



March 21, 2020

TO AIFC VOLUNTEERS

The AIFC is planning to stay open for as long as possible in this crisis situation. The Governor has declared a Stay Home Order for everyone except for essential services, such as going to the grocery store or going to work. For our clients, we are their “secondary” grocery store. Secondly, we expect there will be more who need our services as layoffs occur and/or businesses close. However, in doing this we want to make sure our volunteers are safe as well as our clients.

Anyone who is sick or is vulnerable due to an underlying health condition should not come in. Just let your team leader know. We also know that many of you have family or spouses wanting you to remove yourself from all risk. Your support to AIFC in the past made us into an important part of our community. We value your return to help us when you can. For those who can help, we appreciate your willingness to help in transitioning to a new way of doing business to protect both you and the client. Following are the new procedures and practices that we have implemented:

Registration Room/Parking Lot:

1. Client car pulls up and parks.
2. Volunteer (let’s call them the Greeter) goes out, greets them and puts hand written number (in front by door) on the windshield. Lets them know that someone will be with them shortly in order of their number.
3. Volunteer (let’s call them the Processor) goes out and gets their name, checks ID, DOB (for record verification), number in household. A pre-made form will be available. The form is then taken by the Processor back into the reception room and given to the Front Desk Volunteer (FDV).
4. The FDV then approves it and enters it. She then places it on the corner of the desk and the Greeter retrieves it, takes it back outside and places it under the wipers of the car windshield.
5. The car can then proceed to the back to pick up food.
6. Notes:
 - a. It is recommended that a minimum of 3 volunteers (Greeter, Processor, and FDV) operate the front room.
 - b. FDV must remember to enter all non-homeless clients on EFAP sheet and sign-in sheet by signing COVID-19 instead of their name.
 - c. The Homeless will be provided their bags from the Registration room while they wait outside.

Warehouse:

1. Pre-bagging of food is important and will make the process go faster. Racks have been set up by the back doors for the bags. We will use the back tables to create more inventory of bags. After working through several scenarios, here is what actually worked:
 - a. The bagging menu is for 1 to 3 only. It takes 2 bags to create one set. All clients of 1 – 3 get one set.
 - b. If a family is 4+, then they get two (2) sets. It is important to know that no one will get more than 2 sets of food (no matter the number in the family). It takes about 2-people to keep this moving.
 - c. One person must be there to bag EFAP.
 - d. One person must be there to bag for homeless. At least 10 homeless bags need to be pre-made and moved into the Registration room to hand out to homeless clients.
 - e. One person bags the fruit and vegetables together (wear gloves) and puts the bags in crates near the back door for easy access.
 - f. One person bags the potatoes (wear gloves) and puts them in crates near the back door for easy access.
2. One person is necessary to hand out the groceries. They pull the form from the car wipers to determine if the client gets 1 or 2 sets of backs (plus how many EFAP). This person also fills the large white cooler with milk, eggs, milk, and meat (include a couple ice packs) and moved it over by the back desk on a cart in order to easily access it and not run back and forth for each client.

Notes: This takes a minimum of 5 to 6 volunteers to get all this done. If all the pre-bagging is done the hour before opening, these volunteers would be able to leave. The warehouse still needs to be cleaned and wiped down after closing.

We need everyone to follow these practices in order to keep everyone safe. We appreciate your cooperation. If you are receiving this message and could volunteer for the Saturday opening, please let me know.

I hope you will join with us in extending this opening so that we can serve our clients. It is our intention to be open on Saturday, March 28. We are currently polling our Saturday clients to see if they can come another day or if not, if they can come in a shorter window. We will keep you posted.

Sharing the Blessings,

Sandy Bassett

SANDY BASSETT
AIFC Board President