Overview: Team Rubicon, in partnership with Bristol Myers Squibb Foundation and Patient Advocate Foundation, is focused on providing food delivery to people with Cancer, Multiple Sclerosis, or Rheumatoid Arthritis who are experiencing financial strain during the COVID-19 pandemic. As a Greyshirt you will provide the essential food delivery services requested by the client, an individual with an immunodeficiency. By following the steps below, you and fellow Greyshirts will be able to safely, efficiently, and effectively provide this service. While the steps below are meant to guide you through the Emergency Food Assistance process, it is not a complete document. As a Greyshirt, you are empowered to think critically about how to best serve in this capacity. For a quick start, watch this video.

When you are unsure about your next step, a Team Rubicon Client Navigator will be available to guide you through the process and help you make a crucial decision. Visit the Help Desk to request assistance and make sure to select the Emergency Food Assistance category when filling out the form. Finally, safety for yourself and the neighbors you are serving is always a priority. Please familiarize yourself with our safety protocols found throughout this document. In accordance with the CDC’s updated guidelines and to best protect our members, Greyshirts who are 75 years of age or older cannot deploy in-person to operations.

1. **Client Card Posted**
   Once a client submits a request, the Client Card appears on the Community Activities page within Roll Call. To see Client Cards, log into Roll Call, and click the Profile link listed under your user name in the top right corner. The Community Activities link will be found on the lower left side of the screen.

2. **Select a Client Card**
   Scroll down to the Request for Assistance Map. Here you will see client requests in your area. The Greyshirt icon is you. Blue dots are client requests with a Needed By Date greater than 3 days away. Orange triangles are client requests needed in 2 days or less or are overdue. Click on an icon to reveal the Client Card’s Needed By Date.

3. **Confirm Service**
   If you can perform this service, click CONFIRM. This will not sign you up for this service.

4. **A message from Team Rubicon about COVID-19**
   Please read the message from TR about serving during the COVID-19 Pandemic. If you understand, click I understand.

   Note: If you have not completed a background check or are 75 years of age or older, you will not be able to participate at this time.

5. **Sign Up to Serve**
   You will be taken to the Sign up to Serve page. This page provides you with basic information about the service you will be providing, such as when you need to complete the service, the Community Activity Type, and the City and State of the client. If at this time you feel like you cannot successfully complete this service, click the red back button to find a request you can complete. Once you have determined your ability to complete this service, click Confirm.
**6 Service Details**

Once you have confirmed service, you will be presented with the **CLIENT INFO** screen. Within this screen, you will find the client’s name, their representative’s name if applicable, their availability and their phone and email. Now it will be up to you to reach out to the client before the Needed By Date to confirm and/or find the information necessary to ensure a smooth food delivery experience. The next portion of this job aid will help you determine specific service details and what questions you need to ask the client.

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**7 Determine Food Delivery Type**

Before going into the call, you will have three possible delivery types: **Pre-Order**, **Just-In-Time**, and **Alternate Food Source**. Based on the information you will gather in **Step 8**, the **Contact Client** phase, you can determine which of the following paths to take:

- **Pre-Order**: Can the client pre-order food, allowing you to pick it up and deliver it? If yes, follow the pre-order instructions after client contact. This will be the most efficient service method. Instructions for this delivery type will be found on **Step 11**.

- **Just-In-Time**: Will the client need you to pick up cash or check from them, pick up their order, then deliver it? If yes, follow the Just-In-Time instructions after client contact. This option should only be implemented if pre-order cannot be completed, for instance the client doesn’t have a credit card. Under no circumstances should you be picking up a clients credit/debit/EBT card or be spending your own money or using TR credit or PEX cards. No reimbursement will be provided by TR for Greyshirts who spend their own money. Furthermore, money spent on a TR credit card or PEX card will have to be repaid by a Greyshirt. Instructions for this delivery type will be found on **Step 12**.

- **Alternate Food Source**: Will the client need you pick up an order from an alternate food source such as a food bank? If yes, a Client Service Navigator has already determined this option for you and the information will be present on the Service Details screen. Follow the Alternate Food Source instructions after client contact. Instructions for this delivery type will be found on **Step 13**.

Again, you must not buy items for the client with your own money or with TR credit or PEX cards. No reimbursement will be provided by TR for Greyshirts who spend their own money. Furthermore, money spent on a TR credit card or PEX card will have to be repaid by a Greyshirt.

