

# THE AMERICAN LEGION



## COVID-19

RESOURCE GUIDE

The following information has been adapted from resources provided by the Centers for Disease Control and Prevention (CDC) and The American Legion National staff.

It is important to note that this pandemic and the national response is ever changing, and you should always rely on the CDC for the most up-to-date information. To get the most up-to-date information go to their special web site at -

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

To follow the American Legion's specific guidelines, go to our web site @  
[www.legion.org](http://www.legion.org)



# **CORONAVIRUS DISEASE 2019 (COVID-19) GUIDE FOR AMERICAN LEGION LEADERS**

(adapted from the recommendations of the Centers for Disease Control and Prevention (CDC))

## **PLAN AND PREPARE**

Departments, districts and posts should check with your state government; either the Governor's office (see links later in this document) or the state department of health to determine your responsibilities under the laws of your state (see links later in this document). To get the most up-to-date federal information go to their special web site at - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>. As a leader in The American Legion your membership is looking to you for a calm but decisive guidance. Use the tools from the above resources to make your decisions and then publicly announce those decisions to all your members.

You should read and become familiar with **THE PRESIDENT'S CORONAVIRUS GUIDELINES FOR AMERICA**

You have a legal requirement to follow all state and federal orders to listen to and follow the directions of your STATE AND LOCAL AUTHORITIES.

- ✓ **IF YOU FEEL SICK**, stay home. Do not go to work. Contact your medical provider.
- ✓ **IF YOUR CHILDREN ARE SICK**, keep them at home. Do not send them to school. Contact your medical provider.
- ✓ **IF SOMEONE IN YOUR HOUSEHOLD HAS TESTED POSITIVE** for the coronavirus, keep the entire household at home. Do not go to work. Do not go to school. Contact your medical provider.
- ✓ **IF YOU ARE AN OLDER PERSON**, stay home and away from other people.
- ✓ **IF YOU ARE A PERSON WITH A SERIOUS UNDERLYING HEALTH CONDITION** that can put you at increased risk (for example, a condition that impairs your lung or heart function or weakens your immune system), stay home and away from other people.

Things to consider now:

- ☐ **Staffing needs** - short term and long term
  - Processing of payrolls, paying of bills
  - Membership renewals and transmission
  - Investment policy review
    - Conservation of assets
  - Publication of newsletters and website
- ☐ **Restricting travel**
  - District and Department events
  - Spring meetings
  - Convention
  - Resolutions
  - Election of officers
  - Electronic meetings

### ☐ **American Legion programs**

- Baseball
- Oratorical
- Legacy Run
- Legislative issues
- Commission and committee meetings
- Junior Shooting Sports?

### ☐ **Buddy Checks** – Now is a good time to implement you Buddy Check. Organize a “Week of Calling” where every member of your Department and Post is called to see how they are doing and if they need help. This is not a membership call; it is a welfare check only. You can find scripts [www.legion.org/membership/buddycheck](http://www.legion.org/membership/buddycheck)

## **Departments**

- ✓ Update your emergency operations plan with the help of your local public health department, emergency operations coordinator or planning team, and other relevant partners to include COVID-19 planning.
- ✓ Develop an emergency communication plan for distributing timely and accurate information to staff and members and those you serve.
- ✓ Use your website to:
  - ✓ Announce postponements or to cancel events, programs, and services, especially for groups at greater risk such as older adults or people with chronic health conditions.
  - ✓ Promote the practice of everyday preventative actions.
    - Frequently [wash hands](#) with soap and water for at least 20 seconds. If soap and water are not readily available use hand sanitizer with at least 60% alcohol.
    - Cover coughs and sneezes with a tissue or use the inside of your elbow.
    - Clean frequently touched objects and surfaces.
    - Stay home when sick.
- ✓ Provide COVID-19 prevention supplies at your organization (e.g., soap, hand sanitizer that contains at least 60% alcohol, tissues, trash baskets, and a couple of disposable facemasks, just in case someone becomes sick during an event).

American Legion posts are encouraged to prepare for the possibility of a coronavirus disease 2019 (COVID-19) outbreak in their communities. Use this guide to protect the health of those you serve and staff in your care.

## **Take Action**

***If there is COVID-19 in your community:***

**Staffing needs** – consider the length of time you can continue to pay your employees. Using you approved budget look at specific staffing needs to keep the operations open and managing your assets.

**Finance needs** – processing sources of revenue like membership renewals and fundraising. Be sure to focus on keeping the bills paid, processing payroll, etc. Look at your investments to ensure your portfolio is meeting your needs. Talk to your investment counselor to determine any adjustments that they might recommend. Most importantly, conserve your assets now! If you have an emergency fund for

veterans in your department, review the application and qualifications now. Don't wait until you run out of money to reconsider your policies.

**Communication** – Review all your forms of communication. Do you have a department, district or post newspaper or newsletter? Is now a good time to consider using electronic communications like emails, text and website to contact your membership? Maybe a temporary stoppage of all printed communication now will help you conserve finances that might be better used elsewhere.

