

Safety should always be your priority.

Inform staff and volunteers of the policies below to ensure basic safety is upheld. You may also add requirements that are specific to ensuring safety at your distribution location.



CLEANLINESS

- Keep all work areas clean, including tables and floors.
- Clean up spills IMMEDIATELY. If there is a spill or leak, have a volunteer or employee supervise the area while another person gets a mop or towel to clean up.
- Create a “food disposal” bag, box, or crate to dispose of spoiled product. Empty it regularly.
- Empty boxes should be broken down and discarded in a designated area, away from any walkways to avoid a tripping hazard.



SAFETY

- All pallets are for food items only. Pallets are designed to displace weight and should NOT be used for stepping, sitting, or laying.
- Stack all empty pallets to the side of the distribution area to avoid a tripping hazard. To prevent injury, always ask for assistance with moving pallets.
- Brief all volunteers and employees about the heavy equipment in the area. When pallet jacks/forklifts are in motion, have the user announce their presence.
- Staff/volunteers must be trained before operating equipment such as pallet jacks.
- When using box cutters and/or knives, always cut away from yourself. Keep the blade closed when not in use.
- Ensure a safe and clearly delineated traffic flow using signs and cones. Walk-up clients should not pass through vehicles. If intake workers are walking among vehicles they should wear reflective vests. Designate a worker to direct traffic if needed.
- Do not attempt to lift items that are too heavy or too high. Ask for help!
- Always have a first-aid kit stocked and easily accessible.



EMERGENCIES

- In the case of an emergency such as a slip or fall, a medical issue, or an unruly person, instruct your employees/volunteers to call out for help loudly and verbally. Make a code-word and make it known to all staff prior to the distribution.
- If police or an ambulance is necessary, have one person make a call to 911 to avoid clogging up lines with multiple calls.

- Create an emergency evacuation plan for your clients, employees, and volunteers.
Avoid having only 1 option for an exit in the case that exit is blocked by the emergency.
- Have a fire extinguisher available and close by to the distribution for use if needed.