

## **BEST PRACTICES FROM HOME FOOD DELIVERY DURING THE COVID-19 CRISIS**

### **SUMMARY**

The COVID-19 pandemic has caused many Montgomery County families to lose their main source of income from curtailed business services and production. The area's food assistance organizations are coping with a tremendous surge in the number of families with food insecurity. In response, the county has established a COVID-19 Food Security Task Force (herein just "Task Force"), which is expanding services for direct-to-resident home food delivery as one of several methods being used to overcome growing food needs. The home delivery method helps meet the needs of families facing physical challenges and COVID vulnerability, especially those in low-income and low-literacy groups, and those residing in day care, developmental disability care, senior care, and other group homes.

Effective partnerships have proven essential to success thus far in this incident, specifically in how the vendors and partners are working together to help residents receive an assortment of produce, dairy, dry goods, bakery foods, and fresh meats that meet their basic needs, whether halal, kosher, non-allergen, etc. Partnerships have enabled some distributions to include diapers, cleaning supplies, and other supplies in shortage. Some best practice in partnerships include:

- Teaming with knowledgeable partners and agencies
- Sharing use of warehouses, trucks, delivery vans, and other logistics
- Volunteering

This Best Practices report covers numerous operational lessons as well, specifically in:

- Defining the tools and training to conduct home food delivery
- Fulfilling requests for volunteers
- Coordinating volunteer suitability and assignments

This Best Practices Report contains information collected from a combination of hotwash notes and interviews of providers and Task Force staff, plus relevant tools and resources. It is the product of months of work by Task Force staff and partners who have been striving to meet resident food needs through home delivery of food during the COVID-19 pandemic. This report is intended to record Task Force progress and pass knowledge to new team members, future food security task forces, and out of county entities looking to improve their Home Food Delivery services. It is also intended to inform recruitment and training of additional volunteers, which is necessary if the county is going to create a suitable structure to continue to meet the expanding food needs in the long term. This Best Practices report is maintained by the Task Force

Operations Team, and kept draft until finalized after the conclusion of the COVID-19 pandemic, when the Food Security Task Force is terminated for this incident.

## **PARTNERSHIPS**

A culture of partnership has been created by the Task Force governance structure, a multi-agency collaboration between the Mass Care Operations of the county Department Health and Human Services, the Montgomery County Food Council, and the food assistance providers across the county, with support from the county Volunteer Center. Some best practices related to these knowledgeable food providers and agencies are:

- The Food Council data collection and stewardship prior to Task Force activation enables the Task Force to more rapidly analyze data, define gaps in services and infrastructure, and establish relationships required to support operations, planning, finance, and logistics.
- Prior awareness and relationships of Task Force staff with the Supplemental Nutrition Assistance Program (SNAP) aides expansion of services and outreach to meet growing needs.
- Prior partnering with schools for emergency preparedness and food assistance helps the Task Force better identify households in need and assess need, via school communication networks and referral forms.
- Participation on the Task Force by the Street Outreach Network for drug intervention helps the Task Force identify households in need, assess trends in need, and best meet those needs.
- Experience working with area food vendors facilitate fast new or larger bulk and wholesale orders, and when those vendors are also vested in the community, they might offer foods at discounts or no costs until government funding is available, as 3 vendors have done during this COVID incident.
- Prior partnerships with USDA and other entities that offer food assistance grants grease the process for receiving the funding in order to even enter talks with vendors.
- Existence of energized houses of worship and other nonprofits in the area are major force multipliers during large scale emergencies like COVID, serving as almost immediate labor and food providers until contingency resources are mobilized.
- Sharing use of delivery vans, trucks, warehouses, refrigeration, and other infrastructure and logistical cooperation equates to greater county-wide ability to expand services.
- Support from the county Volunteer Center and Citizen Corps organizations like the Community Emergency Response Team (CERT), and the Medical Reserve Corps (MRC), enable fill of large scale labor needs within a matter of hours, and provide personnel highly skilled and adaptable to serve in a wide range of positions.



