

Glen Ellyn Food Pantry

Volunteer Direct Connect Driver Guidelines 1/17/18

Volunteer Hotline Telephone # 630/469-6988

(Direct Connect Volunteer Driver Guidelines3.doc)

Our volunteers are the basis of our success as an organization and we would like to take this opportunity to give heartfelt thanks to you all. We are feeding more families than ever before because of you and our wonderful retail partners. Your dedication to the mission of GEFP is appreciated.

In an effort to better streamline and standardize our procedures, this informational sheet has been prepared to assist our volunteers. Here are a few points to remember.....

GENERAL

- If you are late and cannot pickup by 9am please call the pantry at 630/469-6988.
- Pickup point arrival varies by store but should usually be between 8:00am and 9:00am. Please be patient as vendors have priority within the receiving area.
- Always carry your Glen Ellyn Food Pantry volunteer tag and Direct Connect forms with you at the time of pickup. The GEFP Agency # is **1044A**. PLEASE COMPLETE THE DIRECT CONNECT FORM, LEAVE ONE COPY WITH THE STORE AND DROP THE GEFP COPY IN THE BLACK BASKET IN THE FOOD RECOVERY AREA.
- Some days the food recovery process may be more challenging than others. Please make every effort to be patient with our retail partner employees, as we greatly appreciate their efforts on our behalf.
- Please load your vehicles with PRODUCE first, then bakery, meats and miscellaneous items. PRODUCE is top priority and if none is apparent, please ask the receiving manager if they are certain that no PRODUCE is available.
- When arriving at the Grace Lutheran Church parking lot, please do not park in any spaces that are marked for Church staff or handicapped spots. When using shopping carts and 4-wheel dolly carts please be careful to NOT run into doors or walls as we need to be very respectful of Grace Lutheran Church property.

SPECIFIC STORE INFORMATION

- Walmart Bloomingdale, 314 W Army Trail Rd. - 630/893-5000 – At 9am Go to Receiving door #S7 (back of building), ring bell. Once inside, speak to the Receiving staff to determine if donations are ready to load into your vehicle. If not, you need to wait until all donations are delivered to Receiving. Once all donations are in the Receiving area, a manager needs to confirm product quantities and scan boxes out before volunteers can load their vehicles. They will ask you to write down the box #'s on the back of the WM copy of the Direct Connect form. To be sure that no donations are overlooked, please confirm that the following departments have been checked with.
 - Produce
 - Deli
 - Bakery
 - Meat
 - Dairy
 - Grocery items will be prepacked in boxes and sit to the left of the desk in the Receiving area.

- Walmart Glen Ellyn, 3S 100 Route 53 - 630/545-1060 – Go to Receiving door in rear of building and ring bell. Proceed inside the store to the following locations. Generally, the Walmart staff will transport the donations back to the Receiving area. Once all donations are in the Receiving area, a manager needs to confirm product quantities and scan boxes out before volunteers can load their vehicles.
 - Produce cooler, let staff know that you are ready to pick up donations.
 - Deli Counter, let staff know that you are ready to pick up donations.
 - Bakery Counter, let staff know that you are ready to pick up donations.
 - Meat Area, let staff know that you are ready to pick up donations.
 - Dairy Area let staff know that you are ready to pick up donations.
 - Grocery items will be in Receiving if any are available.

- Fresh Market Glen Ellyn, 285 Roosevelt Rd. 630/790-1953 – pickup plastic bins at GEFP prior to pick up at FM. Go to rear of store and ring bell. Sign the Fresh Market computer generated donation invoice and bring 2nd copy back to the GEFP. Since Fresh Market does not require a copy of our standard Direct Connect donation form, volunteer must complete the form with accurate box counts of all types of items donated and provide to GEFP.
- Jewel Glen Ellyn, 599 Roosevelt Rd. 630/858-9096 – pickup at rear of store (east end) and ring bell.
- Aldi Glen Ellyn, 700 Roosevelt Rd 630/469-1226 – At 10am go inside store and ask the cashier for the GEFP donation. Since Aldi does not require a copy of our standard Direct Connect donation form, volunteer must complete the form with accurate box counts of all types of items donated and provide to GEFP.
- Aldi Wheaton, 20 W. Loop Rd. - 630/653-0998 – at 9:30am go inside store and ask the cashier for the GEFP donation. Aldi staff will most likely direct you to the back of store receiving area to pick up the donation. Since Aldi does not require a copy of our standard Direct Connect donation form, volunteer must complete the form with accurate box counts of all types of items donated and provide to GEFP.
- Caputo's Bloomingdale 166 E Lake St. 630/924-0900 – pickup at receiving on the east side of building. Please leave any produce donations that appear to be unedible.
- Einstein Bros. Bagels Glen Ellyn, 443 N Main - 630/790-8881 – park in front of store and leave your vehicle hazard lights on, stop at front counter, identify yourself as a GEFP volunteer and ask for donations.
- Panera Bread Glen Ellyn, 751 Roosevelt Rd. 630/942-8955 – stop at front counter, identify yourself as a GEFP volunteer and ask for donations.
- Bimbo Bakery, Glendale Heights 1695 Glen Ellyn Road – 630/469-4579 – come to GEFP at 8am to pick up empty banana boxes that will be used to pack the donation received. Drive to the southeast corner of the Bimbo building and back in to dock door #24. In order to get the attention of warehouse personnel pick up and drop the metal ramp at door #24. If this fails, knock on the door up the stairs at the end of the building. If these attempts both fail then go around through the front office. Be sure to have the “Direct Connect” donation form with you. Record the number of boxes received on the Direct Connect duplicate form and have warehouse person initial the number of boxes taken out of the facility.
- Starbucks Glen Ellyn, 536 Crescent Blvd. – 630/858-5966 – pick up two green donation bags at GEFP then walk to store. Go to the back of the counter area, identify yourself as GEFP and someone will bring out the donation. Once back at GEFP weigh the two types of donations separately (Dairy (assorted dairy and deli)) and Bakery. These items are recorded in both pounds and boxes on the Direct Connect form.

- Thorntons Lombard, 515 W. North Ave. – 630/495-1739 – at 8 to 9am walk in front door, identify yourself as GEFP volunteer and that you are there to pick up donations. Product will be generally be packed in a plastic basket which needs to be returned to the store.