

PROCEDURES MANUAL

BRAZOS VALLEY FOOD BANK PROTOCOLS FOR FOOD
DISTRIBUTIONS DURING THE COVID-19 PANDEMIC



Procedures Manual v.01 – July 11, 2020

Disclaimer

This document is intended for use as a reference by Brazos Valley Food Bank partner agencies, employees, and volunteers. It contains a compilation of best practice procedures for food distributions during the COVID-19 pandemic. The information contained in this document is not automatically applicable to all situations, all organizations, or all environments. This is not a legal document, nor is it a substitute for professional medical advice or consultation or guidance offered by the CDC or other government sources. COVID-19 is a new disease and we are still learning much about it, including how it spreads. You are kindly requested to follow all these procedures diligently to sustain a healthy and safe environment in this unique time. It is important that we all respond responsibly, consistently and transparently to these protocols. Neither Brazos Valley Food Bank, nor any partner agencies will assume any responsibility or legal liability that may arise from the use of these procedures, the dissemination of this manual, or any damages that may result, directly or indirectly, from reference to or use of this manual.

This procedures manual includes hyperlinks and requires electronic use to be viewed in its entirety. Appendices contained in this manual should be printed for use. This manual will be updated with new information as the situation evolves; however, best practices and information may change before a new version of the manual is issued. NOTE: This manual is v.01.

COVID-19 Training

All employees, volunteers, and individuals working representing Brazos Valley Food Bank are required to participate in their respective organization-sponsored training on COVID-19 protection and information for the workplace. It is imperative that all employees, volunteers and individuals have a basic understanding of what COVID is, how it is transmitted, etc. The way in which training is conducted will vary between our different entities.. As a reference, an online COVID-19 training tool for the workplace can be found [here](#).

Food Safety Guidelines

Standard best practices for food safety guidelines still apply during this pandemic. These guidelines include, but are not limited to the following:

- Store food 6 inches off of the floor on pallets, shelves or tables in a clean, dry, rodent and insect free area;
- Maintain refrigerators and freezers at a safe temperature; and
- Rotate all stock, using first-in, first-out practices;

USDA/TEFAP Food Program Guidelines

During this time, we must continue to follow USDA/TEFAP food program requirements. Please refer to the BVFB Agency Agreement that you signed. For additional questions, please use the contact information here:

- BVFB Partner Agencies, click [HERE](#) or contact our Agency Relations Coordinator at AndiH@bvfb.org

PROCEDURES MANUAL v.01 – July 11, 2020
Protocols for Food Distributions During the COVID-19 Pandemic

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Introduction

During the COVID-19 pandemic, emergency food distributions are considered essential business, and individuals, organizations, and agencies who contribute to these efforts are categorized as essential workers. Food distributions using the adapted procedures described in this manual may continue during this time.

The best actions to take to reduce exposure to COVID-19 are social distancing (maintaining a minimum of 6 feet distance between all people at all times) and proper handwashing, to be repeated frequently. To learn more about the Centers for Disease Control (CDC) guidelines for social distancing, please click [here](#); and for CDC guidelines for proper handwashing, please click [here](#). As we learn that the virus can spread through infected individuals who are asymptomatic, it is important to employ a range of strategies to reduce exposure and limit contact with others.

I. Personal Protective Equipment (PPE)

A. Face Masks

Due to the shortage of medical grade personal protective equipment, [the World Health Organization \(WHO\) recommends](#) that these types of materials be reserved for health care professionals. Food distributions utilizing alternative materials are still safe and appropriate. Employees and volunteers may use homemade face coverings made of cloth or fabric. These homemade facemasks do not provide complete protection from germs and other contaminants, but they do provide some level of protection, and at a minimum, disciplines people not to touch their faces. However, it is important to note that there is no guarantee that these homemade masks will stop someone from becoming infected with COVID-19.

The Centers for Disease Control and Prevention (CDC) recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain **especially** in areas of significant community-based transmission.

The CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional public health measure. **Because some local government orders in Southeast Michigan have mandated the use of face masks for essential workers, and in expectation that these types of mandates will continue to expand, this is a step we are requesting at all food distributions.** Employees and volunteers are to follow the CDC's guidelines on face coverings during food distributions throughout the COVID-19 pandemic. If you do not have your own cloth face mask, the CDC provides instructions on how to make one at home and how to use it properly. Please see [this link](#) for more information.

B. Cloth/Fabric Face Mask Instructions

There are very specific instructions for using cloth/fabric face masks. **Please refer to Appendix B: Cloth Face Mask Use Guidelines for complete instructions.** Partial protection is provided only when the masks are used properly. They must be put on clean, taken off carefully, and paired with rigorous hand washing and the discipline not to touch one's face. Masks are part of personal protective equipment (PPE) and must not be shared between individuals, even after washing. Washable cloth face masks should be laundered before being initially used, and after each use. The hottest water setting on the washing machine should be used when washing reusable cloth masks.

Washable cloth face masks should be stored in clean, dry Ziploc bags to avoid the buildup of moisture, which can result in bacteria.

Employees and volunteers are likely to receive disposable masks, which are not medical masks. The same rules for putting them on and off would apply. These are meant for a one-time use, and should then be disposed.

Refer to Appendix A: Proper Donning of Standard Masks

C. Face Mask Priority Setting

Masks should be distributed based on job function in the event that there is a limited supply. They should first be made available to employees and volunteers who are interacting with community members **over 75% of the time**. This would include all teams working on mobile distributions, pantry operations, drivers, etc. Masks would then be made available to other team members with priority given to those who interact with community members some of the time, followed by team members who have little or no interaction with community members. A shortage of masks may happen intermittently throughout the duration of the pandemic.

D. Distribution of Cloth Masks

As a best practice, cloth masks should be placed into a Ziploc bag. Written instructions on the use and care of the masks should be provided to each recipient. All persons receiving fabric masks should sign an acknowledge receipt of these masks, which includes the usage instructions and explanation about partial protection. Masks should absolutely not be shared with any other individual. This no sharing rule also applies to masks that you have worn and laundered.

Refer to Appendix B: Cloth Face Mask Use Guidelines and Appendix C: Cloth Face Mask Receipt

E. Face Shields and Eye Protection

While we continue to learn new information about how the COVID-19 virus is transmitted, it is believed that even a basic level of protection of the eyes and face can be helpful to reduce exposure. Clear face shields, if they can be sourced, can be worn to protect the eyes and face and reduce exposure to the COVID-19 virus in the respiratory droplets of infected people. Standard face shields must be sanitized before and after use according on the manufacturer’s guidelines. Disposable face shields must be discarded after use, based on the manufacturer’s guidelines.

If face shields are not available, a minimal level of protection for the eyes is recommended. Eyeglasses, reading glasses, work goggles, or sunglasses can serve as a protective barrier and can help to reduce exposure to the COVID-19 virus in the respiratory droplets of infected people.

Refer to Appendix D: Use of Face Shields

F. Disposable Gloves

Gloves should be used by all employees and volunteers handling food. The best type of gloves to use by all individuals handling food are nitrile gloves. Vinyl gloves are also an option. Latex gloves should never be worn when handling food due to the risk of danger for individuals who may have latex allergies.

Employees members assigned to perform cleaning and disinfecting routines should also wear gloves, as should all employees and volunteers who handle food – even in the loading/packing environment.

Gloves need to removed and discarded very carefully to avoid spreading contamination. Refer to [these instructions](#) on how to properly don and doff disposable gloves.

G. Disposable Gowns/Aprons

Some employees/volunteers, especially those who handle food, may opt to wear an apron (either cloth or plastic) over their clothes. Aprons can be helpful to heighten awareness of the importance of food safety during the COVID-19 pandemic and can serve as a barrier to reduce exposure through clothing. All individuals, whether they wear an apron or not, should wear clean clothes to work and should immediately wash his/her clothes immediately upon returning home, and should use the hottest water setting on the washing machine.

