you don't have them, the restaurant will provide them to you.
- We also suggest bringing hand sanitizer with you to sanitize when necessary.

What if I can't make my shift?
We understand things come up but please know these clients are counting on you to deliver their much-needed meals.
- **Notify Kaycie Noble at least 24 hours in advance if you are unable to make a shift**
- If have to cancel within 24 hours, please find a friend, colleague or family member to cover your shift, so we aren't left with meals that have been prepared and won't be able to be delivered to those in need

What do I need to do to register for the routing and delivery OnFleet app?
If you are registered on the United Way website by 2pm the day before your shift:
- You will receive a code to register with OnFleet
- Download the OnFleet app in the App Store in order to register the access code that is dependent on your phone number you provided us
- Your drop offs will be uploaded to the OnFleet app and you can access them the day of your shift
- It is important to note that your "location" for the OnFleet app must be switched to "Always Allow" in order for it to operate. This can be changed in your settings

If you were NOT able to sign up by 2pm the day before your shift:
- You will receive a printed-out route sheet when you arrive at the restaurant

Where do I go and what do I do when I get to the restaurant?
Each restaurant will have their own instructions for pick up so carefully read your e-mail for specific instructions.
- Show up at 11:00am at the restaurant location provided to you the day before your shift
- Your vehicle must be large enough to fit meal bags inside. *Do not put meals in the trunk or truck bed - SUV trunks are ok because they are air-conditioned. With rising temps, we want to make sure that food doesn't spoil!
- Double check that you have the correct number of bags before you leave the restaurant

I picked up the food, what do I do next?
Now the deliveries begin!
- Login to the Onfleet app or use the paper route sheet
- To view your route, switch tab on the top of the screen to "on duty"
- For every delivery, please call/text ahead to let the person know you are on your way. If you are using the OnFleet app, you will be able to navigate, call, and text the recipient all through the app. If the client doesn't answer the phone, please leave a message as they may not answer because it is an unfamiliar number
- Look at any special delivery instructions notes within each client. We do have clients with special medical needs that may have a preferred method of contact or there may be more detailed instructions for drop off
- You must start and complete the drop offs in order before moving on to the next one, marking success or failure as you go. If there is a client that you plan on returning to for a second attempt at delivery, mark the delivery as a "success" and if the second attempt is failed, notify Kaycie Noble or Morgan Ettinger

When you arrive at the client's home:
- Please keep air-conditioning running in your car at all times
- Knock on door and/or ring the doorbell and set the food at the door and move 6 feet away while you are waiting for the client to answer the door. We want everyone to be safe and socially distanced however it is ok for you to talk to clients from at least 6 feet apart. Many of them will want to thank you for your help!
- You do not need to provide pictures of the delivery

What if someone isn't home and I can't get ahold of them?
Our goal is to complete EVERY delivery however **DO NOT leave the bag if no one is home and/or if you don't see someone take the bags from the doorstep**
- With the rising temperatures, it is dangerous to leave food sitting in the heat
- **If there is no response to call/text/door knock/doorbell**, **call Morgan Ettinger for next steps**

If your schedule allows:
- Return to the address once you have completed the rest of your deliveries to attempt delivery again
- The last resort is to mark the delivery as failed and donate the meals to another individual/family on your route or a person you see while delivering that appears to be in need of a meal.

Do I have to do anything after I have finished the deliveries?
Provide feedback! Good news fuels our souls and constructive feedback fuels our improvement. That is why we cherish both.
- If you have a failed delivery and are unable to report it via the Onfleet app or are using a hard copy route sheet, please notify Kaycie Noble or Morgan Ettinger to inform them of the failed delivery. This is very important, as the clients we serve are extremely vulnerable and we need to ensure they are safe
- It is also great to know if you have any delivery tips. Even little things like; best place to park (especially in big apartment complexes) or specifics on where the drop off is, is greatly appreciated. We can then add those to the notes to make it more efficient for other volunteers who have the delivery in the future

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Thank you for your valuable time. We know there are many organizations you can choose support and we are lucky to have you as a Food Hero. You are making a difference!