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**8 Contact Client**

Based on client’s designated availability, contact the client or their representative and confirm and fill out the Service Details Form. It is your responsibility as a Greyshirt to find and input this information during contact. While we ask that you try to keep this simple, please make sure you have all the information you need to successfully fulfill a client’s request. You may need to ask additional questions or make follow-up contact. The script on the next page of this aid will help get you started. And it can’t hurt to introduce yourself, that you are a Greyshirt responding to their food request and mentioning our Mission Statement:

Team Rubicon serves communities by mobilizing veterans to continue their service, leveraging their skills and experience to help people prepare, respond, and recover from disasters and humanitarian crises.
Contact Client Continued- Script

“Can you confirm that the contact information we have for you is correct?”

“Can you place a pre-order at your local market or grocery store?”
(Empower the client to take this action as it will be the most efficient and ensure the most success. You can skip this question if Alternate Food Source Information is provided)

If client cannot place Pre-Order, “Can I pick up cash or a check from you to pay for the order?” “When and where can I pick up the cash or check?”

“What are the hours of operation for the grocery store or pharmacy?”

“Is there someone I must contact when I arrive at the store? If so, please provide their information”

“Does this point of contact have a phone number they can be reached at when I arrive on-site (if applicable)?”

“Please provide your order details, this will help ensure all items are delivered to you.”

“Do you have any dietary restrictions that I should keep in mind while picking up?”
This is extremely important. Please make sure you get detailed information.

“Are there additional instructions I should be aware of when picking up your order?”

“What time do I need to pick-up your order? Can you alert me when the order is ready?”

“Are there parking instructions for the pick-up site that I need to be aware of?”

“Are there special transportation instructions or guidelines for your order that I should be aware of?”

“What is the estimated time to complete delivery?”

“What is the delivery address for this order (if different than address provided)?”

“Are there any instructions for the drop-off site that I need to be aware of?”

“Is there someone else I should contact when delivering the order? If so, what is their name?”

“What is the phone number of the person receiving the order for you (if different than client)?”
Contact Client Continued

After you have all the information you need to make the delivery, fill in the necessary fields and scroll down to the bottom and click **Save**. Leave the fields under **VERIFY SERVICE** empty for now, as they need to be filled in after you complete the delivery.

Safety

The Emergency Food Assistance capability has a low COVID-19 exposure risk and Greyshirts will adhere to all standards of health and safety outlined in the COVID-19 Operations Manual, available [here](#), including maintaining physical distance and wearing a cloth face covering at all times during deployment. Flash Learning around COVID-19 Safety can be found [here](#).

For the security of both Greyshirts and clients, there should be no contact between a Greyshirt and assigned client after services have been provided. Contact between the Greyshirt and client will remain focused on food delivery and should not extend to other topics. If Greyshirts are not comfortable sharing their phone number with clients, they may set up a Google voice account to this end. Greyshirts should communicate plans for completing food delivery services with friends or family members, including intended timing of services. Greyshirts should always be mindful of personal safety during TR activities. Greyshirts will never enter the residences of clients.

Greyshirts and clients should contact **ClientServices@teamrubiconusa.org** if they have any questions or concerns regarding health and safety at any time before, during, or after participating in Emergency Food Assistance.

Pre-Order

**A. Confirm with the client that they can complete a pre-order**

Coordinate a plan to pick up groceries based on the order already completed online by the client. Make sure you have what you need to pick up the order. This may include a receipt, email, order confirmation screen shot, and / or contact information from someone at the pick-up location.

**B. Pick Up**

Pick up the client’s order at the predetermined time and location. During this time, the client should be available by phone so that you can call if there are any questions about the order. During this step, you should maintain physical distance and adhere to all safety requirements outlined in the COVID-19 Operations Manual, available [here](#). Try your best to confirm the order is correct and complete.

**C. Delivery**

Deliver the groceries to the client immediately after leaving the store. Call the client or their representative to notify them of your arrival and confirm the best method of delivering the groceries. Both you and the client need to maintain physical distance and adhere to all safety requirements outlined in the COVID-19 Operations Manual, available [here](#). Typically, the best method of delivery will be leaving the groceries outside of the client’s front door and standing at least six feet away while the client moves the groceries inside to ensure that they are received. If the client does not respond, leave the groceries at the agreed upon location, take a picture, and record this information in the “Notes” field on the client card. To protect the immunocompromised client from exposure, a Greyshirt shall not enter a residence under any circumstance. Any entry must be reported to Client Services. In the case of a real emergency 911.

