Best Practices for Distribution Events:
A Reference Guide for Drive-Thru Distributions

In Partnership With

SECOND HARVEST FOOD BANK ORANGE COUNTY
MEMBER OF FEEDING AMERICA

OC FOOD BANK
Serving Our Future
A program of Community Action Partnership of Orange County
# Best Practices for Smaller Scale Distributions

**(Team of 25 or less)**

## 1. Suggested PPE & Supplies Needed:

- Gloves
- Masks
- Caution Tape/Masking Tape
- First Aid Kit
- Water
- Stop Signs & Cones
- Liability Waivers

## 2. Staffing Considerations:

- Traffic Coordinator
- Food Handlers
- Food Safety Lead (ServSafe trained)
- Volunteer Team
- Volunteer Coordinator

## 3. Communication:

- **Contact the City** – Inform them of the intended distribution for the purpose of mitigating traffic concerns, potentially competing distributions (i.e.: school districts, non-profit agencies)
- **Contact Local Police Department** – This will help your organization with traffic control, a proactive traffic plan and security if needed. The police departments appreciate being contacted in advance to help coordinate traffic.
- **Contact Local Fire Department** – Provide the local fire department a heads up incase an emergency happens. An emergency lane needs to be established so that if fire needs to have a presence, they have a clear path into the location.

## 4. Required COVID-19 Mitigation Questions:

These questions MUST be asked of each team member and volunteer on site.

- ___ I am not experiencing any common flu symptoms, i.e. fever or cough.
- ___ I have not had any person-to-person contact with someone who has exhibited Coronavirus or other illness symptoms in the last 14 days.
- ___ I have not visited an area where there has been a significant outbreak, such as Coronavirus or influenza, in the last 14 days.
5. SUGGESTED STEPS & TIPS FOR SMALL SCALE DISTRIBUTIONS:

- Such events are best organized by established emergency food providers who have an existing infrastructure and customer base upon which to access.
- One option is the opportunity to pre-enroll recipients attending the event utilizing staggered appointment times. This will aid in planning and allow for adequate resources, in addition to minimizing wait times and traffic control issues.
- Map off 6 feet between stations and cars on the ground with tape to show adequate social distance.
- Set up hand-washing/sanitizing station for volunteers and team members.
- Volunteers and team members must wear a face mask, wash/sanitize their hands upon arrival to distribution, and place gloves on their hands before distributing food.
- Volunteers and team members must periodically sanitize their hands throughout the distribution and as needed to neutralize the threat of contamination.
- Volunteers and team members must sanitize supplies and equipment used at the start and end of distribution.
- We suggest pre-planning multiple lanes to allow numerous families/individuals to be provided with food simultaneously, as well as have an efficient flow of service while social distancing.
- Set up cones near distribution stations and in between car lanes. § Have a team in charge of traffic control to help direct cars through the distribution lanes and to the exit.
- For distribution, there are 3 potential methods of loading food into a vehicle:
  - #1) Once a car is safely in park volunteers will open the trunk, wait for the food to be placed inside, close the trunk, and signal to the driver when it is safe to pull forward.
  - #2) Once a car is safely parked in a designated position, the recipient may exit the car to open the trunk while volunteers maintain a safe distance. Once the recipient is back inside the vehicle, a volunteer may place the food inside the trunk while another volunteer closes the trunk. It is suggested that these two tasks remain separate.
  - #3) Once a car is safely parked in a designated position, the recipient may exit the car to open the trunk while volunteers maintain a safe distance. The recipient may step back to a safe distance while the food handling volunteer places the items in the trunk, then the recipient may close their trunk.
In the case of Options 1 & 2, volunteers designated to place food in trunks should be on the other side of the car from the trunk opener/closers to help maintain social distance.

Volunteers handling food for distribution should not touch the cars or any other surfaces without first changing gloves.

All food used for distribution must already be placed in bags or boxes prior to distribution.

Do not supply food that cannot be safely managed (time & temperature) during the distribution event.

Perishable items must be temperature controlled.

Portion size for distribution: For family size food distributions OC Food Bank suggests at least a 1-week supply of food, estimated to be 76 pounds.

