

LOW – NO
CONTACT
DISTRIBUTION
PLAYBOOK



Overview of options to implement low/no-contact distribution¹

■ Solution tracker
■ throughout
■ document

Option	Description	Considerations
1 Drive-thru distribution process	Staff or Volunteers place boxed/bagged product directly in trunks	<ul style="list-style-type: none">• Accessibility: drive-thru requires all clients to have cars• Food safety: proper refrigeration throughout the distribution• Volunteer Safety: PPE and social distancing measures needed
2 Direct to household delivery	Shelf stable, purchased and donated goods delivered to client homes ² (variety of distribution methods)	<ul style="list-style-type: none">• Trackability: must be able to track/document food delivery• Volunteer/Driver Safety: PPE and social distancing measures needed
3 Special walk-up distribution	Socially-distanced (using cone or tape separators) walk-up distribution	<ul style="list-style-type: none">• Volunteer safety: PPE and social distancing measures needed

1. This document includes information that is intended as a general guideline. Your food bank should modify to fit individual needs.
2. Per current guidance on home delivery provided by FANO Fed Com / perishables are excluded

Plan on a page: Drive-thru distribution

Idea name – Drive-thru distribution

Description

- Staff or Volunteers place pre-packed boxes/bags directly in recipient vehicles which pull into pre-designated delivery stations in the distribution
 - If not using prepacked boxes, adjustments can be made for selected items

Key steps

Leading up to distribution

- Select a distribution site (e.g., food bank, school, church, college, community center, etc.) – see considerations in appendix
- Notify community of distribution period/location (message, email, social media)
- Coordinate with local authorities to manage traffic flow
- PPre-pack multiple box types for distributions to accommodate choice (e.g., diabetic, allergen friendly)
 - If offering dietary boxes, prepare notification cards to be used on cars
- Schedule in advance (if possible) (pre-registration tools in appendix) to limit the number of clients per period
- Keep stakeholders informed via outreach (messaging, email, social media)
- Recruit and onboard volunteers – designate delivery station and command center leads
- Determine, and message to community whether walk-ups will be accepted (see appendix guidance)
- Collaborate with local media to provide accurate and appropriate event messaging
- Determine if Certificate of Insurance (COI) is required for distribution site

Day before distribution (if permitted)

- Place clear signage around designated area with instructions to cars on how to proceed
- Place tables at distribution nodes to distance volunteers from clients if there are walk ups

Day of distribution

- Volunteer onboarding – morning of event, walk volunteers through roles, distribute radios and supplies
- Count cars – make sure cars are being counted and traffic flow is well managed (utilize local PD for traffic management)
- Distribute perishable pallets one (1) at a time from active refrigeration (truck or warehouse)
- Execute contactless delivery to vehicles (see details in appendix)
- At end of event, offload product for refrigeration and storage

Safety norms to be considered

Personnel health and safety

- PPE for volunteers
- Clear signage on no-touch distribution model to clients
- Clear instructions and procedures for addressing walk-ups

Food safety

- If perishables are distributed; refrigeration will be needed during the distribution
- Passive devices for items out of active refrigeration.

Overall execution timeline

- **Sustained effort:** Develop and strengthen relationships with community leaders
- **1-2 weeks in advance:** set site, notify community partners, and begin pre-distribution activities, inclement weather plan
- **1 day:** distribution

Resources required

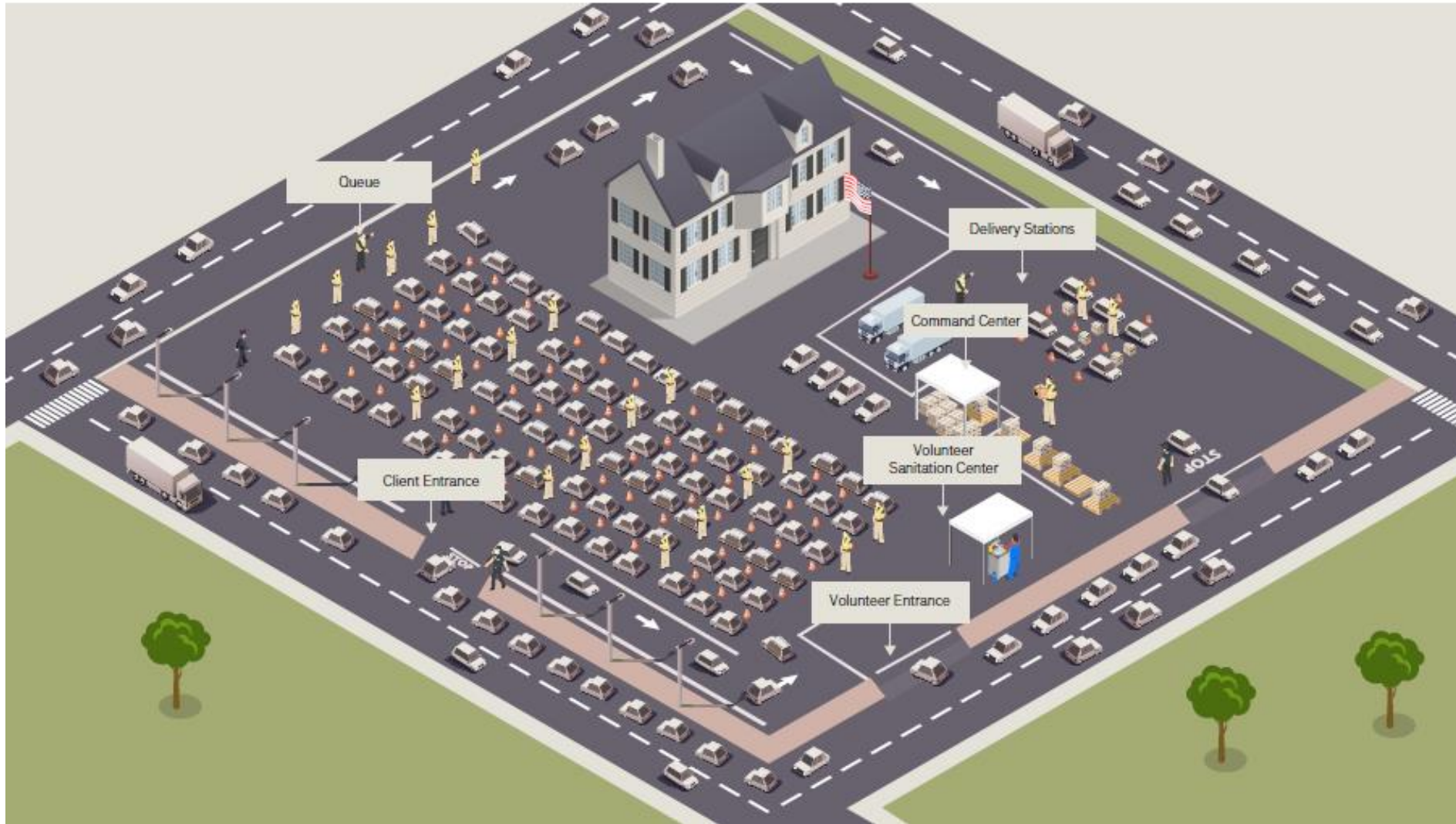
- 2-3 volunteers needed per delivery station + command center / traffic control volunteers
- Lanes * cars per lane = # of delivery stations

