



# COVID-19 Partner Agency Risk Mitigation Guide

Although the state of Pennsylvania has identified all counties as being in the green phase of recovery, it is important to note that this does not mean a return to normal, but rather a transition to a 'new normal' that is safe for everyone. While the move to green phase provides opportunities to see family and visit stores, it is equally important to continue to monitor public health indicators and adjust orders and restrictions as necessary to ensure the spread of disease remains at a minimum. **For these reasons and more, the Central Pennsylvania Food Bank (CPFEB) is asking agencies to serve clients using low or no contact models for as long as possible.** If the partner feels that they can adequately follow guidance from the Commonwealth of Pennsylvania and Centers for Disease Control and Prevention, they may provide indoor service.

**All CPFEB staff, partners, and programs are required to follow health and safety guidelines determined by the [Office of the Governor of Pennsylvania](#), the [Centers for Disease Control and Prevention](#) (CDC), and the [Pennsylvania Department of Health](#) (DoH).**

**Please note:** For the safety of all served by CPFEB, masks must be worn by all staff and volunteers during deliveries. A 'drop and go' delivery with no contact is preferred and will be completed when possible. If a 'drop and go' delivery is not possible, social distancing and proper mask wearing practices must be followed. **If our driver feels that these requirements are not being met, CPFEB reserves the right to suspend deliveries to the partner indefinitely.** Thank you for your service to the community and willingness to ensure safe and healthy food for all.

**If your agency has a staff member, volunteer, or client that is COVID-19 positive or potentially positive,** please reach out to the appropriate contact listed on page 8. CPFEB staff will work with your agency to determine a safe delivery and distribution method.

Partners were initially encouraged to cease receiving private donations (walk-in donations, social organizations, etc.) and to continue retail donation pick ups with risk mitigation protocols in place. At this time, CPFEB is not requiring partners to decline donations, but rather to have an established protocol for accepting donations that all staff and volunteers are comfortable with. An action that may mitigate the minimal risks associated with donations is to designate a 'holding area' where donations may be placed for 24 hours or more prior to being sorted, stored, and distributed. Ultimately, partners should use their own judgement and discretion to determine the safety of donation source and an appropriate plan for handling donations. Please note that donations that have been left outside of the agency for an undetermined amount of time are considered unacceptable at any time, but especially during COVID-19 response efforts.

If you have any questions regarding retail donations, including when and whether to begin retail pickups, please contact Cindi Pasi ([cpasi@centralpafoodbank.org](mailto:cpasi@centralpafoodbank.org)).

## How to Promote Behaviors that Prevent Spread<sup>1</sup>

### Staying Home when Appropriate

- Educate staff and volunteers about when they should [stay home](#) and when it is safe [to gather in person](#) with other people for distribution and/or packing.
  - Actively encourage staff and volunteers who are sick to stay home.
  - Staff and volunteers should [stay home](#) if they have tested positive for or are showing any COVID-19 [symptoms](#).
  - Staff and volunteers who have recently had [close contact](#) with a person with symptoms of or diagnosed with COVID-19 should also [stay home and monitor their health](#).
  - CDC's criteria can help inform people when it is safe to gather with others:
    - [If they have been sick with COVID-19](#)
    - [If they tested positive for COVID-19 but had no symptoms](#)
    - [If they have recently had a close contact with a person with COVID-19](#)
- Teach and reinforce practicing [hand hygiene](#) and respiratory etiquette
  - Require frequent [handwashing](#) with soap and water for at least 20 seconds and increase monitoring to ensure adherence.
  - If soap and water are not readily available, hand sanitizer that contains at least 60% alcohol can be used; rub hands together until dry.
  - Encourage staff and volunteers to [cover coughs and sneezes](#) with a tissue. Used tissues should be thrown in the trash and hands washed immediately with soap and water for at least 20 seconds.
  - Encourage alternate forms of greeting besides handshakes and hugs. For example, establish a new practice of greeting, such as waving or bumping elbows.
  - Encourage clients and others coming to your site to engage in these same practices.
- Teach and reinforce the use of [cloth face coverings](#) to protect others
  - Require the use of [cloth face coverings](#) among staff and volunteers, as feasible. Face coverings are **most** essential in times when social distancing is difficult. Information should be provided to all staff and volunteers on [proper use, removal, and washing of cloth face coverings](#).
  - Note: [Cloth face coverings](#) should **not** be placed on:
    - Babies or children younger than 2 years old
    - Anyone who has trouble breathing
    - Anyone who is unconscious, incapacitated, or otherwise unable to remove the cloth face covering without assistance
  - [Cloth face coverings](#) are meant to protect other people in case the wearer may have the virus and not know it. [Cloth face coverings](#) are not surgical masks or respirators. They are not personal protective equipment.
  - Encourage clients and others coming to your facility events to bring and use [cloth face coverings](#).
- Ensure adequate supplies to support [healthy hygiene](#) behaviors are available for staff, facility visitors, and clients at all distributions and packing events. Supplies include soap, water, hand sanitizer containing at least 60% alcohol, paper towels, tissues, disinfectant wipes, cloth face coverings (as feasible), and no-touch trash cans.
- Post signs or posters and promote messaging about behaviors that prevent spread

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<sup>1</sup> Adapted from the Centers for Disease Control and Prevention: Considerations for Community-Based Organizations, <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/community-based.html>

- Post [signs](#) in highly visible locations (e.g., at building entrances, in restrooms) that [promote everyday protective measures](#) and describe how to [stop the spread](#) of germs by [properly washing hands](#) and [properly wearing a cloth face covering](#).
- Use the preferred language(s) of staff and stakeholders for signs and messages. Signs, linked above, are available from the CDC in multiple languages.
- Find freely available CDC print and digital resources on [CDC's COVID-19 communications main page](#).

