FREQUENTLY ASKED QUESTIONS

**CATEGORY: I NEED FOOD ASSISTANCE**

**Q: How can I find a food pantry or soup kitchen near me that is open?**
**A:** Nearly 75% of our 300 agencies are open and providing food. Please use our [agency locator](https://www.feedingsouthflorida.org/covid19) to enter your zip code and locate one of our partner agencies near you. Please call first to ensure they are open and to check on their operating hours.

**Q: Where are distributions taking place?**
**A:** Please keep in mind that partner agencies are open. These distributions are in addition to the support you can receive in your community.

Visit [www.feedingsouthflorida.org/covid19](https://www.feedingsouthflorida.org/covid19) and click on our “Distribution Locator” to view the list of “drive-thru/grab ‘n go” distributions taking place in each county.

**Note:** We’re adding sites all the time and locations will change from one week to the next. We are working on creating regularly scheduled locations and times. This list is updated at the end of each day. If you do not see a distribution listed near you, please use our Agency Locator to locate another partner agency. (See “How can I find a food pantry near me?”)

**Q: What is required to receive food assistance?**
**A:** Anyone in need. In some cases, an income eligibility form is required. We also provide vouchers requesting more information but they’re not required to receive food.

**Note:** We are receiving many calls from people scared or in fear of not having food in a few weeks, even though they are okay today. Please know that we will have food and we’re screening for those most critically in need.

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Q: I/my loved one is homebound. How can we receive home delivery of food?
A: Feeding South Florida can provide home deliveries to those most in critical need, who are not part of another home delivery program, who are homebound due to immobility, and who don't have a family member to assist.

Please complete this online form and a member of our response team will reply within one business day.

Each county has a 211 or 311 helpline. You can also call them as well.

Q: I see you're asking for people to complete a form. Is my information share with anyone?
A: Feeding South Florida does not share information with anyone, it's for internal purposes only. We are not the government and immigration status does not impact anyone's ability to receive food from Feeding South Florida.

**CATEGORY: I WOULD LIKE TO HELP**

Q: What's the best way to help?
A: If you can, the best way to support our efforts is by making a monetary donation. You can donate online here.

Monetary donations give us the most flexibility to respond to rapidly changing needs, from hiring temporary staff, to transportation, to food purchase if necessary.

Q: Do you need volunteers?
A: Yes! We are currently open for volunteers and are following all CDC protocols (See “What safety precautions are in place?”)

Register to volunteer at our Main Warehouse or at Feeding Palm Beach County. Three shifts are available Monday-Saturday. Volunteers must register online at volunteer.feedingsouthflorida.org.

Q: What precautionary measure are in place for volunteers?
A: Cautionary measures for volunteers include:

- Volunteers must sign a waiver of attestation that they have not traveled to COVID-19 affected sites and that they are in good health.
- Availability of gloves and hand sanitizers for use during volunteer shift.
- Limiting the size of volunteer groups and dividing the groups into our three separate "inspect, sort, and build" rooms at our warehouses.
- Safety signs posted around the facility.
- No touching policy with a safe distance apart.
- Handwashing breaks.
**CATEGORY:** I WOULD LIKE TO HELP FEED PEOPLE

Q: I am an organization/agency. Do you have to be an approved partner agency of Feeding South Florida to receive food for distribution?
A: No! However, to best respond to all community needs, FSF is analyzing areas of most need, considers whether there are other distributions already in place, and looks at how the food will be used.

To request a distribution, please complete [this referral form](#) and a member of our COVID-19 response team will contact you within one business day.

**Note:** FSF has been responding to anyone wanting to help others. To ensure our ability to serve the community in this way for the long-term, FSF will begin establishing regular distribution sites and schedule, directing people to those central sites.

Q: Are there restrictions on how we can use the food?
A: Yes. Feeding South Florida cannot distribute food to individuals or organizations looking to prepare meals in a non-commercial kitchen. Feeding South Florida will partner with only select, established entities to conduct home deliveries.

Q: Does Feeding South Florida provide prepared meals?
A: Not at the moment. We are completing the build-out of our commercial kitchen and anticipate that meal production will begin in late April.

Q: How can I serve kids?
A: Feeding South Florida is a proud Summer BreakSpot sponsor and can set up a feeding site for kids 0-18 when school is not in session.