Interdependencies – where we might need help from partners

- **Local police and fire department** - needed to help control traffic and should be notified in advance in case of an emergency
- **Community leaders** (e.g., congregation leaders, local organization and business leaders) key to assisting in information dispersion and client enrollment
- **Distribution site set up** – vendors/partners for tables, tents etc.
- **Distribution site** – identify site/partner for event
- **Volunteers** - potential partnership with national guard, partner organizations

Drive-thru distribution: high-volume model

Higher-volume distribution set-up¹



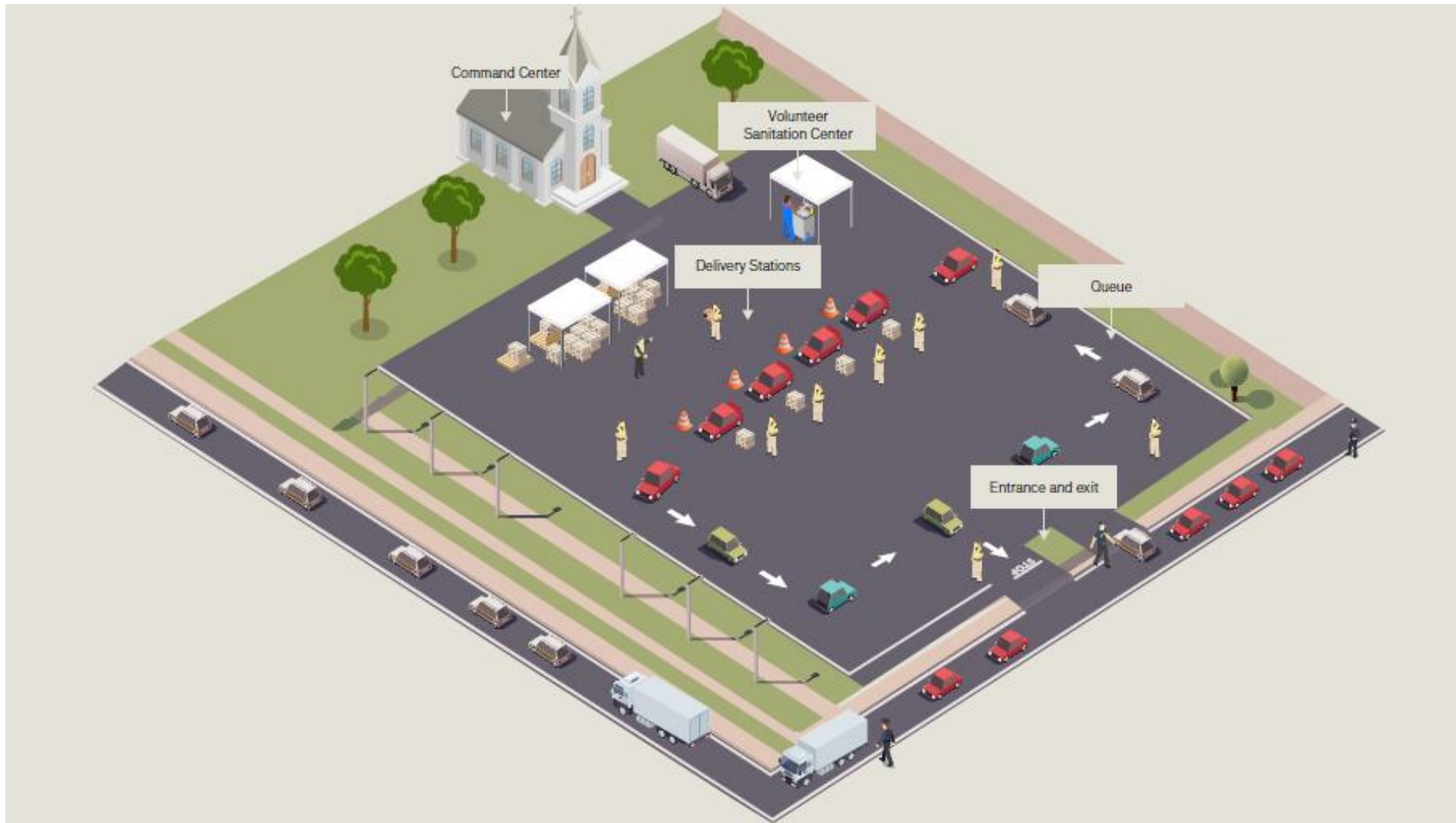
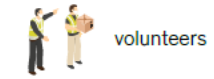
Key positions:

- Traffic volunteers stationed near cones to guide vehicles
- Local police stationed at exit and entrances to guide traffic
- An overflow lot (if nearby) can help with traffic control

1. Please note - this is a reference to view common set ups- exact positioning will be modified based on local circumstances

Drive-thru distribution: space constrained model

Lower-volume distribution set-up¹



Key positions:

- Traffic volunteers stationed near cones to guide vehicles
- Local police stationed at exit and entrances to guide traffic

1. Please note - this is a reference to view common set ups - exact positioning will be modified based on local circumstances

Drive-thru distribution: zoom in on the delivery station

Delivery station detail



Delivery station: delivery area where packaged product is placed into recipients' cars

Key positions / tools:

- Trunk opener
- Intake Volunteer
- Food handler
- Delivery station leader stationed nearby overseeing execution
- Potential use of a mini-erase boards or other signage to communicate with cars through closed windows

Plan on a page: Home delivery model

Idea name – Home delivery model

Description

- Shelf stable delivered to client homes using volunteers, staff, and third-party food delivery services

Key steps

Leading up to distribution:

- Define what food products will be provided to clients
- Identify and contact the population for distribution – food bank may either directly reach out to populations or work with local organizations to identify populations
- Enroll clients – obtain client information, food preferences (if able to accommodate) and notes for the driver
- Utilize your drivers for delivery or identify community volunteers as drivers or partner with third-party food delivery companies/services (drivers must sign standard volunteer waiver and comply with CDC hygiene guidelines) (Refer to index)
- Designate driver pick-up location, time, and delivery schedule
- Create driver routes – group clients by proximity for driver delivery (see appendix for routing tools)
- Package boxes for pick-up (day before)
- Verify with your insurance if drivers need to provide proof of insurance. Is there a minimum age requirement?

Day of distribution

- Drivers arrive at set location to pick up product and receive route
- Ensure drivers have proper PPE for the distribution (provide materials at pick-up site) and conduct car sanitation check
- Prepare drivers with food bank identification material prior to beginning drop-offs
- Drivers conduct contactless drop-offs on pre-assigned routes
- Track and maintain records of all drop-offs; have volunteers/drivers prepared to answer client questions via phone/text
- Driver should notify client of approximate delivery time

Safety norms to be considered

Personnel health and safety

- PPE for volunteer/drivers
- Contactless product pick-up and distribution

Food safety

- Proper storage for delivery and pick-up windows and post drop off

Overall execution timeline

- **Sustained effort:** develop relationships with community partners (identification partner), food delivery services (execution partner)
- Execute a local agreement with any third-party food delivery company/service
- **1 Week prior:** define product, contact volunteers, create boxes
- **1 day:** Delivery can span as long as product availability permits – avg. distribution time ½ days

Interdependencies – where we might need help from partners

- **Community leaders** – key to assisting in client identification, enrollment, and information sharing
- **Third party delivery services** – potential partner for home deliveries

Plan on a page: Walk-up distribution

Idea name – Walk-up distribution

Description

- Serving clients that are in urban settings or smaller community distributions within walking distance. Guest may arrive on foot, riding a bike or scooter or by bus.
- Socially-distanced (using cones or tape separators) walk-up distribution

Key steps

Leading up to distribution:

- Select a distribution site (e.g., food bank, school, church, college, community center, etc.)
- Notify community of distribution period/location (message, email, social media)
- Pre-pack multiple box types for distributions to accommodate choice (e.g., diabetic, allergen friendly)
- Consider box weights for people without transportation assistance (bike, bus, scooter, walking)
- Keep stakeholders informed via outreach (messaging, email, social media)
- Determine if Certificate of Insurance is needed for distribution site

Day before distribution (if permitted):

- Place clear signage around designated area with instructions to cars on how to proceed
- Place tables at distribution nodes to distance volunteers from clients if there are walk ups

Distribution event:

- Volunteer onboarding – morning of event, walk volunteers through roles, distribute radios and supplies
- Contactless delivery to clients (see appendix for step by step guide)
 - Multiple stations for delivery
 - Disinfect tables between clients
- At end of event, offload product for refrigeration and storage
- Clients may need to arrange items for transport before leaving distribution site. Provide a space that does not impeded traffic flow

