



April 8, 2020

The following are important updates regarding operations during coronavirus (COVID-19), effective April 8, 2020.

RESPONSE NEEDED: Network Pulse Survey

We need your response to our [Network Pulse Survey](#) by Noon on Monday, April 13. The survey should take no longer than 10 minutes and will help give CTFB a better perspective on the changes in demand across our service territory including what resources are needed and where by our Partner Agencies. Your responses are greatly appreciated and important for helping us plan how to best support your organization's emergency relief efforts. [Please click here to take the survey now.](#)

Detailed Guidance: Alternative Distribution Models

We know that many of you have shifted your distribution models, or are planning to, and want guidance on things to consider when making those changes. We have created a tool to help you with these changes. You can download our "[Guidance for Alternative Distribution Models](#)" tool online [here](#). If your agency is having success with a model, or detail, we didn't mention in the tool please reach out to us at agencies@centraltexasfoodbank.org to share so we can spread the word to others across the network.

Update to Pick-Up Procedures

Effective immediately, all partners must wear a protective face covering when picking-up orders onsite at the Central Texas Food Bank or at your local regional delivery site. This requirement is to ensure that we continue to follow the most up to date guidance from the CDC and local health officials as we continue to serve the community through our emergency relief work. For pick-ups onsite at

CTFB, one person is allowed to come inside the facility to sign-in for your organization at a time & must immediately exit to wait for your order to be pulled. If you have any questions, email us at agencies@centraltexasfoodbank.org or call our hotline at (512) 684 – 2503.

General Reminders

We want to know if your distribution has changed (or is going to change) due to COVID-19. If you're closing, re-opening, adjusting hours, or modifying your distribution model, please reach out to your Agency Relations Specialist with that updated information or share it via email at agencies@centraltexasfoodbank.org or our partner agency hotline by calling (512) 684-2503.

Remember, we will be sharing COVID-19 resources for partners and our most updated communications on our website here: <https://www.centraltexasfoodbank.org/agencies>

Contact the Team:

By phone: (512) 684 - 2503

By email: agencies@centraltexasfoodbank.org
