



## Mid-Ohio Foodbank: Delivery Program Overview

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**Purpose:** To provide clear guidelines for *drivers*, *agencies*, and *host sites* that promote safe, efficient, and damage-free unloading of product.

### **Overview of Delivery Program:**

- Agencies are charged for grocery delivery. The charge rate is three cents per pound, with a twenty-dollar minimum fee (produce deliveries are free of charge to our partnering agencies.)
- Foodbank grocery delivery drivers whose trucks are equipped with power lift gates will lower pallets from their truck and unload the pallets at the delivery site dock or parking lot. If no lift gate is available, Foodbank drivers will move freight to the rear of the truck, and it is the responsibility of agency personnel to unload groceries from the truck. Agency staff/volunteers should **never** work inside a Foodbank truck.
- For safety and liability reasons, drivers are unable to assist agency staff/volunteers in taking food/grocery products from the unloading zone into their facilities. **NOTE: If you are participating in a Mid-Ohio Foodbank program that has been APPROVED to host food distributions indoors, drivers will bring the food inside. The driver can only bring deliveries indoors to sites that have been assessed by the Transportation Dept.**
- For safety reasons, drivers will use cones to secure an unloading zone at the delivery sites. Staff /volunteers should **not** enter the delivery zone without permission from the driver.

Because we have a limited number of trucks and drivers, local and out of county delivery opportunities are limited. Contact Kenda Alexander at **614-317-9449** to learn more about the MOF grocery delivery program.

### **Site Requirements**

- Delivery location must be paved, and of sufficient strength and quality to support the weight of a delivery vehicle (all delivery sites will be reviewed and approved by MOF transportation team)
- Location must be free of obstructions, such as: low overhead wires, low roof overhangs, etc.
- Pavement must be free of debris, such as: gravel, trash, leaves, etc.
- Pavement area must be large enough for driver to safely maneuver the vehicle and unload product.
- Area must be clear of vehicles and people, such as: clients, staff, or volunteers.
- Staff, volunteers, and clients are to follow the directions of the driver to avoid hazards and injuries during truck maneuvering and product unloading process.

## **Produce Cancellation Policy**

Due to the nature of our work, it is important that Produce Markets be held rain or shine and not be cancelled unless outstanding circumstances arise. If more than one requests for cancellation occurs in a year, your partnership with the Foodbank will be at risk. If you must cancel, we ask that you give a minimum of 48 hours' notice prior to the event. We will work with extenuating circumstances on a case-to-case bases.

## **Winter Weather**

- Delivery zone must be cleared of snow and ice.
- Road condition alerts
  - **Level I & Level II-** Delivery is still scheduled but may be delayed – If your county is experiencing extreme temperatures and/or a Level II emergency, it is the agencies responsibility to communicate to the appropriate Mid-Ohio Foodbank staff member that they will be accepting their delivery.  
***If you need to cancel your delivery, contact MOF 48 hours before your scheduled delivery.***  
We will reschedule cancelled deliveries if the schedule permits.
    - **Grocery Orders-Orders & Customer Service 614-317-9426**
    - **Produce Orders-Jenn Rose 614-317-9441**
  - **Level III-** Delivery cancelled – will be rescheduled when conditions and schedule permit.
  - **NOTE: Extreme cold could also impact deliveries.**

If Franklin County is on a level III snow alert, the MOF warehouse will be closed, and no deliveries (grocery or produce) will go out to any county in the Foodbank service area.

## **All Cancellations**

- To inform Mid-Ohio Foodbank that you want to cancel your scheduled delivery AND/OR pickup, **we require all agencies to use the following e-mail: [cancel@midohiofoodbank.org](mailto:cancel@midohiofoodbank.org) . DO NOT CALL OR LEAVE A VOICEMAIL.**
- **IMPORTANT!** – YOU MUST INCLUDE IN YOUR EMAIL:
  - YOUR **AGENCY ID NUMBER**
  - YOUR **AGENCY NAME**
  - THE **DATE/TIME OF THE DELIVERY OR PICK-UP YOU ARE CANCELLING**

## **All Other Calls**

- **Customer Service Desk:** 614-317-9426
- **Weekday Produce Programs:** Jenn Rose 614-317-9441
- **Weekend Produce Markets:** Patrick Peters (cell) 614-554-5863 or 614-256-1449.
  - If Patrick is unavailable, contact Don Eggleston (cell) 614-554-5867.
- **Outside of normal work hours:** (M-F 7:30 to 4:30) Patrick Peters (cell) 614-554-5863 or 614-256-1449.