# Truck SOPs

## Supplies:

Ensure the following are on the truck:

- Tool backpack
  - Dots
  - Screwdrivers
  - Adjustable wrench
  - Zip-Lock bags to transport hardware
  - Plastic wrap
  - Soft-blow hammer
  - Marking pen
- Bin #1 - Tie-down Straps
- Bin #2 - Approximately 6 moving blankets
- Bin #3 - Empty (to be used to transport fragile items such as small lamps)

## Prepare to drive the truck:

- Obtain key from top file cabinet drawer
- Walk-around: ensure tires are inflated and no visible damage.
- Check that all lights are working
- Ensure mirrors are in position
- Review Transport Schedule

## Driving:

- Obey all MA driving laws (seatbelts, speed, etc).
- After starting the truck, disengage the towing feature.
  - The light should be off.
- Use the parking brake and tire chock when parked on a severe incline.
- Transport Assistants - Navigate and call donors when en route.
- Check Fuel level. If below 1/4, refuel

## Communication with Donors:

- The Transport Assistant calls the donor before arrival.
- Greet Donors and introduce yourselves.
- Confirm donated items.
- If there are many items, do an initial walk-through and develop a loading plan.
- **Inspect** donations and **confirm** items are acceptable. (page 3)
  - Butt check - sit on couches and chairs to ensure adequate support.
  - Lift cushions to ensure no damage.
  - Determine if the effort to clean or repair is excessive.
  - Size - reject items which are impractical for an apartment.
  - Use - reject items which are special purpose and thus, impractical.
  - Weight - If an object is too heavy to safely carry, reject the item.
  - Location - If the item is located somewhere that makes it impractical to move, reject the item.
- If items must be rejected, use a statement such as; “I’m sorry, but we will pass on this because…”. Use acceptance guidelines on our website
- Secure the load using tie-down straps. Furniture should not be loose in the truck.

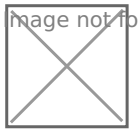
# Unloading:

- Position the scissor lift in the UP position.
- Place the chock on white spot, 6 feet in front of the scissor lift.
- Back up the truck against the chock.
- Secure parking brake.
- Turn off the ignition.
- Unload the truck using carts and by raising and lowering the lift to match the truck height and dock height.

# Wrap-up:

- Remove all trash.
- Sweep out the truck as needed.
- Replenish supplies as needed.
- Back truck into a parking space which does not have tree branches or light poles.
- Make sure all windows are closed and the doors are locked.
- Return key to file cabinet top drawer.
- Return clipboard with Transport Schedule and envelope with donations and review with front desk.
  - If the name or addresses on checks do not match the Transport Schedule verify which pick up gave the check/s.
  - Point out any items listed that were not picked up and reason why- no longer available or did not meet our standards?
- Check Fuel level

- Inform front desk of the truck status: Includes Fuel level (and any other issues (windshield wiper if they need replacement, cleanliness if the truck needs to be washed, oil change if the mileage is getting close to the recommended change on the sticker, etc)




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