II. Disinfection and Maintenance of Food Packing/Loading Environments

Employees who perform sanitation functions, or other team members who are assigned to perform cleaning functions need to be cleaning frequently touched surfaces such as tables, doorknobs, light switches, handles, elevator buttons, toilets, sinks, etc. with the appropriate approved disinfectants. The most common Environmental Protection Agency (EPA)-registered household disinfectants should be effective. The full list and description of EPA-approved disinfectants that can be used against COVID-19 can be found [here](#). Manufacturer's instructions for all clean and disinfection products (e.g. concentration, application method and contact time, etc.) need to be followed.

Gloves must be worn when cleaning and disinfecting surfaces and are to be discarded after each cleaning. Hands should be immediately washed after glove removal. Disposable gowns are not required to maintain a safe food packing/loading environment.

In the event that someone working in a stationary facility tests positive for COVID-19, a third-party restoration service vendor should be brought in to thoroughly clean the facility. Cleaning is a separate and distinct action than disinfection. There are vendors that specialize in both of these types of services. A commonly used method for disinfection is "fogging" which is used as part of the decontamination and remediation process. Fogging is done in addition to normal disinfection procedures. As a reminder, the full list and description of EPA-approved disinfectants that can be used against COVID-19 can be found [here](#). Manufacturer's instructions for all clean and disinfection products (e.g. concentration, application method and contact time, etc.) need to be followed.

All efforts should be made to maintain clean and sanitary food packing/loading environments. This includes agency deliveries and receiving processes. To reduce exposure, required signatures should be collected using a proxy system. Minimize pens, clipboards, and any other materials passed back and forth between any employees and/or delivery personnel.

III. Standardized Health Screening

Employees and volunteers should be screened for health using a standardized system. Entry into any partner agency will depend on the completion of the agency screening/waiver form (and a report of no symptoms). This includes everyone reporting for work that day. All employees and volunteers entering their place of work should be prepared with their own pen or pencil to fill out the top half of the form.

Each partner/agency should designate a representative to be in charge of administering the health screening process.

In the event that the employee or volunteer does not have a writing utensil in order to complete the screening, the designated representative may ask for permission to complete the questionnaire as their "proxy." The designated representative would then write the employee/visitor name and record the date at the top of the form. They would then verbally ask them the three questions on

the screening, recording their answers, and then sign their name and put the word “proxy” next to their signature. They would then continue on completing and signing the bottom of the form as the agency representative.

These forms must be maintained for the duration of the COVID-19 crisis. If any employee or volunteer answers any of the questions with a “yes,” they may not enter the facility or participate in the food distribution.

If any guest or employee member shows signs of symptoms (such as a cough) and/or reports symptoms, they should be sent home immediately.

Refer to Appendix E: COVID-19 Volunteer Wavier

IV. Exposure to COVID-19

If any agency/partner discovers that an employee, volunteer, customer or visitor has been diagnosed with the virus, the specific county (dependent on agency location) health department will be contacted. Names of individuals working near the person presenting with the virus may also be provided so that they can contact those who may have been exposed. The partner agency will follow all directions given by the health department.

The Centers for Disease Control and Prevention (CDC) advises that if any employee/volunteer is confirmed to have COVID-19, employers should inform fellow employees/volunteers who have had close contact with the individual of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Under the ADA, employers are required to maintain the confidentiality of any medical information they receive, including the name of the affected employee. Please see [this link](#) for additional information.

In the event of suspected or confirmed COVID-19 case, the precautions noted in the CDC guidance will be followed. Please see [this link](#) for additional information. Volunteers assume the risk of any illness, injury, damage, or harm associated with the food distributions and associated activities and must sign a Volunteer Release and Waiver of Liability Form. Each organization must use its own Volunteer Release and Waiver of Liability Form. This manual provides a guide to creating one of these forms.

