

Food Delivery Instructions

Thank you for volunteering to make food deliveries on behalf of Good Shepherd Lutheran Church. The opportunity to help our neighbors, to share our bounty, is a worthy effort. Scheduling is done through the church office, with advanced notice to volunteers for easier planning. For e.g.:

Food Delivery September--December 2018		
Month	Team A First half of month	Team B Second half of month
September	Volunteer Volunteer	Volunteer Volunteer
October	Volunteer Volunteer	Volunteer Volunteer (<i>extra week: Volunteer</i>)
November	Volunteer Volunteer	Volunteer Volunteer
December	Volunteer Volunteer	Volunteer Volunteer

If your scheduled time will not work, please try to trade with another volunteer. Please contact the church office (352-1732) with any changes that are made. If you have any problems finding someone to switch with you, contact Patty Hart (378-4646)

How the program works

Empty tomb receives referrals from various social service agencies in town regarding people, who have a short-term emergency need for food that cannot be met by an agency. Empty tomb then contacts the church office. When Good Shepherd receives a call, the office manager will contact the team members scheduled. Be prepared to make two deliveries during your scheduled month. Food requests normally come in the first part of each week.

You will be given the name of the family, the address, a contact phone number, the number of people in the family, the circumstances of the need, and if there are any known special food needs. Please keep in mind that food deliveries should be done as soon as possible.

Pre-Delivery Preparation

1. A team member will contact the family in need. Use *67 to block your home or cell number, phone the family, and identify yourself as a member of GSLC. Explain that you are calling in response to a request from Empty Tomb to deliver food. Alternatively, you may want to make the call using the church phone.

2. If a phone number is not available, Empty Tomb will provide the necessary information.
3. Inquire when a family member will be home to accept delivery.
4. Ask about specific dietary, and types of food needed. For e.g., meats, condiments, what % milk they prefer, coffee (regular or decaf), etc.
5. Ask if personal hygiene items or household cleaning items are needed. For e.g., toilet paper, Kleenex, toothbrushes, soap, laundry detergent, dish soap, etc.
6. Inquire if there is a stove, refrigerator/freezer, and storage space available.

Menu planning

1. Consider the number of days involved and the number of basic meals the family will need to prepare for the week. Shopping lists and suggested menus are on the pantry shelf.
2. Go to the Loaves and Fishes pantry (in the GSLC kitchen). Pack up necessary canned goods, meal items, staples, and household supplies if needed. Check the freezer for any possible items. There is a freezer bag available to keep items frozen. Remember to bring extra grocery bags. Frozen items will need to be transferred from freezer bag at the time of delivery.
3. Put a Good Shepherd enclosure card in one of the sacks. These are located on the shelf in the pantry.
4. Note any items you will need to purchase that were not available in the pantry.

Store locations

Currently, we have accounts open with the County Market Store located at 2901 West Kirby, Champaign (Kirby and Duncan), ValuCheck at 1914 Glenn Park Dr., Champaign, and the County Market Store at 331 E Stoughton St, Champaign. Other stores may be used, but you will have to pay out of pocket and get reimbursed by the church.

Purchasing additional items

1. Pick up the County Market MAX saver card from the church office. If after hours, make arrangements with office manager.
2. Go to the Customer Service Counter and indicate that you are a member of GSLC and have an "in-store" purchase. The clerk will fill out two forms, which will need to be signed by one of the volunteers.
3. Bring signed forms to the cashier. Remind cashier that it is a tax exempt purchase. You will receive one form copy and the grocery receipt. You will need to return the form, receipt and max card to the church office.

Making the food delivery

1. Locate the address and when the individual answers the door, announce that you are a member of GSLC delivering food.
2. Relay to the family that should they have further needs, they should convey them to Empty Tomb.
3. Say "Goodbye and God bless you."

4. If you cannot deliver directly due to a mix up, you may take the delivery to Empty Tomb, 301 N. Fourth St., Champaign during 9:00 am and 5:00 pm, M-F.

Thank you for your service.