



DELIVERY GUIDELINES

Thank you for volunteering to be one of our “delivery angels” responsible for making sure that the meals we prepare are delivered promptly and with love to our clients. Following are a few guidelines to insure that both you and our clients are well served. Humor and perseverance are essential traits in a delivery angel!

Some Background

All of our clients are dealing with a serious illness such as cancer, multiple sclerosis or fibromyalgia. Some of them are home bound and your visit may be one of the few times during the week that they have company. Please plan to spend a little while visiting with them. Other clients may have difficulty getting around and may need you to put their food in the refrigerator and gather up their empty containers from the previous week.

It is important that the food is delivered promptly once you have picked it up at the kitchen. Our clients tell us that Thursday evening is one of the highlights of their week, and often they are counting on the food for dinner that night. If you are delayed for any reason, please take a moment to call clients and let him or her know when they can expect their delivery. (Each client’s name, address and phone number are on the delivery sheet in his or her bag.)

As much as possible, we attempt to have our delivery angels visit the same clients each time they drive. You have the opportunity to get familiar with a general route (especially valuable in the winter months when it’s dark) and our clients appreciate seeing a familiar face.

Confidentiality

This is a very important issue at The Ceres Community Project. CCP keeps all information about our clients in the strictest confidence. Any information about their illness is theirs to share with whomever they choose to. We ask that when you share your Ceres experiences with friends that you not reveal specific client's names or addresses. In addition, please do not assume that other people who are present when you are delivering -- including friends and housemates -- know about the person's illness.

Many of our client's are public about their illness, but we also have some who are choosing to not share this information with their room-mates, employers, and sometimes even their family. Whenever possible, we will alert you about any sensitivities in this area, but we ask that you always use discretion!

When you are delivering, you may run into a neighbor, a room-mate, a family member or a care-taker. It is very important to not state anything about the client's illness. Our bags are not marked, and the cars are not marked. You can just say that you are making a delivery to _____ and leave it at that. Thanks for your attention to this.

At the Kitchen

Our kitchen is located in a restored Victorian at 330 S. Main Street in Sebastopol, two doors past Grateful Bagel on the same side of the street. The driveway is *before* the house and there is plenty of parking in the back. The kitchen entrance is at the back of the house.

The food is ready for pick up around 5:00 p.m. on Thursday afternoons. Please be prompt as once we have packaged the food and cleaned up the kitchen, our chefs need to get home! And keep in mind that it's impossible to be precise about timing when you are preparing several hundred meals – we are pretty good but there may be an occasional week when you will need to wait a few minutes.

Directions

When you are a new driver, or are delivering to a client for the first time, one of our Delivery Coordinators extraordinaire, Bim Lipp, or Lisa Breschi Almond will email you the client's name, address, phone number(s) and directions to you ahead of time. Please remember to bring these with you to the kitchen.

Problems/Questions

If you encounter any problems or confusions while delivering, please call Bim or Lisa know immediately what the issue is. You are an important link to the client, and it is important to communicate any issues that you notice, e.g. if no one answered the door when you were expecting them to, or there was some other concern. **Please call Bim at home, 823-6254, or on his cell phone, 318-1603 immediately. Lisa's home phone number is 823-0744 and cell number - 304-1739.**

If you cannot find the house, the client's phone number is on the delivery sheet in their bag and you can call them first and then Bim if you get no answer. If you leave food outside the door, please call the client and tell them that you have done so.

If for some reason you are not able to deliver the food, it is very important to let the delivery coordinator know immediately. **If you cannot get ahold of Bim or Lisa please call Cathryn at 799-7489 or Margaret at 360-8452.** The client's are expecting their food, and it is important that we communicate with them if we are late or cannot deliver for some reason.

If you have questions about the food or about Ceres Project, please ask us! We want everyone involved with Ceres to understand the entire story of what we are doing and the whys of it. **Contact Volunteer Coordinator Margaret Howe at margaret@ceresproject.org to learn more.**

Containers

We consider our containers to be precious resources and are committed to purchasing as few as possible. For this reason, it is vital that we pick up all empty containers from each client each week. In addition, you may occasionally be asked to pick up empty containers from a client who has completed with us and is no longer going to be receiving food. Please take the time to do this even though you are not delivering food – and if for some reason you are not able to pick them up, let Bim know that they are still at the client's home.

Please return the empty containers you pick up to our container drop box near the entrance to the kitchen. We need all the containers back by noon on Tuesday of the following week so they can be sterilized and ready for use on Wednesdays.

Thank you! Your contribution of time, energy and love are an essential part of The Ceres Community Project experience for our clients. Thank you for being part of our family and for helping us provide healing meals to people in need.