



The COVID-19 Emergency Food Assistance Program

#NeighborsHelpingNeighbors

FAQs:

Who is this program serving?

Team Rubicon, with the Patient Advocate Foundation, fueled by the Bristol Myers Squibbs Foundation, will serve individuals who need emergency food support and are immunocompromised because of Cancer, Multiple Sclerosis, or Rheumatoid Arthritis.

Team Rubicon is mobilizing our network of volunteers to get food delivered to clients, and to help clients access regional food resources.

How do I apply for this program?

Team Rubicon will be managing individual requests for assistance via an individual request form. You can sign up to receive assistance by completing [our request form](#).

What about Financial Aid from the Patient Advocate Foundation?

The Emergency Food Assistance Financial Assistance Fund is currently closed to new applications due to a lack of funding to cover new grant requests. If you have already been approved for financial assistance, the Patient Advocate Foundation is committed to funding those grants.

To check on the status of a previously submitted application, please the PAF Financial Assistance Team at emergencyassistancefund@patientadvocate.org or call 855-824-7941.

How fast will I receive assistance? The speed of delivery is based on the availability of Team Rubicon volunteers in your area when a request is submitted and received. Due to overwhelming response to the program, response times may be delayed by up to 30 days. If you're in need of immediate food assistance, please call 2-1-1, send a text with

your zip code to 800-548-6479 you can find regional Food Banks at <https://www.feedingamerica.org/find-your-local-foodbank> or a nearby food pantry at <https://whyhunger.org/map.php>

It is possible that Team Rubicon will not have local volunteers available to make a delivery. In this case, a Client Services Navigator will reach out to you with information about local food resources such as food banks, senior benefits programs, 2-1-1, and any other relevant resources that we find.

When will food be delivered by a Team Rubicon volunteer?

A Team Rubicon volunteer will contact you during the time of day you requested to schedule a delivery that works for you. Please remember that the speed of delivery is based on the availability of Team Rubicon volunteers in your area.

Does it cost anything?

Team Rubicon's Emergency Food Assistance capability is to provide clients with a **food delivery service** free of charge. Clients who can pay for groceries, but are unable to leave their homes, can request a Team Rubicon volunteer to do their grocery shopping and deliver the groceries. Team Rubicon is not purchasing food, and so any free deliveries that our volunteers make will come from a regional food bank, pantry, or other community organization.

What if I can't afford food?

If you can't pay for food, a Client Services Navigator will help you find a local free food resource, and a local Team Rubicon volunteer to provide the delivery of food for free as well. Team Rubicon is not purchasing food, and so any free deliveries that our volunteers make will come from a regional food bank, pantry, or other community organization.

Am I eligible for this program?

Patients with a confirmed diagnosis of Cancer, multiple sclerosis, or rheumatoid arthritis, who have been impacted by COVID-19, the related economic uncertainty, and need help to access food and nutritional needs, are eligible for this program. Eligibility for the program guarantees Team Rubicon will provide food access assistance.

I feel uneasy about a stranger coming into my home during this time. How will TR keep me safe?

This program is designed with safety in mind. All volunteers making deliveries must have passed a background check. Both you and the TR volunteer will maintain physical distance and adhere to all safety requirements outlined in Team Rubicon's COVID-19 Operations Manual, available [here](#). Under no circumstances will a Team Rubicon volunteer enter a residence.

Who is funding this program?

Team Rubicon has partnered up with the Patient Advocate Foundation and the Bristol Myers Squibb Foundation to provide emergency food assistance or emergency financial assistance to those who are immunocompromised because of cancer, multiple sclerosis, or rheumatoid arthritis. At present, the Emergency Food Assistance Fund is not taking any new applications due to lack of sufficient funding to cover additional requests.