



# Program Updates Webinar for Site Leaders

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**September 9, 2020**

**Thank you for joining!**

**We will begin the presentation at 11:00 a.m.**

# Agenda

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- Program and name changes
- Registration and check-in changes
- COVID Update
- PPE

## **Format:**

Due to the 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.



# Program changes



# Open to all

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- Goal: Provide food to anyone who comes to our distributions
- In March, we opened Brown Bag and Family Harvest programs to all clients:
  - Anyone allowed to attend, regardless of age, family composition or zip code
  - Clients can attend multiple locations
  - Clients who live out of county: Always serve and encourage to enroll in programs in county of residence
- Why?
  - More people than ever in need
  - Provides more locations for clients to get their groceries
  - Simplifies services, easier to understand
  - Allows us to serve more people

**A success -  
This is a permanent change!**



# New name

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One name for all grocery programs\*:

***Free Groceries at LOCATION***

Examples: Free Groceries at St. Martin of Tours  
Free Groceries at Martin Luther King Center

Why?

- Open to all clients, so name doesn't need to specify age or family composition
- Consistent menu for all programs

Please replace any messaging that includes the Family Harvest or Brown Bag name with “Free Groceries at LOCATION”

\* Including Brown Bag, Family Harvest, Produce Mobile, Kids NOW, Direct Service Pantries, Emergency Drive-Thrus, school pantries and college pantries



# Registration and check-in changes



# Implementing Salesforce for clients

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- Consolidating our databases throughout Second Harvest
- Using the Salesforce database for volunteers for two years
- Now, implementing Salesforce for clients
  - One system that follows client referral through attendance
  - Clients provide information one time
  - Easy to attend distribution(s) that are most convenient
  - Changes to distributions are easily communicated via text
  - Facilitates recordkeeping for USDA food
  - Within a year, intend to have electronic check-in



# Salesforce client registration: What to expect?

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- New client registration
- Client ID
- Rosters
- Returning client check-in
- Returning registration materials



# New client registration: Simplified form

SITE: \_\_\_\_\_  
DATE: \_\_\_\_\_

 SECOND HARVEST of SILICON VALLEY		Client Registration Form				Preferred Language - (circle one)	Ages of People in Household						free groceries before?		
		Client ID	First /Last Name	Date of Birth	Address Street / City / Zip code		Phone number	#1	#2	#3	#4	#5	#6	Never	More than 1 year ago
	EXAMPLE: Mary Jenkins	4/5/1980	1234 Longview Drive San Jose 95125	408-333-3333	Eng / Viet / Span / Chin / Other	4	9	44	70						X
					Eng / Viet / Span / Chin / Other										
					Eng / Viet / Span / Chin / Other										
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					Eng / Viet / Span / Chin / Other										
					Eng / Viet / Span / Chin / Other										



# New client registration: Simplified form

Client Registration Form										SITE: _____					
SECOND HARVEST of SILICON VALLEY										DATE: _____					
Client ID	First /Last Name	Date of Birth	Address Street / City / Zip code	Phone number	Preferred Language - (circle one) Eng / Viet / <u>Span</u> Chin / Other	Ages of People in Household						Have you gotten free groceries before?			
						#1	#2	#3	#4	#5	#6	Never	More than 1 year ago	In the last year	
	EXAMPLE: Mary Jenkins	4/5/1980	1234 Longview Drive San Jose 95125	408-333-3333		4	9	44	70						X

Complete one row on the Registration Form for each new household

- **ALL** information needs to be collected for each client. Print clearly – the data entry team thanks you!
  - First and last name. **Last name is most important**
  - Date of birth: Month, day and year. **YEAR is most important.** Age is also ok.
  - Complete CELL phone number so that we can call or text client
  - Complete address, including street number and name, city and zip code. **Zip is most important**
  - Preferred language – we will use this information to send text messages
  - Ages of people in the household: the approximate age of each family member, not including the client signing up. This information is used to report children/adults/seniors that we are serving
  - Have you gotten free groceries before? This helps us know if we're serving new people



# Client ID number

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- Salesforce generates a unique Client ID number for each client.
  - This number is not tied to a specific site (as it was with Brown Bag and Family Harvest).
  - If a client goes to a different site, they will use the same ID number.
- The Client ID number will be different from the Brown Bag and Family Harvest numbers. **Brown Bag and Family Harvest numbers will no longer used**
- Many client ID numbers will begin with an “M” (e.g., M1234). This helps help differentiate from addresses and phone numbers.