Refer to Appendix F: Template Volunteer Letter

V. Other Risk Mitigating Procedures

A. Social Distancing

Social distancing is the top defense against COVID-19 exposure. Social distancing should be maintained by all individuals at all times (a minimum of 6 feet on all sides). Visual reminders

and markings, such as colored masking tape on the floor, or signs or other barricades that demonstrate six feet should be used to comply with social distancing guidelines.

Physically separate people along any type of production lines, avoiding anyone facing another person. Use tables or other objects to reinforce the space between people.

Reducing the number of employees and volunteers working at one time is another way to support social distancing efforts; however, social distancing of 6 feet on all sides is to be maintained throughout all operations.

Volunteers, employees and visitors should be consistently reminded to avoid close contact with people.

B. Hand Washing

Along with social distancing, proper hand washing is the top defense against COVID-19 exposure. There should be increased visual reminders on the importance of hand washing throughout the facility. Employees and volunteers should be advised to avoid touching their eyes, nose and mouth with unwashed hands. Increased and frequent hand washing is the top defense against COVID-19.

Hand sanitizer and tissue should be made available in common areas. Alcohol based hand sanitizer containing at least 60% alcohol is the most effective type of hand sanitizer. Hand sanitizer should always be used in conjunction with hand washing and not in place of hand washing. The only exception to this guideline is in the event that there is no other option. (e.g. outdoors with no running water available).

C. Cell Phone Handling

Volunteers, employees and visitors should be consistently reminded to not handle their cell phones, especially while distributing food. If it is urgent that a cell phone needs to be used while distributing food, gloves should be removed before handling the cellphone, and a new pair of gloves should be put on prior to returning to the food distribution. As an extra measure of safety, all individuals should sanitize their cell phones upon returning home.

D. Reducing Exposure Through Clothing

Although virus transmission on clothing is not thought to be highly probable, it is recommended that all employees and volunteers in all positions do what they can to reduce exposure through their own clothing. This means each individual should wear clean clothes (not clothes that have been worn the previous day) to the work location and/or food distribution sites. Each individual should wash his/her clothes immediately upon returning home, and should use the hottest water setting on the washing machine.

Disposable gowns or aprons are also an option to use to reduce exposure through clothing. Please see the above note in Section I: Personal Protective Equipment, Part G: Disposable Gowns/Aprons for additional information.

VI. Drive-thru Distribution Model

Rather than coming indoors to browse food selections, clients/guests should approach the food distribution site in their cars at a “pass through” location clearly marked for distribution. Clients are to be directed to stay in their cars to reduce exposure. Boxes/bags of food should be placed directly into the trunk of the car. The directions below describe this distribution model in more detail.

- Volunteers, employees and clients should maintain social distancing (a minimum of 6 feet on all sides) at all times to prevent potential exposure to anyone with the virus. Volunteers and employees should be gloved at all times and are to wear cloth face masks while performing essential duties. Face shields are to be used if they are available. Eye protection is strongly recommended (glasses or work goggles).
- Volunteers and employees should pre-assemble boxes/bags of food in advance of the food distribution times or have provisions in place to assemble boxes/bags as guests drive up.
- If the car trunk cannot be used, the client should be treated as a “walk-up.” They should be directed to a designated table on site and exit the vehicle to retrieve the items by hand from the table, with employees/volunteers **at least** 6 feet away from the client(s). No items should be passed directly from employees/volunteers to clients. **No items should be placed by employees/volunteers into the back seat or side doors of vehicles.**
- Once a food item is distributed to clients/guests, it may not be returned – even if clients explain that they will not need/will not use the item. No items should be passed directly from clients to employees/volunteers. All guests should be treated with respect while safety protocols are being implemented.
- Volunteers and employees should wear gloves while distributing food. If available, gloves should be replaced each hour and after returning from breaks. Hands should always be washed before wearing gloves and after removing them.
- Client/guest check-in should be conducted by walking from car to car, collecting information orally while maintaining social distance (at least 6 feet) from vehicle. In some cases, client/guest check-in can be conducted with the car window closed/rolled up. In cases when this is not practical due to challenges with communication, employees/volunteers conducting check-in should maintain at least 6 feet distance from the car when collecting the information. If information is needed from an ID (such as the spelling of one’s name), clients can be directed to hold their identification up for the volunteer/staff to see. Minimize pens, clipboards and other materials passed back and forth between employees/volunteers and clients, or between employees/volunteers. All employees/volunteers should bring their own writing utensils and disinfect them upon returning home.

