

Procedures for COVID-19 Mobile and FRC Food Pantry Food Distributions by Austin Voices for Education and Youth Staff and Volunteers in partnership with the Central Texas Food Bank and Austin ISD

Table of Contents

Austin Voices COVID-19 Safety Procedures	2
Austin Voices Drive-Thru/Walk Thru Food Distribution Procedures	3
Austin Voices Procedures for Home Delivery of Food	4-7
Link to Civil Rights Training for Intake & Home Delivery volunteers	4
CTFB COVID-19 Guidelines and Recommendations	8
CTFB Flyer: <i>Preventing the Spread of COVID-19</i>	9
CTFB Information on Alternative Distribution Models	10

All volunteers should register online to volunteer with Austin Voices at specific distributions. Dates, times and locations of food distributions will be periodically updated here: [AVEY COVID-19 Food Distribution Volunteer Registration Form](#)

Questions? Please contact: Julie Weeks, jweeks@austinvoices.org, 512-797-4847

Financial donations to help Austin Voices provide more food to families in need during the COVID-19 crisis may be given online: <https://www.austinvoices.org/support/donate/> or by sending a check: Austin Voices for Education and Youth, 5221 Ledesma Rd., Austin, TX 78721. *Thank you!*

COVID-19: Safety Procedures for Food Distributions by Austin Voices Staff and Volunteers

Austin Voices for Education and Youth is actively monitoring developments related to COVID-19 (coronavirus) and announcements from the Centers for Disease Control & Prevention, Austin Public Health and the Central Texas Food Bank to ensure that we are following their recommended guidelines. We are taking proactive measures to protect the health and wellbeing of our staff, volunteers and clients as we continue to serve our community.

We still need staff and volunteers to help us get food out to our neighbors who need it. As always, it is our policy that people refrain from serving if they are ill or have been exposed to a communicable disease. As a food-handling establishment, we always take precautions to combat the spread of germs.

Austin Voices will follow these guidelines for staff and volunteer management:

- Email the procedural and safety guidelines to all individuals who are planning on serving ahead of time and have printed copies posted in the staging area. Send a reminder email or text message to volunteers before their shift asking them to stay home if they feel ill or have been exposed to a communicable disease (regardless of how they feel).
- Do COVID-19 screenings and forehead temperature checks for all volunteers upon arrival.
- Use rosters and spreadsheets to track all individuals who serve and restrict volunteerism by individuals and groups who may have been exposed to communicable disease.
- At the sign-in table, remind people not enter the premises if they are feeling ill, have been exposed to a communicable disease (regardless of how they feel), or have recently traveled to an area impacted by a communicable disease.
- Follow general food safety practices such as not letting food/boxes/bags touch the floor, etc.
- Implement strict infection control and safety procedures for staff and volunteers:
 - When signing-in staff and volunteers on the roster, inform them of where the restrooms are for handwashing.
 - Place signage in the area reminding staff and volunteers to wash their hands.
 - Provide a procedural and safety briefing with all staff and volunteers at the beginning of the distribution asking them to adhere to our safety procedures.
 - Provide gloves to staff and volunteers to use as desired
 - Follow current APH and CDC guidelines for masks according to COVID community risk level
 - Educate staff and volunteers about our verbal/no-touch registration & consent procedures.
 - Provide hand sanitizer for use
 - Wipe down tables and high touch surfaces with bleach/disinfectant solution at the end
 - At the end of the shift, remind staff to wash their hands before they leave.

COVID-19: Austin Voices Drive-Thru/Walk-Thru CTFB Food Distribution Procedures

The COVID-19 pandemic has increased the need for food in communities we serve. Austin Voices is partnering with CTFB, AISD and volunteers from the community to provide food to families in need.

Austin Voices is committed to the safety of our staff, volunteers and visitors. We are closely monitoring announcements from the Centers for Disease Control and Prevention and Austin Public Health to ensure that we are following their recommended guidelines. We are taking the following proactive and voluntary steps to help reduce contact and/or spread of COVID-19 while serving and are implementing no-contact “Drive-Thru” and “Walk-Thru” food distributions.

