# 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.

<table>
<thead>
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<th>What Should Be Communicated To Customers?</th>
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<td>- 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.</td>
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<td>- Consider communicating to customers through signs, social media or newsletters.</td>
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<td>- Proactively reach out to county health departments.</td>
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### 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.

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(extension.okstate.edu)

For more info, visit: [cdc.gov/coronavirus/2019-ncov](https://www.cdc.gov/coronavirus/2019-ncov)

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