

**Thank you for signing up to serve as a driver. House of Hope is a food pantry with the goal of helping guests physically, emotionally and spiritually. We try to help guests get out of poverty, and give them hope. By being a driver, you are part of the team making a difference in people's lives.**

**Driver Instructions:**

1. Please bring your own gloves and masks, if possible. Have trunks and back seats empty. We recommend that you pull your hair back (If you have long hair) or wear a hat or hair net.
2. Drivers will arrive at House of Hope at the time specified. All teen drivers must be over 18 or traveling with an adult driver. If possible, please bring a passenger with you for efficiency and safety.
3. As you pull up to have groceries loaded, please remain in your car for further instructions.
4. You will be assisted in taking a picture of the order form on each bags to help in entering the addresses into your GPS.
5. Each driver will be given a designated set bags/boxes and 2-3 delivery addresses within 10 miles of House of Hope. It should take approximately 1 hour.
6. Please drop bags at the assigned address. The guests will have previously been given a window of time for approximate delivery time.
7. You may ring the bell or knock on the door before you leave, but we do not expect you to greet or meet the family. Please do not enter any residences.
8. Call the guest by dialing \*67 followed by the (area code) + phone number. This will allow your number to be anonymous. Then tell them you have delivered their food. If you cannot reach a guest, you may still leave the food.
9. If you have determined that the address is incorrect, or you cannot reach a person to enter a gated community - please text Jan Yount at 408 781-5012 or Dwayne Yount 408 806-4149.
10. If you are unable to resolve the issue by calling Jan or Dwayne, please return groceries to House of Hope. Please do not leave groceries at a locked gate.