



COVID-19 Response Large Partner Run Pantry Distribution Best Practices

Volunteer Huddle: At the start of each volunteer shift, gather the volunteers **safely** and go over the following:

- **Purpose:** Typically, the Food Bank has 275 weekly farmers' market distributions throughout SF and Marin. These are hosted and run by partner organizations. Due to the Coronavirus and concerns around health and safety, around 100 of our partners have closed their pantries.
- **Volunteer and Participant Safety:**
 - Face Covering
 - It is required that all volunteers wear a face covering.
 - If a participant is not wearing a face covering, serve them outside your facility and remind them of the new requirement.
 - Gloves
 - 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.
 - Social Distancing
 - Maintain 6 ft distance at all times.
 - Line managers can use stanchions and chalk to mark appropriate distancing for participants in line.
 - We need the support of all volunteers to make this happen and to ensure that we keep our community safe.
 - Other Personal Safety Notes
 - Packing and distributing bags can be physically demanding. Volunteers and staff should lift with knees, take breaks, and swap tasks with others as needed to avoid injury.
 - Not Feeling Well
 - Please remind your volunteers and participants to avoid coming to food distributions if they feel sick.

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- **Language Capacity**
 - Identify volunteers with language, specifically Cantonese and Spanish.
 - Place these volunteers on Line Management or USDA Sign-in.
- **Volunteer Roles:** We recommend rotating volunteers through various roles so that they get to experience different parts of the distribution.

For Both PRE-BAGGING and FARMER'S MARKET STYLE

- Line Management
 - Ensure proper spacing between participants.
 - Use tape or chalk to indicate where participants need to stand. (6ft distance).
 - Place volunteers throughout the line to enforce spacing.
- USDA Sign-in
 - Positioned at the front of the line or walks the line to ask for and record household size.
- Greeter
 - Maintains flow to distribution table.
 - May be unnecessary if USDA Sign-in volunteer is at the front of the line.
- Bag Packing/Re-stocking
 - Glean, as needed
 - Maintain 6ft distance
- Floater
 - Walk the product area to see if stations need:
 - New cases cut open
 - Restocking
 - Recycling, trash, compost taken away
- Trash and Recycling
 - Manage trash and recycling. See Distribution Set Up for more details.

For PRE-BAGGING: **Preferred** model to better enable social distancing.

- Distribution Table
 - Set bags on the table for the participant to pick up.
 - If participants need to reassemble their groceries, they need to do it on their own and away from the table
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- No food returns. If we get them → repurpose as appropriate.
 - Because there is no evidence to support transmission of COVID-19 associated with food, food containers, or food packaging, we can repurpose food returns.
 - No box returns. If we get them → recycling
 - Avoid touching participants' own bags or carts.
 - Sanitize distribution table if participant puts their own belongings on the table.
- Curb-Side Delivery: If you carry bags to a car, maintain 6 ft distance.
- **Preferred model:** Put the bags near the car door and have participant place bags in the car.
 - **Alternative model:** Ask for the trunk to be popped.

For FARMER'S MARKET STYLE

- Distribution Area:
 - 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 participant's bag, maintaining as much distance as possible.
- **Take Breaks!**
 - Water and snacks
 - Bathrooms (share location)
 - Wash or sanitize hands prior to returning to work.
- **Photos:** Photos can only be taken of the distribution area. Participants cannot be photographed.
- **Volunteer Portions:**
 - Volunteers can take a bag of food at the end of their shift.