Safety norms to be considered

Personnel health and safety

- PPE for staff and volunteers
- Guidance for socially distanced volunteer collaboration
- Clear signage on no-touch distribution model to clients

Food safety

- Temperature controlled storage
- Appropriate packaging for food transport post pick-up

Overall execution timeline

- Sustained effort: develop relationships with community leaders (e.g., congregation, business, non-profit, government)
- 1-2 Weeks out: solidify distribution site, recruit volunteers, notify client population, have an inclement weather plan in place
- 1 day: distribution event (repeated as needed)

Interdependencies – where we might need help from partners

- **Community leaders** (e.g., congregation leaders, local organization and business leaders) key to assisting in information dispersion and client enrollment
- **Distribution site set up** - vendors/partners for tables, tents etc.
- **Distribution site** - identify site/partners for event (e.g., tents, volunteer supplies)
- **Volunteers** - potential partnership with national guard, partner organizations, local groups



Drive-thru distribution: Supplies needed

Drive-thru distribution

PPE & safety

Gloves

Masks

Caution Tape

Reflective Vests

First Aid kit

Hand sanitizer

Handwashing stations

Cones

For volunteers

Volunteer t-shirts

A warm smile and positive mindset

Volunteer name tags

Water/Snacks

Sunscreen

Distribution tools

Box Cutters

Staff sign in/out sheet

Radio sign in/out sheet

Clipboards

Car count sheets

Radios/chargers

Stop signs

Pens

Staff t-shirts

Pallet Jacks

Forklifts

Trash collection
(gaylords/produce bins)

Trash cans

Shade structure/tents

Distribution tools

Scissors

Liability Wavers

Volunteer sign in sheet

Portable speaker

Optional

Wagon

Golf Cart

Laminated placards

Dry Erase boards

Forehead temperature
scanners

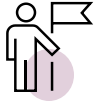
Portable Toilets (not needed if
onsite bathrooms are available)

Portable Battery Charger

Volunteer role overviews¹

Open enough registration spaces to account for **20% volunteer cancellation**

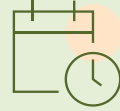
*Have a plan for unregistered volunteers



Volunteer role	Description	Count ³
Trunk opener	Sole role is opening and closing vehicle trunks ²	1 per station
Food handler	Sole role is placing food inside vehicles	1-3 per station
Stop/send	Manages inflow and outflow from lanes; stations at lane entry and exit	2 per lane
Maintenance	Ensures food boxes are open, food is prepped for distribution and trash is consolidated	2 per lane
Lane lead	Experienced volunteer oversees the lane – point of contact between lane and volunteer coordinator	1 per lane
Traffic	Deployed around the distribution area to manage traffic flow	All additional volunteers
Counter	Seated at exit of distribution; goal is to count total cars	2 total

1. Recommended that there is a bilingual volunteer at intake
2. In consideration of food safety, this volunteer should NOT touch food
3. This is an example breakdown of volunteers - will require adjustment to local circumstances

Overview: Distribution best practices



Start client intake an hour prior to distribution start (# in household, zip code and any other details) - this will alleviate traffic congestion after the distribution begins



Laminate colored papers indicating the number of households in each car

Example from Fredericksburg Regional Food Bank:

“We use bright green for 1 hh, bright pink for 2 hh, etc. It is placed on the passenger windshield. Everyone in the distribution line has a key to what color is what, in case they have bad eyes and can't read the number (like me). The last person in the distribution line grabs the paper and it is recycled.”

Be sure to collect cards as cars exit

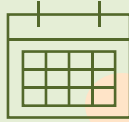


Stage the product from heaviest to lightest and boxed to loose. The last thing you want is to be the last person in line and have to rearrange someone's trunk because it isn't staged properly



Clear signage – prior to distribution make sure signs are placed around the distribution zone and surrounding areas to minimize potential contact

Pre-distribution best practices



Pre-registration - To reduce traffic and plan product quantity – request community members pre-register (details to follow)

*If using pre-registration, separate from walk-up or unregistered clients



Communication - Manage levels of media and client communications – ensure event is appropriately publicized

*Have a designated onsite media contact



Local coordination - Prior to the event be sure to coordinate with local authorities to plan for traffic flow



Procurement – arrange for Portable Toilets (if onsite bathrooms not available) and procure necessary PPE/supplies for distribution (see supply checklist)

Key positions needed for distribution and descriptions

Drive-thru distribution

Key positions

External Lead

Traffic Lead

Command Center Lead

Operations Lead

External Planning Lead

Food Handlers

Truck Drivers

Counters

Volunteer Lead

Delivery Station Lead

Delivery station Coordinator

Descriptions

External Lead

- **Leading up to distribution:** Serve as main contact for and coordinate efforts with local police department (PD), security, and additional vendors
- **Day-of contact:**
 - Be available throughout the day to connect with local PD, security, and additional vendors, etc. Responsible for collecting car count information (check in with Counters throughout the day)
 - Serve as main contact for and coordinator efforts with media contacts, elected officials, and VIP guests.
 - Take pictures of the event for reference
 - Only Leads should make operational decisions

Traffic Lead

- **Day-of:**
 - Direct early car arrivals to line up along designated entrance around an hour before event
 - Place cones in lower parking lot to establish flow of traffic. Brief volunteers on roles before and during distribution
 - Open entrance when given green light from Delivery Station Leaders – have police escort/lead car as lead-off to develop serpentine line through parking lot
 - Monitor traffic flow throughout the day and adjust cones if necessary
 - Work with police department when it's time to shutdown entrances

