



April 1, 2020

The following are important updates regarding operations during coronavirus (COVID-19), effective April 1, 2020.

Temporary Intake Form

Please remember that TDA has provided a new version of the temporary intake form. You can find a pdf of that resource available in two different print sizes on our website [here](#). Agencies that have questions about how to use the temporary intake form should reach out to their relationship manager or contact us by emailing agencies@centraltexasfoodbank.org.

Paper Bags Available on Shopping List

To assist with efforts to pre-bag bulk product for your distributions to clients, we have sourced paper bags that are now available on the shopping list. Bags come in bundles of 400 and the dimensions are 11x7x16.25. All agencies are welcome to add them to their orders as needed. They are offered on a first come, first served basis as with all other items on the shopping list.

Emergency Boxes Update

We have the opportunity to help the network do more as we see the demand for our services continue to increase. As of yesterday, we're making emergency boxes available, free of handling fees, to all partners. We will be crediting accounts for past handling fees associated with the emergency boxes, please allow up to 30 days to see this reflected on your account.

We need your help though.

- Please be mindful of your ordering – we’re asking you to order no more than 90 boxes at a time. If you do order more than 90, it’s possible (even likely) your order will be cut based on truck capacity.
- Do not order more than you’re capable of loading and transporting during your onsite pick-up. Agencies are not allowed to pick-up in multiple waves. All items ordered must be taken during your scheduled appointment time.

If you have the capacity to continue to order bulk product to bag or box yourself, please continue to do so in order to reserve pre-packed emergency boxes for agencies with more limited capacity.

IMPORTANT UPDATE: Back Dock Pick-Up Procedures

In an effort to limit possible exposure, Partner Agencies that pick-up their orders directly from the Food Bank are having their CTFB building access limited to the back dock. This means partners have no access to the breakroom and limited/emergency-only access to restrooms. At this time Shop-For is limited to one (1) individual at a time. We are also requesting that everyone adhere to 6 feet social distancing and remain outside or in your vehicle until it is your scheduled appointment time. **Please note: Partner Agencies will not be allowed to pick-up partial orders and return later to pick-up the balance of the order. All product must be picked-up during the original appointment window. It is important to plan your ordering accordingly.** If you need an additional pick-up appointment, reach out to your agency relations representative or contact us at agencies@centraltexasfoodbank.org with your request.

Signage Discount for CTFB Partners

BuildASign is offering ‘at cost’ prices for any CTFB partners that need custom signage made to help with your emergency relief efforts. For more information you can visit their website [here](#) or contact April Harrod with BuildASign at april.harrod@builddesign.com.

Network Wide COVID-19 Response Call Recording

On Thursday, March 26, CTFB hosted a network-wide COVID-19 Response call where we shared updates and answered questions submitted by the network. **You can access a full recording of the**

call by dialing 1-862-902-0129 and entering the access code: 66412860. We encourage all partners that were not able to join the call to listen to the record and reach out the Agency Relations Team if you have questions.

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
