

# **COVID-19 Preparedness Plan for Semcac Outreach and Food Shelf in Dodge County**

The Semcac Dodge County Food Shelf and Outreach programs are committed to providing a safe and healthy environment for all our employees, volunteers and clients. To ensure we have a safe and healthy environment, we have developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers, employees and volunteers are all responsible for implementing this plan. Our goal is to minimize the potential for transmission of COVID-19 in our Outreach office and Food Shelf and throughout the community. This requires full cooperation from our employees, volunteers and clients. Only through this cooperative effort can we establish and maintain the safety and health of our employees, volunteers and clientele.

Management and volunteers are responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan. Management has the full support in enforcing the provisions of this policy.

Volunteer involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. Our volunteers have been informed of all the changes to the running of the food shelf and the safety measures that have been put in place. All staff have been asked for their suggestions and ideas. Our COVID-19 Preparedness Plan follows Center for Disease Control and Prevention (CDC) and the Minnesota Department of Health (MDH) guidelines and Executive Order 20-48 and addresses:

- Hygiene and respiratory etiquette
- Engineering and administrative controls for social distancing
- Cleaning, disinfecting, decontamination and ventilation
- Prompt identification and isolation of sick person
- Communications and training that will be provided to volunteers and staff
- Management and supervision necessary to ensure effective implementation of the plan
- Protection and controls for pick-up, drop-off and delivery
- Protections and controls for in-store shopping
- Communications and instructions for clients

## **Screenings and policies for volunteers and staff exhibiting signs and symptoms of COVID-19**

Volunteers and staff have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. Volunteers and staff who are not feeling well are told to stay home. If a volunteer or staff member tests positive for COVID-19 they are asked to inform management of the outreach and food shelf so others who may have been in contact with them can be informed and furloughed if necessary.

Volunteers, for any reason, are not required to work if they are not comfortable doing so. Older volunteers and those with underlying medical conditions or who have household members with underlying health conditions are furloughed.

To protect the privacy of volunteers and staff, health information will only be shared if absolutely necessary in order to protect the health of others.

## **Screenings and policies for clientele, donors and visitors exhibiting signs and symptoms of COVID-19**

Clientele, donors and visitors will be informed as they enter the lobby of the food shelf and outreach office that they are required to complete a health screening and temperature check with a volunteer or staff member. Any client not feeling well will be asked to please wait in their vehicle and prepacked food will be brought out to them. If a client tests positive for COVID-19 within days before or after they were at the food shelf or outreach office, they are encouraged to inform management so others who may have been in contact with them can be informed.

Any donor or visitor not feeling well will be asked to remain outside the food shelf and outreach office and a volunteer or staff member will come outside to grab the donations. The north side of the building will be the designated drop off point.

for all donations. Volunteers and staff may ask the donor to remain outside and a staff or volunteer will come out to grab the items.

All information is kept confidential and to protect the privacy of the client, health information will only be shared if absolutely necessary in order to protect the health of others.

## **Hand Sanitizing**

Basic infection prevention measures are being implemented at the food shelf at all times. Volunteers and staff are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes and after using the restroom. All clients, donors and visitors to the food shelf will be encouraged to sanitize their hands prior to or immediately upon entering the facility. Hand sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at the entrance and donation drop off location in the food shelf and outreach office so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled.

## **Respiratory etiquette: Wear a cloth covering and cover your cough or sneeze**

Volunteers, staff, clients and donors are required to wear face coverings while in the food shelf and outreach office building. Face coverings will not be available to clients who arrive without one. Volunteers and staff will be offered a face covering. Clients will be encouraged to bring their own face coverings during their visits to the food shelf. In any case, a client will not be turned away if they do not have a face covering and as an alternative, will be offered food by curbside pickup.

Volunteers, staff and clients are being instructed to cover their mouth and nose with their sleeve or tissue when coughing and sneezing and to avoid touching their face, in particular their mouth, nose and eyes with their hands. They should dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available.

