

Helpline House COVID 19 Procedures as of August 27, 2021

1. Masks:
 - a. Staff, volunteers and clients must wear face coverings/masks while on Helpline property. Masks will be provided to anyone without one.
 - b. If a client is unable or unwilling to wear a mask, alternate service delivery will be provided.
 - c. For staff working in a private office, no mask is required. If staff is in a shared office, they must wear a mask.

2. Contact Tracing/Self Temperature Check:
 - a. Sign in upon arrival if you are going to be on site and inside the agency buildings for more than 15 minutes. Sign out when you leave for the day.
 - b. Your temperature must be taken and recorded on the sign in sheet to state that it is 100 degrees or less; if it is not, you must leave for the day. Helpline will provide touchless thermometers.

3. Other guidelines:
 - a. Eating must be in a private office or outside.
 - b. Please don't come in if you feel unwell. Staff can work from home or use sick leave.
 - c. Staff and volunteers are required to get COVID vaccinations, including COVID boosters when they become available. Clients are encouraged to get COVID vaccinations including boosters when they become available.
 - d. We are currently limiting the number of households inside. Those waiting to shop or receive services should remain outside until called.

For determining when to quarantine or isolate, please refer to and follow current CDC guidelines.

Note: Air purifiers are located in staff offices, the Food Bank and the lobby. Staff and volunteers are encouraged to open windows for better air circulation.