- For USDA sign-in, employees/volunteers can collect the information verbally while maintaining social distancing (at least 6 feet).
- Volunteers and employees should avoid direct contact with each other, and with all clients/guests.
- Each agency should establish its own protocol for collecting and restocking extra (surplus) food after the distribution time is over. Agencies are to adhere to food safety guidelines before, during, and after food distributions.
- Clients/guests should be reassured that safe practices are being implemented at food distributions during the pandemic. This notice should be clear, visible, and should provide a phone number for clients/guests to use in case they have concerns about the procedures being implemented. This manual provides an info graphic that can be displayed: A) on the back of the clipboard of the person who conducts client/guest check-in; B) on a large handheld poster to be shown to each car at the drive-up site; and C) on the designated table for pick-up for pedestrian clients/guests. For a printable version, please click [here](#).

Refer to Appendix G: Notification of Safe Practices

VII. Walk-up Distribution Model

If it is not possible to adapt a drive-thru model due to space constraints or other challenges (including clients' lack of personal transportation), it is possible to reduce exposure at walk-up locations by taking the following actions:

- Prepare pre-assembled boxes/bags of food in advance of the food distribution hours or making provisions to assemble as clients/guests approach on foot.
- Distribute food boxes/bags outside rather than inside.
- Use safety precautions including cloth face masks, gloves, and sanitizer.
- Maintain at least 6 feet distance between all people – including employees, volunteers, as well as clients/guests.
- Display space markers (such as sidewalk chalk or small orange cones) to indicate how far apart clients/guests should stand from each other in line.

- Separate volunteers who pack the pre-packaged food boxes indoors from the volunteers who are distributing food outdoors.
- Volunteers and employees should wear gloves while distributing food. If available, gloves should be replaced each hour and after returning from breaks. Hands should always be washed before wearing gloves and after removing them.
- Eliminate direct contact by placing food on a designated table to be picked up by clients/guests one at a time. Food can be placed in boxes in advance to make it easier for clients/guests to carry them home. If clients/guests come with carts from home, they should retrieve the items from the designated table on their own and place them into their own carts. No food should be transferred directly from employees/volunteers to clients/guests. **Do not physically exchange any items.**
- Once a food item is distributed to clients/guests, it may not be returned – even if clients explain that they will not need/will not use the item. **No items should be passed directly from clients to employees/volunteers.**
- Minimize pens and clipboards being passed back and forth between employees/volunteers and clients, or between employees/volunteers. Employees/volunteers should bring their own writing utensils and disinfect them upon returning home.
- For USDA sign-in, employees/volunteers can collect the information verbally while maintaining social distancing (at least 6 feet).
- Volunteers/employees should avoid direct contact with each other, and with all clients/guests. All guests should be treated with respect while safety protocols are being implemented.
- Each agency should establish its own protocol for collecting and restocking extra (surplus) food after the distribution time is over. Agencies are to adhere to food safety guidelines before, during, and after food distributions.
- Clients/guests should be reassured that safe practices are being implemented at food distributions during the pandemic. This notice should be clear, visible, and should provide a phone number for clients/guests to use in case they have concerns about the procedures being implemented. This manual provides an info graphic that can be displayed: A) on the back of the clipboard of the person who conducts client/guest check-in; B) on a large handheld poster to be shown to each car at the drive-up site; and C) on the designated table for pick-up for pedestrian clients/guests. For a printable version, please click [here](#).

