

## ANCHORAGE EAST ROTARY - COVID-19 Liability Release Waiver

- The World Health Organization has declared the novel Coronavirus (COVID-19) a worldwide pandemic. Due to its capacity to transmit from person-to-person through respiratory droplets, the government has set recommendations, guidelines, and some prohibitions with which and to which Anchorage East Rotary (the "Organization") will comply and adhere.
- In consideration of my participation as a **Volunteer for the Mobile Food Pantry Distribution**, the undersigned acknowledge and agree to the following:
  - ☐ I am aware of the existence of the risk on my physical appearance to the venue and my participation to the activity of the Organization that may cause injury or illness such as, but not limited to Influenza, MRSA, or COVID-19 that may lead to paralysis or death.
  - ☐ I have not experienced symptoms that of fever, fatigue, difficulty in breathing, or dry cough or exhibiting any other symptoms relating to COVID-19 or any communicable disease within the last 14 days.
  - ☐ I have not, nor any member(s) of my household, traveled by sea or by air, internationally within the past 30 days.
  - ☐ I did not, nor any member of my household, visit any area within the United States that was reported to be highly affected by COVID-19, in the last 30 days.
  - ☐ I have not been, nor any member(s) of my household, diagnosed to be infected of COVID-19 virus within the last 30 days.
- Following the pronouncements above I hereby declare the following:
  - ☐ I am fully and personally responsible for my own safety and actions while and during my participation and I recognize that I may in any case be at risk of contracting COVID-19.
  - ☐ With full knowledge of the risks involved, I hereby release, waive, discharge the Organization, its board, officers, independent contractors, affiliates, employees, representatives, successors, and assigns from any and all liabilities, claims, demands, actions, and causes of action whatsoever, directly or indirectly arising out of or related to any loss, damage, injury, or death, that may be sustained by me related to COVID-19 while participating in any activity while in, on, or around the premises or while using the facilities that may lead to unintentional exposure or harm due to COVID-19.
  - ☐ I agree to indemnify, defend, and hold harmless the Organization from and against any and all costs, expenses, damages, lawsuits, and/or liabilities or claims arising whether directly or indirectly from or related to any and all claims made by or against any of the released party due to injury, loss, or death from or related to COVID-19.

By signing below I acknowledge that I have read the foregoing Liability Release Waiver and understand its contents; that I am at least eighteen (18) years old and fully competent to give my consent; That I have been sufficiently informed of the risks involved and give my voluntary consent in signing it as my own free act and deed; that I give my voluntary consent in signing this Liability Release Waiver as my own free act and deed with full intention to be bound by the same, and free from any inducement or representation. I have read the Organization's COVID-19 mitigation plan for this activity, acknowledge that the plan complies with Municipal, State and Federal CDC guidelines, and I agree to comply with the requirements outlined for all participants.

This waiver will remain effective until laws and mandates relevant to COVID-19 are lifted.

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Name

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Signature

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Phone Number

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Date

# **COVID-19 MITIGATION PLAN**

**For**

## **Anchorage East Rotary Mobile Food Pantry Distributions**

The number of volunteers at the distribution will be limited to that which is required by the Municipality of Anchorage Guidelines in effect at the time of the distribution.

Volunteers will be required to wear masks and gloves and keep at least 6 feet from each other and from clients receiving food. Gloves may be provided by the Food Bank of Alaska, however, volunteers are expected to provide their own. Masks will not be provided.

Clients will be required to remain in vehicles and food will be placed in the vehicles by the volunteers. Clients who arrive without vehicles will receive pre-bagged or pre-boxed food prepared by the volunteers and will not be allowed to choose food items. Clients without vehicles will be cautioned to maintain at least a 6 foot distance from other clients and volunteers

Alcohol wipes and sanitizing products will be provided by the Food Bank of Alaska to clean all tables and high-touch areas in the distribution area.

Organizers of the Mobile Food Pantry Distribution will be responsible for monitoring and following all sanitation protocols.

## **MFP Distribution Process and Procedures**

### **COVID-19 Addendums**

#### **Section 3.1 Registration; Page 4-5**

Sites are required to report number of households served at each distribution.

The reasons are as follows:

- Safety concerns - clients, volunteers, staff - are our number one priority during distributions
- Limiting person to person contact, while still serving our community
- Social distancing mandates put in place by the State of Alaska Governor and Mayor of Anchorage
- Mitigating viral spread

Proxies are allowed up to 3 households per vehicle.

The vehicle configurations are as follows:

- Self, 1 proxy, 1 other household
- Self, 2 proxies
- Self, 2 other households

#### **Section 3.2 Lottery System; Page 5-6**

- FBA has suspended the lottery systems
- Food is distributed through a drive through model

#### **Section 3.3 Set Up of Distribution; Page 6-7**

The Food Bank of Alaska trucks arrive an hour and a half before the distribution start time:

- Truck will deliver all necessary items for the MFP distribution
- Volunteers are to pre-box/pre-bag food for clients attending the distribution.

- It is recommended to box/bag food from heaviest item on the bottom to the lightest item on the top (i.e., milk or soda would be on the bottom; bread, fruit/vegetables would be on top).
- Sites are encouraged to use boxes that food arrives in for pre-boxing needs
- The Food Bank of Alaska provides T-shirt bags, food safety gloves and face masks, for distributions, depending on availability.

