



*March 12, 2021*

*This message is being sent to all members of the Central Texas Food Bank Partner Agency network.*

### **CTFB Continuing COVID-19 Health & Safety Protocols**

This announcement is to inform our Partner Agency network that CTFB will continue to follow the guidance of the Centers for Disease Control and Prevention (CDC) as it relates to practices put in place to prevent the spread of COVID-19. Below is a reminder of what those protocols are that impact Partner Agencies.

- All Partner Agency staff and volunteers will be required to wear a mask and practice social distancing while receiving food from CTFB. This applies to on-site pick-ups, as well as both direct agency deliveries and at regional delivery locations.
- For pick-ups onsite at CTFB, one person at a time is allowed to come inside the facility to sign-in for your organization and must immediately exit to wait for your order to be pulled.
- We will continue to offer pre-boxed product on the shopping list for the foreseeable future to assist partners in your own efforts to reduce the spread of the virus.
- CTFB will still be running volunteer shifts at a reduced capacity level and our own Mobile Pantry program will continue to operate drive-thru distributions.

These rules will be in place until further notice. If you have any questions please reach out to us at [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org). We appreciate your partnership and are grateful for your cooperation as we continue to do our part to minimize the spread.

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### **Special Announcement: February Handling Fee Credits**

We are pleased to announce we are providing credits to partners for February handling fees. **You should see 100% of your February handling fees credited to your account the week of March 15th.** Thank you again for all of your hard work! We hope this extra support helps to ensure you can

maximize your resources and continue to get the inventory you need to serve the community. If you have any questions about your agency's account or how handling fee credits work, please reach out to your CTFB relationship manager or send us an email at [agencies@centraltexasfoodbank.org](mailto:agencies@centraltexasfoodbank.org).

## CONTACT THE TEAM

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