Key positions needed for distribution and descriptions

Drive-thru distribution

Key positions

External Lead

Traffic Lead

Command Center Lead

Operations Lead

External Planning Lead

Food Handlers

Truck Drivers

Counters

Volunteer Lead

Delivery Station Lead

Delivery station Coordinator

Descriptions

Command Center Lead

- **Leading up to distribution:**
 - Collect any supplies needed (see supply section for detailed list)
 - Ensure proper personal protective equipment (PPE) is sourced for distribution
 - Volunteers can be asked to use personal PPE that they already own
- **Day-of:**
 - First thing: assign radios for staff based on radio assignment list
 - Set up Command Center with needed supplies (all additional supplies should be kept here)
 - Help Volunteer Lead as needed
 - Hand out water and promotional items to volunteers as needed
 - End of day: supplies, radios, masks, gloves need to be returned to facility

Ops Lead

- **Leading up to distribution:**
 - Ensure the product is ready for distribution
 - Work with Delivery Station Lead on planning for distribution layout
 - Work with transportation team to plan delivery of items on Friday (product and supplies)
 - Determine which food handlers will be providing on-site support for distribution set-up on Friday
- **Day before distribution:**
 - On-site at location with Delivery Station Lead, Food Handlers, and drivers to set up distribution

Key positions needed for distribution and descriptions

Drive-thru distribution

Key positions

External Lead

Traffic Lead

Command Center Lead

Operations Lead

External Planning Lead

Food Handlers

Truck Drivers

Counters

Volunteer Lead

Delivery Station Lead

Delivery station Coordinator

Descriptions

Food Handlers & Drivers

- **Day before distribution (if permitted):**
 - On-site at location with Ops Lead and Delivery Station Lead to set up distribution
- **Day-of:**
 - Report to Ops Lead throughout the day
 - Provide any needed support for final set-up
 - During the distribution, float around delivery stations to break down boxes, open boxes, consolidate trash, and move items as necessary
 - Receive direction from Ops Lead on tear-down process, as delivery station lanes begin to close

Counters

- **Day-of:**
 - Pick up clicker or clip board with Car Count Sheet from Command Center upon arrival
 - Staff and volunteer will be stationed at the exit of the distribution
 - Remain at the post for the duration of the distribution. Counters are relieved for a 30 min break – by Ops Lead and Volunteer Coordinator
 - Provide periodic updates on car count to External Lead and others as needed/requested

Key positions needed for distribution and descriptions

Drive-thru distribution

Key positions

External Lead

Traffic Lead

Command Center Lead

Operations Lead

External Planning Lead

Food Handlers

Truck Drivers

Counters

Volunteer Lead

Delivery Station Lead

Delivery Station Coordinator

Descriptions

Volunteer Lead

- **Leading up to distribution:**

- Recruit volunteers for distribution event; schedule 2/3rds of volunteers to arrive 1-2 hours before distribution begins and 1/3 of volunteers to arrive 2 hours into distribution for volunteer breaker position
- Send out reminder emails with information on the roles, sanitation and food safety best practices, and logistical details (parking, point of contact, etc.)
- Secure supplies and PPE in advance of the event
- Identify locations on the route to station traffic volunteers
- Determine how volunteer hours will be recorded (paper or electronic)
- Decide how you will communicate a change of plans due to inclement weather

- **Day-of:**

- Check-in volunteers and lead a brief welcome/orientation to the day; distribute radios to selected volunteers and refresh safety/sanitation best practices
- Split volunteers into 3 groups: delivery station (2/3 of total volunteers), counters (2 volunteers) and traffic (remaining volunteers). Explain the role and objective to each group for the day (see each volunteer description for talking points)
- Communicate with Delivery Station Leads and have them share key role details with volunteers assigned
- Coordinate volunteer breaks. Ideally, break one delivery station at a time every 15 minutes (starting a few hours after distribution began). Please ensure volunteers are at the delivery station 15 minutes before the scheduled break – ensure all volunteers go through handwashing before returning to post
- Coordinate with Delivery Station Lead for smooth break transitions as needed
- Thank and check out volunteers

Key positions needed for distribution and descriptions

Drive-thru distribution

Key positions

External Lead

Traffic Lead

Command Center Lead

Operations Lead

External Planning Lead

Food Handlers

Truck Drivers

Counters

Volunteer Lead

Delivery Station Lead

Delivery Station Coordinator

Descriptions

Delivery Station Lead

- **Leading up to distribution:**

- Work with Ops Lead to identify the pallet/case/unit count needed for each product type
- Based on the number of delivery station lanes, determine the distribution layout – allocate dry and produce bins per delivery station; if product needs to be in boxes identify create product count per box
- Create a distribution layout 3-4 days in advance of a distribution event to the Product Flow Coordinator, Ops Lead, and Transportation

- **Day before distribution:**

- Finalize dry product bin count and make any updates to the distribution layout, as needed
- Be on site at distribution location with Ops Lead, Food Handlers, and Drivers to set up the distribution