Drive-Thru/Walk-Thru Procedures:

- **Food is pre-bagged/boxed** for distribution in a separate **Food Staging Area** by volunteers and the exact number of families to be served is determined. A paper ticket may be used to determine the number of families who can be served and awareness about foods to be removed due to allergies.
- **Distribution areas** are staffed with volunteers who will put food into car trunks after they are registered.
- **Drive-Thru lanes** are set up and clearly marked with cones/signage. People are asked to stay in their vehicles.
- A **Walk-Thru line and distribution tent** is set up. People are asked to stay 6’ apart in line.
- Bilingual staff will **walk both lines to do verbal/no-touch Registration** (while maintaining at least 6’ social distance) to fill out [The Emergency Food Assistance Program Application Form](#). All persons who do intakes must complete [Civil Rights Online Training in English](#) or [Civil Rights Online Training in Spanish](#) and send their certificate of completion to jweeks@austinvoices.org.
- If intake workers give a Gift Card to a family during a food distribution, the gift card will be given to the adult at the time of the intake. The intake worker will record the last four digits of the gift card ID# in the “*Is household in crisis?*” space on the form for data tracking and grant reporting purposes.
- A method is implemented to count the number of families that can be served. The Director will monitor how much food is available. When it is determined which will be the last car to be served, the remaining cars/walk-up clients are informed there is no more food. **AISD Police** will assist with traffic control and communication, especially when the food is gone.
- Staff and volunteers should quickly **disinfect and take down** the distribution tent and staging area, wash hands and leave the area. Signage should be posted that the distribution is closed.
- AISD Policies are available/on site to support crowd management. AISD Police dispatch phone number is 512-414-1703, aisdpd@austinisdpolice.org.

COVID-19: Procedures for “Home Delivery” of Food by Austin Voices Staff and Volunteers

The COVID-19 pandemic has increased the need for food in communities we serve. Austin Voices is partnering with CTFB, AISD and volunteers from the community to provide food to families in need through “Home Delivery”.

Austin Voices is committed to the safety of our staff, volunteers and visitors. We are closely monitoring announcements from the Centers for Disease Control and Prevention to ensure that we are following their recommended guidelines while providing “Home Delivery of Food” to those who are unable to come to the “Drive-Thru” and “Walk-Thru” food distributions due to the lack of transportation, inability to leave family members unattended at home or for other personal reasons.

Staff and Volunteer Training:

- Austin Voices will assist schools to form a ***Campus Food Delivery Team*** that will:
 - Identify families in need of food delivery
 - Complete the client registration paperwork
 - Communicate and coordinate the process with Austin Voices FRC staff
 - Do home delivery of food to the families of their students
- The ***Campus Food Delivery Team*** is made up of:
 - ***Campus Coordinator:*** Someone at the school who will be the point of contact for the campus teachers and staff to notify that a family needs to have food delivered. This person will do the client intake process and communicate with AVEY FRC Directors to coordinate the food delivery process.
 - ***FRC Director:*** The FRC Director who the campus normally works with will help the ***Campus Coordinator*** to communicate and coordinate with the FRC Director at the campus with the food distribution.
 - ***Home Delivery Volunteer:*** Someone who will pick up the food at the FRC distribution site and deliver it to families homes.
- The Central Texas Food Bank requires that volunteers who do client registration processes (***Campus Coordinator***) and those who deliver food to a client’s home (***Home Delivery Volunteer***) both complete an online Civil Rights Training through this website: [Civil Rights Online Training in English](#). At the end of the course, volunteers will be asked to enter their personal information to receive the certificate of completion. The certificate of completion must be emailed to jweeks@austinvoices.org before doing intakes or food deliveries.
- The ***Home Delivery Volunteer*** should register as a volunteer using [AVEY COVID-19 Food Distribution Volunteer Registration Form](#). This will provide the FRC Directors at the food distribution sites the contact information for who may be coming to pick up food for delivery.