## **OPERATIONS**

### **Best practices in Training for Home Food Delivery**

It is helpful but not a requirement for those doing Home Food Delivery to have experience or credentialing in safe food handling, as their delivery containers are secured by certified food handlers. Food assistance organizations want to ensure to the extent possible that the volunteers they utilize are knowledgeable of safe food handling practices. With a basic understanding of food safety and good judgment, food donors, transporters and recipients can ensure that donated food is kept safe for consumption. Ultimately, each organization must decide how to manage risk and liability. Here are a few best practices related to food safety for Home Food Delivery:


- If sick or suspected as contagious, do not work around food, not even food that is boxed.
- Protect food from chemicals, staples, insects, water drippage, dirty equipment, etc.
- Keep transport vehicles free of excessive dirt, insects, animals, and any other potential contaminants while transporting food. It is a good idea to have a sheet, tarp or carry-all container that you lay in trunk or back seat before transporting any donated food.
- Containers that are damaged or expose food must be returned to the responsible food hub.
- During transport, use thermal bags or coolers (with ice packs for cold foods) to maintain hot or cold temperature of food; do not mix hot and cold food in the same carrier.
- Before initiating a delivery, inquire whether any foods are Time/Temperature Control for Safety (TCS) foods like frozen foods, hot or cold prepared foods, fresh meat, seafood, or dairy. These foods must be discarded if transported or stored more than four hours in the Food Temperature Danger Zone (between 41°F and 135°F), to prevent the growth of microorganisms and, thus, keep it safe for consumption.
- If ever in doubt whether contents are compromised, do not deliver the food, and contact the food assistance provider or responsible food donation hub for instructions.

Engaging with the public in Home Food Delivery:

- Be respectful of the sensitivities of those receiving government services. Many of the growing number of recipients during COVID have not even been to a food pantry before.
- Always be professional and polite. Consider phrases like, “Please Enjoy!” or common phrases like “Have a Nice Day!” Do not judge recipients for their jewels, dress, or vehicles. A person’s means can change, especially during times of high unemployment.
- Food providers are including info cards in food boxes. The Food Delivery info cards have info in both English and Spanish, however it is still beneficial for those conducting home delivery of food to know a few Spanish phrases. Consider free apps like iTranslate Voice.

- In addition to websites with information helpful to the public accessing services, consider adding an info card to food boxes to contain a note identifying the food vendor(s), food assistance provider(s), and first name of deliverer for a personal touch.


Figure: Info Sheet for Food Boxes



MONTGOMERY COUNTY FOOD RESOURCES  
RECURSOS PARA RECIBIR ALIMENTOS EN EL CONDADO DE MONTGOMERY



**Do you need food during the COVID-19 emergency?**  
Go to [montgomerycountymd.gov/covid19-food](https://montgomerycountymd.gov/covid19-food) or call 311 for help.



**¿Necesita alimentos durante la emergencia por COVID-19?**  
Visite el sitio web [montgomerycountymd.gov/covid19-food](https://montgomerycountymd.gov/covid19-food) o llame al 311 para solicitar ayuda.

### **Sabía usted que durante la Crisis de COVID-19 hay más beneficios en las Estampillas de Comida SNAP/ y es más fácil participar?**

- Máximo beneficio (una familia de 4 recibe \$646.00)
- Periodo de re-certificación es seis (6) meses
- Más dinero para los hogares con niños que reciben comidas gratis o a precio reducido en la escuela
- No requerimiento de trabajo para adultos sin dependientes
- Mensualidad completa aunque se inscriba a medio mes
- Ya puede comprar alimentos por internet con su SNAP en Amazon, Shoprite y Walmart
- Calificar para SNAP se basa en ingresos y otras condiciones
- Entrevista por teléfono o sin entrevista

### **Did you know that there are additional SNAP benefits during COVID-19 and it's now easier to participate?**

- Maximum monthly allowance (family of 4 receives \$646)
- Recertification period extended for 6 months
- Homes with children who received free and reduced meals get additional benefits
- Work guidelines for able-bodied adults without dependents waived
- Full benefit, even if approved in the middle of the month
- You can now use SNAP benefits online at Amazon, Shoprite, and Walmart
- SNAP eligibility is based on income and other conditions
- Phone interview only or waived interview

**PUBLIC HEALTH DIRECTOR  
ORDER**

BY THE ORDER OF THE PUBLIC HEALTH DIRECTOR, IT IS MANDATORY TO WEAR MASKS IN PUBLIC PLACES SUCH AS GROCERY STORES, PHARMACIES AND CONVENIENCE STORES.