- **Day-of:**

- Responsible for overseeing the distribution area, including supervise volunteers, manage delivery station leads and communicate with External Lead and Ops Lead as needs arise
- Provide direction to food handlers and drivers at each delivery station, and where their support is needed to open boxes, break down boxes, clear trash, etc.
- Ensure distribution is fully set up and ready to go one (1) hour before distribution
- When volunteers arrive at the delivery station, greet them and have them go through handwashing
- Once through handwashing, Delivery Station Coordinator will send volunteers in groups to each lane
- Delivery Station Lead and one (1) Delivery Station Coordinator provide assignments and instructions to each lane; second Delivery Station Coordinator will get the remaining volunteers in place for traffic flow to guide cars in and out of the delivery station lanes

Key positions needed for distribution and descriptions

Drive-thru distribution

Key positions

External Lead

Traffic Lead

Command Center Lead

Operations Lead

External Planning Lead

Food Handlers

Truck Drivers

Counters

Volunteer Lead

Delivery Station Lead

Delivery Station Coordinator

Descriptions

Delivery Station Coordinators

- **Day before Distribution:**

- Meet with Delivery Station Lead to go over the layout, timeline, assignments, and any changes to the distribution plan

- **Day-of:**

- Report to the Delivery Station Lead; communicate directly with the Delivery Station Lead if there are any challenges, needs, suggestions, etc.; oversee volunteers and distribution process
- Help ensure distribution is fully set up and ready to go by designated start time
- When volunteers arrive at delivery station, greet them and have them go through handwashing
- Delivery Station Lead and one (1) Delivery Station Coordinator will each go down a lane, one by one, to provide assignments and instructions to each group. Second Delivery Station Coordinator will get the remaining volunteers in place for traffic flow to guide cars in and out of the delivery station lanes (15 minutes total)
- Help oversee distribution tear-down, utilizing volunteer support when possible
- Dismiss volunteers as appropriate at the end of the distribution and/or as lanes close
- Volunteers must check-out with the Volunteer Coordinator at the Command Center

How to address unprecedented demand and manage supply quantities and communications

What we can do to prevent demand from outstripping supply

- Create a pre-registration system and encourage community members to complete
- Consider local circumstances (e.g., distributions near-by, impact of COVID on community) consider hosting multiple distributions in a week to accommodate need
- If there are near-by distributions/partner organizations providing charitable food be sure to share these details with the community
- Adjust distribution package sizes to meet need

How to address the community if demand outstrips supply

- If pre-registration is encouraged and used continuously – over time this should help provide a sense of ability to meet demand
- If it is clear demand will not be met – communicate alternate distribution options, dates or programs
- Include “other resources available” card/flyer in boxes distributed

Day of distribution: intake process and sign guidance

Create in-take surveys clients can take on their device

- Share a URL for people to visit or create a QR code and print it or share on phones (e.g., <http://goqr.me/#t=url>)
- Can be used to create a custom QR code for your Food Bank's survey

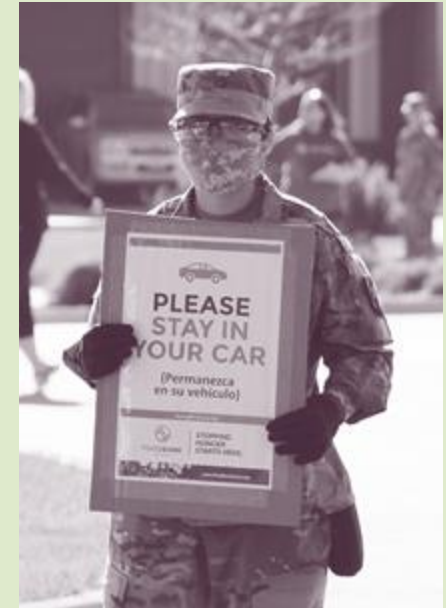
Directions:

- Clients would open the camera on their phone and point it at the QR code
- Pop-up message will ask them to open a page to your survey
- Otherwise an intake survey can be created using any web-based survey tool, such as Google Forms or Survey Monkey
- If technology is not available, have a plan for manual intake



Post clear signage

- Post clear signage with instructions so clients know where to go, what to do (stay in car) and what to expect
- Volunteers may also hold up placards or dry erase boards with instructions or messages
- Consider signage in both English and Spanish (or languages common in your area)



Tools for client pre-registration and communication

Pre-registration



Schedule appointments to limit the number of people congregating at a distribution site at one time

The following free online tool may be helpful:

- www.calendly.com – Free scheduling site

Communication



Keeping stakeholders informed – several food banks and state associations have deployed texting solutions to communicate with the people they serve, volunteers, and staff. A few recent examples:

- [Simple Texting](#)
- [Five9](#)
- [RingCentral](#)
- [Google Voice](#)
- [Textit.in](#)
- [Twilio](#)

Guidance for managing walk-up's in a drive-thru distribution

Walk-up key considerations

First, determine and publicly state whether walk-up's will be accepted during the drive-thru distribution – If yes, consider the following:

1. Create a separate area, and volunteer group dedicated to handling walk-ups
2. To ensure equitable distribution – plan how walk ups will be incorporated in the queue. Consider walk-up's the same way a restaurant with a full-set of reservations considers walk-in's – their interest is met but they often have to wait their turn
3. Plan and prepare the set up for both a drive-thru model and walk-up model (see details in walk-up distribution section)

San Antonio case example

If the walk-up pre-registered...

- Create a separate walk-up station and direct individuals not in cars to this area
- Distribute same variety of product but in a smaller quantity to accommodate carrying items

If the walk up did not pre-register...

