

March 10, 2020

TO: Agency Representative
FROM: Elizabeth Cervantes, Director of Agency Relations & Product Acquisitions
Subject: COVID-19 Precautions

The Food Bank is monitoring the COVID-19 situation closely and taking necessary precautions to help ensure that the food remains safe and that our collective mission can continue. The Food Bank is also discussing the mobilization of additional resources to benefit impacted individuals and communities should the situation necessitate it.

As of today, Food Bank operations are continuing as normal with no known impact on our staff or facilities. The Los Angeles Regional Food Bank staff has no reported cases of COVID-19. The Food Bank also has not received reports of COVID-19 cases from our partner agencies. The Food Bank has taken the following precautions to reduce the possible spread of COVID-19 for all of our visitors and team members.

- Concentrated cleaning in frequently touch areas such as doors, doorknobs, railings, and sign-in areas.
- Implemented a mandatory hand washing and glove wearing policy in our front dock shopping area as well with volunteer groups.
- LARFB team members signing in for agency representatives.
- Hosting web meetings and conference calls instead of in-person meetings.

Of course, we ask you and your team to stay home if sick and not to come to the Food Bank.

At your agency site(s), we recommend the following strategies be implemented immediately.

- Ask your volunteers and staff to stay home if they are sick.
- Ask your volunteers and staff to avoid contact with ill persons.
- Require your volunteers and staff to wash their hands before their shift with soap and warm water for at least 30 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol after washing hands and before putting on gloves (if gloves are available).
- Ask your volunteers and staff to avoid touching their face.
- Clean and disinfect frequently used equipment and surfaces such as doorknobs, light switches, and phones regularly throughout the day.

Specifically for pantries, the Food Bank and California Association of Food Banks recommend the following strategies be implemented immediately.

- If your agency is a client choice model consider changing to a pre-bag model. Bags can be passed out quickly and less persons touch the food items.
- If your agency decides to remain a client choice model pantry then require your clients to wash their hands and wear gloves before selecting their food products.

- Advise sick clients to stay home and ask a friend or neighbor to pick up their groceries.
- Extend hours or open an additional day so clients are spread out and there isn't congestion in the space or in the line.
- Limit the number of people in the food pantry space. If your pantry is held indoors consider moving the distribution outdoors contingent on weather conditions.
- Have a volunteer or staff person responsible for cleaning tables, counters, carts, doorknobs, pens, phones, and computers stations every 15 minutes throughout your distribution time.
- Temporarily postpone any food demos or cooking classes and refrain from offering food samples.
- Post notices provided by Los Angeles County Department of Public Health regarding reducing COVID-19 for clients to view. See attached.

Always check with trusted sources for the latest accurate information about COVID-19:

- Los Angeles County Department of Public Health
<http://www.publichealth.lacounty.gov/media/Coronavirus/>
- California Department of Public Health
<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>

The California Department of Social Services (CDSS) is temporarily allowing volunteers to complete the TEFAP Sign-In Sheet (EFA-7) for clients. We will advise all TEFAP agencies once we receive official notice with instructions. However, please feel free to implement these changes effective today.

The Food Bank is purchasing plastic bags. The bags will allow agencies to move to a pre-bagged distribution model. We are also purchasing disposable gloves. The gloves and bags will be available on the product list shortly. Once these items are available, we will notify agencies.

We appreciate your adherence to the precautions listed above. We will keep you posted as the situation continues to change.

Please feel free to contact the Agency Relations department with any questions.