If food distributed is originating from a permitted retail food establishment (restaurants, hotels, caterers), please confirm that the establishment has not been closed for an extended period of time as a result of the COVID crisis. If so, please confirm with the establishment that the OC Health Department has approved the establishments re-opening.

6. SUGGESTIONS FOR REMAINING PRODUCT AFTER DISTRIBUTION:

- Any excess edible food remaining at the conclusion of the distribution must continue to be handled safely by maintaining proper temperature and the integrity of the product (no food exposure) (Food is sealed).

- Remaining food may be distributed to a non-profit agency providing the receiving agency has the ability to safely receive, store, and maintain the food in accordance with state food safety requirements.

- Distribution centers may accept excess food from a distribution provided the food is transported, stored, and maintained in accordance with state food safety requirements (perishable product below 41 degrees).

- It is suggested that a distribution center receiving team coordinate the offloading of all excess product from the event.

- Produce and any perishable food items should be placed in refrigeration. Perishable items must have remained in the safe food temperature range through the duration of the distribution and upon arrival at the distribution center.
- Excess perishable product that has been maintained in the safe temperature range should immediately be placed into refrigeration.
- If you have any questions, please contact Waste Not OC at (855) 700-WNOC (9662) or at wastenotoc@gmail.com
# Best Practices for Large Scale Distributions

**Team of 30 or more**

## 1. SUGGESTED PPE & SUPPLIES NEEDED:
- Temporal Thermometers (to screen staff & volunteers prior to the event)
- Gloves
- Masks
- Caution Tape & Masking Tape
- Reflective vests
- First Aid Kit & Water
- Staff Sign In/Sign Out
- Volunteer Sign In/Sign Out
- Stop Signs & Cones
- Radios & Chargers
- Pallet Jacks or Forklifts
- Volunteer Name/Role Tags
- Liability Waivers

## 2. STAFFING CONSIDERATIONS:
- External Lead (serves as main contact & coordinator)
- Traffic Coordinator
- Food Handlers
- Food Safety Lead (ServSafe trained)
- Truck Drivers
- Volunteers
- Volunteer Coordinator
- Set Up Team
- Tear Down Team

## 3. COMMUNICATION:
- **Contact the City** – Inform them of the intended distribution for the purpose of mitigating traffic concerns, potentially competing distributions (i.e.: school districts, non-profit agencies)
- **Contact Local Police Department** – This will help your organization with traffic control, a proactive traffic plan and security if needed. The police departments appreciate being contacted in advance to help coordinate traffic.
- **Contact Local Fire Department** – Provide the local fire department a heads up incase an emergency happens. An emergency lane needs to be established so that if fire needs to have a presence, they have a clear path into the location.

## 4. REQUIRED COVID-19 MITIGATION QUESTIONS:

These questions MUST be asked of each team member and volunteer on site.

___I am not experiencing any common flu symptoms, i.e. fever or cough.

___I have not had any person-to-person contact with someone who has exhibited Coronavirus or other illness symptoms in the last 14 days.

___I have not visited an area where there has been a significant outbreak, such as Coronavirus or influenza, in the last 14 days.
5. SUGGESTED STEPS & TIPS FOR SMALL SCALE DISTRIBUTIONS:

- Such events are best organized by established emergency food providers who have an existing infrastructure and customer base upon which to access.
- One option is the opportunity to pre-enroll recipients attending the event utilizing staggered appointment times. This will aid in planning and allow for adequate resources, in addition to minimizing wait times and traffic control issues.
- Map off 6 feet between stations and cars on the ground with tape to show adequate social distance.
- Set up hand-washing/sanitizing stations for volunteers/team members throughout different points of the distribution event for continual sanitization.
- Provide water bottles at hand-washing stations for team members and volunteers to stay hydrated.
- Allow adequate breaks for volunteers and staff members.
- Have all volunteers and team members sign in, listing their assigned role as well to ensure all distribution placements are covered (adequate food handlers, sanitizers, etc.)
- Volunteers and team members must wear a face mask, wash/sanitize their hands upon arrival to distribution, and place gloves on their hands before distributing food.
- Volunteers and team members must periodically sanitize their hands throughout the distribution and as needed to neutralize the threat of contamination.
- Volunteers and team members must sanitize supplies and equipment used at the start and end of distribution.
- We suggest pre-planning multiple lanes to allow numerous families/individuals to be provided with food simultaneously, as well as have an efficient flow of service while social distancing.
- Set up cones near distribution stations and in between car lanes.
- Have a team in charge of traffic control to help direct cars through the distribution lanes and to the exit.
- For distribution, there are 3 potential methods of loading food into a vehicle:
  - #1) Once a car is safely in park volunteers will open the trunk, wait for the food to be placed inside, close the trunk, and signal to the driver when it is safe to pull forward.
• #2) Once a car is safely parked in a designated position, the recipient may exit the car to open the trunk while volunteers maintain a safe distance. Once the recipient is back inside the vehicle, a volunteer may place the food inside the trunk while another volunteer closes the trunk. It is suggested that these two tasks remain separate.

