CONTACTS:

Kealani Tirona (Primary Contact)
Programs Coordinator
858.452.3663
ktirona@feedingsandiego.org

Nico Sidorakis
Programs Manager
858.452.3663
nsidorakis@feedingsandiego.org
1. INTRODUCTION

THE NEED

1 in 5 children and 1 in 8 people in San Diego County don't know where their next meal is coming from. Rural areas feel this food insecurity more because of its isolation from supermarkets, farmers markets, and other conventional stores.

FEEDING SAN DIEGO

Feeding America is the largest domestic hunger-relief organization in the country and consists of more than 200 member food banks. Together this network reaches more than 37 million Americans each year. Feeding San Diego (FSD) is the designated Feeding America affiliate in San Diego County. Locally, FSD distributed approximately 27 million meals last year to 275+ partner agencies and programs serving 63,000 San Diegans each week. In San Diego County, FSD is the largest distributor of food in support of hunger-relief.

Feeding San Diego’s Mission: Connect every person facing hunger with nutritious meals by maximizing food rescue

Feeding San Diego’s Vision: A hunger-free and healthy San Diego

INITIATIVES

FSD fights hunger locally by working hand-in-hand with nonprofit organizations, local school districts, corporate partners and a network of volunteers to serve 63,000 children, families and seniors in need each week.

FSD has five initiatives which include Feeding Kids, Feeding Families, Feeding Heroes, Feeding Seniors and Feeding Excellence. The Feeding Kids initiative pairs food assistance with focused education on the role of fresh fruits and vegetables in a healthy, active lifestyle and more. The Feeding Families initiative works to provide healthy meals to families across the county through nonprofit partnerships and direct-to-client distributions, such as our HealthCare programs. The Feeding Heroes initiative was created to ensure our military families have the resources they need. The Feeding Seniors initiative addresses food insecure seniors by providing healthy meals through strategic partnerships. Feeding Excellence integrates nutrition education, advocacy, CalFresh outreach and capacity building into all initiatives and programs.

FOOD SOURCING

As a member of Feeding America national network, we have regular access to food from national brands like Kraft and General Mills. Closer to home we receive produce from The California Association of Food Banks. Produce from this associations doesn’t make it to the
grocery stores, simply because it is the wrong size, shape, or color desired by the retail market. FSD also receives produced from local farms.

2. PROGRAM DETAILS

MILITARY, SENIOR, AND HEALTHCARE PROGRAMS

The Military, Senior, and HealthCare programs help alleviate hunger in San Diego County by providing nutritious, healthy food to low-income families in a location that is either convenient, trusted, or efficient. Distributions are typically set up in a farmer’s market style, have routine distributions schedules, and provide access to nutrition education and additional community resources as requested.

Requirements
- **Secure**: Food is to be stored in a secure location with limited access. This helps prevent theft, tampering, or other loss of product.
- **Clean**: The storage area should be clean. Distribution location must be pest free. Cleaning products must be stored away from food.
- **Storage**: Food must be kept 6 inches off the ground, 6 inches away from walls, and 6 inches from the ceiling to allow for proper air flow.
- **Distribution**: All volunteers must wear gloves when working with the food. It is recommended that at least one person on site have a Food Handler’s Card.

Dignity in Distribution
FSD strongly believes in distributions with dignity. One way to uphold this standard is through the client choice model. This model allows clients to participate in choosing for themselves which foods they will take home from the pantry. Well-operated client choice pantries are conceptually similar to a grocery store atmosphere. This distribution model allows volunteers to spend less time packing bags and more time interacting with the pantry recipients. Ultimately, the client choice model empowers families to make their own food decisions.

COVID-19 Update
All sites should be operating a contactless model, in either a drive-through or “grab and go” distribution style. Items are packed on-site by volunteers and boxes are loaded directly into cars or handed directly to an individual. Normal safety measures are in place, plus all volunteers and participates should be wearing masks and practicing social distancing (i.e. 6 feet apart).

Outreach
FSD strives to equip clients with the resources needed for making healthy food and lifestyle choices to foster personal, physical, dietary, and nutritional well-being, such as:
**CalFresh**: Feeding San Diego provides CalFresh (formerly known as food stamps) application assistance to all of San Diego County. As a partner you can utilize this resource for your clients in need of grocery assistance. Feeding San Diego works directly with the county of San Diego to provide this service.

