



## REACHING OUT CENTER DISTRIBUTION POSITIONS, PROTOCOLS, & POLICIES

### **Loader's Section** (Loading Food into vehicles)

- Loaders and Cart Retrievers are required to wear a safety vest.
- Spacing between recipient vehicles at a minimum of 5 feet.
- Traffic Lead initiates the first contact with driver and will gesture with their hands to put vehicle in park (if a newer vehicle, ask to turn vehicle off for safety measure) note: older models tend to stall holding up the line if problematic.
- Second contact will be the loader putting food in to the vehicle and will greet driver before loading and ask to put parking break on.

### **Basket / Shopping / Bagging Section** (Filling shopping carts with food and bagging produce for distribution)

- Be attentive and aware at all times of **forklifts, pallet jacks, and racks**. Please listen to horns and avoid contact always.
- If you need a pallet removed, please inform a forklift driver or warehouse manager to remove it. Pallets are not just heavy, they sometimes have small wood pieces and nails exposed.
- Load all loose items in the box and bagged produce outside the box. Eggs, milk, and bread would always in the small basket area of the cart. Frozen meat should always be bagged to avoid cross contamination.
- If you are assigned over a specific bin to load contents into the grocery cart, you will be considered the point person. Always make eye contact and clear the path in front of the bins or pallets to ensure safety for all.
- Bag produce per instructions from ROC staff (how much per bag) and load the designated bins for distribution.
- Put aside any rotten fruit or vegetable and do not bag for distribution.

### **Registration Section** (Checking in recipients and directing traffic)

- Everyone must wear a safety vest.
- We don't turn anyone away from receiving food unless someone is rude and/or threatening. Inform SJPD or ROC Staff/Management.

### **Forklift Drivers and Small Machine Handlers** (Handling food inventory)

- Always use the **horn** for everyone's safety and take your time.
- Only the **small machines** (pallet jacks) are to be used in the shopping area by Ministry Partners (volunteers).
- Make eye contact and announce any moving of bins or pallets for replenishment or to clear area.

### **General Policies** (Handling food inventory)

- Cell phones and/or earbuds are prohibited during working hours due to heavy machinery & vehicles throughout.
- Harassment of any kind, violence, sexual, intimidation, offensive speech, profanity, or negative and threatening gestures of any kind, sowing discord, and a display of unnecessary rudeness is not tolerated.
- No access allowed without approval or consent from Reaching Out Center staff: warehouse (including cooler & freezer) and outdoor cooler.
- Wear gloves at all times. Discard and replace them when stepping away from your assigned task. No cross contamination.

**You, (ministry partner/staff member) agree to follow the protocols above. You agree to defend, and hold harmless Reaching Out, LLC with Cathedral of Faith against claims, damages, losses, and expenses, including but not limited to attorney's fees, arising out of or resulting from negligence or misconduct in relation to the protocols defined in this form.**

PRINT NAME: \_\_\_\_\_ SIGN NAME: \_\_\_\_\_ DATE: \_\_\_\_\_  
EMAIL: \_\_\_\_\_ MOBILE PHONE: \_\_\_\_\_