

**MANNA FoodBank Emergency Preparedness Plan Guidelines for Agency Partners  
for Crowd Management**

**General Guidelines:**

1. Establish a plan for your agency 's distributions during emergency or disaster operations and ensure all staff and volunteers are familiar with plan.
2. Determine how volunteers and staff will perform their functions. Consider any safety issues concerning specific distributions.
3. Equipment checklist: walkie talkies for staff, cell phone numbers for staff, bull horn for announcements; traffic management equipment and any other agency requirements.
4. Establish relationship with local Sherriff's or Police Chief's office for security support. (Know which office is in your distribution's jurisdiction – town or county). Have this number posted for volunteers.
5. Review the distribution plan to consider the following:
  - a. Review equipment needs for any modifications to normal distribution (tables, location, etc.); bull horn for communication (inform clients of the traffic pattern/flow and any changes).
  - b. Review crowd management plan:
    - i. Do all volunteers know their role?
    - ii. Is there a need for queueing system and traffic control? Equipment: lines, stanchions; pick-up points.
    - iii. Signage
  - c. Review distribution check-in process:
    - i. Do clients need to sign in, get numbers, or will they line up in their vehicles?
    - ii. Establish a traffic plan to accommodate a drive-thru pick up system.
  - d. Keep people informed of the process and food availability through social media or local newspaper. Include guidance for those requiring assistance.
  - e. Do not change the distribution times that have been agreed upon with MANNA FoodBank and the partner agency. If agency wants to change distribution times, they **MUST** coordinate prior to delivery.
6. For Mobile Distributions:
  - a. Review equipment needs or modifications (tables, locations, walkie-talkies/cell phones for staff communication, bull horn for communication, traffic cones, etc.).
  - b. Ensure community is notified of any changes for distribution: time, location, pick up methods using social media or newspaper. Include guidance for those requiring additional assistance.
  - c. Ensure that truck has dedicated spot to park and safely unload all food products.
  - d. Ensure that truck and MANNA personnel and distribution volunteers and staff are able to safely unload all products before any client receives products.
  - e. Consider contacting local Sheriff or Police Department (especially for large groups) for security support.
  - f. Follow established guidelines for client sign in and provide either a lottery or number system for clients and **do not begin distribution until advertised times.**
  - g. Establish clear guidelines (signage) for distribution and discourage clustering around delivery trucks. Depending on circumstances, boxes may be delivered to vehicle.

**During COVID-19 Distributions Times:**

1. Follow CDC Guidelines for social distancing for all persons - especially where clients are lined up. This may mean that all distributions are conducted outside.
2. Post the **MANNA FoodBank COVID-19 Visitor Notice** (attached) at distribution area.
3. Wash hands frequently, use gloves, hand sanitizer, mask, etc.
4. **If you have a fever, respiratory symptoms, or feel unwell, please do not enter.**
5. Depending on size of distribution, request a security presence to help prevent possible crowd concerns. If individuals are unruly, they may be asked to leave.
6. Keep community informed through social media or local newspapers. When advertising distribution, include specific instructions for time, location, procedure and what to do if they need assistance. Remind them to follow CDC guidelines for current COVID-19 virus (especially social distancing - keep 6 feet apart).
7. Remind everyone that all will receive food, either by picking up or by delivery to their vehicle.