## **Maintain Healthy Environments**

- Intensify [cleaning and disinfection](#) of frequently touched surfaces
  - [Clean and disinfect](#) frequently touched surfaces (e.g., door handles, sink handles, drinking fountains, grab bars, hand railings) at least daily or between use as much as possible. Plan for and take these precautions when distributing and/or packing and ensure that other groups who may use your facilities take these precautions.
  - Clean and disinfect shared objects (e.g., office equipment) between each use.
  - Develop a schedule for increased, routine cleaning and disinfection.
  - If transport vehicles (e.g., buses, vans) are used by the staff or volunteers, drivers and passengers should practice all safety actions and protocols as indicated (e.g., [hand hygiene](#), cloth face coverings). To clean and disinfect trucks, buses, vans, or other vehicles see guidance for [bus transit operators](#) and for [drivers for hire](#) and adapt as needed.
  - Ensure [safe and correct use](#) and storage of cleaners and disinfectants including storing products securely away from food products and ensuring there is adequate ventilation when using these products.
  - Use EPA-approved [disinfectants against COVID-19](#). Always read and follow label instructions for each product.
  - Use disposable [gloves](#) when removing garbage bags or handling and disposing of trash:
    - After using disposable gloves, throw them out in a lined trash can.
    - Do not disinfect or reuse the gloves.
    - Wash hands after removing gloves.
- Restrooms
  - Consider limiting the number of people that use the restroom at one time to allow for social distancing.
  - If lines form near the restroom, ensure people remain at least 6 feet from each other.
  - Ensure that restrooms are:
    - Cleaned and disinfected regularly, particularly high-touch surfaces such as faucets, toilets, doorknobs, and light switches. Clean and disinfect restrooms daily or more often, if possible, and use EPA-approved disinfectants against COVID-19.
    - Regularly stocked with supplies for handwashing, including soap, water, and disposable paper towels or hand sanitizer with at least 60% alcohol. Avoid supplying reusable towels or use of hand dryers.
  - Ensure safe and correct application of disinfectants and keep products away from children and food products.
- Ensure ventilation systems operate properly and increase circulation of outdoor air
- Modify layouts to promote social distance of at least 6 feet between people – especially for persons who do not live together

- Provide physical guides (e.g., guides for creating “one-way routes”), such as tape on floors or sidewalks and signs on walls, to ensure that individuals remain at least 6 feet apart in lines and at other times.
- Install physical barriers, such as sneeze guards and partitions, particularly in areas where it is difficult for individuals to remain at least 6 feet apart. Barriers can be useful at reception areas, distribution counters, and other areas where remaining at least 6 feet apart is difficult.
- Close communal spaces, or stagger use and clean and disinfect between use
  - Use methods to physically separate staff, volunteers, and clients in all areas of the facility including work areas and other areas such as meeting rooms, break rooms, parking lots, and entrance and exit areas; otherwise, stagger use and clean and disinfect between use.
  - Arrange reception or other communal seating area chairs by turning, draping (covering chair with tape or fabric so seats cannot be used), spacing, or removing chairs to maintain social distancing.
- Food Service
  - There is no evidence that people can get COVID-19 from eating food. However, sharing utensils and congregating around food service areas may present risks.
  - If food is offered at any distribution, have individual, pre-packaged boxes or bags instead of a potluck, buffet, or family-style meal. Avoid sharing of foods and utensils.
  - For in depth guidance on safely providing food service, refer to CDC’s COVID-19 considerations for [restaurants and bars](#).
  - Provide physical guides, such as tape on floors or sidewalks and signs on walls, to ensure that individuals not from the same household remain at least 6 feet apart when waiting in line to order or pick up.
  - Use disposable food service items (e.g., utensils, dishes). If disposable items are not feasible or desirable, ensure that all non-disposable food service items are handled with gloves and washed with dish soap and hot water or in a dishwasher. Individuals should wash their hands after removing their gloves or after directly handling used food service items.
- Limit sharing of objects, or clean and disinfect between use
  - Discourage people from sharing items that are difficult to clean, sanitize, or disinfect in between use, such as food containers, tools, equipment, or supplies.
  - Ensure adequate supplies to minimize sharing of high-touch materials to the extent possible; otherwise, limit use of supplies and equipment to one group of people at a time and clean and disinfect between use.

## **Maintain Healthy Operations**

- Protect people at [higher risk](#) for severe illness from COVID-19
- Regulatory Awareness
  - Be aware of local or state regulatory agency policies related to group gatherings to determine if distributions can be held and what the maximum number of attendees at a distribution should be.
- Participation in Community Response Efforts
  - Consider participating with local authorities in broader COVID-19 community response efforts (e.g., sitting on community response committees) and collaborating with other community organizations to coordinate activities or limit duplication of efforts, where possible.
  - Inform local authorities about areas of concern or previously unknown issues as well as community or organizational resources that might be helpful in responding to changing circumstances in the community.

- Flexible and Responsive Operations and Communication Plans
  - Define roles, responsibilities, and decision-making protocols so that the organization can adjust operations, services, and programming in [response to changing community conditions](#).
  - Develop a communication plan to alert other volunteers and clients to changes in operations and ensure that contact information is up to date.
  - Develop information-sharing systems with partners, including local health officials and other charitable food programs.
- Designated COVID-19 Point of Contact
  - Designate a staff person to be responsible for remaining up to date on and responding to COVID-19 concerns. All staff and volunteers should know who this person is and how to contact them.
- Protections for Staff and Others who are at Higher Risk of Severe Illness from COVID-19
  - Offer options that limit exposure risk (e.g., delivery, pick up during non-distribution times) for clients at [higher risk for severe illness](#) (including older adults and people of all ages with certain underlying medical conditions).
  - Limit distribution attendance to staff and volunteers who live in the local geographic area (e.g., community, city, town, county, or live together) to reduce risk of spread from areas with higher levels of COVID-19.
- Social Distancing and Modifying Layouts
  - Reconfigure any areas where more than two people may gather to allow for at least 6 feet between people. This is especially necessary for sites that provide additional non-food services.
  - In situations where people will form lines, encourage people to stay at least 6 feet apart by providing [signs](#) or other visual cues such as tape or chalk marks.
  - Limit the number of clients scheduled at the same time to allow for [social distancing](#), or host smaller distributions more frequently
  - Prioritize outdoor activities where attendees can remain at least 6 feet from others not living in their household.
  - Consider using drive-up distribution so that people can maintain distance from each other and to eliminate the need to touch doorknobs and other items and surfaces in a facility.
- Meetings and Gatherings
  - Pursue virtual group events, gatherings, or meetings, if possible, and promote social distancing of at least 6 feet between people if in-person events are held. Limit group size to the extent possible.
  - Prioritize outdoor activities where attendees can remain at least 6 feet from others not living in their household.
  - When planning events, consult CDC's [Considerations for Gatherings and Community Events](#).
  - Limit any nonessential visitors, spectators, and volunteers at events.
  - Limit activities involving external groups or organizations as much as possible – especially with individuals not from the local geographic area (e.g., community, town, city, or county).
- Identifying Small Groups and Keeping Them Together (Cohorting)
  - Ensure that groupings of staff and volunteers are as small and as static as possible. Sites should consider:
    - Scheduling staff and volunteers together in small groups (cohorts) so that they are always scheduled to work on the same days/times together, reducing their exposure risk.

