

Volunteer Protocols and Guidelines

Welcome,

During this especially challenging time we understand the necessity of maintaining social distancing specifically for those at-risk. To mitigate the disease among these individuals and promote social distancing, we created a platform that pairs young and less vulnerable individuals with those who should avoid leaving the house at all costs. In order to ensure that each participating individual or family executes a safe, efficient, and convenient transaction, we have created the following guidelines that **ALL** potential volunteers must follow:

Initial Registration and Confirmation for Volunteers:

A. REGISTRATION

1. Go to our website: delivertogether.org
2. Press on the “Volunteer” page in the menu-bar
3. Enter your information:
 - i. This will include your name, phone number, email address, and town/city you live in
 - ii. We ask for your town/city in order to match you with clients who live nearby
 - iii. Please keep in mind that you must have a valid driver’s license in order to be considered

B. CONTACT

1. Once registration is complete you will receive an email confirming your registration and an interview will be set up to ensure eligibility and fit.

C. CONFIRMATION

1. After your volunteer status is approved, your contact information will be added to the database, and connected, as appropriate, with clients to complete delivery requests
2. You will be prompted to create a @delivertogether email account in which you will receive notifications for orders and any updates regarding the this non-for profit organization
 - i. Instructions for setting-up the email account will follow via email

Delivery-Request Process/Guidelines for Volunteers

A. GENERAL GUIDELINES

1. For each request you will have 3 days to complete the delivery to provide flexibility and accommodate your time. Therefore, you will rarely have to complete a delivery request during the school day hours, unless a PICK-UP for delivery time is specified; in such a scenario, if you cannot complete the order, inform your local town manager and it will be assigned to someone else. Alternatively, the store and your client can reschedule the PICK-UP for another time if needed
2. A volunteer is not allowed to complete more than two orders per week (preferably one) to ensure our volunteers' safety and security

B. DELIVERY-REQUEST

1. You will be assigned orders based on your location to ensure efficiency and safety
 - i. Occasionally you may need to drive beyond your town/city to complete a delivery request, but this is an exception
2. If an order is placed and the client is connected with you, then you will receive a notification on your @delivertogether email along with the client's information: his/her name, phone number, email
3. Once you receive the client's information you have **three days** to complete the delivery-request (For example if you received a request on Monday you must complete it by Thursday); if you receive an order for **PICK-UP** with a specific date and time you will be notified at least 3-days in advance to ensure you have time to confirm your availability. If you are not available at the specific time, notify your local town manager
 - i. On the day you receive the request, you should reach out to the client to introduce yourself via text/phone
 - ii. The client will give you his/her address, will email/text the order, and will notify you where the money will be left for - **for cash orders only**. If there client did not leave you with enough cash to complete the purchase then notify the client and purchase only essential items.

- iii. Delivery-Requests that are to **PURCHASE** groceries in a store are **NOT** to exceed **15 items**; if a client makes an order of more than 15 items please inform them to remove groceries from the order.
- iv. A **PICK-UP** for delivery request has no specific limit to the number of groceries, as the volunteer never has to enter the store; however, the number of groceries should be reasonable and all should be able to easily fit in the vehicle
- v. In the case when a client prefers to pay with debit/credit card, then you would need to go to the store and call the client when you are at the register paying for the groceries: verbally communicate the card number to the cashier register to complete the purchase; this purchase option is not available at every store, you must confirm if this is a viable option. Before heading into the store you should confirm the client's availability, so when you perform the purchase he/she is readily able to give you the card number.
- vi. Please take a picture of the receipt and send it to your local town manager - this is to ensure that no money was lost during the transaction.
- vii. If the order is only a **PICK-UP** groceries for a specific time then you only need the client's address to drop off the groceries.
- viii. Once you have purchased or picked up items return to the client's home and drop off items on his/her doorstep or in the garage and notify the client that you have arrived.
- ix. Return any unused money and receipt to the client.

C. COMPENSATION

1. Volunteers are **NOT** to accept any form of compensation - this is strictly a volunteer initiative; if a client is persistent and would like to immediately donate funds after the order direct him/her to our GoFundMe page:
<https://www.gofundme.com/f/delivertogether>
2. Notify **Deliver Together** that you have completed the order, this will be directed to the person managing orders in your town/neighborhood
3. You may be eligible to receive compensation for gas atp \$0.17 per mile rate; however, we cannot guarantee that you will be compensated, as this is strictly a volunteer organization. Please estimate your mileage activity when performing deliveries to receive accurate compensation when possible.

Safety

A. SAFETY GUIDELINES

1. All volunteers must take safety precautions especially during this difficult time
2. When leaving your house to complete an order **YOU MUST** wear gloves, a mask, and any other protective gear that limits exposure of your body to the open air
 - i. This is to maintain your safety and security as well as your family's health
3. If a volunteer does not possess gloves or masks contact your local **Deliver Together** town manager who can be provide you with this protective gear
 - i. With funds and donations given to the **Deliver Together** organization we have been able to collect and distribute gloves and masks to ensure the safety of our volunteers

Thank you and stay safe,

The Deliver Together Team

Please Sign and Date Below to acknowledge these protocols and accept any and all risks associated with our platform, including but not limited to: car damage, injury, or sickness while completing these orders. We are a volunteer organization who seek to assist those in need and are not responsible for anything that occurs to you or your possessions.

By signing below, you agree to these terms and conditions

Email a picture to delivertogether@gmail.com

Volunteer Signature: _____

Date: _____

Parent/ Guardian Signature: _____

Date: _____

* We reserve the right to not accept a volunteer at our sole discretion