

**\*\*Volunteers who test positive for COVID-19 or are exposed to someone who tests positive for COVID-19 should contact Pastor Mark Larson at [mlarson@redeemer.org](mailto:mlarson@redeemer.org) and Bob Boyd at [bboyd@redeemer.org](mailto:bboyd@redeemer.org)\*\***

## **LUTHERAN COMMUNITY FOOD MINISTRY**

### **Guidelines for Volunteers during COVID-19**

**02-05-2021**

1. **Effective Date.** These guidelines are current as of the date above. They will be modified as new information and guidance becomes available and updates will be sent to volunteers.

2. **Lutheran Church of the Redeemer COVID-19 Policies.** The Lutheran Community Food Ministry is subject to all guidance issued by the Redeemer COVID-19 Task Force. To find the latest guidance visit:

- <https://www.redeemer.org/covid-19-protocols-temp/>

3. **COVID-19 Resources:** The following are resources you can consult for general questions about COVID-19 mitigation, symptoms, testing and vaccines:

- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- <https://www.coronavirus.gov/>
- <https://dph.georgia.gov/>
- Georgia Department of Public Health Hotline: (844) 442-2681

#### 4. **Volunteer Requirements.**

- Volunteers must be at least 18 or have just graduated from high school.
  - No exceptions even if a child has volunteered before.
- All volunteers should have health insurance coverage to protect their own health. As a volunteer, you serve at your own risk. Volunteers are NOT covered under any Redeemer health insurance policy or worker's compensation policy.
- Volunteers must wear a mask, gloves, and maintain six feet of distance (or as much as possible to perform a task) from other volunteers and staff during their shift. This is for everyone's safety and that of our guests.
- All volunteers must be healthy, not have received a recent positive COVID-19 test result, be free of symptoms of COVID-19, and not have not had direct exposure to anyone who has tested positive or is presumptively positive. Volunteers should err on the side of

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caution if not feeling well or questioning potential exposure and ask Stephanie Hart to find a replacement for their shift.

- **Positive COVID-19 Test Results.** Any volunteer **testing positive** for COVID-19 should contact Pastor Mark Larson ([mlarson@redeemer.org](mailto:mlarson@redeemer.org)) and Bob Boyd ([bboyd@redeemer.org](mailto:bboyd@redeemer.org)) immediately. The volunteer should quarantine and remain at home.
  - For those who test positive and develop symptoms, you may not volunteer for a minimum of 10 days after the date of the onset of symptoms as long as symptoms having resolved and no fever, without using any medications, for 72 hours.
  - For those who test positive and are asymptomatic, you may not volunteer for 14 days from the date of the test. (or from the positive result??)
  - Per CDC guidelines, a negative test is not required to return to volunteering provided the individual has followed the above guidance.
  
- **Volunteer Travel or Attendance at Gatherings.** To safeguard the health of everyone involved with the LCFM, a volunteer who (1) travels away from home overnight by driving or flying or (2) hosts or attends a gathering with friends or family outside of their quarantine “pod” is
  - Strongly encouraged to take a PCR (viral) test 3-5 days after the trip or gathering (and must not volunteer in the interim).
    - For those who test positive and develop symptoms, you may not volunteer for a minimum of 10 days after the date of the onset of symptoms as long as symptoms having resolved and no fever, without using any medications, for 72 hours.
    - For those who test positive and are asymptomatic, you may not volunteer for 14 days from the date of the test. (or from the positive result??)
  - If a volunteer chooses not to take a COVID-19 test and experiences zero symptoms, he or she should not volunteer for 14 days following the trip or gathering.

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- A negative test result is not required to return to volunteering provided the above guidance has been followed,

- **COVID-19 Vaccine.** Volunteers are strongly encouraged to receive the COVID-19 vaccine when made available to them.
- In order to protect the safety of our staff, volunteers, and guests, the Senior Pastor reserves the right to decline an offer to volunteer.

**5. You must be on the official schedule to enter the LCFM.**

- If you are not on the schedule for the day, please do NOT come to the LCFM.
- Because of the social distancing requirements, we can only have so many volunteers per shift. (No more than 9 people can be in Zittrouer at a time.)

**6. Volunteer Contact Information.** ALL staff and volunteers must sign in EVERY TIME they work or volunteer. Volunteers should use the electronic sign in at this URL (<https://forms.gle/Zc98aQGcDcHYpNQi9>) or by using the QR code posted at Redeemer. It is imperative that we keep track of everyone who is volunteering and have a phone number for each person because we may need to contact people should someone subsequently develop COVID-19.

**7. Cancelling your shift.**

- If you cannot volunteer for your assigned time for whatever reason, please **contact Stephanie Hart at 404-405-0760 or [Stephanie.hart1987@icloud.com](mailto:Stephanie.hart1987@icloud.com)** ASAP so that a substitute can be arranged.
- If you do find that an emergency happens to you on your assigned day or you will be late, please call **Bill Pegram** to let him know, and he will make sure Seth Brown knows. Bill works from 9 to 2, and **you can reach him at the church number after 9 AM at 404-874-8664, Ext 200. Or you can reach him on his cell if it's before 9 AM - 404-713-3990.**

**8. On Your Serving Day.**

- Please arrive at 9 AM to begin.