### **Section 3.5 Food Distribution; Page 7-8**

All Mobile Food Pantry distributions are operating as drive-thru

The reasons are as follows:

- Limiting person to person contact, while still serving community
- Mitigating viral spread
- Social distancing mandates
- Safety concerns
- Limiting exposure by accelerating the distribution process

Distributions must start within 30 minutes of original start time

- Ex: Original Start Time: 2pm, may not start before 1:30

The drive-thru model is as follows:

- As vehicles arrive to distribution site, they are to be lined up or parked – depending on site – on a first come, first served basis
- When volunteers have finished with pre-box/pre-bag procedures, clients will be asked to pull forward to the distribution area
- Volunteers will load bags and/or boxes into client's vehicle and client will exit the distribution
- "Seconds" distribution is up to site discretion
  - We encourage all sites to distribute as much food as possible

### **Section 3.6 Client Choice; Page 8**

- Due to our current food distribution procedures, client choice is not accommodatable

### **Managing Volunteers; Page 11**

- Volunteers must follow current mandates and emergency orders
- Volunteers can receive food from distributions, but may not put food aside for themselves
- Volunteers must help with set-up/break down of distribution
- Minimum of one person must stay with returned items until FBA truck arrives after distribution

### **Submitting Monthly Reports; Page 12**

- Number of households are required for reporting
- Reports are due by the 5<sup>th</sup> of the following month
  - I.E. December reports are due by January 5<sup>th</sup>
- Number of volunteers and volunteer hours are required for reporting
- All sites are responsible for submitting reports to FBA
- All sites are required to keep records client information for recall purposes

**\*The Food Bank of Alaska reserves the right to make changes to policies and procedures at any time.\***



## **VOLUNTEER CONFIDENTIALITY AGREEMENT**

All Mobile Food Pantry participants have the right to expect that their information be kept private. No identifying information (photo, name, address, family circumstances,) may be revealed to anyone outside the Mobile Food Pantry Distribution, unless permission is given in writing. It is possible for others, even without knowledge of a name, to recognize a person's identity from details disclosed outside of FBA, so these details should not be shared without express permission.

Information, including name, address, phone and income, and is confidential. Any notes about an individual/family's need, amount donated or a donor's motivation to give is confidential. Your signature here indicates that you will respect confidentiality and will not share information you may learn with anyone outside of Food Bank of Alaska. This includes confidential information entered in Food Bank of Alaska's databases, on any forms or paperwork, or any information acquired during conversations in the course of your volunteer work.

Any questions regarding confidentiality should be addressed to the Volunteer Coordinator or directly to the Manager of the program with which you are volunteering.

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Volunteer Signature

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Volunteer Name

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Date

# Mobile Food Pantry Program Policy & Procedure Manual



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## **Introduction**

Food Bank of Alaska (FBA) would like to thank you for being a Partner Agency and sponsor for the Mobile Food Pantry (MFP). We applaud your dedication to ending hunger in Alaska. It is because of partnerships and commitment to ending hunger within our community, that we are able to meet our mission. We commend all our agency personnel and volunteers for their efforts in maintaining a high standard of performance in the midst of growing need with food assistance. FBA is committed to supporting the work of our partner agencies by advocating for adequate supplies of food, providing training and technical assistance as well as educating the public about the causes of hunger. In partnership, your agency has joined a networking community of agencies with the common goal of helping ensure that no one in Alaska goes hungry. This packet contains all the information needed to administer the MFP distribution. It contains information on responsibilities and requirements, reporting procedures, and sample forms. If you have questions or need additional information, please contact The Programs and Agency Relations Manager at 907-222-3104.

## **1.1 Overview**

The Mobile Pantry Program was established for the distribution of hard to move and perishable items allowing for fast and flexible delivery of rescued food and grocery products. It allows clients in areas of high need to be served, removing barriers that prevent access in underserved areas. Mobile Food Pantry clients are allowed to choose what foods they will take home. This method, called “Client Choice”, benefits people with special needs diets and also helps prevent of food waste.

## **1.2 History**

In 1998, John Arnold, Executive Director of Feeding America West Michigan Food Bank, found that they were struggling to utilize a significant portion of their perishable products. Observing the practical use of beverage delivery trucks, he quickly realized that this had the potential to serve as a good distribution vehicle for hard-to-move product. In 2006, Susannah Morgan, former Executive Director of Food Bank of Alaska, brought this concept to the organization with the help of the East Anchorage Rotary, to Alaska.

## **1.3 Organization Structure**

FBA coordinates mobile food pantry distribution through a network of partner agencies. FBA’s responsibilities include:

- Picking up donated food from local stores and farmers for the distribution;
- Coordinating delivery of perishable food to the distribution sites;
- Ensuring that all supplies needed to properly handle and distribute perishable items are provided.



Partner Agency responsibilities include:

- Set up and take down of the distribution site;
- Providing and coordinating volunteers to help with the MFP distribution;
- Ensuring that providing food free of charge to individuals for home use;
- Documenting client registration and providing FBA with monthly statistic reports;
- Ensuring volunteers are trained in client confidentiality.

## **1.4 Becoming a Mobile Food Pantry Program Partner**

To participate as a Mobile Food Pantry site, your agency will need to complete the following:

**Shared Responsibility Memorandum of Agreement Form:** This agreement details the terms and conditions for distributing CSFP commodities. Please read it carefully, sign and submit it to FBA for approval.

**Partner Agency Intake Form:** Please complete and return to FBA. An initial site review must be conducted FBA. FBA staff will contact you about scheduling the site review.

**Food Safety Training:** FBA requires that its partner agencies complete food safety training. See Section 4 for additional information.

**Certificate of Insurance:** FBA requires that all partner agencies maintain liability insurance.

**Confidentiality Form:** FBA requires that any individual working the registration table, and/or any volunteer working with client information, sign a confidentiality form.

**Civil Rights Training:** FBA requires the site representative to attend Civil Rights Training.

## **FBA Initiatives**

### **2.1 Media/Press**

The Mobile Food Pantry is a source for media and advocacy efforts. It is not uncommon to see media personnel at a distribution sites to collect stories. We do ask the media to contact FBA prior to their arrival so we can help prepare and educate a site before media arrives.

## 2.2 Story Collection and Outreach

Many social service organizations use distribution sites as a way to reach out to underserved low income individuals. The information and resources that social service organizations bring to the site can be very helpful to the clients.

FBA will occasionally ask a site to gather specific information or stories that we can share with our donors. Sites can collect stories from their volunteers and let them serve as a voice for the underserved.

## 2.3 Closures

All sites must notify FBA as soon as the agency is aware of any reason their distribution may not take place. Advanced notification allows FBA to note the closure on the Distribution Calendar and notify the community of the change.

If a site must have an unscheduled closure, a representative must notify FBA as early as possible. FBA will need to notify 2-1-1 and operations staff that a distribution will not take place. The site will be responsible for informing the clients of the closure by passing out flyers at the distribution just prior to the closing.