## **Social Distancing**

Social distancing of six (6) feet will be implemented and maintained between clients, donors and visitors. No more than two clients will be allowed into the food shelf at a time to shop. Six foot markings will be placed inside and on the sidewalk outside the food shelf and outreach to be used while clients wait to enter the food shelf. Clients are strongly encouraged to self-distance beyond these areas while waiting to shop in the food shelf.

Clientele that would like to speak with an outreach case manager will be asked about their situation and handed the proper application with verbal instructions to call the outreach office and talk with a staff member over the phone. Outreach will not be accepting any walk-ins of any kind without first scheduling an appointment.

A drop box located outside the entrance doorway will be placed to allow clientele and donors to drop off their paperwork or monetary donations anytime they choose.

A manager or staff member will be at the door to allow clients in and perform a health screening. Staff or volunteers will remain behind the checkout table while clients are shopping to maintain social distancing. Clients will leave carts beside the checkout table and step back while the staff or volunteer weighs the food items and places them back in the cart. The staff or volunteer will then push the cart to the other end of the table and the client will then bag their own items as quickly and efficiently as possible and leave the food shelf. The cart will then be wiped down and sanitized by a staff member or volunteer immediately before it can be used again. A staff member or volunteer will also wipe down all cooler and freezer handles and checkout table between clients and serve as a carry out for those who may need help. Carts are not to be taken out of the building. Clients will be asked to open car doors/trunks whenever a staff member or volunteers is asked to put food in a vehicle.

If a client, for any reason, is not comfortable entering the food shelf or outreach office, alternative methods for getting food are provided, including curbside pickup or designating a proxy to shop for a client. Clients are strongly encouraged to stay home if they are sick and if in need of food can contact the food shelf for home delivery. Food deliveries will be left at the entrance to a client's home, such as front door, or an apartment entrance. Clients needing assistance in the outreach

programs can opt to schedule an appointment with an outreach worker or choose to have an over the phone, zoom, skype or other choice of appointment as long as the outreach worker is able to accommodate that request. The outreach worker at any time can also make the request to have an over the phone, zoom, skype or other type of appointment that they feel is necessary.

Visitors will also be screened at the door. No more than two people per household can accompany each other. Clients requiring an aide or translator are able to have one other person with them when entering the food shelf and outreach office. Children will not be allowed in the food shelf or outreach office at any time. The only exception to a child entering the food shelf or outreach office will be if the child is translating for the client. All others will not be allowed in the food shelf or outreach office.

If a client chooses to send a proxy to pick up their food, the proxy must be written down on their paperwork ahead of time or verbal consent must be given over the phone with a staff member. If a person is not noted as the proxy, they will not be able to pick up any food for the client.

## **Time Limits and Food Shopping**

Clients wishing to shop for their own food will be given a time frame. Due to the high demand and large numbers of households served in Dodge County limited shopping time is the only way to ensure that we are able to serve all households in our day to day operations. No client will be rushed through their shopping experience but will be reminded as they enter the facility that we encourage them to please keep their shopping time to 15 minutes or less so that others are allowed the opportunity to shop in the same day as well.

Clients will also be reminded that whatever item they pick up they must put that item in their cart. Should they choose to not want that item when they approach the checkout table, staff and volunteers will place that item off to the side to be wiped down and remain off to the side for the rest of the day before returning it to the shelf.

## **Cleaning, Disinfecting and Ventilation**

Regular housekeeping practices are being implemented, including routine cleaning and disinfecting of work surfaces, equipment and the restroom after the food shelf closes. Frequent cleaning and disinfecting will be conducted in high-touch areas, such as door handles, carts, cooler and freezer handles and checkout tables while the food shelf is open. If a volunteer or staff member is diagnosed with COVID-19, the food shelf will remain closed until it is thoroughly cleaned and disinfected using bleach based products.

The food shelf and outreach restroom is available to staff and volunteers only.

## **Communications and Trainings**

This COVID-19 Preparedness Plan was communicated by email to all staff, management and directors involved with food shelf and outreach program in Dodge County. A copy will be given to volunteers and staff and posted within the food shelf and outreach office. Management has verbally communicated this plan with staff and volunteers at the Dodge County office.