**Nutrition**: Feeding San Diego works with volunteers to conduct nutrition demonstrations, hand out recipes, or host nutrition classes. Our team will work with you to determine the best method of nutrition outreach, and the appropriate subject matter that will help your clients the most. We are also able to train and equip your staff with the resources needed to sustain your own nutrition education program.

---

### 3. GENERAL POLICIES AND PROCEDURES

#### Division of Duties

**Programs Manager**: The Manager monitors the program budget, goals and objectives.

**Programs Coordinator**: The Programs Coordinator works to ensure the operation is running smoothly and handles any phone calls or emails with questions and issues that arise. The Programs Coordinator works closely with site contacts to ensure quality of service along with effective schedules and distribution times. The Coordinator also monitors sites for compliance with program standards and adherence to the program agreement.

**Driver**: The driver works closely with the site contact while onsite to make sure product is placed in a reasonable spot for distribution. The Driver loads the truck(s) before distribution, and unloads upon arrival. If the distribution relies on the beverage truck, the driver will stay for the duration of the distribution and pack up any leftover product at the end.

**Site Contact**: The site contact is FSD’s connection to the community and works onsite to ensure the smooth operation of the distribution and to field questions or issues that may arise. Additionally, the site contact enlists the help of local volunteers to support the distributions. The site contact is also in close communication with FSD’s Programs Coordinator when questions or issues arise.

The site contact will provide adequate distribution facilities and equipment for a safe and accessible distribution. Additionally, they will remove excess product, trash and cardboard at the end of the distribution, if the distribution is not on the beverage truck.

**Volunteers**: Volunteers join the site contact on site to help assist the distribution effort and support in any way necessary.
SITE RESPONSIBILITY

FSD is responsible for providing the food, the truck, and the driver. The partner organization or the acting host (site contact) of the distribution is responsible for hosting space, mobilizing and training volunteers to assist with the distribution, set up, line management, clean up and notifying the community of the distributions.

FSD will also be looking for stories of success or trials at the distribution. The site contact will be in charge of finding specific stories to share with the Programs Coordinator. These stories will be shared with private donors, corporate funders, and documents for inter-office use.

REPORTING

At each distribution, the site contacts will be collecting the total number of clients served and report these totals back to the Programs Coordinator. The total number served should include any volunteers who received food as well. Sites must submit monthly reports no later than the 5th of each month via SurveyMonkey. FSD will place a Product Hold on any sites who do not complete monthly reports for three consecutive months. Feeding San Diego understands the importance of the work that you do and the urgency of giving food assistance to families. Placing sites on hold is an action that we reserve as the absolute, last resort. However, it is extremely important that we as a network maintain compliancy standards.

CANCELLATION POLICY

Feeding San Diego will contact the primary site contact in the event of a cancellation or date change. Feeding San Diego may cancel a distribution if:

1. Feeding San Diego’s warehouse is closed for a holiday or any other reason.
2. Inclement weather or other circumstances, such as power outages, natural disaster or other unforeseen circumstances.

The site contact must notify attendees and volunteers of cancellations by—at a minimum—posting signage at the distribution site. The rescheduled distribution will be moved to a mutually agreed upon time.

*If a site contact has to cancel the distribution, they must call Feeding San Diego before 7:30 a.m. the day of a distribution, 858.452.3663 x117.

CHANGE OF INFORMATION

If the host site needs to make any changes to hours of operations, changing of locations, or updating information, please let your main contact at FSD aware. Making official changes with Feeding San Diego ensures each site’s information is accurate and up-to-date. Once the information is received by the Programs Coordinator, the request will be reviewed and changes will be made. Any change in regular site operations will take roughly 1-2 weeks to ratify and must be communicated to all participants at the Mobile Pantry site through fliers, signs, and word of mouth.
4. VOLUNTEER MANAGEMENT

The below table describes the various volunteer roles involved in operating the Program:

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Site contact</strong></td>
<td>• The primary connection to the community.</td>
</tr>
<tr>
<td></td>
<td>• Responsible for program promotion.</td>
</tr>
<tr>
<td></td>
<td>• Secure community volunteers to support the distributions.</td>
</tr>
<tr>
<td></td>
<td>• Provide stories of trials and successes to the Programs Coordinator.</td>
</tr>
<tr>
<td></td>
<td>• Provide adequate distribution facilities and equipment.</td>
</tr>
<tr>
<td></td>
<td>• Remove excess product at end of distribution.</td>
</tr>
<tr>
<td></td>
<td>• Complete monthly reports via SurveyMonkey.</td>
</tr>
<tr>
<td><strong>Greeter</strong></td>
<td>• Welcomes participants as they arrive.</td>
</tr>
<tr>
<td></td>
<td>• Oversees sign-in sheet/ensures sheet is being properly completed.</td>
</tr>
<tr>
<td></td>
<td>• Hands out nutrition or community support materials.</td>
</tr>
<tr>
<td></td>
<td>• Facilitates survey distribution and completion.</td>
</tr>
<tr>
<td><strong>Set-up/Clean-up and distribution team</strong></td>
<td>• Unloads food from pallets.</td>
</tr>
<tr>
<td></td>
<td>• Places food items on tables accordingly.</td>
</tr>
<tr>
<td></td>
<td>• Ensures quality of product.</td>
</tr>
<tr>
<td></td>
<td>• Restocks food items on table as needed.</td>
</tr>
<tr>
<td></td>
<td>• Assists participants during distribution.</td>
</tr>
<tr>
<td></td>
<td>• Breaks down boxes during the distribution.</td>
</tr>
<tr>
<td></td>
<td>• Cleans up after distribution.</td>
</tr>
</tbody>
</table>

**Volunteering Procedures**

As mentioned above, site contacts are responsible for recruiting and training volunteers for their distributions. The Programs Coordinator can provide resources for recruiting and training volunteers, but volunteer management will ultimately be the responsibility of the site. Volunteers should be assigned specific duties by the site contact.

Community volunteers are allowed to and should participate in the distribution. It is up to the site contact to determine how and when volunteers will receive their food. FSD recommends that volunteers who need food, take turns waiting in line during the distribution to receive their food. Volunteers should receive an equal amount of product as all other community members at the distribution and should not be given preference due to their volunteer status.
5. OPERATIONS, FOOD SAFETY, AND STORAGE

LEFTOVERS

Once everyone has gone through the line once, the site contact can allow community members to go through the line again for seconds. The site should not plan for a second’s line, however, as Feeding San Diego will do its best to order the appropriate amount of product for each site. In the case that leftovers remain after a distribution, and a second’s line has been offered sites may store product in a secure location, if preapproved, until food can be redistributed.

SAFETY AT THE DISTRIBUTION

Please review the following safety policies and inform all volunteers working at your sites.

FSD provides the truck, the driver, the vehicle, and the product for distributions. In order to provide a successful distribution you will need to adhere to the following:

Site Safety

- Designate a parking lot or site that is large enough for our trucks to drive in and turn around so that they do not back into a street.
- Cars are not to block the parking lot entrance or exit.
- Pedestrians should wait in line out of traffic areas.
- No smoking within 300 ft. of the distribution.
- All volunteers handling produce will wash their hands and wear gloves.
- Plan for weather. If distribution is hosted outside, have an indoor space available for inclement weather.

Children

- Children should remain with their parents, and be supervised at all times.
- Unsupervised children may not be used as volunteers to staff the distribution.

6. TIPS FOR SUCCESS

Our direct programs distribute free groceries to families in San Diego County, allowing them to choose the items they want and need. The following are recommendations for establishing a successful distribution:

1. Promotional outreach. Reach out to the community to notify families of the program. Outreach may include, but is not limited to: posting flyers in central community areas, letting friends know of the times, inclusion of resource in local newspaper, etc. FSD will ensure that there is enough food on the truck to sustain a growing program.
2. **Keep food on pallets until tables need to be restocked.** Keeping food on the pallets will ensure that tables aren’t too full.

3. **Check for the quality of produce.** Get creative with produce that may initially appear to be spoiled but is in fact usable; for instance, peel off the first later of lettuce so the healthy leaves are revealed. Discard anything unusable such as moldy or severely bruised items.

4. **Make signs.** Signs can be used to tell families how much of a particular item to take. Use your invoice to help determine how much of an item should be distributed to each family. For example, if the pantry serves 200 households and 200 cans of beans are received each household gets one can of beans.

5. **Volunteers should be assigned specific duties** by the site contact. Specific tasks may include set-up, greeting participants, monitoring the line, restocking tables, distributing food, clean-up, etc.

6. **Consistency is important** to the overall success of the program. Feeding San Diego makes every effort to arrive on time and ready with enough food each distribution.