

## DELIVERY OF SCHOOLS TAKE ROOT BASKETS

### Guide to implementing preventive measures in the context of COVID-19

**Updated September 16, 2020**

The following guide offers recommendations on the measures to be implemented during the delivery of Schools Take Root baskets. It is based on the latest public health measures ordered or recommended by the governments of Quebec and Canada. These guidelines are subject as the situation evolves. **Accordingly, the recommendations and instructions of public health authorities take precedence over this guide at all times.**

The health measures in place may differ from one region to another.  
**Always take into account the most recent directives issued by public health authorities.**

In addition, individual establishments may have established additional health rules.  
**Check with your establishment’s administration to make sure you comply with any additional measures.**

## 1. PRIOR TO DELIVERY: IMPLEMENT MEASURES AT THE DELIVERY POINT

### 1.1 RECRUIT VOLUNTEERS

More than ever, it will be necessary to ensure a sufficient number of volunteers when organizing the delivery of baskets. Not only will these volunteers help your farmer unload the truck and follow up on orders, but they will also be needed to welcome and direct families and to inform them about the health measures to be followed. The following table shows the minimum number of volunteers needed.

Number of baskets sold	Number of volunteers required*	Presence of the farmer
50-75	3	1.5 hr
76-125	4	2 hrs
Over 125	5	3 hrs

\* It's important to plan for extra adult volunteers to be available for about 20 minutes upon the farmer's arrival to help unload the truck and to carry the boxes of vegetables.

Prior to delivery, make sure you contact your volunteers to confirm their attendance and inform them about the required health measures. Ask volunteers who are experiencing any symptoms related to COVID-19 (ex., cough, fever, respiratory problems, etc.<sup>1</sup>) not to show up at the delivery location.

At the delivery point, ask volunteers to **wear a mask or a face covering**<sup>2</sup> for the duration of the delivery activity, to maintain a **physical distance** of 2 metres where possible and to **wash their hands regularly**.

## 1.2 PLAN FOR AN OUTDOOR VENUE

**Since it is strongly recommended that delivery take place outdoors**, plan for and set up a site on the establishment's premises (playground or parking lot, for example) or nearby (recreation area, park, in front of a church) to ensure a sufficient amount of space. Remember to validate the location with the establishment's administration.

In case of rain, it is preferable to provide tents. Many farmers have them and could bring them if necessary. Your farmer will contact you a few days before delivery to discuss the necessary material (see step 2.3).

## 1.3 AVOID GATHERINGS

Plan deliveries in such a way as to avoid gatherings of people. For all deliveries, and particularly if you are expecting more than 50 baskets, make sure that families do not all arrive at the same time.

To comply with this measure:

- Ask **one person per family** to come and pick up the basket(s);
- Make a timetable offering several 10-minute **time slots** (5 to 10 people maximum for 10 minutes). The week before delivery, ask people who have an order to register for one of the time slots for basket pick-up.

## 2. DELIVERY DAY: ENSURE COMPLIANCE WITH HYGIENE AND DISINFECTION MEASURES

### 2.1 ADAPT THE DELIVERY POINT

Wearing a mask or face covering that covers the nose and mouth is mandatory for people aged 10 and over in enclosed or partially enclosed public places (e.g., an outdoor site with tents).

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<sup>1</sup> More for information on symptoms related to COVID-19, visit the Government of Quebec website: [General information about coronavirus disease \(COVID-19\)](#), updated August 26, 2020.

<sup>2</sup> Masks and eye protection (glasses with front and side protection or a face shield) are recommended when physical distancing is not possible.

Set up the delivery point:

- Define a mandatory **one-way traffic flow**;
- Install **physical markers** on the ground or walls (lines, stars marked on the ground, stickers, cones, wooden structures, etc.) to indicate the recommended minimum distance to be maintained between people (2 metres);
- Provide the **necessary material** (e.g., a hydroalcoholic solution containing at least 60% alcohol) so people can wash their hands and disinfect objects they have touched;
- Ask one or more volunteers to stand at the front of the line to **inform people of the hygiene rules** to be followed. Volunteers should ensure that everyone washes or disinfects their hands with a hydro-alcoholic solution before picking up their order. They must also make sure that none of the customers has a cough, fever or respiratory problems. Otherwise, the person must be immediately evacuated (see step 3.2);
- Ask people to wait before approaching the booth if it is already crowded. Invite them to wait on the street, near their bike or in their car, or to simply stand at a distance. Make sure customers respect physical distancing while waiting.