- If the distribution is not full, clients should be served
- If the pre-registration is full, create a separate queue for unregistered and registered onsite (assuming capacity has not been met)
- This group only goes through distribution when all pre-registered individuals have been served

Day of distribution: Volunteer check-in talking points

1 Health and safety

- Remind volunteers to remain distanced throughout the distribution
- Clarify PPE quantities per person (e.g., one face covering per volunteer)
- State hand washing and gloves protocols
- Describe correct face covering use
- Advise volunteers to remain near cones for visibility around moving vehicles
- Safety vest

2 Overview of day

- Provide an overview of the set up including: number of lanes, number of delivery stations, break policy
- Share the number of cars expected to be served
- Answer any volunteer questions
- Thank your volunteers

3 Volunteer role overview

- Introduce lane leads and overview roles (truck handler, food handler, traffic)
- Split volunteers into lanes / delivery stations to discuss roles
- Remind volunteers to 'smile with their eyes'

Home delivery enrollment and communication

Home delivery distribution model

Contact potential delivery recipients



Obtain consent – written or verbal with date/time logged – the individual should share their address and other personal information for home delivery purposes



Food preferences including any allergies or other dietary restrictions (if you chose to include these preference, have the flexibility)



Contact information (address, phone number, and email)



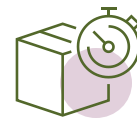
Helpful notes for drivers (e.g., hard of hearing, limited mobility, leave food at front desk, etc.)

Enrollment process and delivery reminders



During enrollment:

- Review delivery instructions: confirm that shelf-stable food can be left at their door during the scheduled window
- Instruct the people facing hunger to stay inside during the delivery to ensure a low/no touch distribution
- If placing reminder calls for deliveries, ask permission to leave a voicemail or send text messages

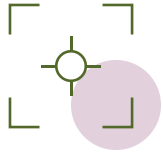


Post-enrollment / pre-delivery:

- Provide enrollment confirmation - a good practice is to provide clients with confirmation of their order and a way to opt-out if needed
 - Text message services, call services, or email may be used
- Send reminders the day before via a phone call or text message – include the time/window that food should arrive

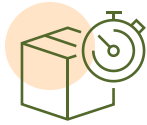
Driver pickup, delivery frequency, and product trackability

Home delivery distribution model



Ensure trackability of third-party delivery service providers

- If working with a third-party food delivery service, legal counsel recommended that you will want to create an agreement with a third-party delivery provider for a specific period of time that outlines privacy and confidentiality
- You will also want to ensure that tracking data is collected in the preferred format (e.g., .csv) for the agreement's intent – food assistance delivery



Determine delivery window and frequency limits

It is recommended that you set a consistent delivery window (e.g., Saturdays between 11 AM and 1 PM), and determine how often an individual will receive food (e.g., every other week, monthly)

- Clear delivery windows will help ensure that recipients are prepared to bring the food inside



Designate the driver pick-up location

Examples: food bank warehouse, a designated agency, a Mobile Pantry, or a large drive-thru distribution site

Key considerations:

- Location convenience - (e.g., agencies may be closer to homes)
- Number of touches - limit number of food handoffs and handling of the food (e.g., the pick-up location is where the food boxes/bags are packed)
- Spaciousness – to accommodate social distancing (open space and drive-thru)

Contactless delivery

Home-delivery distributions

Low – no touch home delivery distribution best practices

Option 1: Individual confirmation of received product (preferred)

- Drivers can leave orders outside doors and ring the bell/knock on door to let the recipient know the food has arrived. Drivers should wait for a confirmation that the recipient is home
- If available, a text message should be sent to confirm delivery has been made. If driver does not receive confirmation, driver will call the recipient
- Alternatively, driver can place the order outside the door, knock, and then call the recipient from their car to confirm delivery was made
- Note: many recipients may live in the same building / complex so drivers should consider bringing a cart to be able to deliver multiple orders to different floors

Option 2: Leave non-perishable product at door

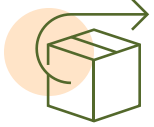
For individuals are not present and are unable to be reached via phone/text, the driver may leave non-perishable product outside their door

It is recommended that a picture is taken of the nonperishable product at the delivery point

- If any individuals on the delivery route do not indicate they are present, the driver should contact the food bank/agency for guidance on the final destination of perishable product. Food banks will make arrangement for the product



Food safety for delivery



We are responsible for making sure food is delivered safely

1. Basic food safety training- ServSafe has food safety training during COVID-19
2. Screen drivers for health - enforce CDC protocols and provide PPE (face coverings, wash hands, disposable gloves)
3. Vehicle and box preparation - ensure vehicles are clean and food boxes/bags are sealed to reduce the chance of tampering
4. Record control of product- record who had control of product until it reached recipients and maintain on file
5. Drop delivery with a notification (non-perishables)-leave product on recipient's doorstep, provided a delivery notification and prior expectations for delivery are established

Source: Feeding America Home Delivery in COVID-19 Webinar



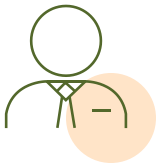
Working with 3rd party partners



Recommend partners with food handling experience (e.g., Amazon, Amazon Fresh, UberEATS, etc.) vs. general delivery experience (e.g., FedEx, UPS, etc.)



