



**Harry Chapin Food Bank**  
**OF SOUTHWEST FLORIDA**

# Fulfill Mobile Pantry Operations Manual



---

Operating guidelines for hosting a Fulfill Mobile Pantry

# CONTENTS

Fulfill Mobile Pantry .....	3
General Information .....	3
Process .....	3
Personnel .....	4
***COVID-19 specific procedures*** .....	5
SAFETY.....	5
Equipment.....	5
Pallets.....	5
Protective Gear .....	5
General Safety Guidelines.....	5
Food Safety .....	6
Dress Code .....	6
Physical Requirements.....	7
Ground Rules.....	7
Volunteer Expectations.....	8
What Every VOLUNTEER can expect from THE HARRY CHAPIN FOOD BANK.....	8
What THE HARRY CHAPIN FOOD BANK can expect from the VOLUNTEER .....	8
TIMELINE .....	9
Contact Us.....	10

## FULFILL MOBILE PANTRY

Our Fulfill Mobile Pantry (FMP) offers food directly to families and individuals in underserved Communities within the five County area we serve (Charlotte, Collier, Glades, Hendry, and Lee). The HCFB FMP distribution truck parks at locations with few or no food distribution agencies, usually at a Community park, Church, school, or other facility. An array of fresh produce, canned and dry goods, frozen protein/meats, and bread and grains are available to clients.

HCFB encourages other agencies to participate and make these events multi-service. E.g. there may be Health Department, Medical or Dental screenings, agencies providing information, etc.

The weather in Southwest Florida changes quickly. The Driver will make decisions to pause or cancel FMP depending on the situation. Be sure that HCFB has your current cell phone/home phone information in case of early cancellation.

## GENERAL INFORMATION

The Harry Chapin Food Bank is currently using a contactless model of distribution wherein food is distributed to clients in a drive through manner, with very limited or no contact between the volunteers and the clients.

## PROCESS

HCFB will determine the date and location of a Fulfill Mobile Pantry. Volunteers will assign themselves to these events using the [Volunteer Information Center](#).

HCFB trucks will arrive with the food to be distributed, and the truck drivers will be present to coordinate and oversee the entire distribution. Other HCFB staff may also be in attendance. Drivers and HCFB staff will manage all aspects of the event and should be alerted to any concerns or issues.

To assist in setup, Volunteers will arrive one hour prior to the planned start of food distribution. A signup sheet is provided, and it is important that all volunteers sign in as soon as they arrive, so we know who is present in case of an emergency. All volunteers must wear name tags.

Setup will include removing all food products from the trucks, setting up tents to protect food and people from the weather, setting up tables and registration and protective materials, etc. Locations may vary, but we typically setup two loading areas to facilitate traffic flow.

Clients will arrive at the designated distribution area – typically a school or other community building that has a large parking lot. Traffic cones will layout the path that we wish the vehicle to take.

Clients will remain in their cars. HCFB Volunteers will gather basic registration information from the driver's side window, and according with the amount of families in the car and the directions given by the driver, will assign a number of tickets to determine the number of food kits and other items needed

The car is directed to the loading area and the driver is asked to open the trunk or rear hatch of the vehicle.

NOTE: If a driver requests that the food be placed in the passenger compartment and a volunteer does not feel comfortable doing so the driver should be asked to pull over and park where possible and they should load the vehicle themselves. (Essentially the same as a “walk up”.)

Volunteers are designated to direct traffic. Those volunteers should be the ONLY ones giving directions to the drivers in the vehicles, directing lines and stopping cars in the loading area.

Once a vehicle is STOPPED, volunteers will place the food kits and any other items into the vehicle, close the trunk or rear hatch (or indicate to the driver to do so if automatic) and tap the back of the vehicle twice to indicate loading is complete. The volunteers directing traffic will then signal the driver to depart the loading area.

The standard is to allow only 1 additional box per car, however, this may be modified at the driver's discretion according with the attendance, the flow, and the amount of product available at each distribution. Any changes needed during distribution will be communicated to the volunteers assisting with registration.

