



Food Program Volunteer Delivery Guidelines

Federation Volunteers play a crucial role in distributing food to community members experiencing food insecurity. Your assistance ensures that the Federation can continue supporting our community for years to come. Please find below some general guidelines for food delivery. Thank you for your invaluable service!

Delivery Volunteer Sign-Ups:

- Volunteers can sign up to deliver through a Sign-Up Genius. Links are made available monthly via the VIP Mensch Monday Email. Click [HERE](#) for the 2024 Delivery Schedule.
- Volunteers receive pick-up and delivery location information the week-of via email from the Federation Volunteer Coordinator by end of business that Thursday. If you do not receive an email with this information, you are not scheduled to deliver.

Delivery Volunteer Pick-Ups: Food deliveries for both Food Pantry and Shabbat Meals occur on two Fridays/month from two locations in Wake County:

- North Raleigh curbside at [Kaplan Catering](#) between 1:30PM – 2:30PM, unless other arrangements have been made with the Volunteer Coordinator. (9420 Forum Dr. Ste. 111, Raleigh- behind the new Target store)
- Southern Wake (Cary) at [Lowe's Foods Grocery Store](#) parking lot. An ETA is texted to each South Wake delivery volunteer as the meetup volunteer leaves Kaplan Catering. (ETA 1:30PM - 2:00PM- Near the free-standing Wells Fargo ATM- 6430 Tryon Rd, Cary, NC 27513)

Volunteer Deliveries: Before you deliver, please familiarize yourself with the following guidelines:

- For the curbside Kaplan pick-up location, **please do not park or exit your vehicle.** A staff member or volunteer will gather your deliveries and place them inside your vehicle.
- For the Southern Wake Lowe's Foods Grocery Store meetup, volunteers can approach the meetup volunteer vehicle and assist with gathering delivery items with the guidance of the meetup volunteer.



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- Please have your delivery instructions email available to match the addresses to each bag you receive when making your deliveries.
- You will receive Shabbat Mitzvah Meals **and/or** Food Pantry Bags for each delivery location with **client initials noted on each bag**, matching the addresses of your delivery instructions email. Your deliveries may include holiday related items as well. This will be noted in your pick-up/delivery instructions email.

Drop Off Information:

- Deliveries need to be made no later than 4pm. If you are unable to deliver by that time, please contact the Volunteer Coordinator.
- All recipients have been contacted prior to the delivery date and may have forwarded information about the delivery, so please be aware if there are any special delivery instructions included in your delivery instructions email.
Client names are omitted in keeping with client confidentiality guidelines.
- Knock or ring the doorbell to let them know you are there and either leave the items at the door or stand back and wave a friendly “*Shabbat Shalom*”.
- All recipients have been contacted prior and made aware that this is a porch drop off delivery process.

Should you encounter any concerns regarding the client upon delivering the items, kindly reach out to the Volunteer Coordinator either via email or phone.

When your deliveries are completed, remember to access your Volunteer Connect portal and enter your time [HERE](#) and enter any notes if you have concerns about the delivery. Click [HERE](#) for the Connect Portal Tips Sheet.

Please let the Volunteer Coordinator know ASAP if you are unable to deliver. If you do not feel well or have a fever or have been in contact with someone who has Covid-19 or flu symptoms, **DO NOT VOLUNTEER!** Your health and safety are more important!

Questions? Contact the Federation Volunteer Coordinator or call 919-676-2295.

Thank you!