Establish an SOP that adheres to guidelines, food safety and allows for operational flexibility



If approached by a third-party with an offer to help, or if you have any questions about working with these groups, contact your FA Member Engagement Director

Walk-up distribution set up

Walk-up distribution

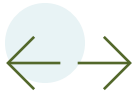


Set up

- Set up the table to separate volunteers from people facing hunger (image 1)
- Food should be pre-boxed/package and placed on tables/pallets on the volunteer side of the table (image 2)
- Volunteers are responsible for maintaining a clean/sanitized work environment (note: all chemicals used at these sites by food bank staff or their volunteers are required to be approved with Safety Data Sheet (SDS) information retained per the food bank's chemical use policies)
- In prep for distribution:
 - Mark a line six feet behind the volunteer-side of the table(s)
 - Use cones and tape to route clients to table(s)
 - Place signs around line up area to guide individuals



Walk-up distribution process



Step 1:

- When a client is at the front of the line, make sure they remain at 6 ft. apart
- Volunteers set food containers on the table(s) and step back behind the line



Step 2:

After volunteer steps behind line, clients come forward, one at a time, to retrieve items from the table

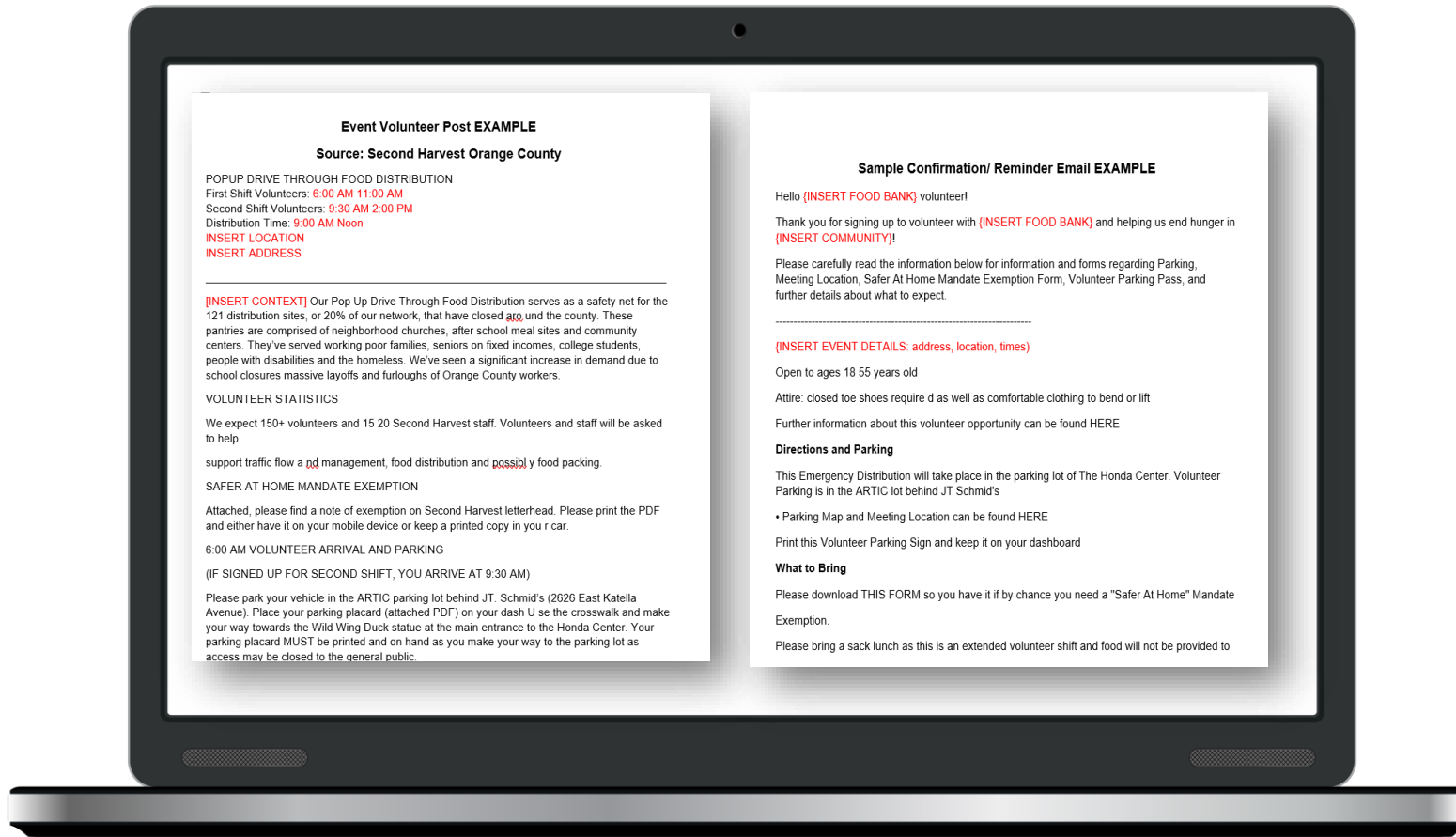


Step 3:

Volunteers wait for clients to retreat six feet from tables before replenishing with available items

Note: To minimize cross contact, only one set of client products (depending on household and product given out) should be placed on the distribution tables at a time, for each station

Template links



Below are printable communication and best practice templates and guides (*will require food bank adjustments*)

Resource links

- [Sample pre-event volunteer post](#)
- [Sample confirmation / reminder email](#)
- [Food safety practices](#)