**GET UPDATES FROM THE WHO**

GET UPDATES FROM THE WHO ON YOUR PHONE VIA WHATSAPP. SEND "HI" TO +41 79 895 18 92 ON WHATSAPP WA.ME/41798951892?TEXT=HI

**IN NEED OF FOOD?**

**NOURISH NOW**

- 1111 TAFT STREET, ROCKVILLE, MD 20850
- PHONE: 301-330-0232

**MANNA FOOD**

- 20021 AIRCRAFT DRIVE, GERMANTOWN, MD 20874
- PHONE: 301-424-1130

**SHEPHERD'S TABLE**

- 5108 GEORGIA AVE, SILVER SPRING, MD 20910
- PHONE: 301-581-6463

**HEALTH CONCERNS?**

**MENTAL HEALTH RESOURCES**

CRISIS CENTER (BILINGUAL) (24/7) ..... 240.777.4000  
EVERYMIND--ENGLISH (24/7) ..... 301.739.2333

**PHYSICAL HEALTH RESOURCES**

ABUSED PERSONS PROGRAM (24/7) ..... 240.777.4230  
VICTIM ASSISTANCE & SEXUAL ASSAULT ..... 240.777.4337  
ADULT ABUSE & NEGLECT (24/7) ..... 240.777.3000  
CHILD ABUSE & NEGLECT (24/7) ..... 240.777.4417  
HEALTH CARE FOR UNINSURED ..... 240.777.1003

**HOUSING OR OTHER CONCERNS?**

**HOUSING STABILIZATION SERVICES**

(GERMANTOWN) ..... 240.777.4445  
RENTAL ASSISTANCE PROGRAM ..... 240.777.4400  
OFFICE OF HOME ENERGY PROGRAM (OHEP) ..... 240.777.4450  
ADDITIONAL ASSISTANCE?  
CALL NANCY NAVARRO ..... 240.777.7965

**WORKING PARENTS ASSISTANCE PROGRAM**

- WEBSITE: WWW.BIT.LY/HHSCOV19
- EMAIL: WPA@MONTGOMERYCOUNTYMD.GOV

**ORDEN DE EL DIRECTOR DE SALUD PUBLICA**

POR ORDEN DE EL DIRECTOR DE SALUD PUBLICA EN MONTGOMERY DEBE USAR MASCARAS EN LOS LUGARES PUBLICOS COMO TIENDAS DE ALIMENTOS, FARMACIAS Y TIENDAS DE CONVENIENCIA.

**¿NECESITA COMIDA?**

**NOURISH NOW**

- 1111 TAFT ST, ROCKVILLE, MD 20850
- TELÉFONO: 301.330.0232

**MANNA FOOD**

- 20021 AIRCRAFT DR, GERMANTOWN, MD 20874
- TELÉFONO: 301.424.1130

**SHEPHERD'S TABLE**

- 5108 GEORGIA AVE, SILVER SPRING, MD 20910
- TELÉFONO: 301.581.6463

**CLÍNICAS PARA PERSONAS QUE NO TIENEN SEGURO MÉDICO O MÉDICO DE CABECERA EN ESPAÑOL:**

- **PROYECTO SALUD**
- TELÉFONO: 301.961.8171
- **THE MARY CENTER** TAMBIÉN OFRECEN CUIDADO PRENATAL
- TELÉFONO: 1.844.796.3797
- **CARE FOR YOUR HEALTH** PARA PERSONAS MAYORES DE 60 AÑOS
- TELÉFONO: 240.844.2324 (PUEDE TAMBIÉN TEXTEAR CON SU INFORMACIÓN PARA QUE LO Llamen)

**ESTE NÚMERO PARA WHATSAPP**

SI NECESITA MÁS AYUDA LLÁME A JESSY MORA, MANDE LA PALABRA "SOLA" A 240.447.1891 PARA RECIBIR LA ÚLTIMA INFORMACIÓN SOBRE EL CORONA VIRUS Y SERVICIOS EN WHATSAPP