- Austin Voices requires **Home Delivery Volunteers** to review and strictly follow these Austin Voices COVID-19 procedures that include wearing a mask and following social distancing guidelines at all times during the delivery process. It is our policy that people refrain from delivering food to homes if they are ill or have been exposed to someone with a communicable disease.

Home Delivery Procedures:

- Family Resource Center staff, AISD teachers or AISD staff may identify families who need food delivered to their home.
- The **Campus Coordinator** should:
 - Set up an Excel form to track families who are receiving food delivery.
 - Print out paper copies of the TEFAP form. This form must be completed on paper, scanned/photographed and emailed to the FRC Director before the food can be picked up. There is space for three families on each form.
 - Contact the parent/guardian by phone in advance to complete the registration process.
 - If this is the first time for them to get food, complete **Page 1** of [The Emergency Food Assistance Program \(TEFAP\) Application Form](#). Be aware that address information may change so it is important to not rely solely on information in the AISD/AVEY data systems and to obtain the information from the parent. These are the questions on the intake form:
 - *Full legal names and date of birth of adults* in the household. List the person providing the information first so it will reflect the person giving consent. NO photo ID is required.
 - *Full legal names of all children in the household, grade and school* they attend. This is used primarily to verify AISD students in the AISD database.
 - *Race, ethnicity, language, address and phone number* are related to the adult who is providing the information. There is NO discrimination based on race or ethnicity and NO questions about immigration or citizenship status.
 - *# in household* should represent all the people listed on the form. This is important for our agency's reporting and accountability to CTFB since food is provided with USDA federal funds.
 - *1st time @ this CTFB site*: This question is required by CTFB. If they have already been served, **Page 3** of the TEFAP Form may be used instead.
 - *Categorical Eligibility Codes*: The key for codes and their programs is at the top of the form. If families are enrolled in any of these state-funded benefits programs, they automatically qualify for free food. If not, they must provide monthly income to CTFB.
 - *Household income*: If a *Categorical code IS selected* this may be left blank. If NO *Categorical Code* is selected, the income must be recorded for CTFB.
 - *Eligibility*: Always circle *Eligible*. According to CTFB guidelines, even if a family is not enrolled in a state benefit program and is over the income guidelines, they can still qualify for free food just by statement of need.

- *Is household in crisis?* This is how CTFB asks the “statement of need” question related to eligibility if they are over the income limits. However, in the COVID-19 crisis, Austin Voices uses this space to note any significant needs that the family has so the Family Resource Center staff can follow up with them. If *F/U needed* is checked, staff will know to follow up with the family to offer assistance.
- *COVID-19 Verbal Consent for CSI/ROI with Austin ISD:* There is a brief statement on the back of the form that needs to be read to the parent. This food pantry partnership with CTFB is offered by Austin Voices through the Community School Initiative (CSI) with AISD. This consent allows Austin Voices to exchange information with AISD about students and families who are served. If the parent agrees to the consent, check the consent box and signs the form as the *witness*. Note: The parent will receive a copy in English and Spanish of the full consent with their bags of food.
- If the family has already had food delivery, complete **Page 3 of [The Emergency Food Assistance Program Application Form](#)**
- Take into consideration the date/time of the next FRC food distribution and agree upon the expected date and time for food delivery to their home and ensure that someone will be available to receive the food. The food must be given to a person and can NOT be left at the door unattended.
- The **Campus Coordinator** should communicate with the **Home Delivery Volunteer** and the **FRC Director** that they normally work with by emailing the completed TEFAP form.
- The **FRC Director** should communicate with the **FRC Director for the food distribution site** by forwarding the email of the completed TEFAP form, copying the **Campus Coordinator** and the **Home Delivery Volunteer** to let them know that food for a “Home Delivery” will be picked up for whom, by whom and when. These are the FRC Directors in charge of the food distributions:
 - Burnet FRC - Andy Lyon, alyon@austinvoices.org, 512-966-1108
 - Dobie FRC - Jose Carrasco, jcarrasco@austinvoices.org, 512-623-9984
 - Webb FRC - Socorro Carrasco, scarrasco@austinvoices.org, 512-903-3800
 - Navarro FRC - Andy Lyon, alyon@austinvoices.org, 512-966-1108
- **Home Delivery Volunteers** for schools should:
 - Be pre-identified and considered part of the **Campus Food Delivery Team**. It is ideal for the same person to work with the school to facilitate consistent communication and collaboration.
 - Complete the [Civil Rights Online Training in English](#) or [Civil Rights Online Training in Spanish](#) required by CTFB and Feeding America.
 - Pick up food during the unloading and pre-bagging time period (this is preferred) or during a Drive-Thru or Walk-Thru distribution (in line with others) for any one of the Austin Voices FRC food distributions at Burnet MS, Dobie MS, Webb MS and Navarro ECHS.

