



The COVID-19 Emergency Food Assistance Program

#NeighborsHelpingNeighbors

FAQs:

Overview of Program:

Team Rubicon is teaming up with Bristol Myers Squibb Foundation and the Patient Advocate Foundation to provide immunocompromised individuals currently in treatment for Cancer, Multiple Sclerosis, or Rheumatoid Arthritis food assistance. This program will fill the gap left by the necessary isolation from social networks in the context of COVID-19 that may otherwise make it challenging for immunocompromised individuals to access the nutrition they need to maintain health.

How it works:

Team Rubicon will directly manage individual requests for assistance originating from immunocompromised individuals. If the request is for emergency food assistance, TR will provide the tools and resources for local Greyshirts to directly fill the individual request for emergency food assistance. If the request is a financial one, the Patient Advocate Foundation will then take over and provide emergency financial assistance. This program is generously fueled by the Bristol Myers Squibbs Foundation.

Where do I find requests for assistance?

All active requests for assistance will be displayed in [Roll Call](https://rollcall.teamrubiconusa.org/profile/community-activities/):
<https://rollcall.teamrubiconusa.org/profile/community-activities/>

Who can participate in performing these acts of service?

Greyshirts that have a completed and cleared background check and, in keeping with COVID safety guidance, are under the age of 65 can participate.

How do I sign up to serve a neighbor who has requested assistance?

This [Job Aid](#) has been created to guide you through the entire process from start to finish!

What information will I have when I confirm that I will provide service?

When you have committed to provide delivery services to a client, you will only have the client's contact information (phone number and address). We want you as a Greyshirt to contact the client and ask the questions outlined on the client card and as dictated in the [Job Aid](#) (e.g. *"Has the client ever ordered food from their local grocery store?"*, *"Does the client have any dietary restrictions?"*, *"What does the client want or need from the grocery store?"*, etc.)

What happens if the client doesn't know how to pre-order food from their local grocery store?

This is a great opportunity for you to walk the client through the process and/or assist them remotely! It may be as easy as providing the client with their local grocery store's website, helping them get to the location to enter their credit/debit card information online to submit the order, or providing them a phone number to submit the order over the phone. There are several ways you

can assist the client in pre-ordering the food. Be creative! If the client is unable to pre-order than you have two options: 1. You can pick up money from the client and do the grocery shopping yourself or 2. help the client find a local food source that is offering food for free if the client does not have money to pay for food at all. If you have exhausted all resources, do not hesitate to reach out to client services for assistance: clientservices@teamrubiconusa.org or by phone at (239)202-2010.

How quickly do I need to provide the service?

Each request will have a *need by date*. The act of service should be completed by this date. This could be 2 days or more.

What if I signed up to deliver food, but am now unable to follow through?

That's ok! We understand that things change. Scroll down to your list of requests you've committed to, click on options, and click on [Call off service]. This will ensure that the request gets reposted and allows another Greyshirt the opportunity to serve.

How will I stay safe during this act of service?

This program is designed with safety in mind. Both the client and TR volunteer will maintain physical distance and adhere to all safety requirements outlined in Team Rubicon's COVID-19 Operations Manual, available [here](#). To protect immunocompromised clients from exposure, Greyshirts should not enter residences under any circumstances. Any entry must be reported to Client Services and if there is a real emergency the Greyshirt should call 911.

Strapped for time?? Get your safety information from our [Flash Learning site!](#)

What can I expect when delivering services at the client's home?

You will be coordinating with the client or client representative prior to dropping off the food, so you will have the chance to talk about where and when you should drop it. This may mean introducing yourself from more than 6 ft away or involve no interaction at all. Stay flexible and GSD!

Who pays for the Client's groceries?

When coordinating with the Client, you will find out if they have pre-ordered their groceries for you to pick up. If they have not pre-ordered, they may provide you with a form of payment for you to then go conduct the grocery shopping and return with the groceries and the change. At no point should you be spending your own money to purchase items for a client. Nor is a Greyshirt permitted or authorized to use a client's credit/debit/EBT card. At this time, Greyshirts will not be reimbursed for out of pocket expenses.

What if a client offers money for compensation?

This program is intended to be a free service to the client. Please politely decline any form of compensation offered to you by a client. We are providing these services because clients have expressed that they are currently financially insecure.

I finished the service...now what?

Awesome work! Now, in order to capture your service, go back to that request listed in [Roll Call](#), click on "Options" and "Verify Service." Tell us how long it took, mark it complete, and hit Save at the bottom of the page.

Who do I contact if I have additional questions or the client has additional questions?

TR does not require or encourage you to provide additional services (e.g. cutting grass) if asked by a client. If a client requests additional assistance from you directly, please contact Client Services. For additional inquiries, ~~or if you have any other questions during this process,~~ reach out to ClientServices@teamrubiconusa.org or by phone at (239)202-2010, or visit <http://help.teamrubiconusa.org/> to submit additional questions to Client Services. For instructions on filling out a help desk ticket, [go here](#).