



Basic Delivery Tips & COVID-19 Safety Guidelines:

Delivery Tips:

- **CALL FIRST** –
 - It's best to call the client before you head out to make sure they will be home for the delivery, and to introduce yourself so they know who to expect at their door.
 - Some clients may not answer their phone for a stranger, so leave a message. You may try and make the delivery even if you don't get them on the phone.
- **At the door** –
 - Knock loudly and give plenty of time for those who are hard of hearing or have limited mobility to get to the door.
 - Make sure you're wearing your volunteer badge and/or let them know you're a volunteer with Friends For Life.
 - Take a few minutes to visit with them. Ask how they are doing. Put a smile on their face.
 - Remember that your responsibility ends at the delivery. If they express other needs to you, assure them that you'll tell us and an FFL staff member will follow up with them.
- **After the delivery** –
 - Email wacocoordinator@friendsforlife.org with any delivery updates, issues, or requests for other services. We LOVE pictures! If the client doesn't mind, please take a picture and send it to us.
 - If for any reason you are not able to deliver, you can bring the items back to our main office, and we will do our best to get it delivered.

COVID-19 Safety Guidelines:

- **Masks/Vaccines** –
 - FFL does not require a COVID-19 vaccination to volunteer, but we ask that all volunteers be mindful that the people we serve are the most vulnerable to the virus.
 - Use common sense and courtesy when it comes to wearing a mask.
 - If you remain outside and are socially distanced, it is not necessary to wear a mask
 - If you find you need to bring the items into the client's home, we ask that you put on a mask since you are in a tighter, less-ventilated space
 - In general, be respectful of the client's wishes and preferences for the usage of masks.
- **Hygiene** –
 - Wash your hands and/or use hand sanitizer.
 - We recommend that you use hand sanitizer between deliveries.
- **Social Distancing** –
 - Keep distances & try to limit contact as much as possible.
 - We do encourage you to have a short time of fellowship with the client, but in order to keep everyone safe, please limit contact by staying outside the client's home (on the front porch/just outside the door).
 - If a client is afraid to answer the door, you can drop the delivery items by the front door, but make sure they are aware the items are there before you leave.