- Ensuring attendees of regular events (e.g., packing teams) are scheduled with the same group of attendees for each event so that individuals are in contact with the same people for each visit, and so that distinct groupings do not mix.
  - Limit use of supplies and equipment to one group of people at a time and clean and disinfect between use.
- Communication Systems
  - Put systems in place to:
    - Encourage staff and volunteers who come to your facility to self-report to the designated COVID-19 point of contact if they have [symptoms](#) of COVID-19, a positive test for COVID-19, or were exposed to someone with COVID-19 within the last 14 days.
    - Notify staff, volunteers, and clients of changes, cancellations, and restrictions in place to limit exposure to COVID-19 (e.g., hours of operation have changed, program is only allowing one member from each household to attend distribution).
    - Identify and address potential language, cultural, and environmental barriers associated with communicating COVID-19 information to organization staff and stakeholders. Tailor information so that it is easily understood by various audiences and is available in a variety of languages and formats, as feasible.
- Back-Up Staffing Plan
  - Monitor absenteeism of employees and critical volunteers, cross-train staff and volunteers, and create a roster of trained back-up staff and volunteers.
  - Develop policies for employees and volunteers to return to their duties and the facility after having COVID-19. CDC's criteria to [discontinue home isolation](#) and quarantine can inform these policies.
- Staff Training
  - Train staff and volunteers on all safety protocols.
  - Conduct training virtually or ensure that participants maintain [social distancing](#) during training.
  - Consider that volunteer and staffing levels may need to increase to implement cleaning and safety protocols.
- Close Contact
  - Staff or volunteers who have close contact (within 6 feet) with clients (e.g., people who visit client homes, complete client intake) should take extra precautions.
  - Limit the amount of time staff or volunteers are in close contact (within 6 feet) with others, to the extent feasible.
  - Maintain a supply of [cloth face coverings](#) for clients to wear (if able) and provide guidance on [how to wear them properly](#).
  - Remind clients to [cover their mouth and nose](#) with tissues when coughing or sneezing. Used tissues should be thrown in the trash and hands washed immediately with soap and water for at least 20 seconds.
  - Proper [hand hygiene](#) is an important infection control measure. Ensure employees and volunteers wash their hands regularly with soap and water for at least 20 seconds. If soap and water are not readily available, provide an alcohol-based hand sanitizer containing at least 60% alcohol. Key times to clean hands in general include:
    - Before, during, and after preparing food
    - Before eating food
    - After using the toilet
    - After blowing your nose, coughing, or sneezing
    - Before entering a client's home and upon leaving



- After touching frequently touched surfaces
  - After putting on, touching, or removing cloth face coverings
- Employees and volunteers should avoid touching their eyes, nose, and mouth with unwashed hands.
- Recognize Signs and Symptoms
  - If feasible, conduct daily health checks (e.g., temperature screening and/or [symptom checking](#)) of staff and volunteers.
    - Temperature screening
      - A non-contact infrared thermometer with auto-measurement reduces the need for physical contact.
      - Oral thermometers may be more readily available but should have a plastic tip that detaches and can be discarded after taking each individual's temperature.
      - Personal-use thermometers are also an option if only to be used by one individual.
    - Symptom checking by verbal screening
      - Today of in the past 24 hours, have you had any of the following symptoms?
        - Fever (above 100.4°F), felt feverish, or had chills
        - Cough
        - Difficulty breathing
        - Other symptoms such as muscle pain, repeated shaking with chills, headache, sore throat, or new loss of taste or smell
      - In the past 14 days, have you been in close contact (within 6 feet) of someone with COVID-19 or showing symptoms of COVID-19?
      - Have you been diagnosed with or otherwise tested positive for COVID-19?
      - Have you recently traveled from an area with heightened community transmission?
- Sharing Facilities
  - Encourage any organizations that share or use your facility to also follow these considerations. Limit shared facility use, if possible.
- [Support Coping and Resilience](#)
  - Promote staff and volunteer's ability to eat healthy foods, exercise, get enough sleep, and find time to unwind.
  - Encourage employees and others to talk with people they trust about their concerns and how they are feeling.
  - Consider posting signs for the national distress hotline: 1-800-985-5990, or text TalkWithUs to 66746; the National Domestic Violence Hotline: 1-800-799-7233 and TTY 1-800-787-3224; and the National Suicide Prevention Lifeline: 1-800-273-TALK (8255).

## **Prepare for When Someone Gets Sick**

- Advise Sick Individuals of Home Isolation Criteria
  - Communicate to sick staff and volunteers that they should not return to the program until they have met CDC's [criteria to discontinue home isolation](#).
- Isolate and Transport Those Who are Sick
  - Make sure that staff and volunteers at your facility know that they should not come to the facility, and that they should notify the designated COVID-19 point of contact if they become sick with COVID-19 [symptoms](#), test positive for COVID-19, or have been [exposed](#) to someone with symptoms or a confirmed or suspected case.