# Client ID card



SECOND HARVEST  
of SILICON VALLEY

Bring this card to  
pick up groceries!

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Client ID: \_\_\_\_\_

- Clients only need **one** Client ID card for all Second Harvest grocery programs.
  - Lost card? No problem, the Registration Volunteer can give the client a new card
  - Clients may want to take a picture of their Client ID card so that they always have it available
- All clients will receive a Client ID card the first time they register. But the card will not have a Client ID # until their information is entered into Salesforce.
- Cards are blank. The Registration Volunteer will complete the blank fields on the card.
- When the client comes back and is on the roster
  - Registration Volunteer should fill out a new card and include the Client ID #
  - OR
  - Client can fill in their Client ID (if they have a pen)

**Client ID cards will be sent in the Green Mail Bag**



# New client registration

Step 1: Complete one row on the registration form for each household

Client Registration Form															
															
SITE: _____ DATE: _____															
Client ID	First/Last Name	Date of Birth	Address Street / City / Zip code	Phone number	Preferred Language - (circle one) Eng / Viet / Span / Chin / Other	Ages of People in Household						Have you gotten free groceries before?			
						#1	#2	#3	#4	#5	#6	Never	More than 1 year ago	In the last year	
	EXAMPLE: Mary Jenkins	4/5/1980	1234 Longview Drive San Jose 95125	408-333-3333		4	9	44	70						X

Step 2: Give new clients a Client ID Card

	<p><b>Bring this card to pick up groceries!</b></p> <p>Name: _____</p> <p>Phone: _____</p> <p>Client ID: _____</p>
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Note:

If a client goes to a site for the first time and already has a client ID card, they will not be on the roster for that site

- Registration volunteer completes a new row on the Registration Form, writing client ID #, name and phone
- Client should appear on the site's roster the next time they come



# Rosters for returning clients

 SECOND HARVEST of SILICON VALLEY		<b>Site:</b>	Site 1A		
		<b>Date:</b>	9/10/2020		
Client ID	First Name	Last Name	Phone#	Attended	Notes
22222	Ana	Emy	(650) 999-0455		
33333	Ana	Hern	(650) 878-2011		
M66666	Ana	Lev	(510) 555-1519		
44444	Ana	Man	(510) 333-9930		
M121	Anabel	Loza	(650) 222-4505		
11111	Anahi	Tab	(650) 444-1289		
6666	Anali	Aguirrezok	(650) 234-6867		
54321	Andrea	Camand	(650) 432-7382		
M111111	Ang	Viv	(650) 567-6601		
543322	Angela	Ramona	(650) 543-0612		
40000	Angelica	Bermu	(650) 987-3062		
234567	Angelica	Cha	(415) 321-7057		
334455	Bagaet	Hern	(650) 789-3967		

Beginning September 14, rosters will look a little different

- Client ID (generated by Salesforce)
- Client first and last name
- Client phone number
- Column to check if attended
- Notes field for any updates



# Rosters for returning clients

 <b>SECOND HARVEST</b> <small>of SILICON VALLEY</small>		<b>Site:</b>	<b>Site 1A</b>		
		<b>Date:</b>	<b>9/10/2020</b>		
Client ID	First Name	Last Name	Phone#	Attended	Notes
22222	Ana	Emy	(650) 999-0455		
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- Rosters will be sorted alphabetically **by first name** and then by last name.
- Rosters will be printed and delivered in the Green Mail Bag for **each** distribution (not monthly)\*
- Home delivery clients will be listed on the site’s main roster
- Satellite sites will receive a separate roster

\* Option: If a site lead is able to print rosters, the Program Manager can email the roster to the Site Lead. The advantage is that the roster is “ready to go” as soon as the Registration team is ready to begin checking in clients (they don’t have to wait for the truck to arrive). If rosters are emailed, they **must** be encrypted with a password and the Site Lead will be provided with that password.



# Returning client check-in

 SECOND HARVEST of SILICON VALLEY		Site: Date:	Site 1A 9/10/2020		
Client ID	First Name	Last Name	Phone#	Attended	Notes
22222	Ana	Emy	(650) 999-0455		
33333	Ana	Hern	(650) 878-2011		
M66666	Ana	Lev	(510) 555-1519		
44444	Ana	Man	(510) 333-9930		
M121	Anabel	Loza	(650) 222-4505		
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40000	Angelica	Bermu	(650) 987-3062		
234567	Angelica	Cha	(415) 321-7057		
334455	Bagaet	Hern	(650) 789-3967		

Step 1: Get client's first and last name from **Client ID card** OR ask them. Confirm phone number and/or Client ID

Step 2: Look them up on the roster

Step 3: If they **are on the roster**, check them in as "Attended"

If they **are not on the roster**, volunteer fills out a row on the Registration Form. ALL information must be collected to ensure the client gets added to Salesforce properly.

