

# Emergency Food Assistance Job Aid



The COVID-19 Emergency Food Assistance Program is powered by the generous support of Bristol Myers Squibb Foundation.

This Job Aid will guide you through the Emergency Food Assistance process and how to best serve those in need; people at high-risk due to Cancer, Multiple Sclerosis, or Rheumatoid Arthritis. As a Greyshirt, you are empowered to think critically on how to best serve your client.

## Step Up and Serve

For a quick start and a more technical walkthrough, watch the video linked at the top of the [Neighbors Helping Neighbors Home Page](#).

You must have a cleared background check and complete TR-101. For more questions please check the [EFA Help Desk Knowledge Base](#) for relevant topical articles or contact TR's Client Services team through the [Help Desk](#) by selecting the 'Emergency Food Assistance' category.

! Safety for yourself and the neighbors you are serving is always a priority. Please familiarize yourself with the safety protocols found throughout this document. Following the CDC's COVID-19 guidelines, Greyshirts 75 and older cannot deploy to in-person operations. Wear a mask and maintain physical distancing.

## Methods of Picking up And Delivering Food

There are two paths available to a client when they request food pick-up and delivery from Team Rubicon. Knowing the differences will help you when communicating with your client.

The two paths are explained below.

### 1) Alternate (or Community) Food Sources

- A no-cost option if the client indicates they cannot afford groceries.
- Food will come from a community food source such as a food pantry or food bank.
- These clients work with a TR Client Services Navigator, and the Navigator will pre-fill instructions in the Client Card to help you locate a no-cost food source in the community.
- **This path is the most common of the two.**

### 2) Grocery Stores

- An option for clients who indicate they can afford groceries. (There may be more clients who applied for the Patient Advocate Foundation grant than there were available funding for who were expecting to use the grant to pay for groceries. Refer them to the appropriate communication channel if they have further questions).
- You will coordinate directly with the client on where, what, and when you pick up and deliver food (clients on this path don't work with a Client Services Navigator).
- This works best when clients pre-order food online; if they can't, you can pick up cash or a check (never cards) and shop for them.
- You may find that a client on this path is better served with an alternate food source.

Greyshirts will never ask for or use a client's credit/debit/EBT card, even with the client's consent. There is no reimbursement for Greyshirts who spend their own money, and purchases on a TR credit or PEX card will have to be repaid.

If your client has any questions regarding the grant application for the Patient Advocate Foundation, have them call [1-855-824-7941](tel:1-855-824-7941), option 6 or send an email to [emergencyassistancefund@patientadvocate.org](mailto:emergencyassistancefund@patientadvocate.org).

# Coordinating a Food Pick Up

There are a few possible paths when coordinating a food pick up. Read below your options and the steps to take for each one. Before contacting your client, look to see if there are instructions written in the **Nearest Alternative Food Source Information** fields in the Client Card.

If the fields are empty, that means the client has indicated the ability to pay for groceries. Go straight to the map in Roll Call and use the empty fields to keep track of the details you arrange with the client. Look to see if there is a Primary Contact listed other than the client. You should contact this representative first unless there are instructions that say otherwise.

## How to Introduce Yourself

Introduce yourself, your involvement with Team Rubicon, and your role in completing the client's food delivery request. Confirm if contact information you have is correct for delivery. Confirm who will be receiving the delivery and their phone number.

**NOTE:** You may learn that a client is unable or unwilling to pay; they may have chosen the wrong option, expected you to pay, or simply don't trust a stranger with money. Please be empathetic and offer an alternate food source. If the client declines, you should Verify Service and choose the reason 'client no longer needed service'.

## Using an Alternate Food Source

Because community food sources have varying hours and procedures, it's usually best to contact them before contacting the client.

**If the Nearest Alternative Food Source Information box on the Client Card is filled out:** a Client Services Navigator has already spoken to this client and determined that no-cost food from a community source is the best option. Navigators attempt to locate an ideal source, but you may see a list of options to choose from; read the instructions carefully.

**TIP:** text a zip code to (800) 548-6479 to instantly get a list of the food pantries near that zip code.

**Contacting a community food source:** Introduce yourself and ask the days that are open to distribute food, procedures for pick-ups and information required. Many community food sources are under heavy strain, and you may need to call more than one to find a solution.

Once you have that information, call the client and introduce yourself.

## Delivering From a Grocery Store

**Call the client and introduce yourself.**

**If client can place a pre-order at a grocery store:** Empower the client to place their own order remotely. This is the easiest and most efficient way to deliver food from a grocery store. Ask what time to pick up the order and for them to alert you when it is ready, adding special pick-up/transportation instructions if necessary and someone to contact when arriving at the store. Record instructions on the Client Card.

**If client cannot place a pre-order at a grocery store:** Only used if pre-order isn't possible. Coordinate where and when to pick up cash or a check to pay for the order. Ask them for their shopping list, dietary restrictions (extremely important), store hours, and any additional transportation or special instructions they have.

## Before Picking Up Food

Coordinate when to make the delivery, and where you should leave the food, such as a porch, garage. If you need to notify someone other than the client, make sure to have their info.

**Making the delivery:** During this step, maintain physical distance and follow all safety requirements in the COVID-19 Operations Manual. For you and your client's health and safety, do not enter the residence and risk exposure.

Contact the client to let them know to expect you and verify the details. Collect any payment for shopping first, if using that option. When you arrive at the delivery location, if the client does not respond leave the groceries where agreed upon and leave a message.

**Closing Out:** In Roll Call select Verify Service in the Client Card and fill in the remaining information; don't forget to describe what you did in the notes and mark the status Completed and hit Save. Refer to the video guide if you get stuck.

*You just completed this service. Crushed it. Thank you for stepping into the arena and serving your community.*