Instructions will be communicated and written down to clients and visitors about: food distribution and donation protocols, Covid-19 Preparedness and required hygiene practices through fliers, posters, social media and newspapers.

This COVID-19 Preparedness Plan was adopted and posted on 7/23/2020. It will be updated as necessary.

**Amber Duncan,  
Outreach and Food Shelf Manager  
Semcac Dodge County**

## **Please read over the guidelines and practices for opening the food shelf and outreach office:**

A Preparedness Plan has been put in place as to how our daily operations will be handled in order to open our doors and keep them open. We feel it is important to allow you to have client choice and choose the foods that you are able to eat

### **Process and rules that you must adhere to in order to enter, shop and choose your foods:**

- a. Masks/face coverings are required and must be worn at all times in the building. No mask means no entry
  - b. Health screening and temperature check will be conducted with every person that enters the building. If you are sick or feeling ill, you will be asked to please exit the building, wait in your vehicle and someone will bring your food out to you.
  - c. If you don't feel comfortable shopping or coming into the building, please let us know and we can accommodate and offer curbside drop off as we have previously been doing. All items are pre-bagged so we will not be able to accommodate requests
  - d. You will be asked to sanitize your hands as you enter. A hand sanitizing station is available at the entrance. Kleenex and waste basket are also available for use. Please cough or sneeze into your arms and not your hands if possible. Avoid touching your eyes, nose and mouth areas.
  - e. You will be given 15 minutes to shop. We don't want to rush you but only be 2 households at a time are allowed to shop in order to maintain social distancing guidelines. This will make it harder to get everyone through during open hours. Your time is limited so that everyone gets a chance to shop
  - f. Please do not touch items if you do not intend to take it with you. We know it is hard to not pick something up and look through the nutrition label or just see what it is. Please limit what you touch and take what you touch. If you don't want the item, please leave it in your cart and a staff or volunteer will place the item to the side to sanitize later. **Do not** pre-bag your items.
  - g. Only 2 per household (aides and translators count as part of HH). Children will not be allowed in the building at this time unless they are translating for a family member. Only one child in that instance. You may send a proxy to do your shopping for you. Please make sure that your proxy is written on your paperwork or you have called ahead to let a staff member know.
  - h. If you need to sign up for the food shelf, please do so over the phone.
  - i. Leave your cart next to the table, step back while food is being weighed. When finished, staff or volunteer will give you the cart with your food and you must box/bag items yourself and exit the building as promptly as possible to allow another shopper in
2. Outreach Programs are by appointment only. No walk-ins are allowed during this time. If you need an application or have questions, call ahead and speak to a staff member. **MUST** have an appointment to enter the building for Outreach.
  3. Drop box will be located outside by the front door for you to drop off paperwork.

Thank you for your patience and understanding during this time. We are in this together and we will come out of it together.

Sincerely,

Amber Duncan

Semcac

Food Shelf and Outreach Manager

## **Donations**

### **Please read over the guidelines and practices for opening the food shelf and outreach office:**

1. Monetary donations are asked to be placed in the drop box located outside our front door.
2. If you have a food donation, please call ahead so a staff member or volunteer can make arrangements to collect the items. Due to the social distancing and limited number of people allowed in the building at one time, you may be asked to leave the items outside the door and we will collect or you will be asked to drive around to the North side of the building to donate your items.
3. Masks/face coverings are required to enter the building. You will be asked to sanitize your hands. Sanitizing stations will be set up at the entrance for you to use.
4. If you do not wish to enter the building or we ask that you remain outside the building, we will collect the food at one of the doors, weigh it and bring a receipt to your vehicle.
5. All donations will be weighed as quickly and efficiently as possibly for you convenience and ours.

Thank you for your patience and understanding during this time. We are in this together and we will come out of it together.

Sincerely,  
Amber Duncan  
Semcac  
Food Shelf and Outreach Manager