

Emergency Food Bank Home Deliveries Service Agreement

If you are in need of food bank services but are unable to access food bank pick-up sites, you may qualify for Emergency Food Bank Home Deliveries.

Program eligibility:

To be eligible for this program, you must qualify for food bank services and meet at least one of the following criteria:

- Lack transportation to a food bank pickup site (if you are able to access bus transportation to a site, then please consider this option).
- Be at high risk of severe illness from COVID-19 (see below).
- Be in isolation because you have received a positive COVID-19 test result.
- Be in quarantine because you were exposed to someone with COVID-19 and may become sick.

If you are unsure if you are at high-risk of severe illness from COVID-19, please review the list below of qualifying conditions:

- Be aged 65 or older.
- Live in a nursing home or long-term care facility.
- Be in a high-risk category, can include:
 - People with chronic lung disease or moderate to severe asthma.
 - People who have serious heart conditions.
 - People of any age with severe obesity (body mass index >40), or certain underlying medical conditions, particularly if not well controlled, such as diabetes, renal failure, or liver disease.
 - People with weakened immune systems due to a variety of conditions including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS and prolonged use of corticosteroids and other immune weakening medications.
 - People who are pregnant should be monitored as they can be at increased risk for severe viral illness.

With our limited resources, we are looking to connect those most at need and at highest risk with Food Bank Home Deliveries.

If you have questions or inquiries about the foodbank home delivery, please contact the hotline at (360) 255-0465. Please do NOT call your local food bank.

Service Agreement

In order to better serve the Whatcom County residents the Emergency Food Bank Home Deliveries service is instituting the following policies.

Please initial to signify agreement:

___ If your health status changes and/or you are able to go to a foodbank pick up location, you will call to cancel your deliveries with the home delivery service. Again, this service is for people who have health concerns and are not able to go to a regular foodbank pick up location. We cannot accommodate special dietary requests.

___ Deliveries are made on Fridays (excepting holidays), but there is no specified timing for deliveries. You must be reachable at the phone number provided during delivery hours in case there are issues with your delivery. You must agree to be ready to receive delivery on Friday between 8am and 5pm. If there is a change in schedule, you will be notified a week in advance.

___ Changes (including cancellations) must be made the Tuesday of that week for any changes to be made that week. We cannot "pause" deliveries. If you need to miss a week, stop the delivery and then call us back (360-255-0465) when you are ready to re-start.

___ We may cancel your delivery if: a) we are not able to find your address and are not able to reach you by phone to find your location, b) we have reports that your food is being left out of doors and is not being utilized (appears to have been abandoned).

___ Please wait until Monday to call the foodbank home delivery hotline (360-255-0465) if you have missed your Friday delivery. We are not able to assist with missed deliveries on Friday.

___ Please only call the foodbank hotline (360-255-0465) to report a missing delivery once in a 24 hour period. If you do not hear about the status of your delivery after 24 hours, then you can call back. Clients who make repeated calls will be given a warning and then their deliveries will be suspended for the following week. Continued calling may result in a permanent removal from the program.

___ If you have extenuating circumstances that prevent you from abiding by these service agreements, please contact us at (360) 255-0465.

Client name: _____ Age: _____ Phone number: _____

Delivery address: _____

Signature: _____ Date: _____