



DELIVERY ANGEL QUICK REFERENCE GUIDE

Sophie Bassett, Volunteer Coordinator (831) 316-4540 x.3

Delivery Dispatch (831) 316-4540 x.2

Laura Lucas, Director of Operations (831) 316-4540 x.6

or (831) 325-6221 for immediate assistance

Thank you for obeying all traffic laws. This includes wearing your seatbelt, using your turn signal, being aware of your surroundings, observing speed limits and keeping a safe following distance. Please avoid using your cell phone while actively driving.

Driver is bitten by dog or confronted by aggressive animal during delivery

We have a pet policy in place and clients should have their animals controlled. If unwanted contact occurs, please ensure your safety and seek medical attention if needed. Contact Sophie or Laura ASAP so we can follow up with client.

Driver is experiencing car trouble (maintenance or accident)

Ensure your safety by pulling over and contacting roadside assistance or emergency personnel. If you have deliveries to complete, please contact Sophie or Laura so we can arrange to pick up from your location or make other arrangements.

Client is not home for delivery

We are unable to leave meals/groceries for clients that are not home. Coolers are not an option.

What to do if you can't deliver to a client:

Call client through Onfleet

If client doesn't pick up, **call 831-316-4540 Ext. 2** so we can try to contact the client another way

If you won't be able to deliver, we'll determine together whether the meal bag(s) can be given to another client or dropped off to be given away. **See alternative drop off locations on back.**

Grocery bags will always be returned to the kitchen or Aptos office.

Client asks you to enter their home and we do not have consent on file

If a client asks you to enter their home and "consent to enter" is not specified in the Onfleet instructions, you can decline, and please notify Sophie or Laura so we can follow up with the client.

Client gives you a check/cash

If a client wants to send a check or cash with you as a driver, please notify Sophie via text/call/email with a photo. You are welcome to drop off at our Aptos location or we can make arrangements to pick up from you at your convenience.

Client is ill or needs other intervention

If you believe the client is in need of immediate emergency services, please call 911.

If you believe the client is in need of a wellness check, please let Sophie or Laura know.

What to do if...

If you are not able to deliver, these are the drop-off locations for meal bags:

Our Aptos office: 8063 Aptos St., Aptos, CA 95003

Watsonville:

Salud Para la Gente: Downtown- 204 E Beach St, Watsonville, CA 95076, corner of Marchant.

Go around the back, park in red zone with flashers on, bring to Community Health Office to the right of Main Entrance.

Near Hospital- 45 Nielsen St., Watsonville. Turn right into 1st parking lot off Airport Dr.; close to street.

Midtown Santa Cruz:

KATZ: 3150 Mission Drive, Santa Cruz, CA 95065 (Near Dominican hospital)

3rd driveway on the right after turning off Soquel Dr. Park in back and walk back toward Mission, door halfway down is KATZ.

WIC: 1105 Water St., Santa Cruz, CA 95062. (831) 426-3911. Please call ahead if dropping off grocery or produce to make sure they have enough room.

Westside Santa Cruz:

Encompass Transition Age Youth Center: 120 Dubois St. Santa Cruz, CA 95060

831-226-3536. Please call TKP office before dropping off here.

Spanish Cheat Sheet for Deliveries

Good afternoon, my name is _____.

I'm with TKP, the meal delivery program. I'm here at your door with your food. Are you home and available to receive it?

Buenas tardes, mi nombre es _____ y estoy llamando de Teen Kitchen Project, el programa de entrega de comida. Estoy aquí en su puerta con su comida. ¿Está en casa y disponible para recibirla?

I can't leave the food without refrigeration. If you're available to receive your bag, please call the office at 831-316-4540 ext. 2. Thank you.

No puedo dejar la comida sin refrigeración. Si está disponible para recibir su bolsa, por favor llame a la oficina a 831-316-4540 (ocho treinta uno, tres dieciséis, cuarenta y cinco, cuarenta)

Extensión 2 (dos). Gracias.

I will be in the area for the next 15 minutes and I can return to deliver your bag.

Voy a estar en el área por las próximas quince (15) minutos y puedo volver para entregar su bolsa.

Bag(s)= bolsa(s)

In the next 15 minutes: En los próximos quince minutos

Box= caja

Leave the bag, I left the bag = dejar la bolsa, dejé la bolsa

Delivery= entrega

Call us= Llámanos

My colleague can call you back = Mi compañera puede devolverle la llamada