- Immediately separate anyone with COVID-19 [symptoms](#) (i.e., fever, cough, shortness of breath). People who are sick should go home or to a healthcare facility, depending on how severe their symptoms are, and follow [CDC guidance for caring for themselves](#). Anyone who has had [close contact](#) with a person who has [symptoms](#) should be separated, sent home, and advised to follow [CDC guidance for community-related exposure](#) (see “Notify Health Officials and Close Contacts” below). If symptoms develop, individuals should follow CDC guidance for caring for themselves.
- Establish procedures for safely transporting anyone who becomes sick to their home or to a healthcare facility. If you are calling an ambulance or bringing someone to the hospital, try to call first to alert them that the person may have COVID-19.
- Clean and Disinfect
  - Close off areas used by a sick person and do not use these areas until after cleaning and disinfecting them (for outdoor areas, this includes surfaces or shared objects in the area, if applicable).
  - Wait at least 24 hours before cleaning and disinfecting. If waiting 24 hours is not feasible, wait as long as possible. Ensure safe and correct use and storage of cleaning and disinfecting products, including storing them securely away from children and food products.
- Notify Health Officials and Close Contacts
  - In accordance with state and local laws and regulations, sites should notify [local health officials](#), staff, and potentially exposed persons of any case of COVID-19 while maintaining confidentiality in accordance with the [Americans with Disabilities Act \(ADA\)](#) and other applicable laws and regulations.
  - Advise those who have had [close contact](#) with a person diagnosed with COVID-19 to stay home, [self-monitor for symptoms](#), and follow [CDC guidance](#) if symptoms develop.

For questions or concerns, please see the below contacts for each county:

- Adams, Cumberland, Dauphin, Franklin- Nancy Heigel ([nheigel@centralpafoodbank.org](mailto:nheigel@centralpafoodbank.org))
- Blair, Bedford, Fulton, Huntington, Perry- Nellie Stinson ([nstinson@centralpafoodbank.org](mailto:nstinson@centralpafoodbank.org))
- Mifflin, Juniata, Lebanon, Lancaster- Maria D’Isabella ([mdisabella@centralpafoodbank.org](mailto:mdisabella@centralpafoodbank.org))
- York- Ashleigh Lucas ([alucas@centralpafoodbank.org](mailto:alucas@centralpafoodbank.org))
- All Northern Counties- Jennifer Kurelja ([jkurelja@centralpafoodbank.org](mailto:jkurelja@centralpafoodbank.org))

Tara Davis, Director of Agency Services and Outreach ([tdavis@centralpafoodbank.org](mailto:tdavis@centralpafoodbank.org))



# Food Pantry Specific Guidance

Partners across the CPFB service area have seen fluctuating numbers of families seeking assistance for a multitude of reasons. It's possible that this is also impacted by communication to clients.

- Communication with clients-
  - Many clients are aware that they'll now have to complete paperwork and are intimidated by what this may entail. Ensure your advertising and communication emphasizes that clients will be served regardless of citizenship status, lack of identification, level of income, etc.
  - Provide an example of the Self-Declaration of Need form with an explanation on your website/Facebook page. This can help create confidence and trust in what the process will look like when they arrive.
  - If your program and clients are active on social media, consider filming an example of the process with clients to show what social distancing requirements will be in place along with paperwork they'll need to complete.
- General safety measures-
  - Place hand sanitizer and masks in a prominent location. If you need additional masks, please contact the appropriate CPFB staff member on page 8.
  - Ensure your program's rules are clearly posted and include social distancing and proper mask wearing so that expectations are clear for clients.
  - If your program utilizes a waiting line for clients (either indoors or outdoors), it is strongly encouraged that you create visual reminders on the ground of appropriate social distances. Examples of this are chalk, paint, tape, etc. depending on the regulations of each site.
- If feasible, pre-register clients to cut down on check in time-
  - Pre-registration can be done via phone, online form, etc.
  - Some partners have begun collecting phone numbers and/or emails from clients for the purpose of notification should exposure occur. This cannot be a requirement for receiving services. If the client is unable or unwilling to provide contact information, they must receive the same services as all other clients.
  - If using Self Declaration of need forms, ensure that there is a physical form completed for the new July 1 fiscal year. These can be pre-filled before distribution, but must be signed by the staff/volunteer that completed registration at the time of distribution
  - For drive through distributions, consider using window paint or laminated indications of pre-registered or returning families and number of individuals in the family.
- Many programs are still utilizing forms of client choice while socially distancing-
  - Even if your program is pre-packing, clients can be asked during registration (via phone, online, or in person) if they would prefer "x" product over "y" product.
  - At a minimum, staff and volunteers can ask if the client or anyone in their household has specific dietary restrictions for high blood pressure, diabetes, allergies, etc.
- Indoor and/or client choice distributions-
  - Minimize the number of staff, volunteers, and clients in the building at a time. For instance, if you would normally bring five families into the pantry at a time, consider bringing them in one or two at a time.
  - Minimize the number of choices to cut down on decision time and encourage clients to only pick up the products they intend to take home.

If you have any questions specific to your program, reach out to CPFB's Agency Services Staff (contact information on the previous page). Our staff is happy to provide guidance and connect you with other programs operating in a similar way to share experiences.

## **COVID-19 (Novel Coronavirus) Prevention Practices for Food Banks and Food Pantries**

*(Updated 4/24/2020)*

### **Things to do now:**

The Pennsylvania Department of Health (DOH) and Centers for Disease Control and Prevention (CDC) currently recommend preventative steps to reduce the risk of getting and spreading any viral respiratory infections.

- Implement the recommendations listed below, as applicable.
  - Check in with your local health department since they may have additional recommendations based on what is going on in your specific area.  
<https://www.naccho.org/membership/lhd-directory?searchType=standard&lhd-search=&lhd-state=PA>
- Develop procedures that support the recommendations.
- Understand potential supply chain and resource issues.

### **Current requirements and recommendations:**

- **As of Sunday, April 19, 2020, all employees, volunteers, and customer at essential businesses in Pennsylvania (including food banks, pantries, and other food assistance agencies) are required to wear a mask.**
- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least **60% alcohol**.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Avoid close contact with people who are sick.
- If you are feeling ill, stay at home and away from others.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands. Do **not** cough into your hands. If a tissue isn't available, be sure to cough only into your elbow.
- Practice and reorganize your space to promote "social distancing" (at least 6 feet of distance between people)
- Encourage cleaning of frequently used objects such as counters, shared pens, volunteer check-in stations, handles on carts (if using grocery carts), bathroom door handles, and door knobs/handles.
- Some food pantries are sanitizing hourly or more frequently, please contact your local health department if you have questions about best practices in sanitizing your space.
- If you are using a bleach cleaning agent, do not mix it with ammonia.