## 2.2 PROVIDE DISINFECTANT

With regard to the material:

- Provide the necessary material so that volunteers, farmers and staff can wash their hands frequently and regularly disinfect frequently touched surfaces;
- Provide a closed, contact-less garbage can lined with a plastic bag and make it easily accessible to volunteers and families;
- Do not use tablecloths unless they can be cleaned and disinfected.

NOTE: In general, and unless otherwise specified, the wearing of gloves to prevent the transmission of COVID-19 is not recommended, as it may create a false sense of security. Gloves can become contaminated and thus contaminate a person who touches their face or various surfaces that have been touched.

## 2.3 IMPLEMENT THE FARM'S DELIVERY SYSTEM

For the assembly of the baskets, **each farm has put in place a safe delivery system adapted to the situation**. Your farmer will contact you a few days before delivery to explain this system and inform you of the material he or she will need.

*If the vegetables are distributed by volunteers:*

- To the extent possible, reduce product displays in order to limit the areas where customers can touch the produce;
- Ask families to bring their own reusable bags, but make sure volunteers or other staff do not handle the bags;

- Limit the use of multi-use utensils and tongs for handling products and ensure that they are only handled by your volunteers.

*If the vegetable baskets come pre-packaged:*

- Pre-packaged baskets are the best option, as they make it easier to control the traffic flow and limit opportunities to touch the produce;
- Avoid offering your customers the option to exchange products in their pre-packaged basket for replacement products at the delivery point.

### 3. MAKE A PLAN B

#### 3.1 IN CASE SOMEONE IS UNABLE TO COME AND PICK UP THEIR BASKET(S)

If a customer is unable to come and pick up the basket(s) they ordered because they are experiencing COVID-19 symptoms:

- Option 1: A friend, family member or neighbour of the symptomatic person can come and pick up their basket for them as long as they haven't had any direct contact with that person in the past 10 days. Take down their name and contact information in order to keep a record;
- Option 2: The coordinator of the campaign can keep the basket until the symptomatic person recovers or until a family member picks it up for them.

#### 3.2 IN CASE SOMEONE BEGINS EXPERIENCING COVID-19 SYMPTOMS DURING DELIVERY

Make masks available at the delivery point and set aside a place where a person experiencing symptoms can isolate.

If a person begins to experience symptoms related to COVID-19 (cough, fever or respiratory problems, etc.<sup>3</sup>), have them wear a mask and isolate them in a room set aside for that purpose. Call **1-877-644-4545** for instructions. If possible, arrange for private transportation to the person's home as soon as possible.

#### 3.3 IN CASE THE DELIVERY HAS TO BE CANCELLED

If the situation is such that we are unable to respect your planned delivery date due to public health rules, the delivery could be **postponed** (in priority) or even cancelled.

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<sup>3</sup> More for information on symptoms related to COVID-19, visit the Government of Quebec website: [General information about coronavirus disease \(COVID-19\)](#), updated August 26, 2020.

In the event that vegetable basket deliveries are cancelled for health reasons, we have added a **solidarity option, which provides the opportunity to strengthen food security in your region**. By simply checking a box in the order form, families will be able to choose to donate their vegetable basket to a food bank in your region (should your delivery be cancelled) rather than receiving a reimbursement, according to the terms provided. You will therefore only need to reimburse those who do not opt for the solidarity option and to write a check to your farm for the remaining baskets<sup>4</sup>. Your farm will take care of delivering the baskets to the food bank.

## SOURCES

- Government of Quebec, [Questions and answers on education and family during the COVID-19 epidemic](#), updated September 15, 2020.
- Government of Quebec, [Wearing a mask or a face covering in public settings in the context of the COVID-19 pandemic](#), updated August 14, 2020.
- Government of Quebec, [General information about coronavirus disease \(COVID-19\)](#), updated August 26, 2020.
- Ministère de l'Agriculture, des Pêcheries et de l'Alimentation du Québec (MAPAQ), [DELIVERY OR DISTRIBUTION POINTS: Guide to Implementing Recommended Preventative Measures in the Context of COVID-19](#), 2<sup>nd</sup> version – updated July 8, 2020.

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<sup>4</sup> The price structure remains the same. Thus, your establishment will collect \$7 or \$5.77 (depending on the use of the online payment service) per basket donated to the food bank.

## APPENDIX 1: POSTING OF INSTRUCTIONS

Posters reminding customers of the importance of hand hygiene, respiratory etiquette and physical distancing can be installed at strategic spots on the site.

- [Let's continue to preserve ourselves! \(French version\)](#)
- [Washing hands, simple and effective! \(French version\)](#)
- [Here I wear my face covering \(French version\)](#)













