

COVID-19 FAQ FOR FOOD BANKS

BEST PRACTICES AND COMMUNICATION

WHAT BEST PRACTICES SHOULD BE IMPLEMENTED?

- Staff and volunteers should practice hand hygiene, use gloves when handling money, and handle and package items for customers if possible.
- Consider increasing practicality of social distancing by staggering entry or only allowing small groups of people in at a time.
- Masks are not necessary, as they are not protective to healthy people, but prevent the spread of the virus from sick people.

WHAT INFORMATION SHOULD BE COMMUNICATED TO CUSTOMERS?

- **Staff, volunteers and customers should not come to the food bank if they are displaying symptoms of COVID-19, or have come in contact with someone who has had symptoms.**
- Consider communicating to customers through signs, social media or newsletters.
- Proactively reach out to county health departments.

IS THERE A PROTOCOL IN THE EVENT AN EMPLOYEE OR CUSTOMER IS DIAGNOSED WITH COVID-19 OR THINKS THEY HAVE IT?

- Each food bank should have policies and procedures in place for employee health and wellness.
- You should be sure that sick employees and volunteers do not report to work and you should suggest they see a doctor.
- If you have a sick employee or customer, report it to the health department. If the health department is not responding, be persistent.
- CDC advises that you should provide instructions to employees/guests on what to do if they develop symptoms within 14 days after their last possible exposure to the virus.