### **Additional recommendations:**

- Let all of your clients know about any new procedures. Email those you can.
- Post notices in areas clients visit.
- **Request that sick clients stay home and let them know how to receive food. For example, let them know of any proxy system that allows a friend or neighbor to pick up their food packages.**

- Consider alternate delivery systems, such as drive-through distribution where clients pull up in their cars and volunteers deliver a prepackaged bag to their car. Or, consider distributing prepackaged bags at the food program door.
- If you have sanitizer available, ask clients to use it as soon as they come into the food pantry.
- If possible, request clients wash or sanitize their hands before selecting their food, or wear disposable gloves if available.
- Pre-bag produce so people do not touch produce in self-select model pantries.
- Consider keeping the amount of food on display low and restock more frequently to reduce the amount of food touched by different clients.
- Instead of making food available for clients to browse, consider a menu-only option with volunteers taking orders from clients and packing bags for them.
- Limit the number of people in food pantry space to encourage social distancing. To reduce congestion, consider extending your hours or open for an additional day.
- If your program has an appointment system, admit fewer people for each appointment and add additional appointment times.
- Increase home delivery, if possible.
- Temporarily postpone any food demos or cooking classes and don't offer food samples.
- Remove or limit access to chairs, papers (i.e. books, brochures, magazines, and recipes), bathrooms, and other things made available to clients or regularly found in client wait areas.

#### **Supply Chain and Resource Considerations:**

- Prepare and plan for operations with a reduced workforce. Anticipate a larger reduction in senior volunteers.
- Identify essential positions and people required to sustain necessary functions and operations. Cross-train or develop ways to function in absence of these positions.
- Plan for downsizing services but also anticipate scenarios which may require a surge in your services. For example, pre-packing food boxes for use in your agencies' distributions, or using mobile pantries to distribute in areas where food pantries are not open due to insufficient staffing/volunteers.
- **USDA Foods being offered through TEFAP and CSFP are continuing to come into the state in large quantities. If your food bank receives direct shipments of these products, be aware that these deliveries will continue and staff must be available to accept them.**

#### **Additional Resources:**

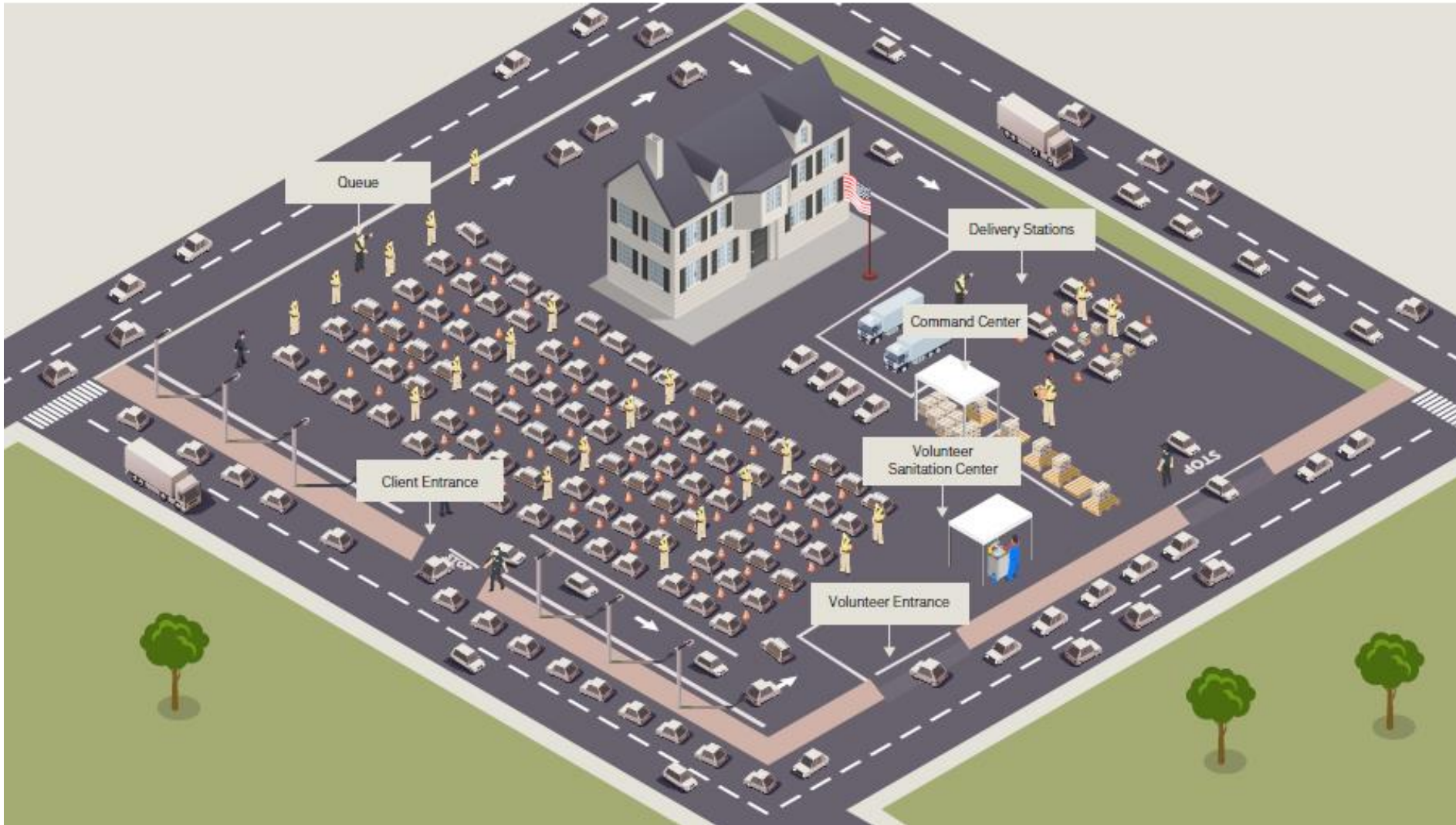
- Pennsylvania Department of Health:  
<https://www.health.pa.gov/topics/disease/Pages/Coronavirus.aspx>
- Centers for Disease Control and Prevention:  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

