In an effort to keep us all in the loop here is the email I sent to Agency reps that will go out to all partners this afternoon. I appreciate all of you and am thankful for all the work everyone is doing to take care of our communities.

Good Afternoon Agency Partners,

I know this is an unprecedented time we are all experiencing. The team at SHFB is working endlessly to care for our partners and the people we serve. We are adapting with each condition change to ensure we are being responsive and flexible. We understand how challenging this is with so many unknowns and we are here to get you the food you need to serve your community. No one has gone through what we are going through right now and everyone in our 16 county service areas is doing an amazing job. We are grateful for all of you. We are communicating with partner agencies the information that is solid and confirmed. During this time, it is critical you are in contact with your agency representative with your needs and questions. It is also important that you notify SHFB directly around any changes in distribution days or times and/or delivery changes. We have spoken with many of you and we are addressing the needs we have identified as quickly as we can. Below are actions we have taken and will continue to take in the days ahead. I know you will have many questions and I am working on getting answers to all of them. I would ask for your patience for some of the unknowns and confidence in us that I will get you all answers as soon as we have them.

Here are some things we are doing to accommodate the current climate:

- SHFB trucks will be stocked with flat boxes for partner agencies to use as needed, ask your driver if you need them.
- SHFB will be moving to 100% prepacked boxes of food for ordering, this means for a period of time we will not have any custom shopping list orders. We believe this is the best way to serve all of you at this time. The timeline on the start date is still being determined but we are hopeful by the end of this week or early next week. We will be in touch soon with all of you who have submitted orders to adjust.
- The boxes will be 25 pounds and the categories will be dry, cooler, and milk. Once the system is in place we will add freezer.
- Our method for distribution of food boxes is anyone residing in 16 county service area who shows up, gets food.
- Until further notice and re-evaluation, we will distribute the food boxes/flat boxes at no cost to partners

**Additional Updates:**
This message is from Jon McConnell at 211. “As the situation around the COVID-19 pandemic continues to change, it is even more important to have current information for our communities and those who are at risk both of the virus itself and of the economic impacts. While 211 is and will continue to reach out to agencies to keep up to date, we rely on you to help us get the word out when changes happen, especially in times like this. So, if you are aware of any changes with your services that would impact clients, please call 211 and speak with one of our specialists about the change so we can update your information and get the word out as soon as possible.”

Texting service:
Second Harvest is committed to developing new ways to communicate with our community and program participants. This is especially important with the ever-changing situation we are experiencing. This texting service is intended for people seeking food distribution in their geographic area. These alerts are specific to SHFB mobiles and additional distributions with partner agencies as needed. SHFB would be coordinating directly with partners this affects. We have created regional “TextSlips” for distribution at Mobile Pantries and Partner Agencies which are printable via the attached PDF documents in this email. Second Harvest will be providing printed TextSlips onsite at future Mobile Pantries.

Participants simply need to text the keyword for their respective area to 555888 to be added to a notification list. They will then receive text messages every time we host a special food distribution in their area.

Keywords by area:
- FOODDANE (Dane County)
- FOODROCK (Rock County)
- FOODEAST (Jefferson, Dodge)
- FOODNORTH (Columbia, Sauk, Juneau, Adams)
- FOODWEST (Monroe, Vernon, Richland, Crawford)
- FOODSOUTH (Grant, Iowa, LaFayette, Green)

Mobiles:
All SHFB mobiles will be doing pre-boxed food with a drive thru distribution. We started 03/13/2020 week and it has gone very well. If you are looking to setup drive thru distribution and have questions please reach out to your agency rep.
https://www.secondharvestmadison.org/partner-resources/mobile-pantry-schedule

Hunger and Health Summit
After closely monitoring the COVID-19 pandemic, it is with an abundance of respect and concern for the attendees, sponsors, and the community members our attendees return back to serve that we are postponing the 2020 Hunger and Health Summit.

We have rescheduled the Summit for September 27th-29th at the Chula Vista. We have a great lineup of sessions scheduled and we are interested in moving as much of the content as possible to our rescheduled dates.
REGISTRATION REFUNDS: We hope that you will join us for our September Summit. For now, we will automatically be cancelling your registration. We will then ask that you re-register once we open registration in early summer.

HOTEL RESERVATIONS
To avoid cancellation fees, reservations must be canceled more than 72 hours before the check-in date. If you made your own reservation, you are responsible for cancelling your own hotel room reservation. We are unable to do this on your behalf. To cancel your hotel reservation, please call 844-862-6180. You have the option to:
- Move your reservation along with the deposit to avoid future paperwork,
- Cancel and get a refund (the cancellation fee of $30 will be waived), or
- At this time Chula Vista is still open. If you would like to keep your reservation for a personal stay the same discounted rates will be honored.

PLANNING FOR SEPTEMBER
Please watch our website and join our newsletter list (at bottom of our website) for update. Registration will once again be open in Summer.

Thank you for your understanding as we navigate the uncertainty of COVID-19. Please reach out with any questions.

