



*Updated May 1<sup>st</sup>*

## **Neighbor Ride Food Delivery Rides**

### **One Month Update**

A huge thank you to all of you who have provided food delivery rides in April. You successfully provided essential food to **228** Howard County Residents. Below we have updated the Food delivery information since we have added a program and some of the initial procedures have changed.

### ***What if I know someone that needs food assistance?***

Have them call the Office on Aging at 410-313-1234 and/or Food Bank at 410 313-6185 to see what program might be able to help them. Both places can do “qualifying” over the phone and will provide Neighbor Ride with the client’s information for delivery assistance.

### ***What is the delivery service?***

Neighbor Ride is now up and running using Ride Match Portal to arrange deliveries for the following residents of Howard County:

1. Howard County Food Bank - 9385 Gerwig Lane
2. Community Action Council Head Start Family Meal Program (from the Food Bank @ 9385 Gerwig Lane)
3. Howard County Office on Aging & Independence Congregant Grab & Go Meal Program (from the Ellicott City 50+ Center @ 9401 Frederick Road)
4. HCPSS Grab and Go Meal Program from various public-school locations.

### ***What do I need to know before taking a Food Delivery Ride?***

1. ***PLEASE consider any physical limitations you may have before taking a food delivery ride since many deliveries are to apartment building which might include stairs. All***

***food needs to be delivered to the front door of the house/apt. Some clients are not physically able to come downstairs to meet the drivers.***

- **HC Food Bank** are **four-five grocery bags of food**. You will likely need to make multiple trips from your car to get them to client.

- **Ellicott City 50+ Center** are five to seven frozen meal trays in an easy to carry box

- **HCPSS Grab and Go**- receive 1-2 bags of groceries, except on Fridays when you have two produce boxes.

2. If you do sign up for two Food Bank deliveries, please make sure to have a means to separate the food bundles in your vehicle.
3. For all pickup locations we try to spread out pick-up times to minimize contact with others. For efficiency, we try to group rides by zip codes. Additionally, Food Bank pickup slots are either before or after the general public come in to do their own personal pickups.
4. If possible, consider having a member of your household come with you. It helps with calling the client to finalize details of delivery after you have left the food pickup location and they can help to carry the multiple bags of food. Also, clients may live in an apartment and depending on what you work out with client, you may need to navigate building access, stairwells or elevators so having a HELPER HELPS.
5. Please comply with all government requirements of wearing masks. It is also recommended you wear gloves or having disinfectant wipes / hand sanitizer in your car for your safety and the safety of others. You may have to navigate door handles, elevator buttons, etc. for your delivery.

### ***How do I perform a Food Delivery Ride?***

1. All Food Delivery Rides will be entered in the Portal same as all other rides that Neighbor Ride provides, and you select them the same as you do all rides. Neighbor Ride staff will spread the rides out through the day to minimize # of pickups at Food Bank at one time and to provide variety of delivery times for drivers to choose from.
2. You will know that a ride is a Food Delivery by:
  - a. It is assigned to the GROUP = Food Bank Delivery

- b. It is assigned to the GROUP = Food Delivery – EC Senior Center
- c. It is assigned to the GROUP = Food Delivery – See Notes
- d. It will be a ONE WAY FROM DESTINATION Ride so the clients home address will show as the Destination.

***VERY IMPORTANT – Pay close attention to the GROUP to make sure you go to correct location for food pickup. This is especially important for the Food Delivery – See Notes GROUP as these rides are typically from various county schools as part of school system’s Grab & Go Meal Program***

- 3. Accept the ride as you normally do. Make sure and **check the NOTES fields** for any specific information about the delivery that we have collected. Neighbor Ride staff will contact the client to say their delivery has been scheduled. ***PLEASE DO NOT CALL the client the night before the delivery.*** You only need to call the client right before the delivery once you have picked up their food delivery (see below)
- 4. You may find it helpful to PRINT a copy of the RIDE DETAILS from the Portal (***Click “View” button from Ride Table and then Click “Print Ride” from Ride Details.*** **NOTE:** If you are doing a delivery from the Food Bank you will NEED to have a copy of the RIDE DETAILS to give them.

**For Food Delivery from the Food Bank:**

Drive to Food Bank (9385 Gerwig Lane) at the scheduled time. ***Only one person at a time can enter the building. Once the lobby is clear, go in the front door to the receptionist and indicate you are doing a Food Delivery ride. Please give your confirmation print out to the receptionist for her to keep. Also, the birth date of the client is in note field of the confirmation and is helpful to the Food bank receptionist to look up the client.*** A food bank volunteer will then grab a bundle of food and load it in your car. Call the client before you leave the pick-up location to tell them you will be there in “X” minutes and confirm apartment number or any special delivery requirements. Leave bags/box on doorstep and knock. Be sure to maintain proper distancing.

**For Food Delivery for the Ellicott City 50+ Center**

Drive to the Ellicott City 50+ Center (9401 Frederick Road) at the scheduled time where Senior Center personnel will come to your car window to ask for the name of your client/s. They will put a box of the seven frozen meals in your trunk or backseat. Call the client before you leave the pick-up location to tell them you will be there in “X” minutes and confirm apartment number or any special delivery requirements. Leave box on doorstep and knock. Be sure to maintain proper distancing.

**For Food Delivery for the HCPSS Grab and Go**

Drive to the school designated on the ride details (At many schools there are two distribution areas: One is the HCPSS food distribution which is usually at an open doorway of the school, the other is the Columbia Community Care Group. They are usually in the front of the school property with flags, tables and tents.) Be sure to find the HCPSS Grab and Go distribution. You will give the clients name and family size and you will receive 1-2 bags of groceries, except on Fridays when you have two produce boxes. Call the client before you leave the pick-up location to tell them you will be there in "X" minutes and confirm apartment number or any special delivery requirements. Leave box on doorstep and knock. Be sure to maintain proper distancing.

**Thank you so very much!**