



## **Important Information for all Foodbank Volunteers**

### **Changes to the Foodbank Service with immediate effect due to Coronavirus Precautions**

The Foodbank Committee met before our AGM last night to consider the way ahead. We plan to continue to provide a Foodbank Service for those who find themselves with no food and no money to buy food. However, we will have to make significant changes to the process and service offered to reduce the risk to volunteers and to those who attend the Foodbank at the Red Cross Hall and at the Howie Pavilion. We will also have to operate with far fewer volunteers at each session.

Volunteers over 70 years of age and others with underlying health conditions which put them at risk have been advised to avoid even small gatherings so will have to stand down from Foodbank duties. We must also ensure that we reduce the social interaction and contact for everyone within the Foodbank setting and operate with fewer volunteers.

Therefore we will no longer provide tables and chairs for people to sit and to have a cup of coffee or tea. We will not be offering one to one advice or signposting our focus will be on provision of food which is our key purpose.

The Foodbank will continue to provide a no referral drop-in service from the Red Cross Hall on Monday and Friday mornings 10am until 12 and on a Thursday evening from 6pm until 8pm. Also at the Howie Pavilion, Rosneath from 1pm until 3pm on Wednesdays.

We will have prepacked single use bags of food ready to hand over to those who attend. There will be no unpacking of the hessian bags, no swapping of food and no return of unwanted items. From Wednesday 18<sup>th</sup> food will be packed in single use bags, until existing stock has been used please decant food from the hessian bag into a plastic bag which can then be given directly to clients to retain. The plastic bag should be put onto the table to be taken away by the client without the need for any contact. Bakery, fruit and toilet roll if available should be added to the bag before being given out. Dog food or Cat Food can be provided if requested.

We aim to have a quick “Give and Go” service to reduce contact and keep social distance between all present during Foodbank sessions.

We will be restricting the number of clients in the Red Cross Hall to a maximum of 5 at any one time. 2 in the Hallway and 3 in the Hall. This may require clients to queue outside, this information has been posted on our Facebook page. Clients will enter by the front door and leave by the emergency exit. At Rosneath the bags will be given out at the Doorway using a similar procedure.

We have decided not to use the Client Attendance Cards as it will be quicker and more hygienic to write down the clients name and number of adults and children and size of bag to be issued on a single sheet of paper for each session. This can be retained for the monthly report.

The Team Leader will be responsible for managing clients at the Front Door/Hallway and recording the above information. Clients will be given a coloured card which corresponds to the bag size they should receive.

1. Green = Basic 2. Blue = Couple/ Small Family 3. Pink = Large Family.

The client will be asked to show the card to the volunteer who is issuing the bag this will allow the volunteer to give them the appropriate bag. The volunteer is not required to touch or take the card or to record any information. Just put the appropriate bag on the table for the client to pick up and go. A table will be set up at the exit door for clients to sort their rucksack/bag. The client can dispose of the card in the bin at the doorway.

Although we are not offering clients a choice of toiletries sanitary towels or tampons can be given if requested. We plan to put soap into each bag made up this week and toothpaste next week for as long as we have stock.

We have plenty of gloves and hand wash available for volunteers and will maintain social distance while working in the Foodbank and Food Store.

Thank you to all volunteers who are now having to stand down due to risk factors we hope that you and all of us get safely through the challenging times ahead. We will keep the Foodbank going for as long as we have enough food and volunteers to staff sessions.

Eildh will issue the Doodle Poll asking for 3/4 volunteers for each session. We will closely monitor the new process and be ready to make changes as necessary. Please advise Emmy if you are no longer available for duties.

If you have any questions regarding the proposed changes please let me know. Thank you all for your support for the Foodbank.

Best wishes to all *Mary McGinley, Foodbank Chair.*

