



Responding to COVID-19

March 11, 2020



Agenda

- Nutritious food is essential
- COVID-19 situation
- Stop the spread of germs
- Communication is key

Format

Due to large number of participants, you have been muted. Please send in your questions by “Q&A” (not chat) and we will do our best to answer them.



Access to nutritious food is essential for our clients' health

- If clients don't have healthy nutrition, they can't fight disease
- Many clients don't have storage space for extra food
- Clients don't have financial means to stock up on food
- We are losing volunteers and we expect clients to need us more

Our work and YOU are more important now than ever



COVID-19: Current status, Second Harvest

Distributions and volunteer shifts are taking place as scheduled.

We are following directives from the Center for Disease Control (CDC) and local health departments.

- Santa Clara County Public Health guidance for essential “medium-sized” events (100-1000 people)
 - Size: smaller is better; duration: shorter is better.
 - Reinforce stop spread of germs suggestions: cleaning, hygiene, social distancing

Second Harvest is a *Second Responder* in times of disaster.

We provide services year round and during emergencies.

We must keep critical resources moving to people who need them. We are establishing contingency plans if the situation escalates.

Volunteers needed! Sign up here: <https://www.shfb.org/give-help/volunteer/individual-volunteering/>



Stop the spread of germs



COVID
CORONAVIRUS
DISEASE
19

STOP THE SPREAD OF GERMS

Help prevent the spread of respiratory diseases like COVID-19.

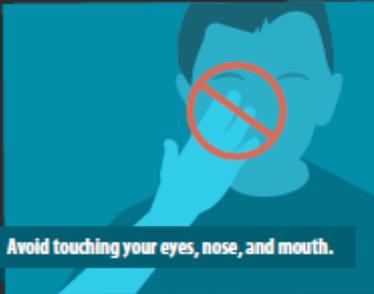
Avoid close contact with people who are sick.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash.



Avoid touching your eyes, nose, and mouth.



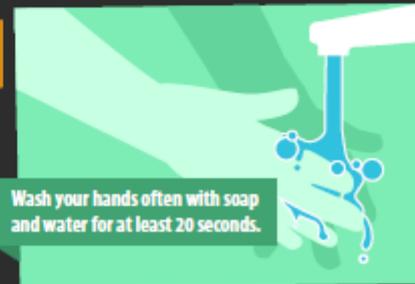
Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.



For more information: www.cdc.gov/COVID19

Your site will receive this flyer with the food invoice

In English, Spanish, Vietnamese, Chinese

Please post at every distribution

We will get more flyers to distribute to clients



Clean hands

All
volunteers,
including
registration
and USDA
volunteers,
must wear
gloves as
soon as they
get to a site

When you arrive:

1. Wash your hands for 20 seconds with soap or use hand sanitizer



2. Put gloves on



3. Change gloves whenever you touch your face, hold your phone or or switch tasks



Social distancing

1. Greet clients, and each other, from a distance
2. Ask clients and volunteers to stand 4-6 feet apart from each other, even when waiting in line
3. Encourage clients to come only during their appointment or distribution window. Consider setting up an appointment system – we can help



Client signatures



If you are a USDA site, the client does not need to sign the USDA form. Your USDA check-in volunteer should write in the client's name and address and write COVID-19 on the signature line.

If a client is completing a registration form, ask them to use hand sanitizer before using the pen.



Supplies

1. Plastic bags: Enough for 5 per household through April
 - Most will get them sent automatically
 - Online partners will be able to order, the rest will get them with their deliveries
2. Hand sanitizer is on order, not available
 - Reimbursement/gift cards can be available – talk to your Second Harvest manager
 - Ask volunteers to bring their own if they can
3. Ask for what you need – we'll see if we can get it
4. CDC “Stop the Spread of Germs” flyer



About Masks...

We do not encourage the use of masks at our distributions.

The Center for Disease Control and Prevention (CDC) does not recommend healthy people wear a mask for prevention. Sick people should not attend a distribution.

Volunteers who feel they should have a mask may do so at their own discretion.



