



THE OHIO STATE  
UNIVERSITY

# COVID-19 FAQ FOR FOOD BANKS

## BEST PRACTICES AND COMMUNICATION

### 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 INFORMATION 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](http://www.cdc.gov/coronavirus/2019-ncov)

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**NC STATE**

EXTENSION