

Alternative Distribution Process and Volunteer Guidelines: Drive-Thru Customers

On-site Volunteers and Partner Agency Staff must enforce guidelines and ensure that social distancing is being maintained at all times.

Drive-Thru Customers:

1. Volunteers will **create boxes/ bags of food** with product **before recipients arrive**.
2. Volunteers **must wash/sanitize hands following CDC protocols** after arriving, before participating and before putting on gloves.
3. Volunteers **must wear food-grade gloves** while packing boxes/ bags. **Volunteers should wear food grade gloves at all times**. Hands should be washed every time gloves are changed.



4. **Signs are needed to:**
 - Remind Recipients to **open their trunk prior to entering** the property
 - **Stay in their vehicles** at all times and
 - If the **trunk is not open, do not exit the vehicle** until the Volunteer has left the container and is 6 feet away.

1. If the **trunk does not work**, the **Volunteer will set the product by the Recipient's vehicle**
2. The **Volunteer will walk away** from the vehicle
3. The **Recipient will step out of the vehicle** and place the **product in their own vehicle once the Volunteer is over 6 feet away**



5. **Volunteers should practice social distancing** from others while working, **staying 6 feet apart and not congregating in groups of more than ten.**
6. **Volunteers will follow protocol for changing gloves and thoroughly washing hands according to CDC best practices.**
7. **Volunteers will maintain clean and sanitized work surfaces as needed.**



Alternative Distribution Process and Volunteer Guidelines: Walk-Up Customers

On-site Volunteers and Partner Agency Staff must enforce guidelines and ensure that social distancing is being maintained at all times.

Walk-Up Recipients

1. Volunteers will **create boxes/ bags of food before recipients arrive.**
2. Volunteers **must wash/sanitize hands following CDC protocols** after arriving, before participating and before putting on gloves.
3. Volunteers **must wear food-grade gloves** while packing boxes/ bags. **Volunteers should wear food grade gloves at all times.** Hands should be washed every time gloves are changed.
4. Using **cones and tape, route Recipients to the table(s).** The line should have **signs that encourage Recipients to stand at least 6 feet apart.**
5. **Mark a line 6 feet away** from the Volunteer at the table.
6. **Volunteers should practice social distancing** from others while working, **staying 6 feet apart and not congregating in groups of more than ten.**
7. Volunteers will follow protocol for **changing gloves and thoroughly washing hands** according to **CDC best practices.**
8. Volunteers will **maintain clean and sanitized work surfaces** as needed.



Is your Pantry Food Safe?

Food is not known to transmit coronavirus. According to a recent statement released by the U.S. Food and Drug Administration, ***“We are not aware of any reports at this time of human illnesses that suggest COVID-19 can be transmitted by food or food packaging.”*** Like other viruses, it is possible that the virus that causes COVID-19 can survive on surfaces or objects. For that reason, it is critical to follow the 4 key steps of food safety—clean, separate, cook, and chill.

Safety Measures for Volunteers and Visitors:

Mid-Ohio Foodbank is doing everything we can to lessen the risk of transmission. Our facilities team has quickly responded to this unprecedented situation by stepping up efforts to ensure the cleanliness of our building and environs. The team is using bleach, Lysol and peroxide, which officials have identified as a highly effective disinfectant. Follow CDC recommended sterilization procedures and increase the frequency of cleaning and disinfecting, especially around high-traffic areas (volunteer areas, elevators, meeting rooms, bathrooms, food areas). Any surface in your agency that is touched multiple times throughout the day should be cleaned multiple times throughout the day; including phones, keyboards and counter surfaces.

- Practice social distancing with volunteers by asking them to stay at least an arm’s length away from other volunteers.
- Volunteers should be required to wash hands before their shift starts, during breaks, when they switch projects, and after their shift. Gloves need to be available for volunteers to wear when packing and or handling food boxes or bags.

We strongly advise all of our partner agencies within our 20 county network to take the necessary steps, and implement a “No Touch Model” food distribution.

- Shift to pre-packaged boxes of food, hosting “drive-thru” pantries where residents can drive a vehicle through the distribution line,
- Use a number system to avoid large groups of people standing closely in line, and
- Encouraging at-risk customers or anyone feeling ill to send a trusted person (proxy) to shop on their behalf.
- Visit the Kroger Community Pantry page to see the new procedure we have implemented for our own on-site pantry.

Keeping the Community Safe at Food Distributions:

The Kroger Community Pantry at Mid-Ohio Foodbank has pivoted to an alternative distribution method in order to continue to serve people who are food insecure in Central Ohio using “No Touch”. We strongly encourage our partners to consider doing the same.

No Touch / Drive-Thru Model

- Drive-up to a partner site and food is loaded directly into the customer’s vehicle.

Maintaining Service to the Community:

Mid-Ohio Foodbank and its Partners provide essential services and we will continue to do so. Hundreds of thousands of people are counting on the organization and its Partners now, and this need will only heighten if the COVID-19 situation worsens.

Maintain frequent communication Mid-Ohio foodbank and your fellow Agency Partners. As the day to day landscape of the Covid-19 landscape continues to develop we hope that you will reach out to us and discuss any needs you have and the needs and questions of our customers. You may log onto <https://www.midohiofoodbank.org/covid-19/> at any time for the latest information available.

If you need to cancel a deliver or pick up order please make sure you send your request directly to: cancel@midohiofoodbank.org

The Programs and Partnerships Team are available to support and guide you. Please find the contact information below:

- **Terri Mangano-Vehr: Child Hunger Manager-** Geographic area: All 20 counties – Covers all sites (including produce) targeted to infant, children, youth, and college-programs. These include Backpack, Summer Feeding, School produce programs, afterschool snacks, Childcare Express, Mobile Market day care sites, Moms2Be programming. **Direct Line: 614-902-6922** tmangano-vehr@midohiofoodbank.org
- **Colleen Havens: Senior Hunger Manager-** Geographic area: All 20 counties- Covers all programming targeted to seniors such as CSFP, Senior Meals Programs, Senior Mobile Markets and any senior specific produce programs. **Direct Line: 740-975-4192** chavens@midohiofoodbank.org
- **Tammy Tucker: Agency Relations Manager- Franklin County-** Geographic area: Franklin County. All pantry programs in Franklin Co., including Mid-Ohio Markets. **Direct Line: 614-512-9783** ttucker@midohiofoodbank.org
- **William Howard: Fresh Foods Coordinator-Franklin County-** Geographic area: Franklin County. All produce programs, meal programs and adult non-emergency feeding programs **Direct Line: 614-626-9720** whoward@midohiofoodbank.org
- **Bill Nance: Agency Relations Manager- Contiguous Counties-** Geographic area: Muskingum, Knox, Morrow, Marion, Delaware, Union, Fairfield, Pickaway, Fayette, Madison, Ross. All pantry, meal programs, non-emergency programs and produce programs. (Mobile Market, Rural Express, Produce Markets, Fresh Food partners) **Direct Line: 614-596-2801** bnance@midohiofoodbank.org
- **Heather Willis: Agency Relations Manager- Eastern Counties-** Geographic area: Belmont, Monroe, Jefferson, Harrison, Noble, Guernsey, Coshocton All pantry, meal programs, non-emergency programs and produce programs. (Mobile Market, Rural Express, Produce Markets, Fresh Food partners) **Direct Line: 614.402.4922** hwillis@midohiofoodbank.org
- **Kerry McCarthy: Director of Programs and Agency Partnerships-** **Direct Line: 614-846- 9474** kmccarthy@midohiofoodbank.org
- **Ann L. Miller Tobin: Network and Training Resource Coordinator-** **Direct Line: 614-317-9447** amillertobin@midohiofoodbank.org

