



Delivery Angel Volunteer Role

The Delivery Angel volunteer is responsible for delivering nutritious meals prepared in the FVFFH kitchen to an assigned recipient each Wednesday morning for a 12-week period. As the primary point of contact, the volunteer builds a supportive relationship with the recipient, helping to ensure that the meals and services provided continue to meet their needs. Delivery Angels also maintain weekly communication with Recipient Care Coordinators, sharing relevant updates and helping facilitate effective communication between the recipient and the coordinator. Through dependable meal delivery and compassionate engagement, Delivery Angels play an essential role in supporting the well-being of recipients throughout the program.

Volunteer Commitments & Responsibilities

- Commitment to FVFFH Mission and Operating Principles
- Commitment to maintaining the confidentiality of ALL recipient-related information.
- Commitment to delivering for a full 12-week session
- Requires approximately 2-4 volunteer hours per week: this includes communicating with the recipient(s) and staff, delivering meals on Wednesday mornings, reading FVFFH emails and becoming familiar with the menus and recipes
- Timely arrival at the FVFFH kitchen on Wednesday mornings
- Ability to deliver within a 15-mile radius of the FVFFH kitchen at the Kane County Fair Grounds
- Contact your recipient to introduce yourself prior to starting the deliveries
- Determine the best Wednesday delivery time (between 8:30-10:30 a.m.) and preferred communication method (phone, text, email)
- Share your contact information and ensure the recipient understands to communicate any changes regarding the meals or delivery time ASAP. The kitchen requires one week's notice for any changes
- Maintain weekly contact with the recipient to provide the upcoming menu, answer questions, and ensure the program continues to support their healing, recovery, and learning
- At week 10, discuss the Meals in a Snap Program, which allows recipients to pay to continue receiving meals beyond the 12-week timeframe (subject to kitchen availability)
- Wash your hands upon entering the building for meal pick-up
- Wear a mask if requested by the recipient
- At pick-up, review the menu and recipes to ensure all meal items are packed in your insulated bag
- Complete a background check