If FBA is scheduled to be closed, we will note the closure on the Distribution Calendar. All partner agencies will be notified of these closures personally. If we must close unexpectedly, a representative will contact the agency head. If a site is closed immediately due to weather or other extenuating circumstance a best practice suggestion is for the site to post a closure sign, if possible.

*If a site would like to schedule a time for all the staff and volunteers to take a break from a weekly or monthly distribution, FBA has the ability and resources to conduct the distribution in your absence.*

## MFP DISTRIBUTION PROCESS AND PROCEDURE

### 3.1 Registration

FBA collects client information from MFP distribution sites. By tracking client information such as contact information, FBA is able to contact the clients in case of a product recalls. The collected information also allows FBA to keep track of the number of people/households being served and allows us to estimate the amount of food to be provided for each distribution.

Registration forms will be provided at each site. These forms gather client information such as name, address, phone numbers, number of individuals in the household, number of children in the household and number of seniors in the household. ***Clients are not required to show proof of identification or income in order to receive food from the MFP site.***

Sites must allow use of a proxy. Proxy must have a signed letter from the clients they are picking up for. The letter must have both the clients name and the release for the person picking up in their place. The proxy must fill out a registration form for both themselves and the client they hold the proxy for. It is the responsibility of the site to ensure two registration forms are filled out.

It is the responsibility of the site to greet the clients upon arrival and direct them through the registration process. Site managers are responsible for ensuring that all volunteers and clients are treated with dignity and respect. In order to ensure a smooth distribution, we recommend the use of line monitors. They would be responsible for making sure everyone understands and follows the policies and processes of that site.

All of FBA's programs are in compliance with Title XI of the Civil Rights Act. Food and services are to be distributed without discrimination and cannot be refused to someone based on their race, color, religion, age, national origin, gender, disability or sexual orientation. Training on Civil Rights is available through FBA. All agency heads are required to take Civil Rights Training and to train key staff and volunteers. It is the sites responsibility to ensure compliance with the Civil Rights Act. Sites must serve clients with limited English proficiency (LEP). If you feel that your site would benefit from translated materials, please contact us.

No proselytizing. Partner agencies cannot require clients to attend religious services or participate in church-sponsored activities in order to obtain food. Churches can have church literature available for clients to read or take voluntarily.

## **3.2 Lottery System**

The Food Bank of Alaska has implemented a Lottery System that may be suitable for sites with a high number of participants. This process discourages clients from lining up hours before the distribution and ensures equal opportunity to access food. Each client draws a number during the registration process which determines the clients' place in the line for food. The clients will line up in order of their number.

- **How to implement the lottery system:**

- Start with the number pool for the estimated number of clients expected to be at your distribution. Put the numbers in some kind of container.
- Add additional numbers as needed based on the number of people registering.
- As people register, have them pick a number from the container. This number identifies the clients' place in the line.
- The amount of food a household receives is determined by looking at the number you have registered.
- After a client registers, direct the client to the waiting area and explain an announcement will be made when distribution begins and clients will be called in groups by number.

- When the distribution begins, stop distributing numbers. If clients come after the distribution begins, please register them and send them to the end of the line.

Report registration numbers to FBA no later than the 5<sup>th</sup> of the following month. (Report instructions are in Section 6)

### 3.3 Set Up of Distribution

Sites that hold distributions outside must have a plan for distributions in inclement weather. Sites need to be set-up on a site free of obstructions such as fences, fire hydrants, trees, signs, telephone or light poles, parked cars, curbs, etc. Parked cars need to be at least 10ft away from the distribution line. If possible sites should be on a paved concrete area: mud, gravel, and asphalt covered surfaces are not conducive for the heavy trucks. Given Alaska's cold, dark and lengthy winters, sites should try to stay clear of ice and be in a well lit area.

The parking lot and standing area needs to be plowed and salted in the winter for the safety of clients and staff. Cones are available to delineate unsafe areas, be placed around the truck and/or used to block drive ways. Sites may consider a plan to create an effective area in which the clients may line up.

The truck arrives at least 45 minutes before the scheduled distribution time. Volunteers need to be ready and present to set up the tables and unload the truck. Remind volunteers to wait until the truck is parked and safety cones are set in place. When the truck arrives check the MFP Packet for any new instructions, handouts to be distributed, current MFP schedules or other materials available to assist clients with additional resources. During the appropriate season the packet will also contain time sensitive information for events such as EITC, Blessing and Gift. The MFP tote will include the following supplies; garbage bags, repack bags, disposable gloves, approved disinfectants and cleaners, paper towels and locking baggies.

Six tables are available and are stored on the truck, along with one smaller sized registration table. If tables are not clean, be sure to wipe them down with a non-toxic substance. In the winter months cleaning materials are not always included in the truck. Other items provided by us are; recycle bags for cardboard, cones, broom and dustpan, hand cart (dolly) and empty pallets when the box truck is used.

#### Safety

Volunteers need to stack and lift boxes responsibly by only handling packages which are able to be carried and lifted without over exertion. When lifting, make sure the back is kept straight, the knees bend, and hips are flexed. When lifting the box, lift from the legs and keep the box close to the body. Do not twist when lifting and do not lift from your back. Hand carts (dolly) can always be used if a box is too heavy to carry.



Remove items from the box only if there is a clean and established place to put items. Items should not be taken out of boxes and then placed on the ground. Many times produce needs to be bagged on site. This can be time consuming and hard to do when the line is in operation. Best practice is to do this before distribution begins. Sanitary gloves need to be worn when repacking bulk items and all food safety regulations need to be followed when handling and distributing food. (See Section 4, Food Safety Training, Storage & Handling)

### 3.4 Table Set Up

Tables need to be set up so the volunteers and food can be on one side of the table. This set up allows clients to form a line down the other side of the tables. When loading the products on the distribution tables please remember to allow room on the table for clients to slide boxes or bags across the front portion.

