

Volunteer Messaging Guidance

Suggested Talking Points

[INSERT AGENCY NAME] is actively monitoring developments related to COVID-19 (coronavirus). We are taking proactive measures to protect the health and wellbeing of our clients, volunteers and staff as we continue to serve our community.

We still need volunteers to help us get food out to our neighbors who need it, so our volunteer operations are open. In fact, we may need your help more than ever as others may become unable to volunteer. As always, it is our policy that people refrain from volunteer service if they are ill or have been exposed to a communicable disease.

As a food-handling establishment, we always take precautions to combat the spread of germs. Our volunteer protocols will continue to focus keenly on food safety and sanitation.

Tips & Best Practices

- Track who your volunteer groups and individuals are – restrict volunteerism by individuals and groups who may have been exposed to communicable disease
- Post signage on your entryway requesting people not enter the premises if they are feeling ill, have been exposed to a communicable disease (regardless of how they feel), or have recently traveled to an area impacted by a communicable disease.
- Implement stricter hand washing procedures for incoming volunteers
 - When checking in volunteers, make an announcements asking volunteers to wash hands before beginning their shift
 - Place flyers by volunteer check-in areas reminding folks to wash hands
- Offer gloves, hand sanitizer, and other protective gear for volunteer use
- Acquire hands-free door openers so clean hands can stay cleaner
- Send a reminder email or text message to volunteers asking them to stay home if they feel ill or have been exposed to a communicable disease (regardless of how they feel)