

Cooking and Collection : Handing Out Food Guidance



Pre-session

Action	Checkbox
Please ensure that you have enough take away boxes, and bags to hand out food. If you need more, please contact your Regional Manager.	
Set out a clear one-way system for guests to enter and exit building without creating a bottle neck. Ensure all volunteers know this route.	
Ensure all signage about social distancing and sanitising hands is up and visible for guests.	
If venue has allowed ensure external floor stickers marking distance is still visible – if using cones, please set up outside for visual cues for guest to utilise.	
Set up hand sanitiser station for guests to utilise ensuring that it is full of hand sanitiser. This should be set up before guests reach the food collection point.	
Collect the list of ingredients and allergens for cooked items and have them on take away point for any questions from guests.	
Hosting Project Leader will be in charge of queue management ensuring that everyone is welcomed and that any new guest data is collected prior to reaching the collection table and ensuring people are aware of social distancing and hand sanitizer stations.	
Set up food collection table in a well-ventilated place if possible. ie open surrounding windows/doors.	

What to put in the bag?

- Please put in one box of the prepared meal
- Please include allergen stickers on all take away boxes and circle any allergens that are in the food.
- If you have excess ingredients not used in cooking, try and distribute the surplus food as evenly as possible into bags. i.e break up bunches of bananas to split more evenly between the bags.
- Do not put any cooked food in bags that has been out at room temperature for longer than 2 hours.

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During Service - managing the queue

Action	Checkbox
Welcome people and ensure that everyone is maintaining a safe distance	
Direct people to sanitise their hands and explain the route in and out of the building	
Admit people one at a time, ensuring to keep momentum to distribute as quickly as possible	
Hosting Leader to collect information from new guests who approach due to the queue.	
Ensure you maintain a 2 metre distance from guests in the queue. If you are managing the queue please wear a face masks provided by FoodCycle if you are unable to keep a 2metre distance from guests.	

During Service - distributing the food

Action	Checkbox
Let guests collect items from tables directing them on what to take	
Stay behind sneeze guards whilst at collection point	
Let guests know about allergen information of dishes and any storage or cooking instructions	
Set aside all dishes that have special allergen requirements based on guest referrals	
Ensure that all food is handed out within a 2 hour window – if this isn't possible food must be put in the refrigerator before 2 hours have passed	
Remind guests that we will be here again next week	



Likely Questions from Guests and responses

Q. I would like more than one takeaway for myself / friend / family.

Absolutely, we are going by our list of people in your household so may not have enough food to do extras in that information isn't already on there. You can let us know the full names of these people, you would like to collect for and we can add them to the list and ensure enough is made next week.

Q. Why is this happening? How long will this be going on for?

To help stop the spreading of coronavirus, we are temporarily stopping dining service. As soon as it is safe to do so we will start our usual service again. This is to ensure that guest and volunteers do not get sick as a result of attending community meals. We are collecting guests contact information so that we can let you know as soon as we are back to normal, but also inform you if there has been an outbreak at one of our services. We will be here each week ensuring there is food. We are working to get back to normal as soon as we can safely do so.

Q. I come here for the company not the food. What should I do now?

We are currently running a check-in and chat service where are volunteers will give you a ring once a week. Please let us know if you are interested. We have your details so will also let you know as soon as it is safe for to be back up and running as normal.

Q. I have just joined the queue as I can see you were giving out free food can I have some?

Yes, however we are going to have to collect your contact information so we can get in touch just in case anyone in this queue becomes sick. Once we have your information you can come collect food each week. Take bag of surplus food.

Q. Can I go to the toilet?

No. Unfortunately at the moment all access to the building for anything other than collection is closed. This is to reduce the risk of infection to guests and volunteers.

Q. Why are you collecting my information?

We need to collect our guests contact details in line with government guidance. This is to help aid NHS test and trace if there is every an outbreak at this project. We will only use this information for that reason.