Heavy items need to be distributed to clients first. In order to do this, the heaviest items need to go on the first tables to ensure that all lighter items are handed out last. For example, place milk on the table at the beginning of the distribution line. This prevents the milk from crushing other items. All subsequent items need to be lined up according to weight. For example, frozen items would be placed in a box after the milk, and all light or fragile items such as bread, should be placed last.

***It is important to note that if all of the distributable foods cannot fit on the established tables, the food needs to remain boxed and on the pallets.***

#### TIPS:

- Unpacked, sturdy boxes can be taken to the front of the distribution line for clients to help them carry their food.
- Make sure the tables do not obstruct any walkways or thoroughfares that may be used by clients.
- Ensure garbage bins are not blocking the distribution line. Ensure that all trash cans are located where they will not impede the distribution area in any way.

### 3.5 Food Distribution

Food is to be distributed on a first come, first serve basis. If food is leftover at the end of the distribution, clients are allowed to go through a second time. All clients must have the opportunity to go through the line once before any client receives a second distribution. Clients may go through the distribution line as many times as needed to ensure all food items are distributed. If a site has more food than it can distribute, the remaining food needs to be re-palletized and put back on the truck to be returned to FBA. When the distribution is complete leftover food should be stacked accordingly. Place any rotten food items into the provided trash can/bags, unless the quantity is so large that it will not fit into the trash receptacle. In this case, stack any perished product that remains onto a pallet. If any items remain that are still usable, please stack them onto a pallet according to product type: frozen foods with frozen foods, chilled foods with chilled foods, and canned/dry product with canned/dry product. Sites may not

redistribute any food received through Food Bank of Alaska without prior written approval from FBA.

Clients are not allowed to pick through the items on the table or handle the food. Volunteers can show clients what is available and offer it to them. Please inform volunteers about the procedure and explain that it is for food safety. If a client is concerned about the ability to touch the food, please inform the client of the food safety requirements, or refer the client to FBA for further clarification.

***Volunteers are not allowed to pick through food or put food aside to pick up later. This can result in a corrective action and removal of client/volunteer participation at the distribution.***

### 3.6 Client Choice

Client choice allows clients the choice and dignity to select the food items the client would like to take, instead of being provided with pre-packed boxes of food. Client choice ensures clients are free to choose items they will utilize and allows them to pass on items they will not eat, either for choice or medical reasons. Clients must be provided with client choice at all FBA sponsored sites. Client Choice also helps cut down on food waste.

### 3.7 Allocating Food

To determine how much food is to be distributed to each household, sites compute using the following formula- count the number of people already registered, count the number of people still needing to register, estimated a number of people that might arrive later (including the number that might arrive after the distribution begins). Add the total numbers together to determine total amount of households. To determine the amount of each product to be given to the client, the site needs to count the number of cases of each product, multiple by the number of each product in case, then divide the amount of product to determine the quantity of food that can be distributed to each household.

The following is a sample formula to determine # of households:

$$\begin{array}{rcl} \text{_____ Total \# of people registered} & & \\ + & \text{_____ the number of people still to register (clients standing in line)} & \\ + & \text{_____ the number of people that might still arrive to} & \\ & \text{register (include those that might come after the} & \\ & \text{distribution begins)} & \\ = & \text{_____ \# of households to divide the food by} & \end{array}$$

The following is a sample formula to determine amount of inventory to distribute to each household:

$$\begin{array}{rcl} & \underline{\hspace{1cm}} & \text{Total \# of cases} \\ \times & \underline{\hspace{1cm}} & \text{Amount of eaches in the case} \\ \hline & \underline{\hspace{1cm}} & \text{\# of product by eaches} \\ / & \underline{\hspace{1cm}} & \text{Amount of households} \\ \hline & \underline{\hspace{1cm}} & \text{Amount of product to be given to each household} \end{array}$$

When everything is set up and ready to distribute:

1. For sites that choose to serve clients with disabilities first, the site manager will make an announcement that individuals with disabilities will need to line up for distribution.
2. An announcement needs to be made for the next group of individuals from the waiting area to line up to begin distribution.
3. Each site needs to call clients to line up in a way that will keep the line moving, but not have too many people waiting in line.

Please note that volunteers need to leave the distribution area and get in line when the volunteers number is announced. Make sure when a volunteer leaves the position/station to get in line for distribution, there is another volunteer available to fill the position/station. This ensures there is not a disruption to the distribution. After getting food the volunteer can return to the distribution area.

### 3.8 Cleaning and Closing the Site

When a site has completed a distribution, clean tables as thoroughly as possible and return the tables to the second bay from the back on the passenger side of the MFP Trailer, or all items are to be placed in a tote or on a pallet if the box truck is being used. The MFP Packet and tote needs to be placed back in the truck. Undistributed food needs be placed among like items and put into the bays of the MFP Trailer or put remaining item on a pallet, if the box truck is being used. Damaged or broken equipment needs to be reported to the driver, who will note the damaged item and on the MFP check list and whether it was damaged at the site or received at the distribution already damaged.

Boxes that are not used by clients should be broken down, put into the recycle bag and be placed back into the truck. Please flatten and stack the boxes but do not break them down. Each site is responsible for disposing of the trash that was created during distribution. Trash is defined as

nonfood items. Plastic crates, and containers are to be place in one of the empty truck bays or put on a pallet if the box truck is being used. Any food items which were unsuitable for distribution need to be boxed or bagged and placed back on the truck. The items which are being return to FBA needs to be label if still useable or unsuitable for consumption. The site can also share this information with the driver.

## **FOOD SAFETY TRAINING, STORAGE & HANDLING**

Site Coordinators must successfully complete a food safety handling class and exam, which can be obtained on-line by accessing the following website:

<http://www.premierfoodsafety.com/anchorage-food-handlers-card>. There is a \$10.00 fee in order to take the online test. The Municipals Food Worker card must be recertified every three years. It is the site's responsibility to ensure a volunteer or staff with a Municipal Food Worker Card is on site for each distribution and that the Municipal Food Worker Card is on file with the Food Bank of Alaska. If primary responsibility for food distribution shifts to a new person, the new person must take the class and exam, even if the previous person's Food Worker card is still valid. To meet requirements of Feeding America, the Municipality of Anchorage and the State of Alaska food safety authorities, FBA offers free additional food safety training to all partner agencies and those who volunteer at MFP distributions.

