Front Desk Covid-19 Reduced Services Instructions

**CEO’s reduced service schedule is as follow:**

* **WIC ext.525 is open Monday-Friday from 10AM till 2PM**
* **Food Pantry ext.320/342 is open M,T,Th,F for appointments 10am-2pm and W for walk-in distribution only 10am-2pm.**

**This schedule will last until further notice**

Start of the Day @9:45am:

* Place sandwich board with instructions outside of the entrance and be sure to allow for space for handicap accessibility
* Switch phone off of “Night Mode”
  + Hitting the button so the green light goes off
* Make sure the intercom is on, volume is all the way up, and the “FTN DR” light is lit
* Make sure one empty cart is available for the distribution of walk-in bags (This should remain in the lobby the whole day)
* Retrieve any voice messages that might have been left from the night before.
  + If the red indicator light is on in the upper right hand corner there are messages to retrieve
  + Make sure to Press the message button located on the top left mid center, press Select then listen.
  + Record all voice messages in a word document with the days date and submit via email to [rgwozdz@ceoempowers.org](mailto:rgwozdz@ceoempowers.org) or directly email to the appropriate staff
* ***Pull up/Open the Food Pantry “Customer Check-In” Google Doc***
  + **This should be accessible on the Intranet under Resources>Food Pantry**
  + **If it cannot be located, please call the Food Pantry to have the link emailed to you**
  + **This should remain up and accessible for the entire day**

Ongoing/Throughout the day:

* The front door may be opened for STAFF ONLY to enter by pressing the round “exit” button behind the desk chair and underneath the intercom
* Any calls for the food pantry go to EXT.320 or EXT.342
  + If customers ask, please let them know we are open by appointment only
* Food Pantry Walk-ins:
  + Pre-Bagged food is prepared in the office across from front desk
    - 1 set of bags for 1-2 member household
    - 2 sets of bags for 3-4 member household (etc.)
  + Please collect the following information from the customer and input it into the “Customer Check-In” google doc immediately:
    - Customers Full Name
    - DOB
    - Phone Number
    - #of people in the household broken down
      * Adults\_\_
      * Babies\_\_(0-3)
      * Kids\_\_(4-18)
      * Seniors\_\_ (over 65)
* Handling Food Pantry Pick-up Appointments:
  + Speak through the intercom
    - This can be done by holding down the talk button and releasing it to hear them speak back
    - Tips: make sure the volume is up & that the red “FNT DR” light is on
    - Once food is picked up
      * Check off the “picked up” box in the “Food Pantry Customer Check-In” Google doc
      * Circle “picked up” on the Intake form
    - Intake sheets should be kept and given back to the Food Pantry for tracking purposes
* Covid-19 Social Distancing/Sanitary Practices:
  + Front Desk personnel should wear a mask and gloves.
  + All Food Pantry Food should go into the entrance way on a cart (no direct handing of bags to customers should occur)
  + Carts should be pulled back into the building once the customer has left. Then is should be immediately sanitized with the provided rag and spray bottle. Then it can be sent back to the 3rd Fl on the elevator.
  + The Food Pantry is not currently requiring paperwork to be presented for intake, please do not directly take any mail/birth certificates/ID’s etc.
* Tax Inquiries:
  + Please inform them that our VITA tax program is suspended for the foreseeable future and they can check our website and social media accounts for on-going updates after April 30th.
  + The IRS extended the tax deadline until July 15th.
  + They can use “MyFreeTaxes.com” to file themselves.
* Emergency:
  + Main point of contact should be Kathy @ ext. 302
    - She can assist with diapers, formula, community resources/referrals
    - If Kathy is not available, the Food Pantry can assist with diapers and formula ext. 320/342
    - If no one is available, please take the individuals name, contact number, and description of need and email to Kathleen Hernandez, CC Renata Gwozdz
  + WIC office can help ONLY with emergency formula ext. 525

End of the day @2:00pm:

* Collapse and pull sandwich board into the entrance way
* Make sure all carts are disinfected and sent back to the food pantry (except for 1 that should stay down for walk-in bags)
* Switch the phone to “Night Mode”
  + Hitting the button so the green light goes on and stays on
* Turn off the intercom by hitting the “off” button