**¿PREOCUPACIONES DE SALUD?**

**SERVICIOS DE SALUD MENTAL**

CENTRO DE CRISIS,  
DISPONIBLE LAS 24 HORAS ..... 240.777.4000

**SERVICIOS DE SALUD FÍSICA**

PROGRAMA CONTRA EL ABUSO Y VIOLENCIA DOMÉSTICA,  
DISPONIBLE LAS 24 HORAS ..... 240.777.4000  
ASISTENCIA PARA VÍCTIMAS DE ABUSO SEXUAL Y ABUSO, DISPONIBLE LAS 24 HORAS ..... 240.777.4337  
PROGRAMA DE NEGLIGENCIA PARA LAS PERSONAS DE LA TERCERA EDAD,  
DISPONIBLE LAS 24 HORAS ..... 240.777.3000  
NEGLIGENCIA DE NIÑOS Y ABUSO INFANTIL,  
DISPONIBLE LAS 24 HORAS ..... 240.777.4417  
SEGURO DE SALUD PARA TODOS ..... 240.777.1003

**¿VIVIENDA U OTRAS PREOCUPACIONES?**

**SERVICIOS DE ESTABILIZACIÓN DE VIVIENDA (GERMANTOWN)** ..... 240.777.4445  
PROGRAMA DE ASISTENCIA PARA LA RENTA ..... 240.777.4400  
OFICINA DE PROGRAMAS DE ENERGÍA PARA EL HOGAR (OHEP) ..... 240.777.4450  
¿NECESITA MÁS AYUDA? LLAMA NANCY NAVARRO ..... 240.777.7965

**SERVICIOS DE CUIDADO INFANTIL**

- WEBSITE: WWW.BIT.LY/HHSCOV19
- EMAIL: WPA@MONTGOMERYCOUNTYMD.GOV

Figure: Info Sheet for Food Boxes (Supplemental)



At this time, volunteers and other workers conducting home delivery of food do not receive any specific county-issued identification to be carried during assignments, except for a valid drivers license. If the recipient has concerns about the delivery, have them contact the responsible food assistance provider or food hub.

Workers involved with home food delivery might gain information about a person's food allergy or specified diet. Depending of the special food need, the information may be considered health information, which may not be shared to unauthorized individuals under the Health Insurance Portability & Accountability Act (<https://www.hhs.gov/hipaa>). In the least, such special food needs is personal information that should not be shared with anyone not required to know it.

### **Best Practices in Volunteer Coordination**

- Volunteers from nonprofits, MRC, and CERT can be used to reliably deliver food to the doors of those in need and augment existing food assistance providers seeking new volunteers to meet growing demand.
- For recruitment, an existing Volunteer Center has wide network and a lot of resources for coordination of volunteers in different roles that exist pre-incident.
- The MRC is another large network of volunteers with a robust library of resources and trainings across the nation on numerous roles like home wellness checks and dispensing.
- The CERT in this county is well establishing and active to activate rapidly to fill volunteer needs related to Home Food Delivery.
- Assigning volunteers to specific zip code helps relationship building with food assistance providers and food hubs, and households with special needs in those zip codes; such a service map also helps match volunteers to known gaps in needs.
- A single centralized volunteer application and vetting process reduces demand on the numerous services recruiting volunteers. See Appendix A: Volunteer Agreement.
- The amount of work that goes into training, assigning, and following up with volunteers requires at least one dedicated volunteer coordinator when multiple volunteers are assigned at a time and consistently over a period of days, weeks, or even months.
- Before assigning volunteers, the volunteer coordinator should have rapport with the volunteer, understand their volunteering experience, comfort level in the assigned work, and general affect about the role, especially if it is physically or emotionally draining.
- The inputs of Home Food Delivery are partners, volunteers, food, info cards, service tracking spreadsheet; the process involves a delivery checklist, aka job sheet, and the outputs are completed job sheets and additional food delivery data. See Appendix B: Job Sheet for Home Food Delivery Volunteer.
- A digital form can be created in Google Forms to simplify communication of the needs of organizations requesting volunteers. See Appendix C: Volunteer Request Form.

## Best Practices in Volunteer Suitability

Working in the home delivery of food requires use of personal or county vehicles. The county assesses drivers for many factors related to risk and liability. Some of those factors are explained in this article written by the Nonprofit Risk Management Center:

<https://nonprofitrisk.org/resources/articles/risk-on-the-road-managing-volunteer-driver-exposure/>.

Generally, smaller Montgomery County food assistance organizations do not conduct background checks on volunteers who will be engaged in food delivery only, that is, the volunteer does not handle any cash, credit card, debit card, or SNAP ID. In these cases, some organizations ask for references, while others are comfortable in engaging volunteer resources referred by other volunteers. Montgomery County's Community Food Rescue system requires food runners to demonstrate a safe driving record and proof of insurance. Some food assistance organizations do check the volunteer's driving record and car insurance status. Manna Food Center requires all prospective volunteers to complete a volunteer agreement. Organizations or agencies that task volunteers with handling payment universally require background checks. The Task Force maintains a spreadsheet of background check companies.