When volunteers come into contact with food and food-contact surfaces, they can easily spread bacteria, parasites, and viruses. Managing personal hygiene is important in controlling these hazards. When possible, washing hands is an important part of providing safe food as well as preserving one's own health. Hands need to be washed any time you begin working, change tasks (e.g. from sweeping to handling food), change types of food, eat or drink, smoke, use the restroom, or touch anything that may contaminate the hands.

**Approved hand sanitizers** may be applied to hands that have been properly washed. Hand sanitizers are not a substitute for hand washing, but hand sanitizer's may be used in addition to hand washing. FBA understands running water may not always be available, however it is necessary for volunteers to follow all food safety procedures for the appropriate use of gloves so bare hands do not come into contact with food. Sites need to exclude all volunteers who are ill from participating in the distribution.

### **4.1 Food Safe Temperature**

A key component to food safety is the temperature at which food should be stored. Keep cold foods cold. This cannot always be accomplished in the summer however, some steps can be taken to help keep the food out of the food danger zone; do not unpack items until they are needed, this will help keep the food protected from the extreme temperatures. Keep food out of the direct sunlight if possible.

Note:

- Maintain cleanliness.
- Temperatures of food can be check with thermometers.
- Do not distribute foods that have perished.



- Serve all food promptly once the items are removed from the truck. Food needs to be distributed within 1 hour of removal from the truck.

The MFP distributes produce, dairy products, fruit, vegetables, breads, frozen products and occasionally frozen fish. Produce and dairy maintains its best shelf life at 40° or below. During the spring and summer months when temperatures exceed 40° please be sure to distribute in a prompt manner. Keeping in mind the temperatures and danger zone of the food,

Temperatures need to be:

- Dry Storage 50-70° F
- Cooler 36-41° F
- Freezer -10-0° F

For more information about Food Safety, a copy of the Food Safety Manual can be provided.

### General Safety Guidelines

- Do not let clients behind or in the distribution area.
- Children must be 10 years of age or older to volunteer at the MFP distribution and needs to be supervised while volunteering.
- Volunteers need to dress appropriately for the weather including warm weather gear in the winter.
- Closed toe shoes must be worn at all times, regardless of the season.
- When packing loose or bulk food items that are not wrapped, disposable gloves are to be worn to prevent the transmission of viruses, allergens, and illnesses.

## MANAGING VOLUNTEERS

Volunteers are a great asset! It is extremely important to gauge the needs of volunteers upon arrival. Some volunteers may need to receive food from the Mobile Food Pantry. Volunteers do not receive any special privileges for volunteer at an MFP distribution. The volunteer cannot pick through or set aside food they want. There is no exception to this rule and if a site is found to be allowing this, it may be grounds for closing down the MFP distribution site. See section 3.7, Allocating Food, for a detailed description of how a volunteer is to receive food from the distribution.

FBA recommends at least 12 volunteers for each distribution. A site representative may ask clients to volunteer. If the site has consistent issues with recruiting and maintaining volunteers, it is the responsibility of the site to inform FBA. We can assist sites in finding the additional support needed to maintain volunteers for distributions.

When needed, a volunteer can assist with “shopping” and/or helping clients to the vehicles. Volunteers can also replenish tables as needed with additional food. If there are boxes that are usable for distribution, volunteers can take these to the front of the distribution line so clients can

use the boxes to carry the food items. While working volunteers can also break down any unsuitable boxes, and place the boxes in the garbage or recycling.

FBA recommends each site thanks the volunteers and invite them to return.

## **SUBMITTING MONTHLY REPORTS**

The MFP site distribution numbers are to be submitted by the 5<sup>th</sup> of the following month. It is required for each site to gather information on each client for statistical analysis and recall purposes. Each site is required to keep the name, address, phone, total number in household, number of children 18 years of age and under, and number of seniors 60 years of age and older. FBA also collects information on who has both children and seniors residing in the same household. (Appendix C)

## **MAINTAINING RECORDS**

The site is required to keep client records for one year. The information is for food safety recall and statistical analysis only. All client information is confidential and should be stored in a secure location and then properly disposed of by destroying the documents.

## **SITE MONITORING VISITS**

Site visits will be conducted at least two times per year. In addition to annual monitoring, FBA reserves the right to conduct monitoring visits at any time. If FBA receives a complaint about a site, FBA will schedule an on-site review. It is important that each site report any complications or complaints to FBA, so we can assist in finding a solution to any concerns.

## **CLOSURE OF AN MFP DISTRIBUTION SITE**

Either party may choose to discontinue this agreement at any time however cause for termination shall be violation of the terms of this agreement by any party with each party agreeing to give thirty (30) days prior notice of termination.

If a site has determined it can longer support an MFP distribution, the head of the agency must notify FBA immediately. FBA will note the date of the closure on the Distribution Calendar. The site will be responsible for ensuring their clients are informed of the closure by distributing fliers with an agency distribution calendar. If FBA has found a location and sponsor in the area of the closing site, the clients will need to be notified of the new location. FBA is responsible for notifying 211 of the closure.

If FBA has determined that a site can longer support an MFP distribution site, site leadership will be notified. FBA will note the date of the closure on the Distribution Calendar and contact 211. FBA will ensure the clients of the closing distribution site are informed and referred to neighboring food distribution sites.



**SHARED RESPONSIBILITY MEMORANDUM OF AGREEMENT  
FOR  
MOBILE FOOD PANTRY DISTRIBUTION**  
Between  
**Food Bank of Alaska**  
And

---

The responsibilities of FBA and the partnership are listed below:

**Food Bank of Alaska**

- Provide perishable and other products, such as produce, juice, bread and dairy products based on availability.
- Waive the handling fee for any food distributed through the mobile food pantry.
- Delivery of a loaded truck to the appropriate location at the predetermined time. Delivery and pick-up of truck will be at the specified date and time.
- Provide training to the partner agency, including assisting with logistics and publicity to clients during the initial distribution.
- Provide a staff person for the first two site distributions to assist with set up, distribution, and closing procedures.

