



PUBLIC HEALTH MEMO

COVID-19

Recommendations for Staff or Volunteers of Emergency Food Providers

Screening of staff/volunteers

Have volunteers complete the self-assessment tool at <https://www.ontario.ca/page/2019-novel-coronavirus> prior to putting their names forward.

Screen staff/volunteers for COVID-19 when they arrive for their scheduled shift by asking the following questions:

- Do you have a fever, new or existing cough, or difficulty breathing?
- Have you travelled outside Canada in the last 14 days?
- Have you been in close contact with someone who has been tested positive or awaiting results for COVID-19?
- Have you been in close contact with a person with an acute respiratory illness who has travelled outside Canada in the last 14 days?

If they answer 'yes' to any of these questions, ask them to self-isolate for 14-days and contact their Primary Health Care Provider or Telehealth Ontario at 1-866-797-0000.

Any staff/volunteers that are over 70 years of age, and individuals who are immunocompromised because of existing health issues, should not be involved in food distribution at this time:

- If these individuals still wish to contribute to the program, consider providing tasks that can be done from home (e.g., scheduling pick-ups, scheduling deliveries)

Staff/volunteer safety protocol

Social distancing is important at this uncertain time. This means minimizing any close contact with others.

- Limit the number of staff/volunteers that are allowed in the working space at one time
 - Workstations should be a minimum of 6 feet (approx. 2 metres or 2.2 yards), apart
 - This distance should be kept while moving about throughout the facility
- Stagger the hours of work (if possible) for staff/volunteers, to limit the number of people in one place at a time.
- Control the flow of people inside and outside of your facility with physical barriers. Place a physical barrier, such as a table, desk, or rope to physically prevent clients from getting too close to staff.

Ensure that COVID-Prevention Signage and Hand Washing signage is posted throughout the facilities

- Visit <http://direct.wechu.org/cv/workplaces> to find the Government of Ontario COVID-19 Best Practice Poster, as well as the WECHU hand-washing poster under the resource section.

Ensure that staff and volunteers practice proper hand hygiene regularly.

- This includes washing hands with soap and warm water for at least 20 seconds, or using an alcohol-based hand sanitizer if a handwashing station is not readily available. This should occur before and after preparing food, after touching their face, and after touching common surfaces.



- Ensure that you have sufficient hand-washing stations and/or hand-sanitizing stations (use 70% alcohol-based hand sanitizer) and that they are kept full. Place hand sanitizer stations at all locations where staff/volunteers change tasks or handle things.
- All volunteers should use a tissue when coughing, sneezing, or blowing your nose. Throw your tissue in the garbage. Cough or sneeze into your upper sleeve or elbow if you do not have a tissue. After coughing, sneezing, or blowing your nose, wash your hands using warm water and soap or an alcohol-based hand sanitizer.

Increase cleaning and sanitization practices, especially in high-traffic areas.

- Frequently touched surfaces (e.g., food contact surfaces, meal trays, kitchen serving utensils, handles/doorknobs, tables, light switches, toilets, railings, etc.) need a thorough cleaning at least twice a day and when visibly dirty.
- For more information about cleaning and disinfection in the workplace, visit <https://www.wechu.org/cv/workplaces#resources>

Food Delivery Service Protocols:

- All drivers, volunteers and staff should practice regular hand hygiene and maintain a social distance of at least 6 feet (2 metres or 2.2 yards) from others when receiving or providing food donations.
- All drivers should use a tissue when coughing, sneezing, or blowing your nose. Throw your tissue in the garbage. Cough or sneeze into your upper sleeve or elbow if you do not have a tissue. After coughing, sneezing, or blowing your nose, wash your hands using warm water and soap or an alcohol-based hand sanitizer.

Truck operators/drivers

When unloading food donations from a truck with other staff or volunteers:

- Be sure to place food donations on the edge of the truck, keeping a 6-foot (approx. 2 metres or 2.2 yards), distance from the edge of the truck.
- Try not to pass the food donations directly to staff or volunteers by hand.

Make sure your truck is equipped with items that help you to stay safe during this time. These items include:

- Alcohol-based hand sanitizer
- Disinfectant wipes or spray with a paper towel
- Facial tissues

You need to use these items before and after each delivery and pick-up.

Social distancing is important at this uncertain time. This means minimizing close contact with others. Therefore, when using the delivery truck/vehicle, it should only be occupied by 1-person at a time.

Volunteers/Staff

When unloading food donations from a truck with truck operators/drivers:

- Be sure to collect food donations from the edge of the truck.
- Wait until the driver/operator has placed the goods down and moved away from the donation, to help keep a 6-foot (2-metre or 2.2 yards) distance from others.
- If working with others, practice social distancing and try not to pass the food donations directly to others by hand.



When delivering food to individuals in the community, if delivering to someone's home:

- Call in advance to notify them of the time of delivery.
- Let clients know you will be leaving the food for them at their front door.
- Knock loudly or ring the doorbell, and leave the food in front of their door.
- If it is an apartment building with a secure entrance, ring the buzzer to let the person know that their food is in the lobby and that you will be waiting in your vehicle until they come down and get it. If they are unable to come down to the lobby, ask them to buzz you in and you can leave at their door and knock to let them know it is there.
- When you return to your vehicle, always sanitize your hands with hand sanitizer containing a minimum of 70% alcohol.
- If warranted wait in your vehicle to ensure the person accesses the delivery.

If delivering food to individuals in any other circumstance (i.e., those that are homeless):

- Stay at least 6 feet (approx. 2 metres or 2.2 yards), from those receiving the donation.
- Wash your hands with soap and water, or sanitize your hands with an alcohol-based hand sanitizer after each interaction.

Pick-up Service Protocols:

For individuals who are coming to pick up their food, have them complete the self-assessment [screen at https://www.ontario.ca/page/2019-novel-coronavirus](https://www.ontario.ca/page/2019-novel-coronavirus) prior to coming to pick up food. This will allow anyone to experiencing any symptoms to arrange for an alternate pick-up person or schedule a delivery.

Screen individuals before they enter the facility for COVID-19 by asking the following questions:

- Do you have a fever, new or existing cough, or difficulty breathing?
- Have you travelled outside Canada in the last 14 days?
- Have you been in close contact with someone who has been tested positive or awaiting results for COVID-19?
- Have you been in close contact with a person with an acute respiratory illness who has travelled outside Canada in the last 14 days?

If they answer 'yes' to any of these questions, ask them to self-isolate for 14-days and contact their Primary Health Care Provider or Telehealth Ontario at 1-866-797-0000.

Limit the number of individuals inside your facility at any given time

- Ensure that your facility allows for adequate social distancing – have a minimum 6 feet (approx. 2 metres or 2.2 yards), the distance between people (including when people are waiting in line)

Have takeaway food boxes/bagged meals prepared ahead of time so that they can be taken away without the individual necessarily having to enter your facility. These should be labelled and left in an area separate from the people coming in to pick their food up.

Minimize gathering of clients by scheduling staggered client pick-ups and/or extending program hours.

If capacity exists, consider requiring clients to call ahead to indicate their need and arrange for a pick-up or delivery. If possible, consider providing a greater quantity of food provision to reduce the frequency of visits.



Ensure all staff and volunteers self assess themselves on a daily basis prior to arriving at your facility. If they answer yes to any questions, they should stay home and contact Telehealth Ontario 1-866-797-0000 or their health care provider for further direction.