

## Client Deliveries Guide

### Start

- Arrive at [Talmage Terrace](#) by the back receiving doors (see right).
  - If the doors are locked, walk to the front lobby, turn right down the hall, take the first staircase on your right, and turn right again at the bottom of the stairs. Push through the double doors to the receiving room and prop open the back door for others.
- Collect the cooler key in the downstairs drawer by the cooler.



### Volunteer Check-In

- Check on GivePulse how many volunteers to expect during your shift. This is also a way to locate the contact information of any volunteers who are late and may have trouble finding Talmage.
  - **Remember:** All passengers must be approved to volunteer at deliveries and approval requires a background check that can take up to 3 business days to process. The delivery logistics manager will approve or deny volunteers before deliveries on GivePulse.
- When volunteers arrive, sign them into their shift on GivePulse, so their service hours are accounted for.
- Give volunteers a rundown of what they will be doing, where the food came from, and where it is going. Shift Captains can also answer other questions about Campus Kitchen during the delivery route.

### Deliveries

- Grab a route sheet, “We Missed You” signs (see right) and a pen. Be on the lookout for any additional paperwork, extra soups/sides, or handouts to pass out to clients (e.g. delivery date changes due to school breaks).
- Load the amount of meals needed for your route into a cooler with ice packs, being careful not to tip meals if they contain liquids that can spill. Grab all the cooler bags with the names of the clients on your list and double-check that you did not grab someone else’s bag or left one behind.
  - **Note:** Some bags have special directions (e.g. should be taken upstairs to the Talmage kitchen staff cooler or left in the cooler for Thursday delivery).
- Leave the cooler unlocked in case other drivers return before you and need to place remaining food in the cooler.
- Drivers will need to be with their passenger (i.e. volunteer) at all times during the deliveries and in client houses. If desired, have the passenger assist with calling and/or directions, then direct them to help bring in bags and meals to



the house.

## Route 1 : Watkinsville

Friday, April 14, 2017



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1. Call each family in advance.
2. Take cooler of food to each family, and help them empty the coolers if they want.
3. Ask if they have any reusable containers from the last delivery (can put back into empty cooler) and indicate on directions.
4. Do not leave food if they are not home.
5. Bring back empty coolers and leave at Talmage Terrace. Also please leave these directions in the folder so we can track container returns as well as indicate any changes to procedure/directions.
6. If there is food in the cooler make sure to put back into walk-in refrigerator do NOT leave out of cold holding.
7. If there are issues Call Brad Turner, CK Coordinator, at 757-903-9095.

**Person Delivering:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Total number of containers: 15**



**Turner**

Morrison Street  
Watkinsville GA 30677  
(706) 769-5832  
(678) 517-7177

Number of Containers: **3**

Food Delivered? (Y/N) \_\_\_\_\_

Number of Containers Returned \_\_\_\_\_

### Driving Directions:

Directions: 1) Head southeast on Riverhill Drive toward Beacham Drive. 2) Turn right onto West Lake Drive. 3) Turn right onto South Lumpkin Street. 4) Turn right onto Macon Hwy. 5) Slight right onto White Oak Road. 6) Turn left onto GA 15-S/US-129S. 7) Turn left onto GA-15S/GA-24 BUS W. 8) Slight right onto GA-24 BUS W. 9) Turn left onto Colham Ferry Rd.

### Sample Route Sheet

- While on your route, call the client ahead and let them know you are on your way. (One trick is to have one person look up the route on their phone to know the estimated time of arrival so you can tell the client, but there are paper directions available as well on your route sheet.)
- If they do not answer the phone, leave a message if possible (see **MISSED DELIVERIES**). If there are issues with a phone number, try another one if available, but make note of it on your route sheet.
- Politely explain you are with Campus Kitchen and that you are on your way to deliver their meals. Make sure they are home or can direct you to a neighbor to receive the meals from you.
- Drive to their house, grab the amount of meals you need from the cooler, along with their labeled grocery bag. You can have your passengers help with carrying things to the doors and unloading inside. Follow any special notes on your delivery sheet, such as which door to knock on and if there are particular needs of the client. Be patient as it may take some clients time to get to the door.
- When they answer, greet the clients and ask them where they would like you to unload their bags. They will usually point you in the direction of the kitchen to put them on the table. Unpack the bag, letting them know what certain items are, if necessary. Do not leave the

grocery bag with the client. Some clients will not wish for you to enter their home and will take the bag to unload themselves. Respect their wishes at all times.