## PERSONNEL

**Driver** – HCFB employee

**Driver's Assistant** – HCFB employee (Optional)

**Lead Volunteer** – The driver will usually designate a volunteer with knowledge and experience of FMP distributions to be in this role.

- Assist Driver and other Volunteers.
- Assist with registration, take temperatures, provide nametags, gloves and other PPE needed to ensure safety.
- Welcome new Volunteers and provide guidance and basic directions if the driver is busy.
- Be flexible and back up the Driver when special circumstances arise.

**Traffic Volunteers** —Volunteers designated to direct traffic.

- The ONLY people giving direction to the drivers in the vehicles.
- Some of the volunteers assigned to direct traffic will point cars in the right direction, (split cars in 2 lines, entrance, exit, etc.) and others will stop cars in the loading area.
- Once loading is completed, these volunteers will signal the driver to depart the loading area.

**Registrar**—A Volunteer to interact with clients and gather basic information on forms, and assign tickets according with the number of families served per car

- Bilingual capability is a benefit in this position. (Spanish, Creole)

**Loaders** – Volunteers that physically load food into client vehicles.

### **\*\*\*COVID-19 SPECIFIC PROCEDURES\*\*\***

**All volunteers are screened based on CDC guidelines and state mandated practices. Failure to follow these guidelines or positive answers to health screening questions disqualifies a volunteer to take part in the mobile pantry.**

- **All volunteers will have their temperature checked**
- **All volunteers will be asked screening questions:**
  - **Have you been outside of the state in the last 14 days?**
  - **Have you been exposed to anyone who has tested positive in the last 14 days?**
  - **Are you experiencing any of the following symptoms?**
    - **Cough**
    - **Fever**
    - **Shortness of Breath**
    - **Loss of taste or smell**
- **All volunteers must wear face coverings (we will provide)**
- **All volunteers must wear gloves (we will provide)**

**Clients receiving food are not required to wear masks (but we encourage wearing masks) or gloves and should remain in their vehicles.**

**If a client needs to exit their vehicle they should be directed to pull over from the line in a safe area.**

### **SAFETY**

The safety of our staff, clients and volunteers is an absolute priority. The following guidelines must be followed to ensure a safe and efficient mobile pantry.

#### **EQUIPMENT**

Box trucks, lift gates, manual and electric pallet jacks, and any other equipment used to lift or carry food must only be used by authorized personnel, as this equipment represents the biggest area of concern for personal safety. Volunteers with proper training may be asked and may use manual pallet jacks but are not allowed to operate any other equipment.

#### **PALLETS**

Food is transported on pallets and in bins that are placed on top of pallets. Pallets represent a trip hazard. Care should be taken with moving or stacking pallets, and working around pallets. NEVER step on a pallet as they can break unexpectedly. Pallets must always be flat on the ground – do not “lean” a pallet on its side.

#### **PROTECTIVE GEAR**

Protective gear such as gloves and masks may be required. These items as well as hand sanitizer, and cleaning agents will be provided as needed. A first aid kit is located in the driver’s bin.

#### **GENERAL SAFETY GUIDELINES**

- **All volunteers should dress appropriately for the weather and wear close-toed shoes.**

- Be aware of vehicle traffic at all times, client vehicles may not follow directions, may speed up or stop abruptly. Safety vests are available for all volunteers that interact with traffic.
- Earbuds and cell phones should not be used during distribution.
- Children working with their parents, must be closely supervised and should remain behind tables, pallets, or other barriers if possible.
- During hot weather, breaks should be taken as often as practical – anyone experiencing heat stress should notify the driver immediately and may enter the refrigerated truck to cool down.
- Food must be loaded into the trunk, rear cargo area, or bed of trucks – in some instances, food need to be loaded into the cabin of the vehicle, if a volunteer does not feel comfortable doing this, should ask the driver to be assigned to a different task.
- Food should be carefully in the trunk, and trunks should be closed carefully to avoid any damage to the food or the vehicle.
- Sunscreen and insect repellent are highly recommended.
- Volunteers should drink fluids and keep hydrated. Water and Gatorade are provided by HCFB.