Many services are available online for organizations to use in screening applicants, but the two background screening companies cited below are used by local organizations that have successfully relied on these companies' services over time. Both companies offer competitive pricing.

1. **Manna Food Center** uses Coeus Global Services, an online resource that does not require fingerprinting: <https://www.coeusglobal.com/>

On its own website, [www.mannafood.org](http://www.mannafood.org), Manna provides an option for those who are willing to pay for their own background checks. The current fee is \$21.95

2. **Senior Connection** uses Sterling (formerly Verified) Volunteers for background checks. Its website offers a detailed menu of different background checks that can be performed at either a cost of \$19 **each screening** (such as Social Security Number trace and MVA Motor Vehicle Report) or \$39 **each screening** (such as National Criminal History Search and Terrorist Watch List). Sterling Volunteers partners with many national organizations, such as CASA, Lions International, and Catholic Charities. Learn more at <https://www.sterlingvolunteers.com/packages-and-pricing/>.

Food assistance organizations want to ensure to the extent possible that the volunteers they utilize can be trusted with personal information. Ultimately, each organization must decide how to manage risk and liability.

## **ADDITIONAL RESOURCES**

### **GUIDANCE FROM THE CENTERS FOR DISEASE CONTROL (CDC)**

On its website, the Centers for Disease Control and Prevention offers detailed information about how to protect oneself when going about the daily business of shopping, accepting delivery orders and takeout orders, getting gasoline, going to the doctor or opting for telemedicine, and other situations in life during while protecting oneself from exposure to Covid-19. Learn more on the CDC website, at

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/essential-goods-services.html#deliveries>.

### **COMMUNITY FOOD RESCUE**

Community Food Rescue (CFR), a program of Manna Food Center, uses innovative technology to match perfectly good food from local businesses that would have been thrown away and deliver it to groups helping people who are experiencing hunger. CFR's website, <https://www.communityfoodrescue.org/> outlines the history of food rescue within Montgomery County and provides information that explains every facet of food recovery, including safe handling, tax liability, how to donate, how to join, etc. The following document that outlines food safety guidelines is taken directly from the CFR website. The website also offers a food safety webinar and other videos.

## **APPENDICES**

### **Appendix A: Volunteer Agreement**

The task force adapted the volunteer agreement below, based on the one used by Manna Food Center for its volunteers, with an additional page based on lessons from DHS SNAP outreach, plus additional content specific to COVID-19.

VOLUNTEER AGREEMENT for  
FOOD SECURITY TASK FORCE of Montgomery County, Maryland

If you are NOT 18 years of age or older, your parent or legal guardian MUST read and sign the agreement.

LAST NAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_

ZIP CODE: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ Circle One: Home Work Cell

EMAIL: \_\_\_\_\_

AGE: (check one) Under 18 \_\_\_\_\_ (parent or legal guardian **must** sign the form) **OR** 18+ \_\_\_\_\_

EMERGENCY CONTACT: \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_ PHONE: \_\_\_\_\_ H W C

I \_\_\_\_\_, certify that I agree to comply with all written policies and procedures provided by the COVID-19 Food Security Task Force of Montgomery County, Maryland (herein, just “Task Force,”) including the policies and procedures of food banks, pantries, food assistance provider, and other partners when at their work sites, (herein, just “partners”).

I affirm that I have no financial interest or affiliation with any organization which may have interests that conflict with, or appear to conflict with, the best interests of the Task Force or its partners. I understand that I am not an employee of the Task Force or its partners, and will not be compensated for any time spent volunteering, nor am I entitled to rights, privileges, or benefits of an employee of the Task Force or its partners. I also understand that the Task Force expects each volunteer to honor the confidentiality of information learned during the normal course of working with clients or partner organizations, including the names, addresses, and other information about clients.

I agree to maintain all identifying information in strict confidence, sharing it only with approved Task Force staff members.

I understand that the activities which are typically performed by Task Force volunteers, and which may be performed by me as a Task Force volunteer, may involve physical activity, contact with unidentified and unfamiliar persons, travel to and from various unspecified locations, and

other potential risks of injury and property damage, and will require the exercise of reasonable care to avoid injury and/or damage.

