



SETTING UP A DRIVE THROUGH MOBILE MARKET/PANTRY DISTRIBUTION

To help stop the possible spread of contagious viruses to Partner Agency and Program Partner Volunteers to/from clients and embrace social distancing, we encourage all mobile markets to use the “drive-through model”.

Drive through model is where the Partner Agency or Program Partner designates a certain amount of food per family ahead of time, allows clients to drive up to a designated location, and volunteers place food directly into the client’s car. This allows for a quick distribution with minimal contact between clients and volunteers.

DISTRIBUTION LOCATION AND VEHICLE MANAGEMENT

When designating a distribution space, there are a few things to consider:

- Placement of food for when volunteer place food in vehicles.
 - If it is a mobile market, the space needs to be accessible for the Foodbank Truck and cannot be gravel or muddy. Pallet jacks are used by the driver and will get jammed or break in mud and/or gravel.
 - If you are moving your general pantry or CSFP distribution to be set up outside, make sure you have easy access to pantry and have ability to move product to that space. Using carts and dollies are encouraged for proper lifting and minimizing injuries.
 - Create a safe amount of space between the set up of food and where the vehicles will stop so that volunteers are not in danger.
 - Break up the distribution of food into multiple stops to create space for volunteers to have easy access to vehicles.
- Size of parking lot for cars to line up and how cars line up.
 - You want to make sure that the space of the area you are distributing to allows cars to line up safely and does not impact regular road traffic.
 - Plan out where cars will line up ahead of time, use traffic cones and signs.
 - Have volunteers organize traffic before distribution starts to make the distribution smoother. Traffic volunteers should be in designated locations throughout the entire distribution time.
 - If concerned about vehicles coming in early and not following the plan, consider closing the entrance the night before and opening a couple hours ahead of distribution time.
 - Create signs to tell people to stay in vehicles.
- Clear entrance and exit for vehicles
 - Create signs or have volunteers at designated entrances and exits for the distribution. This will help with minimizing confusion of where clients need to go, cutting in line, and help with the flow of traffic.

- Do not have entrances and exits intersect.

SEPARATION OF FOOD FOR FAMILIES

- For mobile markets, food will be brought in bulk to the location site.
- Have bags and/or boxes available to separate food into
- Use invoice provided by driver to help break down how much product to give. (i.e. pallet of potatoes is 2,000 lbs and comes in 20lb bags – for 100 people give 2 bags)
- Use best judgement, if you think you will have product left over or not enough, do not be afraid to change amount of product per family during the distribution.
- If building food boxes from the product inside your pantry to distribute out, considered estimating up to the highest number of families served in the past for the number of families coming in.

TRACKING NUMBER OF FAMILIES COMING THROUGH

- Have a designated volunteer collecting information. With TEFAP and CSFP signatures waived for the time being, a volunteer can have people tell them the number of people in the household and number of children with fingers and/or having the window cracked open.
- Create signage for people to take out their IDs to be checked through the window.
- If checking names, have clients hold Photo ID and/or Drivers License to the Window.

DISTRIBUTING FOOD INTO CLIENT CARS

- Separate food into multiple stops to avoid crowding in cars.
- Place heavier items at the beginning of distribution line and lighter/fragile items (eggs or bread) at the end of the line. This helps fragile items from getting smashed/broken.
- Have volunteers put food in car only when car comes to a complete stop.
- Have volunteers practice safe lifting and/or partner lifting when putting heavy items in a car.
- If you have only a designated number of boxes of food, do not be afraid to shut down the line and close the lot once you have hit that number of families.
- If people do not have a vehicle and are walk ups, it is the discretion of the agency to determine if the individual or family can get food. Take into consideration that walk-ups can make people who have been waiting in cars to be frustrated and feel like they are getting special treatment.
 - If allowing walk ups, practice safe social distancing from the clients walking up, have a designated area to pick up items, and separate check-in.

AGENCY AND PROGRAM PARTNER SAFETY

- If you are concerned about the safety of your volunteers and establishment, reach out to your local police to see if they can have a presence at your location or nearby.

ADVERTISING TIPS

- Always put distribution time/date/location.
- Inform clients that it will be a drive through model and to clean out cars ahead of time.
- Remind clients that supplies are limited and not guaranteed

COVID-19 SAFETY RECOMMENDATIONS

- Check out CDC's Latest Updates: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Check out the St. Louis Area Foodbank's Agency Access Page: <https://stlfoodbank.org/agency-access/>