Pre-bagging and assisted bagging of produce



**In an abundance of caution,
in particular for our vulnerable
community, we are modifying our
distribution of produce.**

**Volunteers must either pre-bag or
provide assisted bagging of all produce
during this temporary situation.**

*** we may be able to start sending food
boxed at our warehouse
to limit the time recipients need to be on site**



Pre-bagging or assisted bagging of produce

- Sites can decide to implement either pre-bagging or assisted bag of all produce
- Sites will be provided clean new plastic bags to distribute produce
- Volunteers should not be touching clients bags
- No need to change distribution flow or food set up
- Make sure you are following ALL food safety guidelines



Assisted bagging of all produce



Step 1:

Smile and ask client if they want a produce item

Step 2:

Put the produce item in the plastic bag

Step 3:

Pass the plastic bag to the next volunteer

Step 4:

Repeat until the end of the produce line, filling the plastic bag (getting another if needed)

Step 5:

Hand filled bag to client. Do NOT put bag into client's personal bag



Pre-bagging of all produce



Step 1:

Before the distribution begins, select the number of items per invoice and place in plastic bag

Put as many produce items in the same plastic bag for client to maximize the supply of bags

Pre-bagged produce may be placed on tarp or flattened boxes to keep safe

Step 2:

When client is going through the line, smile and hand them a filled bag(s) of produce. Do NOT put bag into client's personal bag



Pre-Distribution Gathering



Pre-distribution gathering

- **GOAL:** Site leader will bring your volunteer group together *briefly* for appreciation, to explain processes and to ensure the volunteers are following food safety and health practice guidelines. Do this every distribution or service window.
- **When:** Before food is set up, but most volunteers are there. You may need to do this twice – at beginning with initial volunteers and later with the late-comers.
- **How:** Despite temptations to get the food sorted and managed first, it's important to get your volunteers together as soon as most are there.
 - Make sure to welcome and thank everyone and let them know how important they are. Do a quick round of introductions.
 - Keep 4-6 ft. between volunteers – have fun with it
 - Ask bilingual volunteers to translate if needed
 - Utilize “Pre-Distribution Huddle Expectations” document
 - Take special care with your satellite and home delivery volunteers





Pre-Distribution Gathering
Health Measures / Expectations
Conduct Multi-Lingually As Needed
March 10, 2020

Welcome and Brief Introductions

Need for volunteers and healthy food – especially now - Your community needs you – thank you!

- People need nutritious food to stay healthy. Some of the participants may not have another source of food.
- Please remember that germs don't discriminate – and treat everyone with the same respect as always.

Your health and safety, and that of our clients, is important to us.

We expect some temporary changes to distribution to help reduce exposure due to coronavirus fears

1. On a temporary basis please "pre-bag" or "assisted bag" all produce to minimize touching of food by clients
2. If you are a USDA site, the client does not need to sign the USDA form. Your USDA check-in volunteer should write in the client's name and address and write COVID-19 on the signature line.
3. Clients and volunteers should stand 4-6 feet apart from each other, even when waiting in line.

Thank you for your cooperation in always following these guidelines – now and in the future.

- Stay home if you feel sick. This includes a fever or cough.
- Volunteers or staff who have traveled to countries identified with Level 2 & 3 Health Notices (currently China, Iran, Italy, Japan and South Korea) should remain at home for 14 days.
- Clients can always send a healthy friend or family member in their place.
- Avoid touching your face, particularly your eyes, nose and mouth.
- Wash your hands for 20 seconds with soap and water; use a hand sanitizer with at least 60% alcohol. Allow hand sanitizer to fully air-dry; make sure to spread to entire front and back of hands and fingers.
- ALL volunteers use gloves – they are single use only. Change your gloves if you touch your face or your phone or switch tasks – use hand sanitizer or wash your hands before you put on more gloves
- Identify a volunteer to help all attendees use hand sanitizer or wash their hands upon arrival.
- Cough into your elbow or a tissue and throw it away (then change your gloves)!
- All tables and surfaces in contact with food have been cleaned and sanitized before and after the distribution. Don't forget the edges and frequently touched surfaces and carts used for moving food too.
- Bagged food can be put on cardboard or a tarp if on the floor.
- Never re-use boxes that contained meat or poultry. Always keep meat/poultry in a separate bag.
- Regularly remind clients to come only during their appointment window or distribution time.
- The site leader should contact Second Harvest if we need more gloves, plastic bags, or cleaning supplies or has ideas about how to make this distribution safer.

Need food? 1-800-984-3663

Want to donate? 1-866-234-3663



Pre-distribution gathering messages

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Review guidelines every time

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Meal programs



Prepared meals, unique needs

- Zoom call being set up for meal programs
- (Tentatively) Friday 3/13, 2:30pm
- Meal programs will get an invitation soon
- Bill Lee from Martha's Kitchen will help facilitate discussion
- Please send your questions, tips and suggestions to your Program Manager



**Communication
is key**



Second Harvest will be checking in with site leads more frequently.

**Please respond!
We need to identify trends in the community quickly**



FAQs

- We will establish a list of FAQs for program site leaders and volunteers including our recommendations and send it out
- Available next week
- Send your questions to your Second Harvest liaison



**Questions?
Suggestions?**

**Send via Q&A box
in zoom**



THANK YOU
for all you are
doing to keep
our community
fed and healthy