Food Safety FAQ:
We have had a lot of questions around food safety during this time. Attached is a PDF from Feeding America with a food safety FAQ for you to print and share. This will also go into the toolkit on our website and will be changed in real time if needed. SHFB asks you to use the information from Feeding America to help guide your decisions. We want you to have informed tools to make the best decision for your clients and organization.

Can I get sick with coronavirus COVID-19 from food?
Updated 03.15.2020

A: We are not aware of any reports at this time of human illnesses that suggest COVID-19 can be transmitted by food or food packaging. However, it is always important to follow good hygiene practices (i.e., wash hands and surfaces often, separate raw meat from other foods, cook to the right temperature, and refrigerate foods promptly) when handling or preparing foods.

References
   According to the World Health Organization, it is safe to receive packages from areas with known COVID – 19 illnesses.
   As of now, there’s no evidence of COVID-19 transmission through food. Coronaviruses need a host (animal or human) to grow in and are not believed to grow in food.
Should we change our practices when handling food drive or donated food from retailers?

Updated 03.15.2020

We do not believe receiving practices for food drive or retail store donation need to change. There is no evidence of food or food packaging being associated with transmission of COVID-19. Coronaviruses historically have poor survivability on surfaces and the FDA and USDA indicate that there is no evidence of the virus being spread from handling food packages. Coronavirus is most likely to be spread via respiratory droplets. The virus that causes COVID-19 is spreading from close personal contact via respiratory droplets. Anyone handling, preparing and serving food should always follow safe food handling procedures and practice good personal hygiene.

References

What recommendations are there for continuing operating procedures in the event that a volunteer or warehouse worker tests positive for COVID-19?

Updated 03.15.2020

If you have an employee or volunteer that test positive for COVID-19 you will need to immediately contact your local health department for guidance. The local health department will need to know who has had close contact with the COVID-19 positive person while they were at the food bank. It is important to note that COVID-19 is a respiratory virus and the main mode of transmission is through respiratory droplets (close personal contact) and not from touching inanimate objects such as food products. It is not necessary to recall or destroy food products that the worker may have handled.

References

Can COVID-19 spread from contact with contaminated surfaces or objects?

Updated 03.15.2020

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 believed to be the main way the virus spreads.

Reference:

What disinfectants will be effective against coronavirus (COVID-19)?

Updated 03.15.2020

It is safe to assume to date that COVID-19 has similar virulence on surfaces as other human coronaviruses. This is a link to disinfectants that are effective on human coronavirus.

References
What if a retailer reports an employee with a confirmed case of COVID-19?  
*Updated 03.15.2020*

Should a store employee test positive for COVID-19, work with the retail store and local health department to determine the best course of action for future pick-ups. There is no evidence of food or food packaging being associated with transmission of COVID-19. The virus that causes COVID-19 is spread from close personal contact via respiratory droplets and is not contracted from consuming food or from handling packaged foods. Retailers are not recalling foods if they have a COVID-19 positive employee. The only exception is if the local or state health department requires action.

**References**


Can I accept fresh produce donated from a retail store even if they have identified an employee that tested positive for COVID-19?  
*Updated 03.15.2020*

The short answer is yes. If produce was handled by someone with COVID-19 it does not need to be recalled or destroyed. Produce handling has not be identified as primary mode of transmission. Coronaviruses historically have poor survivability on surfaces and the FDA and USDA indicate that there is no evidence of the virus being spread from handling foods or food packages.

The Produce Marketing Association (PMA), United Fresh Association and FMI have released the following joint statement on the safety of produce during the global Coronavirus (COVID-19) pandemic.

“There are no clinically confirmed cases of COVID-19 linked to the consumption of fresh produce or food sold through traditional retail outlets. As consumers select their produce, adhering to food safety guidance is critical. We encourage consumers to wash their hands, and wash their produce just prior to preparing following FDA recommendations.” According to Amanda Deering, an Extension specialist in Purdue’s Department of Food Science, current research indicates that the virus is not foodborne or transmitted by food.

“This is very positive in that the same practices that we normally use to reduce contamination risk, such as washing your hands and washing fruit and vegetables before eating, should be applicable to reduce the risk of contracting COVID-19.”

Scott Monroe, Purdue Extension food safety educator, points out that many produce growers already incorporate good agricultural practice that reduce the risk of contamination by a human pathogen.

“While viruses may be transmitted from surfaces, most growers take steps to prevent contamination. At this point in time, fear of COVID-19 should not be a reason to stop purchasing fresh fruits and vegetables,” he said.

**References**


Can COVID-19 (Coronavirus) be passed on through prepared foods?  
*Updated 03.15.2020*

People are not infected with the virus through food. So, it is unlikely the virus is passed on through food and there is no evidence yet of this happening with COVID-19 (coronavirus) to date.

Coronaviruses need a host (animal or human) to grow in and cannot grow in prepared food. Thorough cooking is expected to kill the virus because we know that a heat treatment of at least 30min at 60ºC is effective with SARS. Also, the COVID-19 virus is not able to survive in the stomach due to the high stomach acidity.

**References**
Thankful for all of you and the kindness and care you bring to each person you serve, what you all do matters and we are in this together! XOXO

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