

Sid Valley Food Bank

Driver Induction Information

Dear Volunteer

Thank you for offering to help us to continue to operate the Sid Valley Foodbank during the Coronavirus. As we are unable to run our usual induction for new volunteers, please read the following.

The Foodbank will deliver food only to those who have been referred to us via government, GP or charitable agencies. There is a formal system for this and we at the Foodbank make no judgements about anyone who is referred.

You will be asked to sign a confidentiality agreement to clarify that you understand the importance of keeping our clients' details and circumstances private.

You will be issued with an ID badge which you must wear when you are volunteering.

In order to minimise risk of catching and spreading the virus, we have moved to a delivery-only service. Those who are used to collecting their own food will therefore be new to this process, but should be aware of the new system.

Where possible delivery drivers will only be asked to deliver to a maximum of five homes within a given area in one run.

Clients will be aware of their responsibility to be at home to receive delivery between 13.00 and 15.00 or to let us know of a safe drop-off point if they have to go out. If they are out and have not advised us of a secure place, the food must be left on the doorstep.

Drivers will carry the foodbags to the doorstep, put a delivery slip through the door and ring the doorbell. There is no need to wait until the door is opened or engage in any way with the clients. However, should you see/speak to a client and feel concerned about their (or their family's) safety, please let the Foodbank Co-ordinator know so that she can pass this information on to the appropriate agencies. It is not your responsibility to get further involved.

Drivers should be mindful of their own health and safety:

- Keep your hands clean using gel or wipes between deliveries.
- As you collect the food bags from our base, if you think a bag has been overfilled or is likely to break, do not risk hurting yourself. Let us know and we will help repack it.

We intend to operate a rota for volunteers, so it would help if you could let us know if you are needing to self-isolate, or are ill, so that we can contact alternative volunteers. The Foodbank Co-ordinator will keep in touch with you when necessary by telephone or email.

Once again, many thanks for your help

Andie Milne
Foodbag Co-ordinator