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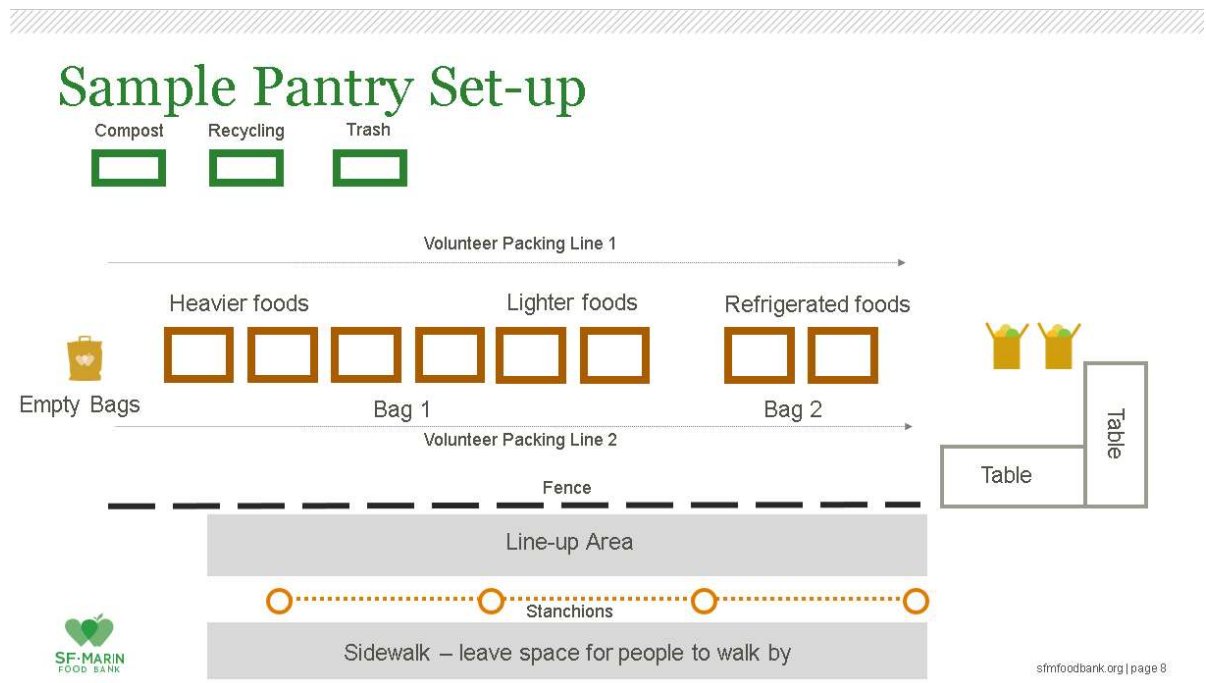


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Pre Bagging Distribution Set Up:

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- **Product Placement:**

- Heavier items at the start (potatoes, onions, carrots, cans)
- Lighter items in the middle (fruits, greens)
- Refrigerated items at the end (Milk, Juice, Protein)
 - Place refrigerated and frozen items underneath the freezer blankets if the time between delivery and end of distribution is over 4 hrs.
 - Juice and Milk can be distributed unbagged.
- Place food on a pallet or table to prevent food from directly touching the ground
- Label the quantities of each items that can be given out.
- Place empty boxes near produce to collect compost.

- **Packing Line:**

- Heavier items at the Using the invoice and the chalk, write the item quantities on the blacktop on both sides of the packing line.
- Modify portion quantities, as needed
- Assess quantities frequently and order additional build if needed.

- **Bags:**

- Whenever possible, put all items in one bag.
 - We need to stretch this resource as bags are short supply right now.

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- **Compost/Recycling/Trash**
 - Compost: set up compost receptacle
 - Recycling: set up recycling bins
 - Cardboard and the paper rice bags go in one bin
 - Wax boxes go in a separate bin
 - Trash: Put out large trash bags for trash
 - Potato totes are trash

Farmer's Market Style Distribution Set Up

- **Product Placement:**
 - Set up is similar to your regular pantry.
 - If possible, separate tables to create more space in the distribution area.

Line Set Up:

- Use chalk or tape to indicate where participants should stand in line, 6ft apart.
- Set up the stanchions with caution tape to ensure that the line doesn't take up the entire sidewalk.
- Set up the 'Maintain Your Distance' A-frame, and post the 8.5x11 'Maintain Your Distance' posters on the stanchions.
- Post 2-1-1 flyer and 'Justice for All' posters at the distribution table.
- Position volunteers along the line to remind participants of distancing guidelines. This is especially helpful where lines turn corners (such as at cross streets).

Closing the Line:

- If it looks like you will run out of food before the end time, you will need to do the following:
 - Estimate how many bags you will be able to make based on protein portions left in the line
 - 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 ticket 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.

Breakdown:

- Manage leftovers
- Sanitize:
 - Tables, stanchions and pantry materials (pen, clipboard...)

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