#### **Contact Information:**

**Pennsylvania Department of Agriculture  
Bureau of Food Assistance  
1-800-468-2433  
[RA-Fooddist@pa.gov](mailto:RA-Fooddist@pa.gov)**

# Drive-thru distribution: high-volume model

## Higher-volume distribution set-up<sup>1</sup>



### Key positions:

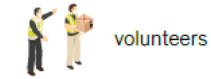
- Traffic volunteers stationed near cones to guide vehicles
- Local police stationed at exit and entrances to guide traffic
- An overflow lot (if nearby) can help with traffic control

1. Please note - this is a reference to view common set ups- exact positioning will be modified based on local circumstances



# Drive-thru distribution: space constrained model

## Lower-volume distribution set-up<sup>1</sup>



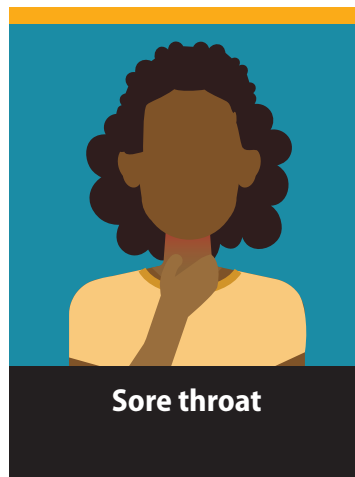
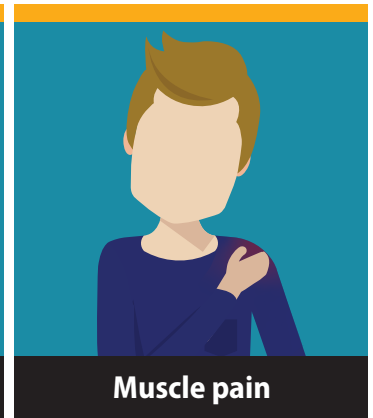
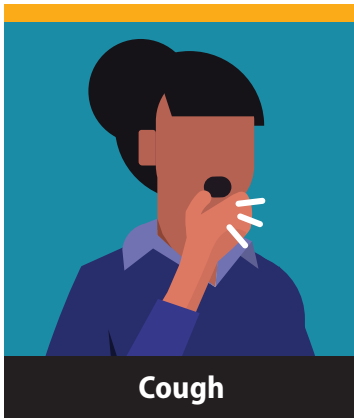
### Key positions:

- Traffic volunteers stationed near cones to guide vehicles
- Local police stationed at exit and entrances to guide traffic

1. Please note - this is a reference to view common set ups - exact positioning will be modified based on local circumstances

# Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

**\*Seek medical care immediately if someone has emergency warning signs of COVID-19.**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.





# How to Protect Yourself and Others

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

## Know how it spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
  - » Between people who are in close contact with one another (within about 6 feet).
  - » Through respiratory droplets produced when an infected person coughs, sneezes or talks.
  - » These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
  - » Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

## Everyone should

### Clean your hands often



- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

### Avoid close contact



- **Limit contact with others as much as possible.**
- **Avoid close contact** with people who are sick.
- **Put distance between yourself and other people.**
  - » Remember that some people without symptoms may be able to spread virus.
  - » This is especially important for **people who are at higher risk of getting very sick**. [www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html)



[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

## Cover your mouth and nose with a cloth face cover when around others

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- **You could spread COVID-19 to others** even if you do not feel sick.
- **Everyone should wear a cloth face covering in public settings** and when around people not living in their household, especially when social distancing is difficult to maintain.
  - » Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- **The cloth face cover is meant to protect other people** in case you are infected.
- Do **NOT** use a facemask meant for a healthcare worker.
- Continue to **keep about 6 feet between yourself and others**. The cloth face cover is not a substitute for social distancing.

## Cover coughs and sneezes

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- **Always cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- **Throw used tissues** in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

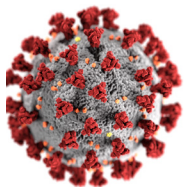
## Clean and disinfect

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- **Clean AND disinfect frequently touched surfaces** daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html)
- **If surfaces are dirty, clean them:** Use detergent or soap and water prior to disinfection.
- **Then, use a household disinfectant.** You can see a list of [EPA-registered household disinfectants here](#).

# What you should know about COVID-19 to protect yourself and others



## Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



## Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



## Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



## Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



## Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



## Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



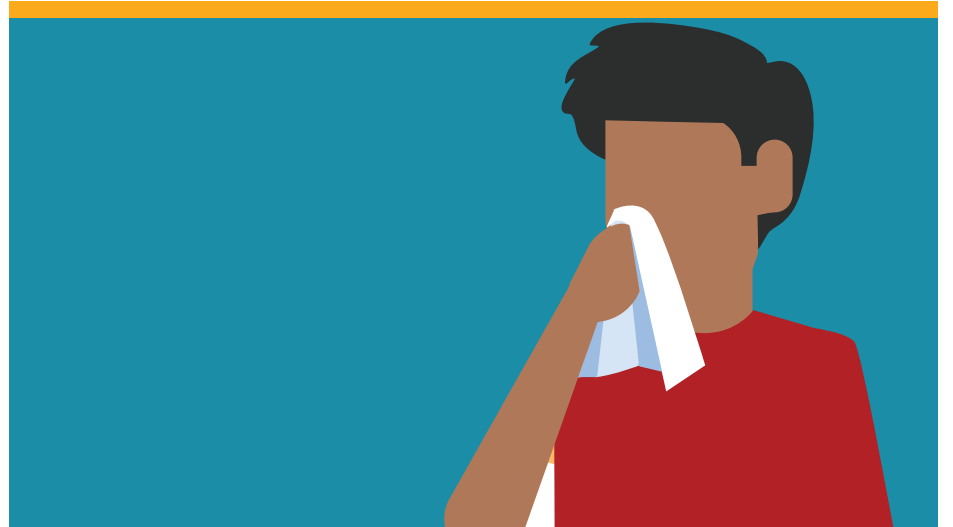
[cdc.gov/coronavirus](https://cdc.gov/coronavirus)