Refer to Appendix G: Notification of Safe Practices

APPENDIX A: Proper Donning of Standard Masks



Proper Donning of Standard Masks

- 

Start with colored or printed side facing out, and the nose piece at the top. Then using the thumb and fore-fingers of each hand, locate the center of the mask while feeling the nose piece. Gently form (do not pinch) the nose piece into a U shape.

**While the images shown are of a surgical mask, the same/similar instructions apply to cloth masks.*
- 

Place the formed nose piece over the bridge of your nose so it extends across the upper cheekbones and form the nose piece across the face using both hands.
- 

While holding the mask in place with one hand, grasp the bottom of the mask, separating the folds, and fit the bottom of the mask under the chin towards the neck.
- 

Grasp the top ties (one in each hand) and pull to the crown of the head. Tie the upper ties snugly so the mask is secure and does not slip down the face.
- 

Grasp the lower ties (one in each hand) and pull behind the neck. Tie the lower ties snugly and securely so the mask will not ride up the face.
- 

With both hands gently reform the nose piece over the nose and cheekbones. This will insure a proper and secure fit.
- 

Properly secured mask.

Gleaners Community Food Bank | gcfb.org Forgotten Harvest | forgottenharvest.org

APPENDIX B: Cloth Face Mask Use Guidelines

Cloth Face Mask Use Guidelines

We make NO CLAIMS that these masks will protect you from COVID-19. Use at your own risk.

From what we know, the Coronavirus is very small and would not be blocked by a fabric mask. However, the face mask may assist with blocking splashes and large-particle droplets, and may also block coughing or sneezing outward. Facemasks do not provide complete protection from germs and other contaminants because of the loose fit between the surface of the face mask and your face, allowing air to readily flow around the bridge of the nose and on the sides of the mask. Partial protection is provided only when the masks are used properly. They must be put on clean, taken off carefully, and paired with rigorous hand washing and the discipline not to touch the face.

Caring for cloth face masks

- Dirty and clean facemasks must be kept in separate, clearly labeled containers to prevent cross-contamination. Two labeled Ziploc bags work well for this.
- Facemasks should be changed when saturated from condensation build-up from breathing.
- Wash dirty masks between each use. Wash in hot water with regular detergent. Dry completely on hot setting. **WASH AND DRY BEFORE USING THE FIRST TIME.**

How to put on a face mask

1. Clean your hands with soap and water or hand sanitizer before touching the mask.
2. Remove a clean mask from a Ziploc bag.
3. Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
4. Follow the instructions below for the type of mask you are using.
 - *Face Mask with Ties:* Bring the mask to your nose level and place the top ties over the crown of your head and secure with a bow.
 - *Face Mask with Bands:* Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck.
5. Mold or pinch the stiff edge to the shape of your nose.
6. If using a face mask with ties: Then take the bottom ties, one in each hand, and secure with a bow at the nape of your neck.
7. Pull the bottom of the mask over your mouth and chin.

How to remove a face mask

1. Clean your hands with soap and water or hand sanitizer before touching the mask. Avoid touching the front of the mask; it is contaminated. Only touch the ties or band.
2. Follow the instructions below for the type of mask you are using.
 - *Face Mask with Ties:* Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened.
 - *Face Mask with Bands:* Lift the bottom strap over your head first, then pull the top strap over your head.
3. Carefully place the dirty mask in a Ziploc bag and seal the bag. Wash before reusing.
4. Clean your hands with soap and water or hand sanitizer.

APPENDIX C: Cloth Face Mask Receipt

CLOTH FACE MASK RECEIPT

There are very specific instructions for using these masks. Partial protection is provided only when the masks are used properly. They must be put on clean, taken off carefully, and paired with rigorous hand washing and the discipline not to touch the face.