Step 4: Give a **Client ID card** if they don't have one. Use the "Notes" column if a correction needs to be made in the client's information

## Note:

If the Registration team is ready to begin checking in clients and the truck has not arrived with the rosters, use the Registration Form for all clients:

- If the Client has a Client ID card, fill out Client ID, name and phone number on the Registration Form
- If the Client does not have a Client ID card, complete the entire row on the Registration Form



# Returning registration materials

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Site lead should return Rosters and Registration forms after **each** distribution. Options include:

- In the Green Mail Bag with the Second Harvest truck
- Mail, if you can mail it the same day as the distribution
- Drop off at Second Harvest front desk, same day or next day
- Scan and email (make sure to encrypt)

**Your Program Manager will work with you to determine the best way to return the materials**



# Other

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- **Can a client “transfer” sites?**
  - A “transfer” is no longer necessary. Clients can be registered and attend multiple sites (only one site each week). They will use the same Client ID number at each site.
- **Will clients be removed from a site’s roster if they haven’t attended for a certain amount of time?**
  - Clients will not be on the roster after the **6th missed attendance** at any site. Reinstating them is simple:
    - Next time they attend, enter their Client ID, full name and phone number on the Registration Form. They will be on the roster the next time.
    - No Client ID? Enter all information on the Registration Form
- We are piloting online check-in and registration using tablets at a few distribution sites. Stay tuned!



# COVID Update



# New signage required

## San Mateo County

**Protect yourself and others from COVID-19**

Please stay home if...

Wash your hands first.

Social distancing (at least 6 feet) must be maintained.

You must wear a face covering.

**COVID-19 PREPARED**

This business has completed a Social Distancing Protocol to prevent the spread of COVID-19.

SAN MATEO COUNTY HEALTH

**WEAR YOUR MASK HERE**

Everyone must wear a face covering and stay 6 feet apart.

Covering your face helps prevent the spread of COVID-19.

**SOCIAL DISTANCING**

Everyone must wear a face covering and stay 6 feet apart.

**DISTANCIAMIENTO SOCIAL**

Everyone must wear a face covering and stay 6 feet apart.

**GIỮ KHOẢNG CÁCH XA**

Everyone must wear a face covering and stay 6 feet apart.

San Mateo County

## Santa Clara County

**SOCIAL DISTANCING PROTOCOL VISITOR INFORMATION**

Last Updated: [Date]

**Business Name:** Second Harvest of Silicon Valley

**Facility Address:** First Distribution, 1100 or various locations in Santa Clara County

The maximum number of people allowed in this facility to ensure that people are easily able to maintain six-foot social distancing, or as required by the Order, is [Number]. The total square footage of this facility is [Square Footage].

**Summary of Customer-Facing Requirements:**

- Handwashing facilities or sanitizer is available near the facility entrance.
- An employee is posted at or near the facility entrance to ensure the maximum number of customers is not exceeded and all persons are wearing face coverings.
- Tables or markings have been placed at least six feet apart where people form lines.

**Signs Must be Present at Customer's Entrance:**

To report a complaint about this or another business not following a Social Distancing Protocol, visit [www.sccdc.org](https://www.sccdc.org) or email [publichealth@sccdc.org](mailto:publichealth@sccdc.org). To view the County Health Officer's Order and other information related to COVID-19, visit [www.sccdc.org](https://www.sccdc.org).

The person responsible for implementing this business's protocol is:

<b>Signature:</b> [Blank]	<b>Corporate Counsel:</b> [Blank]
<b>Name:</b> [Blank]	<b>Title:</b> [Blank]
<b>Business/Job Title:</b> [Blank]	<b>Address:</b> [Blank]
<b>Phone:</b> [Blank]	<b>Phone Number:</b> [Blank]

**COVID-19 Prepared**

This business has completed a Social Distancing Protocol to prevent the spread of COVID-19.

Santa Clara County PUBLIC HEALTH

**WEAR YOUR MASK HERE**

Everyone must wear a face covering and stay 6 feet apart.

Covering your face helps prevent the spread of COVID-19.