# Stop the Spread of Germs

**Help prevent the spread of respiratory diseases like COVID-19.**



**Stay at least 6 feet  
(about 2 arms' length)  
from other people.**



**Cover your cough or sneeze with a  
tissue, then throw the tissue in the  
trash and wash your hands.**



**When in public, wear a  
cloth face covering over  
your nose and mouth.**



**Do not touch your  
eyes, nose, and mouth.**



**Clean and disinfect  
frequently touched  
objects and surfaces.**



**Stay home when you are sick,  
except to get medical care.**



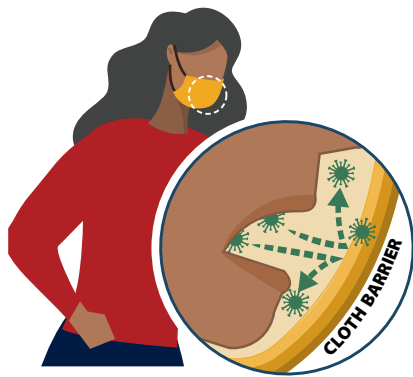
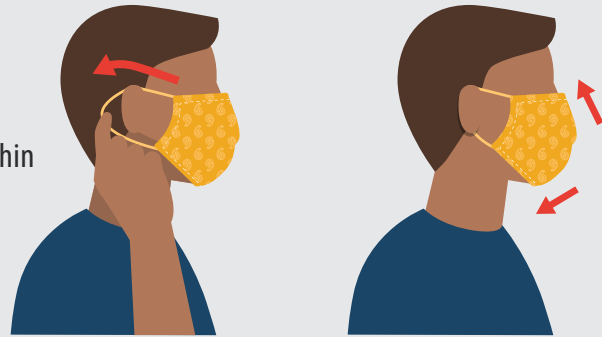
**Wash your hands often with soap  
and water for at least 20 seconds.**

# How to Safely Wear and Take Off a Cloth Face Covering

Accessible: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

## WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



## USE THE FACE COVERING TO HELP PROTECT OTHERS

- Wear cloth face coverings in public settings and when around people who don't live in your household, especially when other social distancing measures are difficult to maintain
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

## FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



## TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



**Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.**


For instructions on making a cloth face covering, see:


**[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)**


As grocery shopping remains a necessity during this pandemic, many people have questions about how to shop safely. We want to reassure consumers that there is currently no evidence of human or animal food or food packaging being associated with transmission of the coronavirus that causes COVID-19. This particular coronavirus causes respiratory illness and is spread from person-to-person, unlike foodborne gastrointestinal or GI viruses, such as norovirus and hepatitis A that often make people ill through contaminated food.


Although your grocery store may be temporarily out of certain products, there are no nationwide shortages of food. Food production and manufacturing are spread throughout the United States. During this pandemic, consumers are getting most of their food from grocery stores, and many stores have modified their operating hours to allow for more time to restock shelves and clean. In addition, many stores are providing special hours for seniors or other high-risk individuals to shop and are offering pick-up and delivery services. Check the store's website or call the store to learn more.


**To help protect yourself, grocery store workers, and other shoppers, it is important to keep a few things in mind:**


**1.**  Prepare a shopping list in advance. Buy just 1 to 2 weeks-worth of groceries at a time. Buying more than you need can create unnecessary demand and temporary shortages.

**2.**  Wear a face covering or mask while you are in the store. Some stores and localities may require it. Check your state, county, or city guidelines for any other requirements.


**3.**  Carry your own wipes, or use one provided by the store to wipe down the handles of the shopping cart or basket. If you use reusable shopping bags, ensure they are cleaned or washed before each use.


**4.**  Practice social distancing while shopping – keeping at least 6 feet between you, other shoppers, and store employees. Keep your hands away from your face.


**5.**  Wash your hands with warm water and soap for at least 20 seconds when you return home and again after you put away your groceries.

**6.**  Again, there is no evidence of food packaging being associated with the transmission of COVID-19. However, if you wish, you can wipe down product packaging and allow it to air dry, as an extra precaution.

**As always, it is important to follow these food safety practices to help prevent foodborne illness:**

**7.**  Before eating, rinse fresh fruits and vegetables under running tap water, including those with skins and rinds that are not eaten. Scrub firm produce with a clean produce brush. For canned goods, remember to clean lids before opening.

**8.**  When unpacking groceries, refrigerate or freeze meat, poultry, eggs, seafood, and other perishables—like berries, lettuce, herbs, and mushrooms—within 2 hours of purchasing.

**9.**  Regularly clean and sanitize kitchen counters using a commercially available disinfectant product or a DIY sanitizing solution with 5 tablespoons (1/3rd cup) unscented liquid chlorine bleach to 1 gallon of water or 4 teaspoons of bleach per quart of water. **WARNING:** Do not use this solution or other disinfecting products on food.

**10.**  Always keep in mind the basic 4 food safety steps — [Clean](#), [Separate](#), [Cook](#), and [Chill](#).

Food is a source of comfort, as well as nourishment for you and your family – especially now – and we hope this advice will help you continue to buy groceries with care and confidence.





# Feeling Sick?

**Stay home when you are sick!**

If you feel unwell or have the following symptoms  
**please leave the building and contact your health care provider.**  
Then follow-up with your supervisor.

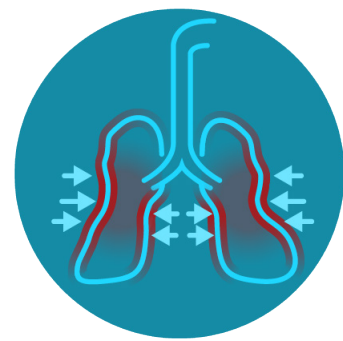
**DO NOT ENTER if you have:**



**FEVER**



**COUGH**



**SHORTNESS OF  
BREATH**



**[cdc.gov/CORONAVIRUS](https://cdc.gov/CORONAVIRUS)**

# Feeling stressed or anxious about the COVID-19 pandemic?

## Use these tips to reduce your stress and anxiety:



Limit or avoid news coverage if it causes you more stress and anxiety.



Focus on positive things in your life that you can control.



Keep stress under control by exercising, eating healthy, reading, or by trying relaxation techniques such as yoga.



Talk about your experiences and feelings to loved ones and friends, if you find it helpful.



Connect with others who may be experiencing stress about the pandemic.



Take time to renew your spirit through meditation, prayer, or helping others in need.