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- Please park behind Redeemer because our guests use the 4<sup>th</sup> Street Parking Lot to line up. Be aware that 4<sup>th</sup> Street is now a two-way street.
- Enter Redeemer through the back door (without the awning). If no one is sitting behind the reception desk to unlock the door for you, please press the bell.
- After you enter the building, you must complete a brief COVID-19 health assessment questionnaire regarding possible symptoms of or exposure to COVID-19. Staff will be on hand to assist with this online form.
  - Using your phone, take a picture of the QR code on the display table next to the Reception Desk to access the questionnaire. Security or the Receptionist will be able to view your responses and admit you to the building. Access may be denied based on the COVID-19 Task Force criteria.
  - If you prefer, you may access the same questionnaire via <https://www.redeemer.org/covid-19-protocols-temp/> and fill it out the morning of your shift before you arrive. You will need to tell a staff person that you have filled it out that way so they can view your responses and admit you to the building. Access may be denied based on the COVID-19 Task Force criteria.

9. **Wash Your Hands**. The following hand washing procedures will be implemented to ensure that we are following the best safety practices:

- A new handwashing sink has been installed in the kitchen. Volunteers assigned to the kitchen will use this sink. Under no circumstances should staff or volunteers use the dishwashing sinks in the kitchen for hand washing.
- The “hallway” volunteers will wash their hands either in a restroom upstairs or one downstairs in Zittrouer Hall.
- After washing their hands, each staff member or volunteer will put on plastic gloves and must wear a pair of gloves throughout the shift.
- After the plastic gloves are discarded in the trash can at the end of the shift, all volunteers/staff will wash their hands in handwashing sink in the kitchen or the restrooms located in Zittrouer Hall.

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- Don't forget to wear an apron during your shift. At the end of the shift, put it on the counter next to the sign-in book so that it can be washed for the next shift.

## 10. **Roles & Responsibilities.**

- In order to limit volunteer and staff exposure to one another, the daily roles will be more defined than normal. We ask that you stay in your position throughout your shift.
  - Chef/Kitchen: 2 volunteers inside kitchen. These volunteers will prepare and package the entrée in containers.
  - Hallway: 2-3 volunteers in the hallway outside the kitchen. These volunteers will assemble the to-go bags with paper products, bread, dessert, and the entrée container.
  - Security: 2-4 staff outside. These individuals will distribute the to-go bags to the guests outside. They oversee the queuing of guests and ensure the practice of safe distancing.
  - Clean-up: 2 staff in Zittrouer Hall. These individuals will prepare water cups for the guests, transport the to-go bags from the hallway to the outside distribution point, and maintain a clean working environment.
- The Chef/Kitchen volunteer will determine the menu each day based upon available supplies. If you have a question or issue, check with him or her.
- Remember to:
  - serve joyfully,
  - maintain six feet between yourself and others,
  - only wash your hands in the handwashing sink or a restroom sink,
  - avoid touching your face
  - avoid touching or leaning on surfaces
  - change plastic gloves if necessary
  - use a tissue if you cough or sneeze; discard gloves, wash hands in the hand washing or restroom sink, put on fresh gloves,
  - be kind to one another, and
  - pray for our guests and the ministry.

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11. **Keep an accurate meal count.**

- The chef will keep an accurate meal count by keeping track of the number of bowls of soup prepared. The total number entered into the sign-in book should include meals for Lutheran Towers and any other organization for which we are providing meals.
- Unless instructed otherwise, guests should only receive one bowl of soup in their bags.
- If there are extra made lunches at 11:30 AM, they may be distributed as “seconds” ONLY at the discretion of the Head Security Guard.

12. **Meals for Lutheran Towers.** We are now preparing some bag lunches for certain residents of Lutheran Towers. These are delivered to the Towers by a volunteer at the end of the serving shift.

13. **Spread the word about LCFM donation opportunities.**

- Food and product donations are an integral part of our food ministry. We welcome sharing this link to our Amazon Wish List with your friends and family via social media or by email.

[https://www.amazon.com/hz/wishlist/ls/28FR1K204NP0G?ref\\_=wl\\_share](https://www.amazon.com/hz/wishlist/ls/28FR1K204NP0G?ref_=wl_share)

- Monetary donations are also appreciated. These donations can be made to The Lutheran Church of the Redeemer via mail (include LCFM in the check memo) or online at [www.redeemer.org/give/donate](http://www.redeemer.org/give/donate) (include LCFM in the comments).

14. **Questions?** As a volunteer, your primary point of contact is Stephanie Hart. She will direct your question elsewhere if necessary.

15. **THANK YOU!** Your willingness to serve during this challenging and uncertain time is vital to the LCFM’s ability to continue its mission of serving our Midtown neighbors who deal with food insecurity and/or unstable housing. We deeply appreciate your commitment to this long-standing ministry at Redeemer.