

Kristopher Tazelaar

From: Kristopher Tazelaar
Sent: Friday, April 17, 2020 5:04 PM
To: Kristopher Tazelaar
Subject: FW: Partner FAQ 04-17-20

Importance: High

COVID FAQ 04-17-2020:

What time is the order cutoff?

Orders must be submitted 2 business days in advance by 12pm. Orders not submitted by noon will result in SHFB not being able to fill the order.

Delivery/Pickup Day	Order Due By
Monday	Thursday, 12 PM
Tuesday	Friday, 12 PM
Wednesday	Monday, 12 PM
Thursday	Tuesday, 12 PM
Friday	Wednesday, 12 PM

With such large volume increases we ask for your help to follow this request and ensure you get the order submitted on time.

The form can be found at www.secondharvestmadison.org/orders. There will be a link to this on Agency Express as well. Please read all instructions on the top of the form before beginning your order. Do not order outside of your normal order date.

If you want to make changes to an existing order after submitting the form, you must call Lori Peppard, **608-216-7208**. **Do not submit a new form.** If you need to call us directly to place an order due to technical issues, please have the exact amounts of boxes ready to state over the phone before you call.

Can I order boxes several weeks in advance?

Yes, with the Google form on the website we have opened the window to extend several weeks to help with forecasting need. If you are able to plan and predict the boxes needed numbers it is helpful for us to know in advance. If you have the need for a large increase or additional distributions it is preferable you reach out to your agency representative first.

How long will the boxes be free?

We will provide the care boxes with food for as long as we can. As you all know this is based on resources and is subject to change. We will give as much notice as possible for any shifts towards them being a purchased item. If you are a pantry that is able to donate to SHFB, your financial support is always appreciated.

Does Second Harvest want any of the boxes back?

No for food safety keep the boxes and do no reuse.

When will SHFB go away from boxes?

Second Harvest will watch conditions and choose safety first. SHFB will notify partners well in advance of any change that converts the operation back to normal ordering processes.

When will meat be available?

Currently the operations team has meat available in our freezer. We are in process of setting up the operation to bag it and make available to partners. We know how important it is to get meat out to the communities and working hard to get this out soon. We need to follow COVID safety practices which slows down production and we are adapting to space constraints.

What are the key points for food supply right now?

- Shelf-stable food supplies are “stressed”, and in high-demand
- Amount of purchasing has gone up significantly and food donations are down, this is seen across the Feeding America network right now.
- Retail inventories are still trying to catch up; regional distribution centers are bottlenecks in some areas, trying to receive deliveries
- Manufacturers are running plants 24/7, or as much as possible between necessary stops for cleaning
- Biggest deficits throughout the entire supply chain, are in staffing, with people not going to work, whether by choice or if they are symptomatic
- SHFB currently has access to a lot of fresh produce but we foresee potential shortages around dry product. Boxes are the standard for SHFB right now but when unprecedented constraints fluctuate inventory we will need to reach out to you and adjust. SHFB will make every attempt to fill your order as requested but will need your flexibility in certain instances and appreciate the support.

What is happening with supply chain for dairy across the country?

- The COVID-19 pandemic has impacted the dairy Industry extremely hard. From schools being shut down, food service industries halted, and the unpredictable challenge for supply at retail, this has virtually impacted every aspect of the milk supply chain across the country.
- Feeding America is currently working with many of our existing and new partnerships within the dairy sector to help address the unprecedented disruption of milk supply across the country. Feeding America is collaborating across the country with many partnerships that will provide milk access programs to help food banks meet the growing need, while also addressing the issue of milk getting dumped.
- The percentages for milk may vary and we need your flexibility. We are also when possible striving for half gallons as we know they are easier to spread to more people.

Compliance Requirements During COVID:

It is important during this time you touch base regularly with your agency representative. Second Harvest is here to support in any way we can. We will be flexible where we can be and do everything we can to help you best serve your community.

Reporting:

Household reporting is still due monthly and needs to be done to the best of your ability. The need for additional funding means these numbers will play a critical role to show the increases in the network and we

appreciate your support to submit in a timely manner. If you have challenges to do so please contact your agency representative.

<https://www.secondharvestmadison.org/partner-resources/report-statistics>

Site Changes:

If you have had to move your site for drive up distribution SHFB needs to know about this change. It is important for compliance we know where the food is being safely stored and maintained. Contact your agency representative about site changes. It is also important for site changes to call 2-1-1. *This would also include any changes to days/hours of distribution or a closure.

Retail pickups:

Any change to your retail pickups needs to be coordinated with your agency representative. These changes can cause disruption to stores and need to be communicated. If you are picking up donations the receipting and reporting still needs to be done in Meal Connect by the 5th of the next month.

Delivery:

If you have added delivery service to your distribution please contact your agency rep and notify them of this service. Thank you!

Membership reviews:

During this time period where we are limiting interactions we will pause all site evaluations.

Food Safety:

SHFB asks you to follow all food safety standards and utilize the CDC website for guidance around specific food questions and virus transmission.

Can the virus that causes COVID-19 spread through food, including refrigerated or frozen food?

Coronaviruses are generally thought to be spread from person-to-person through respiratory droplets. Currently there is no evidence to support transmission of COVID-19 associated with food. Before preparing or eating food it is important to always wash your hands with soap and water for 20 seconds for general food safety. Throughout the day wash your hands after blowing your nose, coughing or sneezing, or going to the bathroom.

· It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

· In general, because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from food products or packaging that are shipped over a period of days or weeks at ambient, refrigerated, or frozen temperatures.

https://www.cdc.gov/coronavirus/2019-ncov/faq.html#anchor_1584386553767

Do you know anyone who is struggling to access food resources or is being laid off because of COVID-19?

Our FoodShare Outreach team is available to provide community resource information and application assistance all over the phone. Call or text your local FoodShare Outreach Specialist to get started:

Angela Perez: 608-515-4113, *Se habla español*. Covers: Dodge, Jefferson and Sauk Counties

Brian Larson: 608-807-7859, Covers: Adams, Crawford, Grant, Iowa, Juneau, Monroe, Richland and Vernon Counties

Heidi Healy: 608-630-3449, Covers: Dane County

LaShima Grosskopf: 608-630-1181, Covers: Green, Lafayette and Rock Counties

Patrick McCue: 608-807-9006, *Se habla español.* Covers: Dane County

Second Harvest is working with county, state and national partners to guide us all through this time, as well as adapting to conditions and identifying solutions and strategies for each of the 16 counties. This has not been an easy time for any of us. We are grateful for all you do every day to serve your communities and keep people safe. We are in this together.



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Second Harvest Foodbank exists to end hunger in southwestern Wisconsin. To learn more, go to SecondHarvestMadison.org.

