



Catholic Charities

ARCHDIOCESE OF WASHINGTON

Inspiring Hope, Building Futures.

Safety Measures for Engaging Volunteers & Others On-site during COVID-19

Planning*:

- Describe tasks appropriate for volunteers that can be accomplished behind the scenes in 2-3 hours
- Determine shift times and how many volunteers / shift (see scheduling example below)
- In addition to meeting health screening, what other skills or characteristics do you want volunteers to bring to the project?
- Determine what supplies you need to have on hand or that you want volunteers to bring
- Identify who will supervise the volunteers
- Submit the information required on this form for COVID-19 Team review & Exec Team review: https://docs.google.com/forms/d/e/1FAIpQLScjwUV79c1JFQzM4EP5pM-UTB_xL_YDkrThI0iLpIB75ctklg/viewform

Scheduling:

- Have volunteers sign up on-line and for 1 shift no more than every 14 days
- Create teams of volunteers to work together – Week 1, Week 2, Week 3, Week 4 – to maintain calendar spacing and create effective work teams
- Limit shifts to 2 or 3 hours, not typical long shifts; clean common surfaces between shifts
- Limit tasks to “behind the scenes” or plating meals for staff to serve rather than direct client contact

Screening:

- Only invite volunteers who have already served with the organization / program – no new volunteers
- Require responses to health screening questions at sign up
 - Are you healthy, symptom-free for the last 14 days?
 - Are all the people in your household healthy and symptom-free?
 - Do you have seasonal allergies? Are you coughing or sneezing?
 - Have you traveled outside the DMV in the last 14-days?
- Call each volunteer the day before their shift to:
 - Confirm good health
 - Confirm come or NOT to come and reschedule
 - Ask volunteer to take their temperature now, and report that they are fever free
 - Ask the volunteer to bring their own face covering or mask
 - Review the safety procedures
 - Send letter to carry re volunteering for essential service, signed by CEO – could be personalized
 - Send waiver to sign and bring



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At Site:

- On volunteers' arrival
 - Confirm health screening is same – ask the questions again
 - Take temperature?
 - Sign in (this can be done via phone/QR code)
 - Present clear safety procedures, check for understanding using scenarios
 - Demonstrate how to properly wear mask/face cover
 - Have everyone wash or sanitize (w/ +60% alcohol) hands and put on gloves (provide gloves)
- Assign tasks, give detailed and specific instructions
- Introduce volunteers to staff, make sure volunteers know who to ask for help,
- Introduce the safety monitor – enforces physical distancing, face covers, gloves, and other safety practices, continuously checks in
- Post health safety rules throughout the site
- At end of shift have volunteers:
 - Wipe / Sanitize workstations at beginning and end of each shift
 - Wipe / Sanitize and quarantine items used by volunteers
 - Demonstrate safe way to remove gloves and face cover
 - Dispose of gloves and wash hands before leaving

Food Distribution/Meal Service:

- Set up workstations at least 6-feet apart, mark the floor w/ tape or chalk
- Safety Monitor enforces compliance and builds confidence in the volunteers
 - Communicate to volunteers if they develop symptoms during the shift to notify the monitor or other staff member immediately
- Move interaction with clients outside,
 - mark the pavement to promote physical distancing
 - work the line to promote physical distancing, answer questions, turn away people not on list for that day, provide instructions to get on list (written?)
- Minimize client interaction
 - Do intake in advance over the phone
 - Assign client a week / day / time to pick up food
 - Check name off list at distribution
 - Offer face cover or gloves, if available
- Prepackage groceries for quick distribution
- Use non-contact method, preferably with a table between the person giving the groceries and the person picking them up
- Provide more food less frequently – 2x a month

Shelters:

- Short shifts
- Behind the scenes task – plating food, sorting mail



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- Consider outdoor meal distribution?
- Non-contact hand off
- Separate entrance, if possible

*These are things you do all the time anyway. During an emergency is a great time to lean into those best practices!

Sources:

1. Catholic Charities of NYC
2. Second Harvest Food Pantry, Archdiocese of New Orleans
3. Miriam's Kitchen, Washington DC
4. Capital Area Food Bank
5. Shelter Place
6. Montgomery County Food Council (<https://mocofoodcouncil.org/covid-19-food-assistance-provider-resources/>)
7. Red Cross of the National Capitol Region