

Calling & Scouting New Sites

This is a template primarily for supply distribution sites, but can also be used for shelters and blue-sky sites such as food banks.

After an emergency occurs, you will need to connect with sites and organizations that are distributing infant feeding supplies to help them manage those supplies and directly educate & support families. You will also want to ensure that the site knows your team is a resource for supporting safe feeding of children under 3 years old.

NOTE - a template script for blue sky (non-emergency) connections is at the end of this document.

Script for Phone Calls

Hello. My name is _____ *[insert name]*,

I am calling today with _____ *[use your organization.]*

OR

I'm an infant feeding specialist.

We/I would like to help you ensure that babies are being fed safely during the recovery. We have you on our resources for serving families in _____ *[insert the area you are serving, for example, Western North Carolina]*.

Questions:

- We were wondering - is your site currently open and serving in your area?
- Do you have diapers, formula and those kinds of things?
- What are your hours?
- Do you serve children under 3?
 - Approximately how many children/families do you see on a daily basis?
- Do many of the families you serve need information in Spanish or another language?
- Do you have families with specific needs that we can help with? Are there special events when more families with young children come through that would be good for us to attend?

- Is your supply storage temperature-regulated, outdoors, or sheltered but unheated?

Our team would love to support your effort. We support caregivers in learning how to feed their babies or young children safely with education, sanitation kits to help families clean feeding items, safe formula feeding education, breastfeeding support, and more. We can also help you with organizing infant feeding items. Are you interested in having a volunteer come to your site?

[If yes, find out when someone can go there. Only commit to a specific time if you know for certain someone can be there at that time, otherwise aim for a day or a window of a few hours.]

Thank you so much. We appreciate everything you're doing! If you want to know more about us, here's our:

Phone number: _____

Email: _____

Website: _____

Template & Guidelines for Site Visit Scouting

For in-person site visits.

It is better to call sites before showing up, but in an emergency response situation, it is often not possible to reach them by phone or text. In that case, having volunteers just show up is necessary.

*We recommend **sending volunteers to sites in pairs** whenever possible, except occasionally sending a local solo to areas they are familiar with and know will be safe.*

Rough Script

Hello. My name is [insert name] and this is [insert name].

We are with _____ *[use your organization.]*

OR

We are infant feeding specialists.

We would like to help you ensure that babies are being fed safely during the recovery.

Questions:

- How long are you planning to be open and servicing families in the area?
- What are your hours?
- Are you supporting families with children under 3? Do you see many of them?
- Do you have diapers, formula, baby food, and other infant needs?
- Do many of the families you serve need information in Spanish or another language?
- Do you have families with specific needs that we can help with? Are there special events when more families with young children come through that would be good for us to attend?

Would it be ok for us to stay and help educate families about how to safely clean their baby feeding supplies and safely feed their babies, and help you organize your infant feeding supplies?

Observe:

At the site:

- Is there a place where we can be to support visiting families?
If possible, stay for a while to provide education to families.

- If a drive-through line, ask if you can position yourself near the formula or diaper distribution and talk with the families.
- How many families with young children seem to be coming through? A few, a lot, or none?

At the formula and infant needs storage area:

- **Is infant formula kept in a temperature regulated area?**
 - If yes, would they be willing to accept formula from other sites that do not have access to temperature regulation? If so, how much?
 - If no, try to have the
 - Make sure you are talking to someone in charge.
- **Do formula and infant feeding items need to be organized and checked for damage and expiration dates? Does any need to be disposed of?**
If so, ask if you can help organize it. Later if you find any expired, ask if you can take it off their hands and dispose of it for them.
- **Do they have specialty formulas there, in case any is needed for other sites or families?**
If so, make a note of this in your site notes so you can make a connection if a specific formula request comes in.

Before leaving, find whoever you spoke with or another somewhat “in charge” staff:

Thank you so much for everything you are doing! We appreciate you letting us help you and these families. If you see any families that want or need extra support with anything related to infant care, here's how to contact us or other resources.

[Leave cards and flyers so they can direct families to your team and/or resource hotline.]

******ASK for the site supervisor's name and get a contact number where we can reach them to check in before sending more volunteers.**

Temperature Regulation Issues Questions/Suggestions

Find a regular volunteer to talk to. You may want to have a copy of the Safe Formula Storage Guidelines, or a similar document from another authority.

Try to approach this conversation gently, remembering that you are both on the same side - you both want to keep babies safe and well-fed. Be curious, ask questions, and avoid being pushy or demanding. It's ok to help them problem-solve.

Hi there! We were wondering - Do you have a plan for items that need to be temperature regulated? We noticed that the infant formula here is stored [outdoors/in an uninsulated area/in a place without temperature regulation].

Can I share this document on formula storage guidelines with you?

We want to help you keep babies safe and well fed by ensuring that the formula remains safe to feed to babies and does not need to be thrown away.

Would you like us to help you think through some options?

If they say yes or ask what to do with the formula -

Here are some options:

- Is there an indoor, temperature-controlled location it could be moved to?
- *If no space for permanent indoor storage,*
Do you have access to any indoor, temperature-controlled storage for overnight or very cold days? Some sites put formula on a cart and roll it indoors when the temperature is near or below freezing.
- Would you be willing to relocate it to another site that is temperature-controlled?
[If you know climate-controlled sites] We have located some temperature controlled sites that may be able to take your formula supply.

We are not here to tell you what to do, we trust that you will do what is best for families.

Blue Sky Sites - Connect & Support

Hello. My name is _____ *[insert name]*,
I am with _____ *[use your organization.]*
OR
I'm an infant feeding specialist.

We/I would like to help you ensure that low-resource families are able to feed their babies safely. We believe that some of the people you serve may benefit from our support.

Questions:

- We were wondering - is your site currently open and serving in your area?
- What are your hours?
- Do you distribute diapers, formula, baby food, or similar items?
- Do you serve children under 3?
 - Approximately how many children/families do you see on a daily basis?
- How many of the families you serve have reliable access to shelter, safe water, and power?
- Do many of the families you serve need information in Spanish or another language?
- Do you have families with specific needs that we can help with, such as breastfeeding support, or locating specialty formulas?
- Are there special events when more families with young children come through that would be good for us to attend?
- Is your supply storage temperature-regulated, outdoors, or sheltered but unheated?

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