



412 Food Rescue No Contact Rescue Protocol – Volunteers and 412 Food Rescue Fleet

Thank you for your service to the community.

412 Food Rescue is a “life-sustaining” organization and will continue operating during the COVID-19 crisis.

We take the health and safety of our community very seriously and want to remind you of key protocols regarding the pick-up and drop-off of food donations. The guidelines below are to be followed by all volunteers regarding the handling and distribution of food:

We will adhere to a **NO CONTACT RESCUE**.

Below are the steps to complete.

Please contact the 412 Food Rescue dispatcher, **412-277-3831**, if you have any questions.

As a reminder, all staff/volunteers must adhere to social distancing throughout the day, even when not rescuing food. In accordance to the Centers for Disease Control & Prevention (CDC), here are guidelines to aid in prevention, and are to be followed by all staff/volunteers:

- If you **OR ANYONE YOU HAVE BEEN IN CLOSE CONTACT WITH** in the last two weeks are experiencing any symptoms of COVID-19, **please stay home**. Contact the 412 Food Rescue dispatcher and inform them that you cannot make it.
- Maintain at least **six feet of distance** between yourself and others at all times (six feet is about the height of an average adult man).
- Cover your mouth and nose with a tissue or sleeve when coughing or sneezing.
- Wash your hands often with soap and water for **at least 20 seconds** or use an alcohol-based hand sanitizer if soap and water are not readily available.
- Avoid touching your nose, eyes and mouth.
- Frequently **clean all surfaces that will touch the food or food packaging** and ALL heavily touched areas and items (door knobs, sink handles, car steering wheels, your phone), with an alcohol-based disinfectant.
- Once you wear the gloves provided, if you do touch your face or your phone, remove your gloves, wash your hands again, and put new gloves on before touching any food or food packaging.
- **NEW:** According to [new guidelines](#) from the Center for Disease Control, you must wear a mask in any public setting. We are requiring all volunteers to do so as well. See [this video](#) on how to make a no sew mask using a bandana.

Door to Door Pickup and Delivery Process

Arrival at Donor

1. After you have accepted a rescue and arrived at the donor, notify the donor you have arrived by calling or texting - the number will be on the app
2. Receive food from the donor:
 - a. Donor will bring the food outside to established **no contact pick-up location**
 - b. **Do not enter the donor's location**
 - c. Confirm they have given you the right quantity stated on the app
 - d. They will provide you with **single use gloves**

Travel to Recipient

3. Follow the instructions in the app to the recipient address
4. You may call the recipient prior to leaving the donor to let them know you are on your way or when you arrive at the location

Arrival at Recipient

5. When you arrive at the drop-off, park in a safe location
6. Text or call to let them know you have arrived
7. **Put on single use gloves**
8. Place the delivery on the porch or by the front of the door - there should be ZERO CONTACT between you and the recipient
9. **Do not enter any buildings**
10. Complete the delivery in the app
11. Take gloves off and discard

RESCUE COMPLETE!

Wash hands or use hand sanitizer and disinfect your car often.

Thank you!