#### FOOD SAFETY

The HCFB driver will discuss food safety in the pre-distribution huddle, highlighting the following areas:

- Food must never be placed directly on the ground. All food boxes and kits will be palletized.
- Milk or frozen food will be covered with an insulated blanket prior to distribution, and during any lag in the handing out of that product.
- Carboard boxes could be reused to accommodate food in the cars. Any unused boxes or cardboard should be broken down.
- Avoid any cross contamination of food products.
- Damaged food, leaking bags, or boxes must not be distributed to clients – inform the lead volunteer of any product damage.
- Trash must be collected and bagged immediately.

#### DRESS CODE

All volunteers must wear sneakers or other closed toed / closed heel shoes. Flip flops or other sandals are not allowed due to safety concerns. Volunteers should dress appropriately for the weather – depending on the assignment you may be working in unconditioned spaces. Warehouses can be dusty and dirty so plan accordingly. Loose comfortable clothing is recommended for the hot weather climate. Shorts are allowed but should be fingertip length or longer, tank tops are allowed but not spaghetti strap style. In general dress should be modest and non-offensive as we are often in public settings and work with many civic and religious organizations.

Sunscreen, Insect Repellant and hats are HIGHLY recommended!

## PHYSICAL REQUIREMENTS

Volunteers Frequently:

- Stand for long periods of time (up to 4 hours).
- Use their hands to handle, control, or feel objects.
- Lift objects up to 42 pounds.
- Repeat the same movements.
- Bend, stretch, twist, reach with their body.

Volunteer Must be Able to:

- See details of objects that are less than a few feet away.
- Be aware of their surroundings
- Understand the speech of another person.
- Use one or two hands to grasp, move, or place objects in boxes or bags.
- Use stomach and lower back muscles to support the body for long periods without getting tired.
- Use muscles to lift, push, pull, or carry heavy objects.
- Be physically active for long periods without getting tired or out of breath. NOTE: Fulfill Mobile Pantries may be more physically active than warehouse duties
- Coordinate movement of several parts of the body, such as arms and legs, while the body is moving.
- Tolerate extreme weather (heat, humidity)
- Able to wear a mask correctly for the entire shift when required.
- Able to wear gloves for the entire shift when required.

If you are not able to perform these duties, please inform the Volunteer Host.

Alternative work arrangements may be available depending on the particular assignment.

Volunteers must be in good health and not exhibiting any symptoms of cough, cold or flu.

## GROUND RULES

1. All volunteers and clients will be polite and respectful to each other.
2. All clients, including volunteers, must sign in to receive food.
3. All clients will receive food regardless of race, family status, gender, residence, disability, religious belief, or sexual preference, age or ethnicity.
4. The HCFB driver or site Coordinator reserves the right to bring frail, elderly, or disabled clients to the front of the line.
5. Clients may pick up food for multiple households. This will be done during the registration process and tickets or other indicators will be used to inform loaders of how many “kits” to load.

6. Volunteers are responsible for securing their personal property.
7. Volunteers may receive food in the same manner as clients and must follow the normal registration process.
8. Cherry picking of products is not allowed. No one will keep items for themselves or others, on or under the truck or tables.
9. Volunteers and clients who do not follow these rules will be asked to leave the Mobile Food Pantry.

## VOLUNTEER EXPECTATIONS

### WHAT EVERY VOLUNTEER CAN EXPECT FROM THE HARRY CHAPIN FOOD BANK

Volunteers should expect that they will be working in a safe and managed environment with enough oversight and direction to complete the task at hand, but not so much that they feel smothered.

Volunteers should expect to be welcomed to the food bank and be treated with respect.

Volunteers should expect to be valued and appreciated.