- Ask the client if they have any clamshells to return (we will wash and reuse them). Make note of how many were returned on your route sheet. If none are returned, ask them to try and save clamshells next time. Unless the clamshells are particularly unclean (in which case keep them closed), lay them open/flat and stack them together with returned clamshells from other houses.
- Return to your vehicle to record any information from that house, set your route for your next destination and call the next client.

### Missed Deliveries

- If you are unable to deliver to a client, ***DO NOT leave the meals/bags on the doorstep. Return any undelivered meals to the cooler at Talmage.***
- Scenario 1: If a client answers the phone, but they will not be home Monday, Tuesday or Wednesday.
  - Apologize for missing them this week, and inform them that we will try again in two weeks. Write in the notes section of the route sheet about the missed delivery and any reasons why they were not home (e.g. in the hospital, out of town, etc.).
  - Please distribute their extra meals and bag items into other client bags on your route. *However, only do this if you are certain they will not be home to utilize it this week. (If possible, give more meals to bigger families but distribute fresh foods equally among the remaining bags.)*
  - If this is the last house on your route, remove the bag tag from the bag and return the prepared meal and grocery bag to the cooler to be taken to the ACCA the following day. *Send a message in Slack about the missed delivery, so the delivery can be rescheduled.*
- Scenario 2: If a client does not answer the phone and they do not come to the door.
  - First, call all available numbers once again.
  - Check delivery notes for any alternative places (e.g. neighbors, family) you can drop off the food to.
  - Fill out and place “We Missed You” cards on the door.
  - Make a note on the route sheet that we were unable to deliver their meal. Return the meals and grocery bag with bag tag to the cooler at Talmage. *Send a message in Slack ~~or to Brad~~ about the missed delivery, so the delivery can be rescheduled.*
- **A staff member will deliver meals to missed clients on Wednesday if they call the office on Wednesday.**
  - If a client is not home, they have less than 24 hours to call the Campus Kitchen office phone (706-542-0891) to arrange a makeup delivery. They have the opportunity to receive meals between 11:30am-2:00pm and 3:30-5:00pm. They will forfeit their food if they do not call,

are not home for a second time, or will not be home during the two delivery times available.

- **Any leftover bags/meals will be donated to the ACCA on Thursday.**
  - Any remaining bags and meals left in the cooler after Wednesday will be donated to the ACCA with the Thursday Packaging shift. Shift Captains will remove any bag tags without an (\*) and put bag tags in the bag tag container and take bags with (\*) tags as is to the ACCA for GRG distribution.

**Return from Deliveries**

- Wipe down the inside of travel coolers with sanitizing wipes.
- Make sure that any undelivered meals and grocery bags are in the cooler and that no food is left outside. Return ice packs to the freezer.
- Coolers should be stacked inside the cooler on the right.
- Remove all name tags and place them back into the plastic box on the desk.
- Place empty grocery bags back onto the shelf to the left of the cooler door.
- Return your route sheet to the Deliveries binder.
- Place any returned clamshells on the shelf to the right of the desk.
- If you are the last delivery driver to return, lock the cooler and return the key to the desk drawer.

**FAQ**

- Any advice for talking to a client?

<b>DO'S</b>	<b>DON'TS</b>
Use the words "meals" and "groceries."	Use the word "food" as sparingly as possible.
Use your first name only.	Use your full name.
Some clients receive multiple meal services. Distinguish yourself with a greeting like - "Hi, my name is Brad from Campus Kitchen, we do your meal delivery every other Monday. I'm calling to let you know I'm about 10 minutes away with your groceries."	Give out your personal contact information (phone number, social media contact).
If a client still does not recall you, state that you have their contact information through the Athens Community Council on Aging.	Cut off a client mid-sentence.