To submit your interest in becoming a BreakSpot site, please complete [this form](#).

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**Category: Miscellaneous**

**Q:** How does Feeding South Florida help?
**A:** Feeding South Florida is the leading domestic hunger-relief organization serving Palm Beach, Broward, Miami-Dade and Monroe Counties. We are the backbone of the charitable food supply in each county we serve, powering 300 nonprofit partners under “blue skies” and adding extra distribution and Summer BreakSpot sites under “gray skies.”

We are doing the following:

- Coordinating with Feeding America, Feeding Florida, government agencies, school districts, county government and local community partners to strategically deploy food resources.
- Scheduling drive-thru distributions in strategic areas throughout the community to supplement closed agency sites, schools and meal sites.
- Continuing to operate our three FSF pantry sites.
- Continuing to supply our partner agency network with food.
- Sourcing prepared meals from food donors and restaurants and getting it those who need it via our MealConnect food rescue app.
- Providing innovative logistics support to community partners.
- Surveying our network of partner agencies to monitor closures, support increased food needs and understanding volunteer capacity.
- Working with community stakeholders to recruit volunteers.
- Advocating for federal and state legislation and funding that supports COVID-19 response and recovery.

**Q:** We see Feeding South Florida requesting financial support. Why does Feeding South Florida need so much funding?
**A:** When you go to the grocery store and they’re out of an item, it’s usually okay and you think, “I’ll get it next time.” When Feeding South Florida is out of food, people don’t eat. As the umbrella organization for food distribution and disaster relief efforts, we can’t afford to close. It costs us on average, about $125K per week to operate. Under the current circumstances, we need about $350K to continue operating at this place. We are looking at hiring temporary employees, adding to our fleet, and eventually start purchasing food. Without Feeding South Florida, 300 nonprofit partners, our direct service programs, and additional distributions would cease to exist.

**Q:** If you will need to purchase food, can I just buy some and donate it?
**A:** As part of the Feeding America network, and our economies of scale and purchasing power, Feeding South Florida can purchase food at less than wholesale costs. By donating to us, we can stretch your investment the furthest by purchasing in trailer loads and sourcing all throughout the country.
Q: With all the increased need in the community, can one organization do it all?
A: No! Collaboration is at the core of our mission and we know we can’t do it without the help of our partner agencies, community partners, municipalities, volunteers and donors.

As a member of the Feeding America network, and the largest and most efficient food bank in each county we serve, we were on pace to distribute nearly 80 million pounds food prior to the COVID-19 outbreak from our two warehouses with nearly 100,000 sq. ft of space and a fleet of 20 refrigerated tractor/trailers and box trucks. That to say, disaster and crisis response requires the infrastructure necessary to respond quickly. Feeding South Florida has the expertise, logistics and infrastructure necessary to power the community’s food distribution needs.

Although there are other hunger-relief organizations, a coordinated response, especially during this crisis, is essential. With scarce resources, using funds in the most efficient way to ensure everyone receives the food they need.

Q: Where can I see all the work you've done as part of COVID-19 response?
A: We’re on each social media platform! You can find us @FeedingSouthFlorida on Facebook, Instagram, YouTube, LinkedIn and @FeedingSouthFL on Twitter.

You can also visit our Facebook COVID-19 album and news feed. Be sure to see all our videos on YouTube as well!

Q: What safety protocols do you have in place?
A: Feeding South Florida believes that the safety of its employees and volunteers is of paramount importance.

- Activated a staff prevention and leave policy that includes increased sanitation supplies, hand washing for at least 20 seconds, cleaning and disinfecting surfaces, no touching, staying home when sick, required doctor clearance when sick, and more.
- Increased cleaning supplies in our sort rooms and signage throughout the facility reminding volunteers of safety protocols.
- Adjusted choice pantry service model to curbside pick-up only.
- Requires volunteers to sign an attestation of travel history and good health.
- Disseminated CDC and safety information to our network of partner agencies, including signage to post during distributions and recommendations to change all distributions to drive-thru.
- Placed head count limits on volunteer shifts and practicing distancing policies.

Q. I still have questions.
A: If you still have questions, please e-mail contact@feedingsouthflorida.org. Due to the high volume of e-mails and calls, it may take one business day to receive a reply.