**Partner Agency**

- Responsible for all functions of the Mobile Food Pantry from the time the truck is delivered to the site until it is picked up after the distribution. This includes setting up for distribution, registration of clients, providing distribution site and volunteers for the mobile food pantry, and tear-down and clean-up following the distribution.
- Agrees to distribute food at no cost only to people in need.
- The site is responsible for setting the date and time for delivery of the truck to the site.
- Responsible for recruiting and managing at least 12 volunteers for the site.
- Tracking client names and addresses for food recall purposes only.
- Serving all eligible clients without regard to race, color, gender, age, physical ability, national orientation or political belief.
- Incorporating client choice practices.
- Maintaining liability insurance.
- The site coordinator must successfully complete a safe food handling class and exam, and must be recertified every three (3) years. If primary responsibility for food distribution shifts to a new person, the new person must take the class and exam.
- Communicate to FBA any problems or supplies needed.
- Report registration numbers to FBA on a regular basis, but no later than month 5<sup>th</sup> of following month.

- No proselytizing. Partner agencies cannot require clients to attend religious services or participate in church-sponsored activities in order to obtain food. Churches can have church literature available for clients to read or take voluntarily.

The Agency and FBA also hereby agree that, while FBA will do its utmost to procure healthful food, there have been no expressed warranties in relation to this food, and that FBA, Feeding America and the original donor expressly disclaim any implied warranties of merchantability or fitness for a particular use. The site releases both the original donor, Feeding America, and FBA from any liability resulting from the condition of such food and further agrees to identify and hold FBA, Feeding America and the original donor free and harmless against all and any liabilities, damages, losses, claims, causes of action and suits of law or in equity or any obligation whatsoever arising out of or attributed to any action of said agency or any personnel employed by said agency in connection with its storage and use of the food.

Either party may choose to discontinue this agreement at any time. However cause for termination shall be violation of the terms of this agreement by any party with each party agreeing to give thirty (30) days prior notice of termination.

### **Participating Agency**

### **Food Bank of Alaska**

\_\_\_\_\_  
Agency Representative

\_\_\_\_\_  
Jim Baldwin, Chief Executive Officer

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

## Sample Client Registration Form

### MOBILE FOOD PANTRY REGISTRATION

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

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

Address: \_\_\_\_\_  
Street or PO City Zip Phone

How many people in household? \_\_\_\_\_ How many are children? \_\_\_\_\_ How many are 60 or over? \_\_\_\_\_

Volunteer Group:

## Example of Client Registration Spreadsheet

<b>Signature</b>	<b>Report to FBA for each distribution</b>	Date:	# Households - 19 # Households with Children or Seniors - 8	# Individuals - 49 # Children - 14 # Seniors - 6

**TOTALS:** 49 14 6 8

	<i>FName</i>	<i>LName</i>	<i>Address</i>	<i>Zip</i>	<i>Phone</i>	<i>#Household</i>	<i>#Children</i>	<i>#Over60</i>	<i>HH with Children/Senior (enter "1")</i>
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	5	3	0	
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	2	0	2	1
	SAMPLE	SAMPLE	SAMPLE	99502	SAMPLE	5	1	0	1
	SAMPLE	SAMPLE	SAMPLE	99517	SAMPLE	4	2	0	1
	SAMPLE	SAMPLE	SAMPLE	99508	SAMPLE	6	4	0	1
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	1	0	0	1
	SAMPLE	SAMPLE	SAMPLE	99507	SAMPLE	1	0	0	
	SAMPLE	SAMPLE	SAMPLE	99503	SAMPLE	1	0	0	
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	3	0	0	
	SAMPLE	SAMPLE	SAMPLE	99523	SAMPLE	2	0	0	
	SAMPLE	SAMPLE	SAMPLE	99503	SAMPLE	3	1	2	
	SAMPLE	SAMPLE	SAMPLE	99508	SAMPLE	1	0	1	
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	4	0	0	1
	SAMPLE	SAMPLE	SAMPLE	99508	SAMPLE	1	0	0	
	SAMPLE	SAMPLE	SAMPLE	99515	SAMPLE	5	3	0	
	SAMPLE	SAMPLE	SAMPLE		SAMPLE	1	0	0	1
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	2	0	0	
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	1	0	1	
	SAMPLE	SAMPLE	SAMPLE	99501	SAMPLE	1	0	0	1



## **VOLUNTEER CONFIDENTIALITY AGREEMENT**

All Mobile Food Pantry participants have the right to expect that their information be kept private. No identifying information (photo, name, address, family circumstances,) may be revealed to anyone outside the Mobile Food Pantry Distribution, unless permission is given in writing. It is possible for others, even without knowledge of a name, to recognize a person's identity from details disclosed outside of FBA, so these details should not be shared without express permission.

Information, including name, address, phone and income, and is confidential. Any notes about an individual/family's need, amount donated or a donor's motivation to give is confidential. Your signature here indicates that you will respect confidentiality and will not share information you may learn with anyone outside of Food Bank of Alaska. This includes confidential information entered in Food Bank of Alaska's databases, on any forms or paperwork, or any information acquired during conversations in the course of your volunteer work.

Any questions regarding confidentiality should be addressed to the Volunteer Coordinator or directly to the Manager of the program with which you are volunteering.

---

Volunteer Signature

---

Volunteer Name

---

Date



## MOBILE FOOD PANTRY MEMORANDUM OF AGREEMENT

**This agreement is made between Food Bank of Alaska (FBA)**

**and Anchorage East Rotary**

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**(Partner Agency). The responsibilities of the partnership are listed below:**

**Food Bank of Alaska agrees to:**

- Provide partner agencies with the procedures for the Mobile Food Pantry model of distribution.
- Provide perishables and other products, such as produce, juice, bread, and dairy products at the discretion of Food Bank of Alaska.
- Waive handling fees for food distributed through the Mobile Food Pantry.
- Deliver a loaded mobile food pantry to the appropriate location in a timely manner and return once the distribution has completed. Delivery and return of the truck will be at the specified date and time of the food distribution.
- Train partner agencies and provide logistical support and publicity to the community during the initial distribution.
- Provide a staff person for the first two site distributions to assist with set up, distribution, and closing procedures.
- Provide additional volunteers needed to effectively manage the site.
- Manage the distribution site if the site closes for a holiday or for another agreed upon reason.

