

# Pantry Partner Frequently Asked Questions

## Programming during the COVID-19 pandemic

### Are face coverings required for volunteers and participants?

Yes. Residents of San Francisco and Marin are now required to wear face coverings when they are outside their homes for essential needs. Attending a grocery or meal distribution is considered an essential need. Volunteers and participants are required to wear a face covering.

### Can a participant without a face covering be served?

Yes. If a participant attends a grocery or meal distribution and is not wearing a face covering, serve them outside the facility and remind them of the new requirement.

### Are volunteers required to wear gloves at a grocery distributions?

Wearing gloves at a grocery distribution is a best practice. It is not a requirement. Currently, there is no evidence to support transmission of COVID-19 associated with food, food containers, or food packaging. The Food Bank will continue to provide gloves to our active pantry partners while supplies last.

### What kind of pantry supplies is the Food Bank offering?

The Food Bank is sending gloves with each pantry delivery to all active pantry partners. All sites that are pre-bagging and submitted a request are also receiving bags.

### Is pre-bagging required?

Pre-bagging is recommended because it minimizes the time participants spend in line and better enables social distancing. However, not all sites have the space or capacity to pre-bag.

If your site needs to continue distributing food via Farmers Market style, we recommend that you do the following:

- Limit the number of participants who are going through the distribution area at the same time.
- Volunteer selects the product and puts it in the participants' bag, maintaining as much distance as possible.
- Reach out to your Neighborhood Representative for additional support.

## More participants are attending pantry than we have food for. What do we do?

If a non-PES pantry can safely serve more people, please reach out to your Neighborhood Representative for a UOS increase.

If a PES pantry can safely serve more people, please reach out to your Neighborhood Representative for a UOS increase and continue to submit enrollment forms. Signatures are not required at this time.

If a pantry cannot safely serve more people, you will need to do the following:

- Estimate how many more HHs you will be able to serve based on the remaining protein portions.
- Hand out the same number of tickets to the participants in line.
  - If you still have more tickets, stay at the end of the line and hand out tickets to participants until you run out. Then, close the line.
  - If you have fewer tickets than participants in line, you will need to turn the remaining participants away. Share the Food Locator card.