### WHAT THE HARRY CHAPIN FOOD BANK CAN EXPECT FROM THE VOLUNTEER

Volunteers share the common goal of wanting to help, and a willingness to contribute their time and talent to the worthy cause of feeding people. Volunteers are an essential and critical resource to the Harry Chapin Food Bank, and we take the stewardship of our volunteers seriously. In return, we ask that all volunteers work in a respectful manner.

Volunteers work in a dynamic environment and should be flexible in their role on any given assignment without compromising their abilities.

Volunteers should be respectful of others, willing to work in a team environment, and following safety guidelines without the need for individual accommodations.

Volunteers should arrive on time and be available for the duration of all assignments as scheduled.



# TIMELINE

## ONE HOUR PRIOR TO DISTRIBUTION

HCFB Driver, Driver's Assistant	<ul style="list-style-type: none"><li>• Pre-distribution huddle with driver and volunteers: Instructions will be given on how to set out the food, distribute the food, and clean up after the distribution and any Q&amp;A</li><li>• Assign Volunteers to specific job duties and ensure PPE (Protective Personal Equipment) is used</li><li>• Ensure all volunteers have signed-in</li><li>• Determine where to create drive-through lanes and traffic patterns</li></ul>
Set up Crew	<ul style="list-style-type: none"><li>• Assist in unloading materials</li><li>• Coordinate with driver loading stations, set up tents, tables, pallets etc.</li><li>• Determine location for empty pallets, trash, etc.</li></ul>
Registration Crew	<ul style="list-style-type: none"><li>• Collect registration materials, pens, etc. from driver</li><li>• Registration begins while the loading stations are being set up. Assigned volunteers collect information from clients in line, tag cars with tickets to indicate that registration is done, and to show the number of kits to load into the vehicle</li></ul>

## DURING DISTRIBUTION

Registration Crew	<ul style="list-style-type: none"><li>• Registration will continue while the line is moving: cars are tagged with tickets to indicate that the families have been registered, and to show the number of kits to load into the vehicle.</li></ul>
Traffic Control	<ul style="list-style-type: none"><li>• Direct vehicles to loading area</li><li>• Remove tickets from vehicle and inform loaders of the number of kits required</li><li>• Oversee the safety of loaders and volunteers</li></ul>
Loaders	<ul style="list-style-type: none"><li>• Carefully load food into vehicles, and close trunks carefully</li></ul>
Driver	<ul style="list-style-type: none"><li>• Replenish food as required</li><li>• Remove empty pallets</li></ul>

## AFTER DISTRIBUTION

All Volunteers	<ul style="list-style-type: none"><li>• Give all registration paperwork to the Lead Volunteer or Driver</li><li>• Clean tables, pick up all trash and <i>cardboard</i></li><li>• Break down tents, tables, etc. and return to trucks</li></ul>
----------------	--

Failure to meet these requirements may result in exclusion from future events

## CONTACT US



### **Lori Harrington**

#### **VOLUNTEER MANAGER**

Born and raised in Minnesota, Lori moved to Florida in May of 2019 looking for warmer weather and sandy beaches. Prior to joining the Food Bank, she worked for Nutrition Consultants, a company that helps businesses prepare for specialized certifications such as Gluten Free, Kosher and NON-GMO.

Along with the Research and Development of new products. She has a bachelor's degree in Business Administration and Hospitality Management.

Phone: 239-334-7007 ext. 141

Email: [lharrington@harrychapinfoodbank.org](mailto:lharrington@harrychapinfoodbank.org)

### **Fort Myers Distribution Center**

3760 Fowler St.

Fort Myers, FL 33901

### **Collier County Center**

3940 Prospect Ave. #101

Naples, FL 34104

**Phone:** [\(239\) 334-7007](tel:2393347007)

### **Hours of Operation**

Monday – Friday

8 am – 4:30 pm

### **Food Donation Hours**

Monday – Friday

8 am. to 3:30 pm