**The Partner Agency agrees to the following:**

- Work as partners and follow the policies and procedures set forth by Food Bank of Alaska.
- To inform FBA immediately, in writing, who the new contact is.
- Designate a contact person and have contact information such as telephone number and email.
- The site coordinator must successfully complete a safe food handling class and exam and maintain certification. *Recertification is every three (3) years.*
- Have someone with a food safety certification at all Mobile Food Pantries
- The site contact or a representative is to attend the Mobile Food Pantry partnership meetings.
- Assume responsibility for all functions of the Mobile Food Pantry from the time the truck arrives at the site until all items are picked up by the driver after the distribution. This includes setting up for distribution, client registration, supervision of volunteers and tear-down and clean-up following the distribution.
- Distribute the food at no cost only to people in need.
- Assume responsibility for setting the date and time for delivery of the truck to the site.
- Assume responsibility for recruiting and managing at least 12 volunteers for the site.
- Track client names and addresses for food recall purposes only.
- Serve all eligible clients without regard to race, color, national origin, religion, sex, age or disability.
- Incorporate client choice practices.
- ~~• Maintain liability insurance for the distribution.~~
- Communicate to Food Bank of Alaska any problems or supplies needed in a timely manner.
- Report registration numbers to Food Bank of Alaska monthly and no later than the 5<sup>th</sup> of the following month.
- Site volunteers will not be given preferential treatment when accessing food from the Mobile Food Pantry.
- Refrain from proselytizing. Clients are not required to attend religious services or participate in church-sponsored activities to obtain food. Churches may have religious literature available for clients to read or take voluntarily.



Either party may choose to discontinue this agreement at any time. However, cause for termination shall be violation of the terms of this agreement by any party with each party agreeing to give thirty (30) days prior notice of termination.

### Participating Agency

DocuSigned by:  
Bill D Ure

---

Signature of Partner Agency Authority (pastor, President, President of the Board, ED or CEO)

Bill D Ure, President, Anchorage East Rotary      January 4, 2021  
 Printed Name      Date

bure@gci.net (907)-244-4467  
Email address & phone number

# Food Bank of Alaska

Jim Baldwin, Chief Executive Officer \_\_\_\_\_ Date \_\_\_\_\_

**Below is the contact representative that is designated to be the main point of contact with Food Bank of Alaska:**

Bill Doolittle \_\_\_\_\_  
Printed Name \_\_\_\_\_ Date \_\_\_\_\_

bill.doolittle@911insight.com (907) 787-9468

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Email address & phone number



## Civil Rights Training



1

## What are Civil Rights?

Civil rights are the non-political rights of a citizen; the rights of personal liberty guaranteed to U.S. citizens by the 13th and 14th Amendments to the U.S. Constitution and Acts of Congress.

2

## Purpose of Civil Rights Training

- ∅ Equal and consistent treatment for all applicants and beneficiaries
- ∅ Knowledge of rights and responsibilities
- ∅ Elimination of illegal barriers that prevent or deter people from receiving food
- ∅ Dignity and respect for all
- ∅ Awareness of perceptions of favoritism, even if it is unintentional

3

## Civil Rights Training

- ∅ State agencies are responsible for training sub recipient agencies on an annual basis.
- ∅ Sub recipient agencies are responsible for training their program staff and local sites, including “frontline staff” who interact with applicants or participants on an annual basis.
- ∅ New employees before participating in Program activities.
- ∅ Volunteers must receive training appropriate to their roles and responsibilities.

4

## Civil Rights Legal Authorities

∅ Title VI of the Civil Rights Act of 1964

- Race, Color, and National Origin

∅ Civil Rights Restoration Act of 1987

- Clarifies the scope of the Civil Rights Act of 1964

∅ Section 504 of the Rehabilitation Act of 1973, Americans w/Disabilities Act (ADA) of 1990, Americans with Disabilities Act Amendments Act of 2008

- Disability

∅ Title IX of the Education Amendments of 1972

- Sex

∅ Age Discrimination Act of 1975

- Age

5

## What is discrimination?

Discrimination is defined as different treatment which makes a distinction of one person or a group of persons from others; either intentionally, by neglect, or by the actions or lack of actions based on a protected class.

6

## What is a Protected Class?

Any person or group of people who have characteristics for which discrimination is prohibited based on a law, regulation, or executive order. Protected classes in USDA Nutrition Programs are race, color, national origin, age, sex, and disability.

7

## Types of Discrimination

**Differential Treatment-** Discriminating behavior of an individual or class of people based on a particular belief

**Disparate Impact-** Rules, policies or guidelines not intended to cause discrimination but exclude a particular class of people

**Retaliation-** Deliberate discrimination as a response or revenge

8

## Discrimination Occurs

...when an individual or group of individuals are:

Delayed benefits or services

Denied benefits or services

Treated Differently than others to their disadvantage

Given Disparate treatment

The 4 D's

9

## Disability Discrimination

What is the definition of *disability*?

∅ A person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.

∅ Major life activity means functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning and working.

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## Disability Discrimination

⌘ Sections 504 of the Rehabilitation Act of 1973 and USDA implementing Regulation, 7 CFR Part 15b

-prohibits discrimination based on disability in programs or activities receiving Federal financial assistance.

⌘ Americans with Disabilities Act (ADA), 28 CFR Part 35, Title II, Subtitle A

-prohibits discrimination on the basis of disability in all services, programs and activities provided to the public by State and local governments.

⌘ These Civil Rights laws protect persons with disabilities if they are potential applicants or participants in any FNS funded programs.

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## Disability Discrimination

⌘ There is also an obligation to ensure that members of the public are provided accommodations in order to access program information, applications and assistance (i.e. Braille, large print, and audio tape)

⌘ Providing qualified sign language interpreters for persons with hearing disabilities may be necessary to effectively communicate with these applicants and participants.