- Have the names, addresses and phone numbers of the families they are delivering food to.
- Call the family from the food distribution site to verify the address and let them know when to expect the delivery of the food.
- Deliver the food quickly to the family's home as some of the food may be fresh, refrigerated or frozen. Call the family upon arrival at the home.
- The food must be received by someone in the home while the volunteer practices social distancing. The food may NOT be left unattended at the front door or on the porch.
- If no one answers the door, and the family can not be reached by phone, the FRC Director should be notified and the food should be returned to the distribution site immediately for proper storage per USDA and CTFB guidelines.
- The ***FRC Director*** will then reach out to the family to attempt to make alternate plans to attempt to reach the family and make additional arrangements to deliver the food if it is still needed.



CORONAVIRUS / COVID-19

Prevent the Spread of Virus at Food Distribution Sites

Central Texas Food Bank is monitoring Coronavirus / COVID-19 using information provided by the CDC, State of Texas and local health authorities. Our goal, as it also is with flu and cold viruses, is to continue to remain proactive and take the recommended precautions by these agencies to prevent the spread of the Coronavirus and other Viruses throughout our food distribution network. The recommended practices are already being used by Central Texas Food Bank as part of our normal course of work to ensure that we can balance the prevention of spreading the virus while also feeding those who are hungry.

Prevention at Food Distribution Sites - Primary Methods

Use the same preventative strategies for Coronavirus / COVID-19 as used during the flu and cold seasons. Clients, Volunteers and Staff should:

Clean hands often



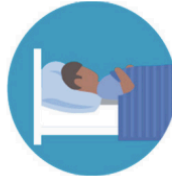
- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, after blowing your nose, coughing, or sneezing, before eating, and after using the bathroom.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

Avoid close contact



- **Avoid close contact** with people who are sick.
- **Put distance between yourself and other people**. For COVID-19, the recommendation is 6 feet. This is especially important for people who are at higher risk of getting very sick.
- **Ask each household to only send 1 person to receive food at distribution site/line**. Family members waiting for food assistance should wait outside or in the car. This will help decrease the amount of people in the distribution line.

Stay home if sick



- **Stay home if you are sick**, except to get medical care.
- If you need food assistance, please **send someone on your behalf** to receive your food and deliver it to you at your home.

Cover coughs and sneezes



- **Cover your mouth and nose with a tissue** when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a **hand sanitizer that contains at least 60% alcohol**.

Clean and disinfect



- **Clean AND disinfect frequently touched surfaces daily**. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.

Questions? Please contact Central Texas Food Bank

6500 Metropolis Dr., Austin, TX 78744 | 512.684.2503 | agencies@centraltexasfoodbank.org



CORONAVIRUS / COVID-19

Prevenga la Propagación de Virus en los Sitios de Distribución de Alimentos

Central Texas Food Bank está monitoreando Coronavirus/COVID-19 usando información provista por CDC, el estado de Texas y el Departamento de Salud Pública del condado. Nuestro objetivo, como también lo es con los virus de la gripe y el resfriado, es seguir siendo proactivos y tomar las precauciones recomendadas por estas agencias para evitar la propagación del coronavirus y otros virus a través de nuestra red de distribución de alimentos. Ya está utilizando las prácticas recomendadas como parte de nuestro curso normal de trabajo para garantizar que podamos equilibrar la prevención de la propagación del virus al mismo tiempo que también alimentar a los que necesitan alimentos.

