

Interim Instructions for ACCA Volunteers for Emergency Food Deliveries (October 24, 2020)

The following interim procedures are being implemented during the COVID-19 emergency to protect our volunteers, donors, and clients.

Receipt of Food Request

The food captain contacts you to see if you are available to make a delivery.

You and the food captain agree on a time between 1:00 and 5:00 that you will be at the pantry.

The food captain sends the food request to you and the pantry workers and provide the pantry workers' contact information. The food captain will also send you the names of Spanish speakers to assist in making the call if you request assistance.

Call the client to ensure they will be at home when you expect to arrive. (For Spanish-speaking clients, a Spanish speaker can make this call for you.) You should make this call as soon as possible in case the appointment needs to be rescheduled.

Tell the client to be outside the residence to pick up the food at the time of arrival, and tell them they will get a second call when you arrive at the residence. [Sometimes the client may be ill or is otherwise unable to come to the car or send someone else to pick up the food. In that case, you will take the food to the door of the apartment or house, but will not go inside.]

If the client will not be available at the time of the appointment, call the pantry to reschedule the pantry appointment and notify the food captain.

The Pantry

The pantry is a small white building to the left of the ACCA Child Development Center at 5200 Columbia Pike, Annandale, VA 22003.

During the pandemic, food is bagged by the pantry workers. They also do regular cleaning and disinfection of frequently touched surfaces. The food will normally be available when the volunteer arrives, but sometimes you may have to wait. They also have masks and gloves if you request them.

When you arrive at the pantry, call the pantry workers to let them know you are there. They will bag the refrigerated food and then bring the food to the foot of the ramp or to your car. Wear a mask and keep socially distant from the pantry workers at all times.

If it is late in the day, it is important to call the client again to ensure they are home before leaving the pantry.

The Delivery

Call the client when you arrive at their home or apartment complex. All deliveries should take place at your car unless the client cannot leave their home. Wear a mask and keep socially distant from the client and other persons at all times.

If the client is unable to come to your car, take the food to the door of their apartment or house. Call the client to tell them the food is at the door or ring the doorbell. Stand distant from the door to ensure the food is picked up. In no circumstances should you enter the client's residence.

Occasionally the client is not at home when the volunteer arrives. You may return the food to the pantry if it is open. If it is not open, you should take the food to home and return it to the pantry or deliver the food the next day if you are able to make a new appointment with the client. The food should not be left at the residence or with a neighbor.

If you are unable to deliver the food, advise the food captain. If you are unable to contact the client or to deliver the food the next day, the food captain will find another volunteer to deliver the food or advise the social worker that the referral is canceled.

Advise the food captain when you have completed the delivery.

How can I protect myself from COVID-19?

Check CDC and Fairfax County for most up to date guidance

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.fairfaxcounty.gov/health/novel-coronavirus>

- **Stay home if sick**
- **Practice appropriate physical distancing**
- **Wear face coverings**
- **Wash hands frequently**