



## **Mountaineer Food Bank Programs Distribution Safety Protocol**

### **Updates 9/13/2021**

- Mountaineer Food Bank will no longer cancel based on COVID metrics on global epidemics website. Site Contact can request to cancel and reschedule.
- All volunteers must wear masks.

### Objectives:

- Minimize risk of spreading COVID to clients, volunteers, and staff while continuing to serve our communities.
- Effectively communicate and reinforce safety protocols to volunteers.
- Reduce the number of touchpoints with product, vehicles, and others.

### **Mountaineer Food Bank staff will communicate these mandates prior to the distribution with the site coordinator one week in advance of the distribution.**

- Protocol must be signed and returned within two days by the Site Coordinator.
- Site Coordinators should communicate regulations prior to the distribution with their volunteers and aid in limiting the number of volunteers to appropriate number on distribution day.
- ***Canceling the distribution- Partner site can request to cancel the distribution.*** If the Partner Site contact and/or volunteer base is not comfortable moving forward with distribution, please contact the Program Coordinator that sent you this agreement. Cancellation request should be submitted at least two days prior to the distribution date.

### **Mountaineer Food Bank staff will be mandated to enforce and reinforce these protocols at the Programs Distribution site.**

- Mountaineer Food Bank staff or program representative will provide an orientation prior to the distribution on the day of the event and manage the safety precautions in action.
- Mountaineer Food Bank staff person will have a supply of masks, gloves, face shields and sanitizer.
- If the Site or Organization has additional COVID-related policies in place, please communicate that with the MFB Coordinator upon returning this agreement.

*Our mission is to feed West Virginia's hungry through a network of member feeding programs and to engage our state in the fight to end hunger.*



### **Volunteer Protocol**

- Anyone who has been in close contact with someone with COVID-19 is not permitted to volunteer.
- For contact tracing purposes, volunteers will be asked to sign-in and share either a phone number or an email address. Please contact Laura Phillips, Director of Community Programs at [laura@mountaineerfoodbank.org](mailto:laura@mountaineerfoodbank.org) or 304-701-2016 if a volunteer working this distribution has tested positive for COVID within seven days after the distribution to allow MFB to notify the appropriate MFB staff and other volunteers as needed. Constant communication is key in helping to prevent the spread—to determine when monitoring symptoms and quarantine may be necessary due to a COVID exposure.
- **Volunteers MUST wear masks correctly, with masks fully covering the mouth and nose.**
- Volunteers should sanitize their hands frequently throughout the distribution.
- The number of volunteers will be restricted at the site. Volunteer numbers over the listed count will be redirected towards traffic control or asked to leave.
  - Single line distributions will be limited to 10 volunteers.
  - Double line, higher servicing distributions will be limited to 15 volunteers.
  - Note: Traffic volunteers will not be included in these numbers—but number of volunteers at truck will be strictly regulated. Those who are congregating will be asked to leave.

### **Volunteer Roles**

#### **Registration Volunteers**

- Registration volunteers will be directed to remain socially distanced from vehicles as possible approaching and interacting with vehicles.
- TEFAP forms will be passed into the vehicle for household representatives to complete, no pens will be exchanged, and completed forms will be collected when the vehicle is loaded.
- When registration is being conducted with volunteer and clipboard—Registration volunteer should remain socially distanced from the vehicle.
- Registration volunteers are to instruct clients to clear space within their vehicles that is easily accessible, have doors unlocked, and trunks/doors open for loading.
- Patrons who do not have vehicles and are walk-ups will be given priority. Walk-ups will be directed towards a designated area, instructed to keep 6 foot distance, with their box and extras set off to the side for the client to have time to situate and transport.

#### **Loading Volunteers**

- Loaders are only to touch their assigned product and load into trunk remaining socially distanced from volunteers as circumstantially possible.
- Product will be limited easily grabbed items (ie: pre-bagged, items in single quantity)

#### **Vehicles Shutting/Closing**

- One volunteer should be stationed at the front of the line opening and clearing space in the truck of vehicles and will be expected to change gloves/sanitize more frequently.

LP 8/2021

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**Mountaineer Food Bank  
Programs Distribution Safety Protocol  
Signature Page**

Distribution Site Name/County: \_\_\_\_\_

Distribution Date: \_\_\_\_\_

Site Coordinator Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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