



*March 27, 2020*

*The following are important updates regarding operations during coronavirus (COVID-19), effective March 27, 2020.*

### **Network Wide COVID-19 Response Call Recording**

On Thursday, March 26, CTFB hosted a network-wide COVID-19 Response call where we shared updates and answered questions submitted by the network. **You can access a full recording of the call by dialing 1-862-902-0129 and entering the access code: 66412860.** We encourage all partners that were not able to join the call to listen to the recording and reach out the Agency Relations Team if you have questions.

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### **Food Bank and Partners Deemed Essential Services**

We're working extensively with county and municipal authorities to receive guidance and support that ensures charitable food providers and their volunteers can continue to operate. For example, CTFB received assurances from Travis County that both the Food Bank and our partner agency network is exempt from the "Stay Home and Work Safe" order. If you have questions or concerns about local orders in your area please reach out to [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org) and our Director of Advocacy & Public Policy, Beth Corbett, will work with you to ensure you have any clarification you need. Please note that as new local orders are issued and our network's status as an essential service is confirmed you may need to get word out to your clients to make sure they know that they can come to receive food under these local orders.

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### **ACTION REQUIRED: Distribution Safety Practices**

It is imperative that our Partner Agencies implement distribution safety practices, including social distancing, in order to prevent the spread of viruses at food distribution sites. [Here](#) and on the **Agency's page of our website you can find a flyer that, effective immediately, must be displayed at your pantry where staff and volunteers can see it and where food is being stored and/or prepared for distribution.** If your organization is going to have difficulty complying with any of these recommendations, please reach out to us immediately. The Central Texas Food Bank will continue to develop and share guidelines and best practices that you can use to ensure you are implementing the safest operations possible for your clients, volunteers, and staff.

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### **SNAP Assistance During the Coronavirus Pandemic**

Our social services team continues to assist clients with applications for SNAP (along with Medicaid, TANF, Healthy Texas Women, Medicare Savings Program, CHIP and CHIP Perinatal). We are providing application assistance remotely and on-site at the Food Bank headquarters at 6500 Metropolis Drive, Austin, TX 78744. For community members who wish to visit in person, = making an appointment in advance is required. Appointments can be made by calling our social services hotline at: [855-366-3401](tel:855-366-3401). We have implemented social distancing models and will see a limited number of clients at one time on-site at the Food Bank, so making an appointment in advance is vital. For those that do not want to attend an in person appointment, we are providing service in two other ways: Mailing an application to community members for them to complete on their own, or completing the application over the phone to then mail to them for their signature and attachment of any required documents. For all mail-in applications we will include a self-addressed stamped envelope which will need to be mailed by the community member directly to HHSC for processing.

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### **Updated Back Dock Pick-Up Procedures**

In an effort to limit possible exposure, Partner Agencies that pick-up their orders directly from the Food Bank are having their CTFB building access limited to the back dock. This means partners have no access to the breakroom and limited/emergency-only access to restrooms. At this time Shop-For is limited to 2 individuals at a time. We are also requesting that everyone adhere to 6 feet social distancing and remain outside or in your vehicle until it is your scheduled appointment time.

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### **Agency Retail Pick-Up Program Update**

Due to a decrease in retail donations, please work with your retail contact to coordinate pick up availability. If you have questions or need assistance with Agency Retail Pick (ARP) reach out to Holly Park at 512-222-7769 or [HPark@centraltexasfoodbank.org](mailto:HPark@centraltexasfoodbank.org)

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### **General Reminders**

**We want to know if your distribution has changed (or is going to change) due to COVID-19. If you're closing, re-opening, adjusting hours, or modifying your distribution model, please reach out to your Agency Relations Specialist with that updated information or share it via email at [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org) or our partner agency hotline by calling (512) 684-2503.**

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Remember, we will be sharing COVID-19 resources for partners and our most updated communications on our website here:

<https://www.centraltexasfoodbank.org/agencies>

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### **Contact the Team:**

By phone: (512) 684 - 2503

By email: [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org)

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