Nourishing Our Community
Home Delivery Driver Hand Book

Updated for COVID-19
Now more than ever, thank you for helping to ensure that anyone who needs a healthy meal can get one.
Keeping everyone safe during COVID-19

- Maintain a minimum 6-foot distance between yourself and others
- Do not shake hands or engage in any physical contact
- Cough or sneeze into your elbow or a tissue that you then throw away.
- If you are sick or at higher risk, stay home. You can send a healthy friend or family member to get your groceries.
- We have temporarily changed the way your food is packaged and provided to you.
- All tables and surfaces in contact with food must be cleaned and sanitized before and after the distribution. Don’t forget the edges and frequently touched surfaces and carts used for moving food too.
- The Site Leader/Delivery Coordinator should contact your Second Harvest Program Manager if you need more gloves or cleaning supplies
Volunteer Home Delivery Drivers

Individuals who volunteer to deliver to the homes of senior and other home-bound clients.
Second Harvest will pair each volunteer driver with a distribution site in the community.

Volunteer responsibilities

• Arrives at the distribution site and helps prepare food for delivery.
• Use their own cars to delivery to clients homes.
• Must follow pre-established route
• Must exercise good judgment at all times
• Must have consistent attendance - clients look forward to home deliveries and seeing the drivers!
Volunteer Requirements and Rules

- Be at least 18 years of age and have their own vehicle (14-17 year olds may participate but must have a parent or guardian present)
- Follow compliance protocols by providing a valid driver’s license, proof of current insurance and completing a brief background check.
- Sign a Volunteer Agreement
- Follow Food Safety and COVID-19 Health Guidance
- Have excellent client service skills and have a desire to interact with older and/or disabled clients
- Able to lift 35 lbs
- Not allowed to enter homes
- Not allowed to accept money from clients
When you are preparing your deliveries

- Check-in with Site Leader to track volunteer attendance and to determine delivery route.
- Familiarize your self with location of food safety materials, gloves and hand sanitizer will be provided.
- Load boxes and any extras for each client.
- Window clings and identification badge available.
- Report back to the site leader any changes/concerns about clients, as well as clients who weren’t home.
- Drivers must give advance notice to Second Harvest and distribution site leader in the event of absence.
Making the delivery

- Boxes should be left at front door of residence. There can be no interaction with the client.
- Someone must be home to accept the boxes, call the client to inform them the box has been delivered.
- Deliver food as packed without opening
- Report unsuccessful deliveries
- Return boxes to site if distribution is still open. If site is closed please give to a neighbor or someone in need.
Remember

• Sanitize hands before/after each delivery and wear gloves at all times.
• Consider wearing a simple mask/face covering to protect clients from your germs.
• Make notes on anything that concerns you to share with site coordinator.
Remember

- Don’t enter clients’ homes.
- Don’t have any physical contact with clients.
- Don’t forget to wear clean gloves at all times.
- Don’t forget to sanitize hands before and after touching your face and between drop-offs.
- Don’t forget to keep 6 feet between yourself and others at the distribution site while loading your vehicle.
If you encounter an emergency at a Brown Bag client’s residence

- Call 911 immediately
- Call the Site Leader
- Remain outside the residence without trying to lift or move the Brown Bag client
- Complete an Incident Report
Safety reminders

• Be aware of surroundings and mindful when parking at the client’s home
• Follow local driving laws and always go the speed limit
• Do not overload delivery vehicles and/or make it hard to drive
• Always remember to lift with your legs, not your back
Pop Quiz!

• What must a volunteer wear at all times AND switch out for new ones, when changing stations?
• What must a Delivery Driver do if they will be absent in a future shift at their distribution?
• If there is an incident, what are the steps one must take?

Please send answers to: Suleyma Prado sprado@shfb.org
Thank you for making a difference!
Questions?

Contact
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