



HOW TO:

FeedAFamily

You have made it this far into the process of becoming a FeedAFamily Volunteer! Now it's time to dig into exactly *how* we get food to our families in need. Thank you for what you do, and for what you are about to embark upon. Please let us know if there is anything we can do to make your volunteer experience easier and/or more valuable.



WHAT IS A BRIDGE-
BOX?

MAKING CONTACT
WITH THE FAMILY

WHAT TO SAY

HOW TO MAKE THE
ORDER

TYPICAL Q & A'S

FEEDAFAMILY

Burke, VA
22015

www.Feed-A-Family.Org

www.FaFVolunteer.com

THE BRIDGE-BOX

What is it exactly?

The Bridge-Box is what we use to get food to families out of reach of typical charitable organizations to include our own "FeedAFamily" Fresh Grocery Delivery Outlets (such as Peapod, Safeway Delivery, and etc.).

The Bridge-Box is a box of food ordered through Amazon-Prime Pantry, filled with 20-30lbs of food pantry type items such as: pasta, peanut butter, canned goods, etc. This box is created by volunteers like yourself, which consists of these typical items:

(1)-[Barilla Pasta, Spaghetti, 32 Ounce](#); (1) [Barilla Spaghetti Pasta, 16 Ounce](#); [Prego Italian Sauce, Traditional, 67 oz](#); (1-2) 2 of [Honey Nut Cheerios Gluten Free Breakfast Cereal, 17 oz](#); (1) [Quaker Oats Old Fashioned Oatmeal, 18 oz Canister](#); (1) [Quaker Chewy Granola Bars, Variety Value Pack, 18 Bars](#); (1) [Jif Creamy Peanut Butter, 40 Oz](#); (1) [Smucker's Squeeze Strawberry Fruit Spread, 20 Oz](#); (1) [Nishiki Premium Musenmai Medium Grain White Rice, 2 Pound](#); (1) [Kraft Macaroni & Cheese Dinner, Original, 7.25 oz, 5 Pack](#); (1) [2 of Campbell's Chunky Soup, Chicken Broccoli Cheese with Potato, 18.8 Ounce](#).

The order should add up to a total of \$40 - \$45 Dollars. Our families get in addition to the Bridge-Box a \$20 Nutrition Card to a local Grocery Store for the purchase of perishable items such as milk, eggs, lunch meat, etc. (This is procured through FAF Administrators)

CONTACT

The Family in Need

Once you have logged into the Volunteer Dashboard ([Login-Here](#)), you will need to choose a family to assist. At FeedAFamily we first assist those who have not had an initial order. So please choose a family who still needs an initial order over a family on their second or third order.

What to Say:

1. When Calling the family in need, you can say:

"Hello, this is (Your Name), a FeedAFamily Volunteer - looking to provide you with some food assistance. For your area, we can provide an Amazon-Prime Pantry Food Box consisting of typical food pantry type items, such as: Pasta, Peanut Butter, Oatmeal etc. And with that, we will provide a \$20 gift card to your nearest grocery store for your perishable items such as milk, bread and eggs. Does this sound like something that could assist you and your family?"

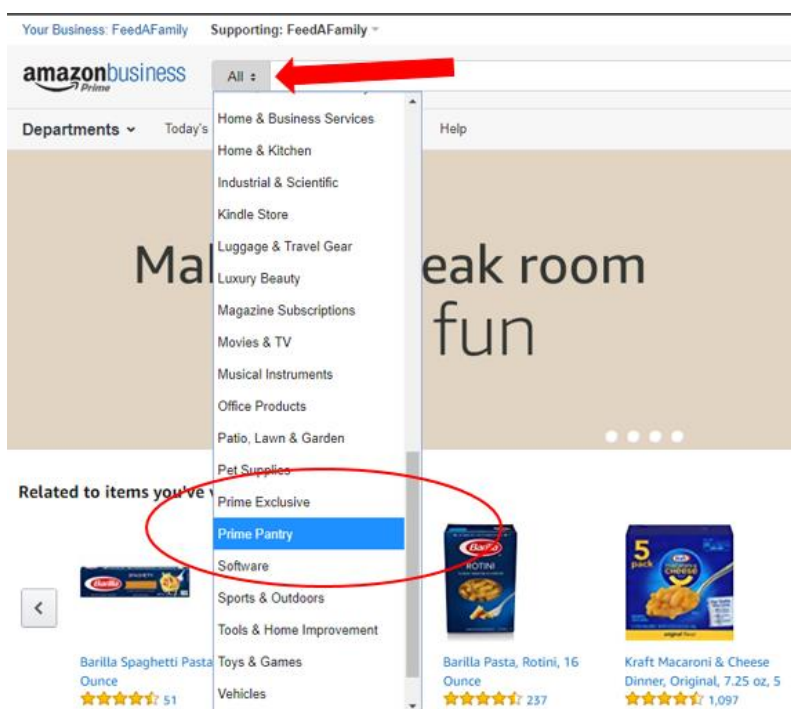
2. Confirm their Home Address with what we have on the tracker.
3. Let them know you will be building their order shortly and once it has been confirmed an email will be sent to them confirming their order and a delivery typically within 5 days.

That's it!

MAKING THE ORDER

Is Simple:

By now you have logged into the Volunteer Dashboard ([Login-Here](#)), you have chosen a family to assist, made contact, and clicked the button to [Amazon-Prime Pantry](#). Now log into Amazon using the Username and Password listed on the dashboard above the "Build Order" Button.



1.) When you start, ensure you select your search through "Prime Pantry" as shown here.

Then you select from the typical food items:

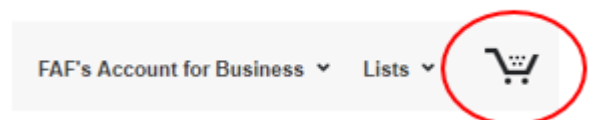
(the number in parenthesis is the typical quantity of the item to be purchased)

- (1)-[Barilla Pasta, Spaghetti, 32 Ounce](#);
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Feel free place in the cart something that you learned the family would like over something else, for example: more oatmeal over dry cereal. As long as the order is along the same lines as the example above, and within \$40 - \$45 dollars, your order will be approved. And please do Bargain Shop!

- 2.) Once your cart is full, begin the checkout process by clicking on the cart in the upper right corner



- 3.) Choose the shipping name and address for the family you are feeding (if the address isn't listed, stop there and contact us to input it in the system (253) 678-0842, FeedAFamily1@gmail.com).
- 4.) Select the Credit Card on File, and submit the order for approval. THAT'S IT!
- 5.) Make sure you go back to the FAF Dashboard and fill in the "Volunteer Tracker" so we can not only track the family being served, but to also track your volunteer hours!

FAQ'S

Frequently Asked Questions/ Q & A's

- 1.) Who delivers the Bridge-Box?
 - a. Amazon uses UPS to deliver the boxes, which can be tracked if needed.
- 2.) Do the Bridge-Boxes require a signature?
 - a. No, but we recommend they request a signature through making an account or downloading the UPS App. <https://www.ups.com/mychoice/welcome.html>
(This helps against loss and theft)
- 3.) How many times can I receive help from FeedAFamily?
 - a. We aim to support the family for up to 3 months with 1 donation a month. But it is dependent on the community donating toward their cause.
- 4.) When does the Nutrition Card (Grocer Gift Card Arrive)?
 - a. Typically, a few days after the bridge-box arrives.