Each food bank should have policies and procedures in place for employee health and wellness. You should be sure that sick employees and volunteers do not report to work and you should suggest they see a doctor. If you have a sick employee or customer, report it to the health department. If the health department is not responding, be persistent. CDC advises that you should provide instructions to employees/guests on what to do if they develop symptoms within 14 days after their last possible exposure to the virus.

WHAT BEST PRACTICES SHOULD BE IMPLEMENTED?

- Staff and volunteers should practice hand hygiene, use gloves when handling money, and handle and package items for customers if possible.
- Consider increasing practicality of social distancing by staggering entry or only allowing small groups of people in at a time.
- Masks are not necessary, as they are not protective to healthy people, but prevent the spread of the virus from sick people.

WHAT SHOULD BE COMMUNICATED TO CUSTOMERS?

- Staff, volunteers and customers should not come to the food bank if they are displaying symptoms of COVID-19, or have come in contact with someone who has had symptoms.
- Consider communicating to customers through signs, social media or newsletters.
- Proactively reach out to county health departments.

IS THERE A PROTOCOL IN THE EVENT AN EMPLOYEE OR CUSTOMER IS DIAGNOSED WITH COVID-19 OR THINKS THEY HAVE IT?

- Each food bank should have policies and procedures in place for employee health and wellness.
- You should be sure that sick employees and volunteers do not report to work and you should suggest they see a doctor.
- If you have a sick employee or customer, report it to the health department. If the health department is not responding, be persistent.
- CDC advises that you should provide instructions to employees/guests on what to do if they develop symptoms within 14 days after their last possible exposure to the virus.

For more info, visit: www.cdc.gov/coronavirus/2019-ncov
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