



Mid-Ohio Foodbank: Delivery Overview for Produce Programs

Purpose: To provide clear guidelines for *drivers*, *agencies*, and *host sites* that promote safe, efficient and damage-free unloading of product.

Overview of Delivery Program:

- Produce program deliveries are free of charge.
- Foodbank grocery delivery drivers whose trucks are equipped with power lift gates will lower pallets from their truck and unload the pallets at the delivery site dock or parking lot. If no lift gate is available, Foodbank drivers will move freight to the rear of the truck, and it is the responsibility of agency personnel to unload groceries from the truck. Agency staff/volunteers should **never** work inside a Foodbank truck.
- **For safety and liability reasons, drivers are unable to assist agency staff/volunteers in taking food/grocery products from the unloading zone into their facilities.**
- For safety reasons, drivers will use cones to secure an unloading zone at the delivery sites. Staff /volunteers should **not** enter the delivery zone without permission from the driver.

Because we have a limited number of trucks and drivers, local and out of county delivery opportunities are limited. Contact Ann Miller-Tobin at **614.317.9441** to learn more about the MOF grocery delivery program.

Site requirements

- Delivery location must be paved, and of sufficient strength and quality to support the weight of a delivery vehicle (all delivery sites will be reviewed and approved by MOF transportation team)
- Location must be free of obstructions, such as: low overhead wires, low roof overhangs, etc.
- Pavement must be free of debris, such as: gravel, trash, leaves, etc.
- Pavement area must be large enough for driver to safely maneuver the vehicle and unload product.
- Area must be clear of vehicles and people, such as: clients, staff or volunteers.
- Staff, volunteers, and clients are to follow the directions of the driver in order to avoid hazards and injuries during truck maneuvering and product unloading process.

Winter weather

- Delivery zone must be cleared of snow and ice
- Road condition alerts
 - **level I-** Delivery still scheduled.
 - **level II-** Delivery still scheduled, but may be delayed – call Foodbank.
 - **level III-** Delivery cancelled – will be rescheduled when conditions and schedule permit.

If Franklin County is on a level III snow alert, the MOF warehouse will be closed and no deliveries (grocery or produce) will go out to any county in the Foodbank service area.

Note: Weather and road conditions may vary greatly across our 20 county service area – please contact the Foodbank if conditions are unsafe at your location.

Contacts

- **Weekday Produce Markets:** Kaitlyn Stuckert- **614.317.9428**
- **Weekend Produce Markets:** Glenn Manuel (cell)- **614.207.1180**