If you are feeling overwhelmed with emotions such as sadness, depression, anxiety, or feel like you want to harm yourself or someone else, call 911 or the National Suicide Prevention Lifeline at 1-800-273-TALK (1-800-273-8255).

### ADDITIONAL RESOURCES:

The Substance Abuse and Mental Health Services Administration (SAMHSA) Disaster Distress Helpline (DDH) provides counseling and support before, during, and after disasters. Contact the DDH at 1-800-985-5990 or text **TalkWithUs** to 66746.

SAMHSA's National Helpline: 1-800-662-HELP (1-800-662-4357)

**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration

SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.  
1-877-SAMHSA-7 (1-877-726-4727) • 1-800-487-4889 (TTY) • <https://www.samhsa.gov>

PEP20-01-01-015

# Tips for Managing Stress During the COVID-19 Pandemic:



- Take time away from media reports to focus on things in your life that are going well and that you can control.
- Talk to family and friends. You can still stay connected while social distancing.
- Pay attention to your body. Recognize the early warning signs of stress, and take time to renew your spirit through meditation, prayer, or helping others in need.

## ADDITIONAL RESOURCES

Disaster Distress Helpline:

**1-800-985-5990**

National Suicide Prevention Lifeline:

**1-800-273-TALK (1-800-273-8255)**

# ***SAMHSA***

Substance Abuse and Mental Health  
Services Administration

Toll-free: 1-877-SAMHSA-7 (1-877-726-4727) |  
info@samhsa.hhs.gov | <https://store.samhsa.gov>

PEP20-01-01-013

# Stress Reduction Techniques:



**Tai Chi or Yoga**



**Exercise**



**Meditation**



**Deep Breathing**



**Write About What  
You Are Thankful For**



**Take a Nap**



**Play With a Pet**



**Aromatherapy**



**Listen to Music**



**Take a Walk**


# Disaster Distress Helpline

PHONE: 1-800-985-5990  
TEXT: "TalkWithUs" to 66746

 **Call us:**  
**1-800-985-5990**

 **Text:**  
**'TalkWithUs' to 66746**

 **Visit:**  
<http://disasterdistress.samhsa.gov>

 **Like us on**  
**Facebook:**  
<http://facebook.com/distresshelpline>

 **Follow us on**  
**Twitter (@distressline):**  
<http://twitter.com/distressline>

## Disaster Distress Helpline

PHONE: 1-800-985-5990 TEXT: "TalkWithUs" to 66746

**Call 1-800-985-5990**  
**or text 'TalkWithUs' to 66746**  
to get help and support  
for any distress that you or someone  
you care about may be feeling  
related to any disaster.

The **Helpline** and **Text Service** are:

- Available 24 hours a day,  
7 days a week, year-round
- Free (standard data/text messaging  
rates may apply for the texting service)
- Answered by trained crisis counselors.

TTY for Deaf / Hearing Impaired:  
**1-800-846-8517**

Spanish-speakers:  
**Text "Hablanos" to 66746**



Administered by the Substance Abuse and Mental Health  
Services Administration (SAMHSA) of the U.S. Dept. of Health  
and Human Services (HHS).

# Disaster Distress Helpline

PHONE: 1-800-985-5990  
TEXT: "TalkWithUs" to 66746

**If you or someone you  
know is struggling  
after a disaster,  
you are not alone.**



*"Ever since the tornado,  
I haven't been able to get a full  
night's sleep ..."*

*"I can't get the sounds of  
the gunshots out of my mind..."*

*"Things haven't been the same  
since my shop was flooded ..."*

**Talk With Us!**

# Disaster Distress Helpline

PHONE: 1-800-985-5990 TEXT: "TalkWithUs" to 66746

## Disasters have the potential to cause *emotional distress*.

Some are more at risk than others:

- Survivors living or working in the impacted areas (youth & adults)
- Loved ones of victims
- First Responders, Rescue & Recovery Workers.

## Stress, anxiety, and depression are common reactions after a disaster.

Warning signs of distress may include:

- Sleeping too much or too little
- Stomachaches or headaches
- Anger, feeling edgy or lashing out at others
- Overwhelming sadness
- Worrying a lot of the time; feeling guilty but not sure why
- Feeling like you have to keep busy
- Lack of energy or always feeling tired
- Drinking alcohol, smoking or using tobacco more than usual; using illegal drugs
- Eating too much or too little
- Not connecting with others
- Feeling like you won't ever be happy again.

## TIPS FOR COPING WITH STRESS AFTER A DISASTER:

**Take care of yourself.** Try to eat healthy, avoid using alcohol and drugs, and get some exercise when you can- even a walk around the block can make a difference.

**Reach out to friends and family.** Talk to someone you trust about how you are doing.

**Talk to your children.** They may feel scared, angry, sad, worried, and confused. Let them know it's okay to talk about what's on their mind. Limit their watching of TV news reports about the disaster. Help children and teens maintain normal routines to the extent possible. Role model healthy coping.

**Get enough 'good' sleep.** Some people have trouble falling asleep after a disaster, others keep waking up during the night.

If you have trouble sleeping:

- Only go to bed when you are ready to sleep
- Don't watch TV or use your cell phone or laptop computer while you're in bed
- Avoid eating (especially sugar) or drinking caffeine or alcohol at least one hour before going to bed
- If you wake up and can't fall back to sleep, try writing in a journal or on a sheet of paper what's on your mind.

**Take care of pets or get outside into nature when it's safe.** Nature and animals can help us to feel better when we are down. See if you can volunteer at a local animal shelter- they may need help after a disaster. Once it's safe to return to public parks or natural areas, find a quiet spot to sit in or go for a hike.



**Know when to ask for help.** Signs of stress can be normal, short-term reactions to any of life's unexpected events- not only after surviving a disaster, but also after a death in the family, the loss of a job, or a breakup.

It's important to pay attention to what's going on with you or with someone you care about, because what may seem like "everyday stress" can actually be:

- Depression (including having thoughts of suicide)
- Anxiety
- Alcohol or Drug Abuse.

**If you or someone you know may be depressed, suffering from overwhelming feelings of anxiety, or possibly abusing alcohol or drugs ...**

**Call 1-800-985-5990 or text 'TalkWithUs' to 66746.**

**You Are Not Alone.**