• #3) Once a car is safely parked in a designated position, the recipient may exit the car to open the trunk while volunteers maintain a safe distance. The recipient may step back to a safe distance while the food handling volunteer places the items in the trunk, then the recipient may close their trunk.

• In the case of Options 1 & 2, volunteers designated to place food in trunks should be on the other side of the car from the trunk opener/closers to help maintain social distance.

• Volunteers handling food for distribution should not touch the cars or any other surfaces without first changing gloves.

• All food used for distribution must already be placed in bags or boxes prior to distribution.

• Do not supply food that cannot be safely managed (time & temperature) during the distribution event.

• Perishable items must be temperature controlled.

• Portion size for distribution: For family size food distributions OC Food Bank suggests at least a 1-week supply of food, estimated to be 76 pounds.

• If food distributed is originating from a permitted retail food establishment (restaurants, hotels, caterers), please confirm that the establishment has not been closed for an extended period of time as a result of the COVID crisis. If so, please confirm with the establishment that the OC Health Department has approved the establishments re-opening.
For a more descriptive idea of how to utilize your volunteers, here are some **Suggested Volunteer Roles**:

### Trunks
- **Sole role is opening and closing the trunk of the vehicles.** In consideration of food safety, this volunteer ONLY touches the cars.

### Food
- **Sole role is placing the food inside the vehicles.** In consideration of food safety, this volunteer ONLY touches the food.

### Stop/Send
- **This volunteer stands at either the entrance or exit of the lane, leading in vehicles or stopping the vehicles, allowing the food to be loaded, before sending the lane of cars on their way.**

### Traffic
- **These volunteers are deployed to their positions before the rest of the volunteers.** Their objective is to keep the flow of cars moving, organized, and the drivers informed on which direction they need to go.

### Maintenance
- **This volunteer’s objective is to keep distribution running smoothly by ensuring all food boxes are open, the food is prepped for the “Food” volunteer to distribute, and any trash and cardboard is consolidated and put in the appropriate bins to keep the pit clear.**

### Lane Lead
- **This experienced volunteer oversees the lane they’ve been assigned to ensure the distribution remains safe for volunteers and drivers.** They are the point-of-contact between the lane and the lead Volunteer Coordinator onsite.

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Second Harvest Food Bank recommends counting cars on entrance and exit to maintain an accurate count of the households served during the distribution.

For a more descriptive idea of how to utilize your team members, here are some **Suggested Key Staffing Positions**:

### External Lead
- **Leading up to distribution:** Serve as main contact for and coordinate efforts with local Police Department (PD), security, and additional vendors.
- **Day-of contact:** Be available throughout the day to connect with local PD, security, and additional vendors, etc. as needed. Responsible for collecting car count information (check in with Counters throughout the day). Serve as main contact and coordinator for efforts with media contacts, elected officials, and VIP guests. Second Harvest Food Bank recommends counting cars on entrance and exit to maintain an accurate count of the households served during the distribution.
Traffic Lead
- **Day-Of:** Place cones in lower parking lot to establish flow of traffic. Brief volunteers on roles before and during distribution. Open entrance when given green light from Pit Leaders. Monitor traffic flow throughout the day and adjust cones if necessary.