I further understand that if I am volunteering for the Task Force, I will be using my personal vehicle to transport food between locations, which involves potential risk of personal injury and damage to my vehicle. With knowledge of the hazards and potential dangers involved, I still wish to volunteer and hereby agree to assume any and all risks of personal injury or property damage, including damage to my personal vehicle. I also agree that I will not hold the Task Force liable for such risks stemming from any accident or injury to person or property that I may sustain in connection with my participation as a volunteer or in any Task Force related activity. I understand that if I am injured in the course of my participation as a Task Force volunteer, I am not eligible for workers' compensation coverage by the Task Force or its partners. I hereby release and discharge the Task Force and any of its directors, officers, employees, contractors, partners, and agents from any and all liability of responsibility for such accident or injury, and I agree that I, and my assignees, heirs, guardians, and legal representatives will not make a claim or demand against or sue the Task Force or any of its directors, officers, employees, contractors, partners, and agents for injury or damage resulting from my participation as a Task Force volunteer or in any Task Force related activity.

I hereby declare and affirm under the penalties of perjury, that I have not received a citation for a moving violation or driving under the influence or driving while intoxicated in the past 3 years. I hereby declare and affirm under the penalties of perjury, that I have never been convicted of a violent crime, child abuse, child pornography, child abduction, kidnapping, rape or any sexual offense. Further, I will not engage in any inappropriate, violent, or offensive behavior while volunteering with the Task Force.

I understand that I may be photographed while volunteering and my signature (electronic or print) authorizes the Task Force and its partners to use my picture in publications, on the websites of Montgomery County, Maryland and Task Force partners, and through Task Force social media outlets, in perpetuity.

I understand I am not permitted to take food or other items from any food distribution locations and that if I am observed taking anything, I will be asked to return it and may be asked to cease volunteer service.

I hereby certify that I have been provided with and have reviewed Task Force's policies and procedures regarding the safe handling of food, including the food safety webinar found at <https://www.communityfoodrescue.org/> and I agree to comply with all safe handling policies and procedures as directed by Task Force and partner staff. If I am volunteering for the Task Force to transport food, I hereby certify that I have also been provided with Task Force policies and procedures regarding the safe transport of food, and I agree to comply with all policies and procedures regarding both the safe handling of and transport of food. I understand that no smoking is permitted anywhere on the premises of the Task Force and its partners.

I understand that the Task Force and its partners have the right to dismiss me as a volunteer, at any time, in its sole discretion.

DATE SIGNED: \_\_\_\_\_

VOLUNTEER AGREEMENT (Continued)  
for FOOD SECURITY TASK FORCE of Montgomery County, Maryland

I understand that as a Task Force volunteer, I will be helping the county with the supply chain of food from food vendors to food assistance providers to residences in need, working with produce, bakery foods, fresh meats, dairy, frozen foods, dry goods, prepared foods, and pre-packaged meals. I may be helping Montgomery County residents who are unable to leave their homes by delivering food and other items to them on behalf of the Task Force and its partners. I understand that when handling food that is not packaged, I am expected to put long hair up in a hat or hairnet, remove jewelry, and wear closed-toed non-slip shoes.

I understand that I may come in contact with people and/or surfaces that might be infected with COVID-19 while in the performance of my duties. The Task Force is not liable should I contract COVID-19, and to minimize my risk, the Task Force may require me to wear a cloth, surgical, or N95 mask and/or nitrile glove or similar barrier, for specified work. The Task Force will provide such supplies as required and reasonable for the duration of the shift.

I agree to abide by the following terms in conducting my volunteer work. I will:

- Conduct a NO-CONTACT delivery of food and other items, following all the COVID-19 Centers for Disease Control guidelines for no-contact delivery and food handling.
- Treat all persons in a professional, courteous, and respectful manner.
- Not accept payment or solicit donations in return for assistance.
- Not solicit business from persons I assist or use the knowledge gained about them for any direct or indirect personal benefit.

In regard to food assistance needs, payment methods, or other personal information, I assure that confidential information will remain confidential and only be used to accomplish the purpose of providing Task Force services. I agree to comply with the terms and conditions listed below:

- I will not disclose the client's EBT or other form of payment password to any unauthorized users or allow anyone to access the card.
- I will not use the client's card or password for any other purpose than what my volunteer duties indicate.
- I will comply with all the policies and rules of the organization I am volunteering for.

I acknowledge that I have read and understand this entire agreement and agree to abide by it. I understand that if I violate this agreement by disclosing confidential information or using this information for purposes other than what it was intended, I will be dismissed as a volunteer of the

Food Security Task Force for Montgomery County, Maryland, and criminal charges may be brought against me.

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Telephone: \_\_\_\_\_

### **Appendix B: Job Sheet – Home Food Delivery Volunteer**

The county is developing a Job Sheet for the Home Food Delivery Volunteer, which will follow the format of the sample below.



# DAHC TELEMED PROVIDER [SAMPLE JOB SHEET]

**JOB ACTION SHEET**

**05.12.2020**

## **Job Description**

- Licensed Independent Practitioner that provides Tele-Medicine services to residents of Montgomery County that need evaluation for testing of COVID-19.
- Follows up with tested individuals to provide the results of the testing, instructions and guidance.

## **Reports to:**

- Operations Section: Assigned leader.
- Works with designated Tele-Medicine Coordinator and Public Health Team.

## **Working Conditions:**

1. Remote / Telework 100%

## **Required Equipment / Access:**

1. Laptop / portable device / Printer – Copier - Scanner
2. Internet and an email address
3. Telephone

## **Required Skills:**

1. Maryland Licensed Independent Practitioner (MD, DO, NP, PA)
2. Have signed the Montgomery County Liability Agreement
3. Has initiated a Medical Reserve Corps. application and completed the HIPAA and liability documents
4. Able to commit to 4 hours or more per week of available time to call clients
5. Able to work with other team members of Department of Health and Human Services, volunteers and the public
6. Able to speak clearly and be understood on phone
7. Spanish language strongly desired

## **Major Job Responsibilities**

1. Calls and assesses clients that are requesting a medical review to be assessed if they meet the criteria for COVID-19 Testing
2. Completes an telephone data collection and assessment form and determines if the client is eligible for COVID-19 testing. Sends / scans completed assessment forms to designed email or fax number.
3. For clients that meet the criteria, assigns and instructs the client a day and time to get tested at a MC testing site. Communicates to the Tele-Health Coordinator that a client has been assigned a testing date and time. Communicates data required to schedule the appointment.
4. For clients that do not meet the testing criteria – gives client instructions for continuing self-care and monitoring.
5. Calls clients with test results and gives them care instructions or guidance.
6. Maintains confidentiality of clients.



## **Appendix C: Volunteer Request Form**

The county has developed a digital Volunteer Request Form for partners to request support from volunteers, which will soon have a link made available. The format is below.

# Volunteer Request Form for Food Security Task Force of Montgomery County, Maryland

This is where individuals and organizations can request volunteer assistance in meeting the food security needs within the county during COVID-19. Use this form to identify your volunteer needs. Mark DeNome, our volunteer management lead will contact you within 1 business day (M-F only). The form is not monitored on weekends. Filling out this form does not guarantee we can meet your need but we will attempt to do our best. For questions related to volunteer management, contact mark.denome@gmail.com.

Does the work involve contact with COVID-confirmed persons or workplaces? (If yes, we can still help! This helps us assign appropriate volunteers) \*

Is the work temporary for COVID-19, or is there a continual volunteer need? (If yes, fill out this form and we will connect you with the county Volunteer Center)\*

Please describe the work and who do you plan on serving? Briefly, how does this work help food security? What is the community being focused on? \*

What skills or abilities should the volunteer have (i.e. must have drivers license, must be able to lift 20lbs, etc.) \*

Is the work and work location compliant for persons with disabilities (If no, we can still help! This helps us assign appropriate volunteers)? \*

Will this request be recurring or a single request? \*

What is the preferred date and time for the volunteer need? \*

Where is the work location? Please include Street, Suite, City, State, Zip? \*

Contact information for work location (name and cell phone? \*

Name of organization requesting assistance? \*

Contact person for this request? \*

Email? (If we have follow-up Questions? \*

Primary Phone? Numbers only (no dashes) \*

Any other important information to help us serve you? \*

Thank you for this information. Expect us to be in contact within 1 business day (M-F only). If you have a more urgent volunteer need, you can also contact FSTF Ops Lead Patrick Campbell directly at [Patrick.Campbell@montgomerycountymd.gov](mailto:Patrick.Campbell@montgomerycountymd.gov).