**D. Verify Service**

After the delivery, complete the Verify Service form. Instructions are provided below on **Step 13**.
EMERGENCY FOOD ASSISTANCE

Greyshirt Job Aid

11  Just In Time

A. Confirm with client they need just-in-time services
   Perform just-in-time service only if the client cannot complete a pre-order. During your initial contact, discuss with the client or client representative a plan for picking up cash and a grocery shopping list.

B. Pick up cash & Grocery order
   Based on the plan you made with the client, arrive at the client’s home at the predetermined time and pick up the grocery shopping list and an appropriate amount of cash to complete the order. Do not accept client credit/debit/EBT cards. Both you and client should maintain physical distance and adhere to all safety requirements outlined in the COVID-19 Operations Manual, available here. To protect the immunocompromised client from exposure, a Greyshirt shall not enter a residence under any circumstance. Any entry must be reported to Client Services. In the case of a real emergency 911.

C. Purchase
   Purchase the requested supplies based on the shopping list provided by the client. During this time, the client should be available by phone so that you can call if there are any questions about the order or if any substitutions need to be made. If the client is not available, use your judgement to complete the order to the extent possible. Please be mindful of any dietary restrictions mentioned in the initial client contact. Only use the cash provided by the client to make the purchase. There is no process for reimbursement, and you will not be reimbursed for covering any client cost. If the cash provided does not cover the requested items, contact the client.

D. Delivery
   Deliver the groceries as well as any change and the receipt to the client immediately after leaving the store. Call the client or their representative to notify them of your arrival and confirm the best method of delivering the groceries. Both you and the client need to maintain physical distance and adhere to all safety requirements outlined in the COVID-19 Operations Manual, available here. Typically, the best method of delivery will be leaving the groceries outside of the client’s front door and standing at least six feet away while the client moves the groceries inside to ensure that they are received. If the client does not respond, leave the groceries, the receipt, and any change at the agreed upon location, take pictures, and record this information in the “Notes” field on the client card. To protect the immunocompromised client from exposure, a Greyshirt shall not enter a residence under any circumstance. Any entry must be reported to Client Services. In the case of a real emergency 911.

E. Verify Service
   After the delivery, complete the Verify Service form. Instructions are provided below on Step 13.

12  Alternate Food Source

A. Coordinate with Client
   Pick up groceries from an alternate food source, such as a local food bank, only if the Client Navigator provides that information in the Service Details. Contact the client directly and coordinate a plan to pick up groceries from the food source based on the order already completed by the Client Services Associate.

B. Pick-Up
   Pick up the client’s order at the predetermined time and location. During this time, the client should be available by phone so that you can call if there are any questions about the order. During this step, maintain physical distance and adhere to all safety requirements outlined in the COVID-19 Operations Manual, available here.
Alternate Food Source Continued

**Delivery**
Deliver the groceries to the client immediately after leaving the store. Call the client or their representative to notify them of your arrival and confirm the best method of delivering the groceries. Both you and the client need to maintain physical distance and adhere to all safety requirements outlined in the COVID-19 Operations Manual, available [here](#). Typically, the best method of delivery will be leaving the groceries outside of the client’s front door and standing at least six feet away while the client moves the groceries inside to ensure that they are received. If the client does not respond, leave the groceries at the agreed upon location, take a picture, and record this information in the “Notes” field on the client card. To protect the immunocompromised client from exposure, a Greyshirt shall not enter a residence under any circumstance. Any entry must be reported to Client Services. In the case of a real emergency 911.

**Verify Service**
After the delivery, complete the Verify Service form. Instructions are provided below on Step 13.

### Verifying Service
After you complete the delivery, it is important to promptly verify your service. Return to the Community Activities page in Roll Call and scroll down to see the active activities you have committed to. Locate the service you just provided. Click Options > Verify Service.

Fill in the remaining information under Verify Service, such as How long did it take and any Notes you need to include.

Only provide information for How much did it cost and the Payment Method if you provided Just-In-Time deliveries.

Click the Community Activity Status dropdown and select Completed. Enter the Completion Date and click SAVE.

Now when you visit your Community Activities page, your completed service will be visible when you select the Emergency Food Response Activities - Completed dropdown.

You just completed this service. Crushed it.

### Calling Off Service
We ask that you only call off service for legitimate reasons, such as for an emergency or an illness. To call off your service, return to the Community Activities page. Locate the service you must call off, click the OPTIONS dropdown menu, and select Call Off Service. You will be prompted to confirm that you want to call off your service. If this is the case, click YES. The client request will return to the queue to be tracked by TR.