Prevención en los Sitios de Distribución de Alimentos-Métodos Primarios:

Use las mismas estrategias preventivas para el Coronavirus/COVID-19 que se usan durante las temporadas de gripe y resfriado. Los clientes, voluntarios y personal deben:



- **Lávese las manos frecuentemente** con agua y jabón por al menos 20 segundos, especialmente después de ir al baño, antes de comer, y después de sonarse la nariz, toser o estornudar.
- Si no cuenta con agua ni jabón, **use un desinfectante de manos que contenga al menos un 60 % de alcohol**. Lávese las manos siempre con agua y jabón si están visiblemente sucias.
- **Evitar tocarse los ojos, la nariz y la boca.**



- **Quedarse en casa si está enfermo.**
- Si estas enfermo y necesita asistencia alimentaria, **envíe a alguien en su nombre para que reciba su comida** y se la entregue en su hogar.



- **Cubrirse la nariz y la boca** con un pañuelo desechable al toser o estornudar y luego botarlo a la basura.
- Inmediatamente **lávese las manos** con agua y jabón por al menos 20 segundos. Si no cuenta con agua ni jabón, **use un desinfectante de manos que contenga al menos un 60 % de alcohol**.



- **Evitar el contacto cercano con personas enfermas.**
- **La recomendación es una distancia de 2 metros.**
- **Cubra la tos y los estornudos con papel pañuelo desechable o tosiendo dentro del antebrazo.** Aléjese de la línea de distribución si necesita toser o estornudar, o si se encuentra en un sitio interno, por favor salga afuera. Asegúrese de tirar el papel pañuelo desechable a la basura inmediatamente.



- **Limpiar y desinfectar los objetos y las superficies que se tocan frecuentemente**, usando un producto común de limpieza de uso doméstico en rociador o toallita.

Preguntas? Por favor contactar el Central Texas Food Bank

6500 Metropolis Dr., Austin, TX 78744 | 512.684.2503 | agencies@centraltexasfoodbank.org



Alternative Distribution Models

CTFB Partner Agencies have alternative options for serving clients outside of their typical distribution models. Those options include offering direct delivery and providing a proxy pick-up model. Below are detailed descriptions of those options and the requirements that apply to each.

Temporary Guidance regarding intake forms during COVID-19, through April 30, 2020:

To assist with supporting a “no contact” distribution model, signatures are temporarily NOT required from TEFAP participants/proxies. Site Coordinators must still obtain federally required intake criteria to properly determine and document eligibility. A sample temporary intake sheet has been provided for your reference and can be found on the CTFB website here: centraltexasfoodbank.org/agencies

Direct Delivery

In the Direct Delivery model, your organization’s staff or volunteers are directly distributing food to the home of your client(s).

To offer delivery your organization must have a written process in place that:

1. Explains the circumstances under which your organization will offer delivery, outlines how you will fulfill delivery and how you will ensure you will apply it fairly and consistently to all participants.
2. Acknowledges that food will only be handed directly to the client or the client’s proxy. *(For example, you cannot leave it on a doorstep or in a ‘community room’ or give it to any other individual.)*

Training: The individuals fulfilling the deliveries must have the same training required of your regular pantry staff and volunteers that interact with clients, including Civil Rights training.

Proxy Pick-Up

Proxies are people designated by a client to act on their behalf during every step of the process to receive food assistance. This includes providing a signature on forms and attending regularly scheduled distributions on their behalf.

A proxy must provide proof of identification prior to picking up the food to distribute to the client. Your organization must collect the following information regarding proxies:

- Client’s name
- Name of site
- Authorization including proxy’s name
- Client’s signature
- Duration of proxy

If you are utilizing the CTFB branded pantry intake form, as recommended, designating a proxy is already a part of that form.

In the event your organization’s inventory begins to run low and you need additional opportunities to pick-up food, we will work with you on a case-by-case basis to schedule pick-up appointments outside of your standard ordering window as our schedule allows.