**SOCIAL DISTANCING**

Everyone must wear a face covering and stay 6 feet apart.

**GIỮ KHOẢNG CÁCH XA**

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**DISTANCIAMIENTO SOCIAL**

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Santa Clara County



# Updated pre-distribution talking points

You can find them:  
[shfb.org/partner-resources](https://shfb.org/partner-resources)



**Pre-Distribution/Shift Kickoff Meeting**  
**Volunteer Appreciation and Health Expectations**  
Conduct Multilingually as needed  
Updated September, 2020

**Welcome and Brief Introductions**

- > Introduce leaders
- > There is a tremendous need for volunteers and healthy food – especially now - Your community needs you.
  - o Second Harvest is serving over 500,000 people together through distributions like this one. Thank you for being here today!
- > Explain the game-plan for the day, and how the distribution will be managed

**Your health and safety, and that of our clients, is important. We ask that you follow these guidelines:**

- > Social distancing is critical
  - o Clients, volunteers and staff should always stand 6 feet apart from each other (show what this means)
  - o We are using chalk or tape to mark 6' intervals for clients to stand if possible.
  - o Do not shake hands or engage in any unnecessary physical contact
  - o Introduce volunteer designated as a Social Distance Encourager, and their role.
  - o (For inside sites) A volunteer will be at the door to ensure social distance can be maintained inside.
- > Volunteers and clients must wear a face covering
  - o For clients without masks, a volunteer can bring food to them, or provide a face covering for them.
  - o Children who are 12 and under are not required to wear face coverings.
- > Please remember that public health officials advise against high-risk individuals being here, and you may wish to return home. These include: Older adults and anyone with a serious chronic medical condition such as: heart disease, diabetes, lung disease, compromised immune system
- > If you have any of the following symptoms, or have been exposed to the following symptoms, you must go home and isolate.
  - o Fever (100.4 or higher), cough, sore throat, shortness of breath, tiredness, muscle or body aches, nausea, vomiting, diarrhea, chills, night sweats, confusion, loss of sense of taste or smell
- > If you are sick or test positive for COVID-19 you can volunteer again once
  - o You are fever-free for at least three full days without the use medicine to reduce fever, AND other symptoms have improved, AND at least 7 days have passed since your symptoms first appeared, AND if you tested positive for COVID, you received two negative tests in a row, 24 hours apart.
- > While volunteering, please always follow the following practices:
  - o Volunteers pre-bagging food, registering clients and opening/closing trunks and car doors must use gloves. Wash your hands or use hand sanitizer before putting them on.
  - o Traffic volunteers and volunteers handling pre-boxed food should use hand sanitizer frequently.
  - o Change gloves if you touch your face or your phone or switch tasks.
  - o Sneeze and cough into your elbow or a tissue and throw it away (then change your gloves or re-sanitize your hands).
  - o Keep all tables and surfaces in contact with food clean. Clean and sanitize surfaces *before and after* the distribution. Don't forget the table edges, frequently touched surfaces and carts used for moving food.
  - o Do not handle clients' materials, membership cards, or share pens or papers.

**We are very grateful that you are volunteering today. Thank you!**



# Pre-boxing and social distance

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- We expect to continue pre-boxing as long as social distancing is required.
- We will keep you posted if anything changes!!!
- Please always identify someone whose sole purpose and job is to ensure social distance safety for clients and volunteers – we humans like to be close!



# Personal Protective Equipment Changes



# Gloves: Change in procedure

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- Gloves in short supply
- Gloves recommended and provided for:
  - ❖ Registration volunteers
  - ❖ Volunteers pre-bagging food such as protein, eggs and dairy
  - ❖ Volunteers open and closing car trunks and doors
- Gloves no longer provided for volunteers who distribute pre-boxed food (they do not protect either the volunteer or the client any more than frequently sanitized hands do). These volunteers should use hand sanitizer frequently.



# Smoke: Protection from smoky air

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- KN95 and/or N95 masks will be provided for volunteers who cannot procure their own.
- They are extremely hard to come by
  - Consider them precious cargo!
  - Should only be used at the distribution when smoke is present.
  - Please reuse them\* - volunteers to save for future distributions
- Distributions will be canceled if smoke gets very bad (AQI into the 200s)

\*To learn more about reusing the mask:

[https://www.cdc.gov/niosh/npptl/topics/respirators/disp\\_part/respsource3respreuse.html](https://www.cdc.gov/niosh/npptl/topics/respirators/disp_part/respsource3respreuse.html)



# Questions?