Once again, please note that these masks are to be used at your own risk. There is absolutely no guarantee that they will stop you from becoming infected with COVID-19.

This is to acknowledge that I have read all the instructions for use of these homemade cloth masks.

This is also to acknowledge that I have received a Ziploc bag containing _____ cloth masks.

I understand that there is no guarantee that they will stop me from becoming infected with COVID-19.

Signature _____

Date _____

APPENDIX D: Use of Face Shields

Use of Face Shields



Face Shields are useful in further reducing exposure to others.

Face Masks are *Required*.

Face Shields are *Optional*.



Cleaning Your Face Shield

Although these face shields are labeled as “disposable,” they can be reused several times (which will vary). They can continue to be used as long as they remain intact. Below are some guidelines for cleaning plastic face shields:

1. While wearing gloves, carefully wipe the inside, followed by the outside of the face shield using a clean cloth saturated with neutral detergent solution or cleaning wipe.
2. Carefully wipe the outside of the face shield using a wipe or clean cloth saturated with EPA-registered disinfectant solution.
3. Wipe the outside of face shield with clean water or alcohol to remove residue.
4. Fully dry (air dry or use clean absorbent towels).
5. Remove gloves and perform hand hygiene.



Dear Volunteers,

There have been questions about what we're doing to protect against Coronavirus. As an agency, we are monitoring guidance and taking our lead from the Public Health Department and the CDC. The immediate risk remains in the US, yet it is important to stay informed as these types of situations can be dynamic.

Detailed information is included below:

Continue to treat everyone who visits X Pantry with respect and dignity. Coronavirus does not target specific populations, socioeconomic status, ethnicities or racial backgrounds. The Coronavirus is a respiratory illness that can spread from person to person, usually via droplets ejected during a cough or sneeze. Public Health Department categorizes the health risk to the general public as _____ and is or is not recommending any change in behavior.]

There are a few things we can do to prevent the spread of any disease:

- Practice good hand hygiene. The best method for preventing contamination is hand-washing with soap for 20 seconds rinsing with hot water. Hand sanitizer stations should NOT be used in lieu of hand-washing. If you do not have access to soap and water, alcohol-based hand sanitizers that contain 60%-95% alcohol can be used as an alternative, but soap and water is the first choice. It is especially important to clean hands after going to the bathroom; before eating; and after coughing, sneezing or blowing your nose.
- You may choose to use the gloves we provide when handling food or serving clients. If you use gloves, please discard them after your shift. Do not save them.
- Avoid touching your nose, eyes, and mouth.
- Cough or sneeze into your elbow or issue so your mouth and nose are covered. Then go wash your hands.
- Stay home if you are sick.
- Greet others with a wave and avoid shaking hands.
- We already wipe down and clean public spaces after each distribution. We are going to add a few new tasks to the post-distribution cleaning procedures including wiping down frequently touched items like doorknobs, handrails, toilet handles, elevator buttons and rails, etc.
- Know the facts, don't panic, and don't spread rumors.

Things that are not helpful or effective:

- Wearing a mask if you are not sick.
- Associating Coronavirus with or avoiding a specific population or nationality. It is not accurate and stigmatizing. A few small actions can help us all stay healthy now and in the future.

If you want more information, here are the resources:

Thank you for your continued commitment to serving our community with dignity and respect. We'll continue to monitor and adjust strategies to keep us all safe and healthy moving forward.

Sincerely,

APPENDIX G: Notification of Safe Practices

STAY 6 FEET APART
- 2 ARMS LENGTHS

PRACTICE SOCIAL
DISTANCING

WEAR A CLOTH
MASK AND
GLOVES

FIGHT
COVID
19

PROTECT YOURSELF
AND OTHERS

This institution is an equal opportunity Provider

BRAZOS VALLEY
foodbank