12

## Civil Rights Compliance

In order to be in compliance with USDA Civil rights regulations, your organization must adhere to four requirements:

1. Public Notification
2. Include Non-Discrimination Statement on all publications
3. Have a plan to address Limited English Proficiency requirements
4. Educate staff and volunteers annually on civil rights and customer service, and how to respond to a request to file a civil rights complaint

13

## Public Notification

Elements of Public Notification:

- ∅ Program Availability- Inform applicants, participants, and potentially eligible persons of their program rights and responsibilities and the steps necessary for participation.
- ∅ Provide appropriate information in alternative formats for persons with disabilities or with Limited English Proficiency
- ∅ Ensure that the “And Justice for All” poster is posted where clients can see it

14



## Nondiscrimination Statement

“In accordance with Federal Law and U.S.D.A. Policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202)720-6382 (TTY). USDA is an equal opportunity provider and employer”

15

## Short Version

“This institution is an equal opportunity provider”

- May be used where the longer statement does not fit
- Must be in font size no smaller than font size used in rest of publication
- It is required to maintain a file with samples of pamphlets or fliers showing the non-discrimination statement

16

## “And Justice For All” Poster

**All sites must display posters in a prominent location for all to view.**



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## Complaints of Discrimination

- ⌘ Complaints shall be accepted and forwarded to USDA;
- ⌘ Complaints must be filed within 180 days from the alleged act of discrimination;
- ⌘ Complaints may be written, verbal, or anonymous;
- ⌘ State agencies or sub recipient agencies may develop their own complaint forms, but the use of such forms cannot be a pre-requisite for acceptance;
- ⌘ A **separate** Civil Rights complaint log shall be maintained by the State & sub recipient agency;
- ⌘ Confidentiality is extremely important and must be maintained.

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## Types of Complaints

**Customer Service Complaint-** There has been a break down in service, and can result from a lack of customer focus, being insensitive, demonstrating a lack of understanding

**Civil Rights Complaint/Discrimination-** Are characterized by the complainant verbalizing or submitting in writing that they feel they have been treated unfairly or discriminated against due to a protected class basis.

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## Complaints and Conflict Resolution

Be patient, be polite, and breathe

Avoid sarcasm

Be empathetic. Understand that people may not know the rules or understand how programs work. They may feel uncomfortable coming to ask for help

Smile when appropriate-help people to feel welcome and valued

Explain policy and let them know we may get in trouble if we do anything that violates the rules

Don't be afraid to apologize

Don't feel you need to have the last word

File a complaint form, if needed

20

## When a Client wishes to file a complaint..

- Acknowledge and address the complaint
- Be willing to assist in the resolution
- Assist person in completing a complaint form
- Be aware of the basis for which complaints may be filed: race, color, national origin, age, sex, disability, etc...
- Never discourage groups or individuals from filing complaints, or from voicing allegations of discrimination
- If client declines to complete the complaint form in writing, you must complete it for them from their verbal complaint.

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## Filing a Complaint, cont'd.

- The client may also call FBA if they do not wish to file a complaint in writing
- Agencies cannot refuse to assist with filing the complaint or create barriers
- Notify FBA of complaint immediately
- Complaints can be filed within 180 days from alleged act of discrimination
- Keep records of all complaints for at least 6 months

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## Complaints Process

- Investigation by USDA Office of Civil Rights, State of Alaska, Food Bank of Alaska
- Investigation involves a review and evaluation of facts
- Complainant is informed of decision and can appeal if they choose
- Penalties for the agency-possible loss of privilege to distribute USDA product
- Possible lawsuit

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## Things to Remember

**In order to reduce the risk of a civil rights discrimination complaint, ask yourself the following questions each time an applicant comes to your program:**

- Am I treating this person in the same manner that I treat all others?
- Have I given this person the opportunity to clarify all relevant factors/inconsistencies?
- Have I told this person exactly what information I need for the intake process?
- Have I provided the person with information he or she needs to make necessary decisions?

24

## Limited English Proficiency (LEP)

Definition- Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

*Recipients of Federal financial assistance have a responsibility to take reasonable steps to ensure meaningful access to their programs and activities by persons with limited English proficiency.*

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## LEP and Bilingual Requirements

Title VI, Executive Order 13166, and their implementing regulations require State agencies, local agencies, or other sub recipients to take reasonable steps to assure “meaningful” access to their programs and activities by persons with Limited English Proficiency (LEP).

(FNS Instruction 113-1, Section VII)

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## LEP and Bilingual Requirements

### Factors to consider in addressing LEP

- ∅ Number or proportion of LEP persons served or encountered in the eligible population.
- ∅ Frequency with which LEP individuals come in contact with the program.
- ∅ Nature and importance of the program, activity, or service provided by the program.
- ∅ Resources available to the recipient and costs.

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## Outreach and Education

Important Because-

- ∅ You want to reach as many potential eligible people as possible
- ∅ You want to ensure program access
- ∅ You need to pay attention to under-represented groups
- ∅ You need to ensure information is available in other languages as needed

28

## Equal Opportunity for Religious Organizations

No agency that receives product or administers a government program (TEFAP, CSFP, CACFP, or SFSP) can discriminate against a client or potential client on the basis of religion or religious beliefs.

Faith based sites can use space in their facilities without removing religious art or symbols.

Religious Proselytization: "to convert or attempt to convert a person to a religion, belief, faith and/or cause."

- Cannot put religious flyers in boxes

- Faith-based groups retain their independence to carry out their mission as long as the agency does not require clients to attend any class or service in order to receive food.

**However, faith-based groups may offer prayer at the client's request!**

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## Customer Service

Excellent Service is-

- ∅ Effectively communicating with customers
- ∅ Responding to their needs
- ∅ Valuing their worth
- ∅ Instilling excellence through courtesy, confidence, and enthusiasm for what we do.

PLATINUM RULE

Treat others the way they want to be treated.

30



“It is better to help one  
person who might ‘not  
really need it’, than to turn  
away one person who really  
does.”  
-Anonymous