COVID-19 Response

The Food Bank of Western Massachusetts

Tuesday, May 25, 2021
The Food Bank of Western MA

Since 1982, The Food Bank of Western Massachusetts has been feeding our neighbors in need and leading the community to end hunger. We provide food to our members in Berkshire, Franklin, Hampden and Hampshire counties. These independent pantries, meal sites, and shelters are on the front lines of emergency food assistance in our region, providing sustenance to individuals, families, seniors, children and people with disabilities (including veterans) to lead healthy and meaningful lives.

• Develop long-term solutions to the underlying causes of hunger in our community
• “Feed our Neighbors in Need”
• Food Distribution
  • Mobile Food Bank
  • Brown Bag: Food for Elders
1. When The Food Bank has declared the operation has gone into disaster mode, hold an initial meeting of the Incident Command Team.
2. Fill out this form at the meeting. Use it to brief rest of staff at an all staff meeting to follow.
3. Section Chiefs then meet with their sections to develop section specific plans.
4. Section Chiefs then report back to Incident Command Team at next scheduled meeting (at least daily during disaster mode).
5. This is a working document and communication tool; keep it updated throughout the day as conditions/situation evolves.

Disaster Incident Action Plan
Incident Command Systems (ICS) Structure

- Employee Relations
  - Human Resources

- Incident Commander & Disaster Liaison
  - (Executive Director)

- ICS Operations Chief
  - Food Operations

- ICS Planning Chief
  - Programs

- ICS Media Chief
  - Development

- ICS Logistics Chief
  - Finance & Admin

- ICS Safety Officer
  - Food Operations
    - (Facilities Manager)

- ICS Media Officer
  - Development
<table>
<thead>
<tr>
<th>POSITION</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Commander:</td>
<td>Executive Director</td>
<td>Senior Director of Operations</td>
<td>Director of Programs</td>
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<tr>
<td>Human Resources:</td>
<td>Human Resources Manager</td>
<td>Senior Director of Operations</td>
<td>Executive Director</td>
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<tr>
<td>Chiefs:</td>
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<tr>
<td>Operations:</td>
<td>Director of Food Operations</td>
<td>Food Operations Manager</td>
<td>Food Operations Control Coordinator</td>
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<tr>
<td>Programs:</td>
<td>Director of Programs</td>
<td>Agency Relations Manager</td>
<td>Agency Training Coordinator</td>
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<tr>
<td>Development:</td>
<td>Development &amp; Marketing Manager</td>
<td>Volunteer &amp; Community Engagement Coordinator</td>
<td>Event Coordinator</td>
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<tr>
<td>Finance/Administration:</td>
<td>Senior Director of Operations</td>
<td>Executive Director</td>
<td>Accounting Manager</td>
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<td>Officers:</td>
<td></td>
<td></td>
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<tr>
<td>Safety:</td>
<td>Facilities Manager</td>
<td>Food Distribution Supervisor</td>
<td>Human Resources Manager</td>
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<tr>
<td>Media:</td>
<td>Marketing &amp; Communications Manager</td>
<td>Digital Communications Coordinator</td>
<td>Marketing &amp; Design Coordinator</td>
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Pre-Incident Preparations

**Incident Commander**
- Considerations
  - Up-to-Date Staff List
  - Up-to-date Laptops
  - Safety Meeting
- Communication
- Staffing Plan

**Food Operations**
- Considerations
  - Shipping & Receiving Schedules
  - Canceling Deliveries
  - Essential Staff
- Communication
- Staffing Plan

**Safety Officer**
- Considerations
  - Secure Building, Equipment, & Trucks
  - Generator
  - Fuel Supply Source
- Communication
- Staffing Plan
Disaster Mode

### Health & Safety
- Onsite Injuries?
- Communicable Disease?
- Building?
- Travel to Food Bank?
- Travel to Service Areas?

### Situation Summary
- Area(s) Affected?
- Numbers Affected?
- Impact on Staff?
- Power Outages?
- Communication Issues?
- Response Impediments?

<table>
<thead>
<tr>
<th>Food Bank</th>
<th>Community</th>
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</thead>
<tbody>
<tr>
<td>Affected</td>
<td>Non-Affected</td>
</tr>
<tr>
<td>Non-Affected</td>
<td>Affected</td>
</tr>
<tr>
<td>Affected</td>
<td>Affected</td>
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</tbody>
</table>
**Considerations:**

1. Central Area for Operations and Communications
2. Checklist & Staffing Plan

<table>
<thead>
<tr>
<th>Activate an Emergency Operations Center?</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>• Post Area Maps</td>
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<tr>
<td>• Set up Multiple Phones; IT or Facility Manager Moves Phone Extensions</td>
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</tr>
<tr>
<td>• Use Incident Action Plan to Post Each Section’s Actions</td>
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<td>• Post Upcoming Meetings</td>
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**Critical Tasks**

**Considerations:**
- “Critical Tasks” Packet
- Up-to-Date Staff Lists
- Laptops with Necessary Files
- Schedule PVCOAD/Berkshire COAD Food Subcommittee Phone Call

**Division Meeting:**
- Closing
- Send Volunteers/Guests Home
- Personal Safety Checklists
- Explain Incident Command Team & Incident Action Plan
- ICT Will Contact you when it’s Safe to Report to The Food Bank
- Check The Food Bank Phone/Website
- Cancel Meetings
- Contact Staff not at The Food Bank
**Steps Taken**

**CDC & DPH Guidelines**

- Increased Cleaning/Disinfecting
- High Touch Surfaces
- Hand Sanitizer Stations
- Delivery Trucks
Staff

• Closed Building
• Capacity Limits - Staff
• Require Masks
• Contact Tracing

Steps Taken
Mobile Food Bank

- Pre-Packaged Portions
- Drive Through
- Require Masks
- Promote Social Distancing

Steps Taken
Brown Bag

- Pre-Packaged Portions
- Promote Social Distancing
- Require Masks

Steps Taken
Volunteers

- Capacity Limits – Volunteers
- Sanitize Hands
- Temperature Checks
- Require Masks
- Contact Tracing

Steps Taken
Steps Taken

Agency Pick-Up

• Limit Parking
• Traffic Cones
• Emails to Agencies
• Promote Social Distancing
• Require Masks
Deliveries

• Tablets
• No Signatures
• PPE Distribution
• Hand Sanitizer
• Surface Disinfectant

Steps Taken
Thank you!

Michael Sharry

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