Command Center Lead
- **Leading up to distribution:** Responsible for collecting any supplies needed for the Command Center. Ensure proper Personal Protective Equipment (PPE) is sourced for distribution.
- **Day-of:** First thing: Assign out radios for staff and/or volunteers based on radio assignment list. Set up Command Center with needed supplies. Command Center staff is responsible for keeping track of the masks and gloves at Command Center. Excess boxes should not be left at the pit. Additional boxes can be delivered as needed. Help Volunteer Lead as needed. Hand out water to volunteers as needed.
- **End of day:** Supplies, radios, masks, gloves need to be returned to facility.

Ops Lead
- **Leading up to distribution:** Work to ensure the product is ready for distribution. Work with Pit Lead on planning for distribution layout. Work with Transportation team to plan delivery of items (product and supplies). Work to determine which food handlers will be providing on-site support for distribution set-up.
- **Day Before:** On-site at location with Pit Lead, food handlers, and drivers to set up distribution.
- **Day-of:** Oversee roles of the food handlers and drivers. Assign specific food handlers to each pit to provide ops support throughout distribution. Check in with food handlers and drivers periodically during the distribution. Communicate with Pit Lead throughout distribution as needed. Once distribution starts winding down, work with Pit Lead to mobilize food handlers and drivers to begin the tear-down process. *Ensure staff are taking breaks. Coordinate coverage as needed*.

Food Handlers & Drivers
- **Day Before:** On-site at location with Ops Lead and Pit Lead to set up distribution
- **Day-of:** Report to Ops Lead throughout the day. Provide any needed support for final set-up. During the distribution, float around pits to break down boxes, open boxes, consolidate trash, and move items as necessary. Receive direction from Ops Lead on tear-down process, as pit lanes begin to close.

Counters
- **Day-of:** Placed at the entrance and exit for duration of distribution event to count cars entering and exiting event.
Volunteer Lead

- **Leading up to distribution:** Recruit and schedule volunteers for the event. In reminder email, include brief information about the different roles, safety, sanitation, parking, etc. Collect all supplies to bring to distribution site.
- **Day-of:** Distribute radios to staff and key volunteers. Check in volunteers at Command Center. Suggested to give orientation to volunteers highlighting their roles, safety, social distancing, sanitation, and check-out. Send volunteers to their assigned role locations (passing out food, counters, traffic, etc.). Volunteer Lead will check in any volunteers that are late and will assign them based on volunteer needs for each role. Communicate with Pit Lead before sending additional volunteers to the pit. Coordinate volunteer breaks. Check in with volunteers along the traffic route, and ensure they are getting breaks and water. Coordinate volunteer check-out.

Pit Lead & Pit Coordinators

- **Leading up to distribution:** Work with Ops Lead to identify the number of pallet/case/unit needed for product provided. Based on the number of lanes being planned for, determine the distribution layout.
- **Day Before:** Finalize products being distributed and any updates to the distribution layout. Be on site to help set up for distribution.
- **Day-of:** Pit Coordinators will report to Pit Lead throughout the day. Provide direction to food handlers and drivers at each pit, and where their support is needed to open boxes, break down boxes, clear trash, etc. Suggested to ensure that the distribution is fully set up 1 hour before event begins. Ensures volunteers are sanitizing and washing their hands. Will provide assignments to the volunteers of trunk openers or placing food in trunks of recipient’s cars. Work with Volunteer lead for volunteer breaks. Ensure staff and volunteers are maintaining social distance at all times. Help over-see tear down. Dismiss volunteers as the day winds down or lanes close.

6. SUGGESTIONS FOR REMAINING PRODUCT AFTER DISTRIBUTION:

- Any excess edible food remaining at the conclusion of the distribution must continue to be handled safely by maintaining proper temperature and the integrity of the product.
- Remaining food may be distributed to a non-profit agency providing the receiving agency has the ability to safely receive, store, and maintain the food in accordance with state food safety requirements.
- Distribution centers may accept excess food from a distribution provided the food is transported, stored, and maintained in accordance with state food safety requirements (perishable product below 41 degrees).
- It is suggested that a distribution center receiving team coordinate the offloading of all excess product from the event.
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Example Layout for Large Scale Distribution Event: