

## Second Harvest Food Pickup Procedure

The group going to pick up food at Second Harvest may contain 1-3 people, including at least 1 authorized shopper. Currently, the following people are authorized shoppers: Doug Clapp, Dianne Clapp, David McMurtrie, Connie Fish, David Hensley Teddi Irwin and Melinda White. To become an authorized shopper, the person must attend a 2-hour training session at 2<sup>nd</sup> Harvest. Training is conducted twice a month, once during the day and once during the evening hours.

Once it is determined who is going and when, someone must reserve a truck for TEFAP pickup (normally Doug will do this) or for SAM if Dianne and Doug are not going (they use their own pickup truck for SAM).

Check to see if there are particular needs, such as cereal or paper products. Find out if there is room in the cart room refrigerators and freezers for meats and produce. Check also if there has been an order placed for food to be purchased. This food order has to be paid for before it can be picked up. The shopper needs to know that they are not only picking up TEFAP & other salvage items, but there is also an order. The administrative assistant at checkin won't know that without being told. Amy Yow and Kris Levine may have the information on food orders, particular needs and room in refrigerators and freezers.



Take a copy of this card with the APC food pantry agency number (1034EMP01) with you or make sure you know the number. There are usually copies of it in a bag tacked to the cork bulletin board in the main food pantry room.

If going for SAM, pick up any pallets behind Brown Hall. Pick up the rental truck for TEFAP from the rental company (usually U-Haul on Gate City Boulevard).

Drive to Second Harvest: from Greensboro, take I-40 West toward Winston-Salem, then exit on exit 195 (Clemmons Road - Thomasville exit, Highway 109). At the top of the ramp, turn left at the light, staying in the left lane (the right lane is turn only). Proceed to Reed Street (just past Watson Electric) and turn right. Second Harvest is on the right at the end of the street, with parking for trucks at the back of the building.

Walk back toward the front of the building and up the ramp to enter the

office. To the right you'll see a window in the wall with a ledge on which is a form you'll use to sign in. There are also 3 computers on the wall to the right of that; you can use any one of those to create a name tag for yourself. Start by selecting "Partner Agency" and fill in your name and agency number. Filling out the form and the name tag are the 2 places where you need to know our agency number. All 1 to 3 of you need to register and be tagged.

Sometimes there will be a list of produce available on a white board in the corner between the window and the nametag computers; take a look at it but don't depend on it too much. The real information is what's actually in the cooler when you get to it. Same for meat in the freezer.

You will be called to the window to get the form showing what you will receive.

You will be called again to go to the warehouse. When you arrive in the warehouse, get a cart for salvage boxes. Salvage/donated product is on shelves beside the carts. You can't trade between boxes but you can try to select boxes with the most relevance to our pantry's needs. For instance, heavier boxes usually have more canned goods. Load the cart with the number of boxes we are allowed. The number of salvage/donated boxes allowed is posted as you come into the warehouse.

Depending on which type of cart you have and whether you want to get produce, meat, cereal or crackers, paper, etc., you may need another cart at this point. Red carts are to be used for refrigerated or frozen food.

If there is space for produce, check the cooler. Look for produce that will still be in good condition the following Saturday and get enough to give each of 30 families at least one package of each product.

If there is space for meat, check the freezer. Usually we are allowed 3 cases. Look for cases containing reasonably sized packages. Be careful that you don't get a box of meat that is not in portion containers.

Check the cereal, if the pantry has space for it. Also check through the plastic curtain for crackers, paper products, cookies and whatever else is in that room.

Proceed to the checkout room and join the line, if there is one. When you get to the head of the line you give your form to the clerk. Everything you have on the cart(s) has to be weighed - listen to the clerk or other helpers for directions. At this point they will be fetching the TEFAP or SAM and any purchased products with a fork lift - tell them or show them which truck to load. When everything on the cart(s) is weighed, roll it out to the truck and load the truck. If it's an open truck (pickup) it must be covered. (Dianne and Doug use a tarp and a cargo net)

Take the cart(s) back inside to where you found them. At the computer in the checkout area everyone in the group must sign out. The trained shopper will sign both copies of the bill and take the APC copy back to the pantry.

Drive back to APC. For TEFAP runs, take the cemetery entrance off Presbyterian Road and park carefully at Brown Hall. Be aware that CDC is also using Brown hall so try to interfere as little as possible with their activities. For SAM runs, park either at Brown Hall in back or at the double doors to the elevator in front. Make sure to take the invoice in to the food pantry. For TEFAP, give the invoice to Lorrie or Amy. For SAM, leave the invoice conspicuously on the table in the main room of the pantry to be signed.

By the time you park the truck, the home crew should be waiting with carts to unload the truck and put away the TEFAP. For SAM, Doug and Dianne unload and store everything themselves.

Once the truck is unloaded, if it is a rental, return it to the rental place after refueling. Turn the receipts for truck and fuel in to the church finance manager, currently Jeanine Rossi, for reimbursement if you paid for them yourself.

Congratulations and thank you!