**Travel** – Most states have established some sort of travel restrictions. You can use the links to your state department of public health in this document to find specific rules for your department but consider the following:

- Restrict the department commander travel now. Utilized your website and other social media to get the message out. Same with your department vice commanders, district commanders and staff travel.
  - The national commander, national vice commanders and nation staffs travel is already restricted for the foreseeable future. Contact national staff to coordinate your plans.
  - Spring meetings, department convention and district conventions are coming up soon. Utilizing the information from the state and federal governments; make decisions now on suspension and cancelations. Consider electronic meetings to consider resolutions and election of officers.
- ❑ **American Legion programs** – Work with the program chairman to decide on the cancellation or suspension of your programs. Check with national headquarters on their cancellations and suspensions.
- ❑ **Buddy Checks** – Now is a good time to implement you Buddy Check. Organize a “Week of Calling” where every member of your Department and Post is called to see how they are doing and if they need help. This is not a membership call; it is a welfare check only. You can find scripts [www.legion.org/membership/buddycheck](http://www.legion.org/membership/buddycheck)

A sample Call Plan is shown in the attachments.

# STATE DEPARTMENTS OF PUBLIC HEALTH

2019-nCoV Disclaimer: The contact information in this directory is for the ‘primary contact’ at each local health department and may not be the best point of contact for Novel Coronavirus (2019-nCoV) response activities. While you can still use this information, note that you will likely need to be redirected to a more appropriate contact person at the agency



Alabama .....	<a href="http://www.alabamapublichealth.gov/">http://www.alabamapublichealth.gov/</a>
Alaska .....	<a href="http://dhss.alaska.gov/Pages/default.aspx">http://dhss.alaska.gov/Pages/default.aspx</a>
American Samoa .....	<a href="http://dhss.as/">http://dhss.as/</a>
Arizona .....	<a href="https://www.azdhs.gov/">https://www.azdhs.gov/</a>
Arkansas .....	<a href="https://www.healthy.arkansas.gov/">https://www.healthy.arkansas.gov/</a>
California .....	<a href="https://www.cdph.ca.gov/">https://www.cdph.ca.gov/</a>
Colorado .....	<a href="https://www.colorado.gov/cdphe">https://www.colorado.gov/cdphe</a>
Connecticut .....	<a href="https://portal.ct.gov/dph">https://portal.ct.gov/dph</a>
Delaware .....	<a href="https://www.dhss.delaware.gov/dhss/dph/index.html">https://www.dhss.delaware.gov/dhss/dph/index.html</a>
Washington D.C. ....	<a href="https://dchealth.dc.gov/">https://dchealth.dc.gov/</a>
Florida .....	<a href="http://www.floridahealth.gov/">http://www.floridahealth.gov/</a>
Georgia .....	<a href="https://dph.georgia.gov/">https://dph.georgia.gov/</a>
Guam .....	<a href="https://dphss.guam.gov/dph/">https://dphss.guam.gov/dph/</a>
Hawaii .....	<a href="https://health.hawaii.gov/">https://health.hawaii.gov/</a>
Idaho .....	<a href="https://healthandwelfare.idaho.gov/">https://healthandwelfare.idaho.gov/</a>
Illinois .....	<a href="http://www.dph.illinois.gov/">http://www.dph.illinois.gov/</a>
Indiana .....	<a href="https://www.in.gov/isdh/">https://www.in.gov/isdh/</a>
Iowa .....	<a href="https://idph.iowa.gov/">https://idph.iowa.gov/</a>
Kansas .....	<a href="http://www.kdheks.gov/">http://www.kdheks.gov/</a>
Kentucky .....	<a href="https://chfs.ky.gov/agencies/dph/Pages/default.aspx">https://chfs.ky.gov/agencies/dph/Pages/default.aspx</a>
Louisiana .....	<a href="http://ldh.la.gov/">http://ldh.la.gov/</a>
Maine .....	<a href="https://www.maine.gov/dhhs/index.shtml">https://www.maine.gov/dhhs/index.shtml</a>
Marshall Islands .....	None

Maryland .....	<a href="https://health.maryland.gov/Pages/Index.aspx">https://health.maryland.gov/Pages/Index.aspx</a>
Massachusetts .....	<a href="https://www.mass.gov/orgs/departments-of-public-health">https://www.mass.gov/orgs/departments-of-public-health</a>
Michigan .....	<a href="https://www.michigan.gov/mdhhs">https://www.michigan.gov/mdhhs</a>
Micronesia.....	<a href="https://www.fsmgov.org/ngovt.html">https://www.fsmgov.org/ngovt.html</a>
Minnesota.....	<a href="https://www.health.state.mn.us/">https://www.health.state.mn.us/</a>
Mississippi .....	<a href="https://msdh.ms.gov/">https://msdh.ms.gov/</a>
Missouri .....	<a href="https://health.mo.gov/index.php">https://health.mo.gov/index.php</a>
Montana .....	<a href="https://dphhs.mt.gov/">https://dphhs.mt.gov/</a>
Nebraska .....	<a href="http://dhhs.ne.gov/Pages/default.aspx">http://dhhs.ne.gov/Pages/default.aspx</a>
Nevada .....	<a href="http://dpbh.nv.gov/">http://dpbh.nv.gov/</a>
New Hampshire .....	<a href="https://www.dhhs.nh.gov/">https://www.dhhs.nh.gov/</a>
New Jersey.....	<a href="https://www.nj.gov/health/">https://www.nj.gov/health/</a>
New Mexico.....	<a href="https://nmhealth.org/">https://nmhealth.org/</a>
New York.....	<a href="https://www.health.ny.gov/">https://www.health.ny.gov/</a>
North Carolina .....	<a href="https://www.ncdhhs.gov/">https://www.ncdhhs.gov/</a>
North Dakota.....	<a href="https://www.health.nd.gov/">https://www.health.nd.gov/</a>
Northern Marianas .....	<a href="http://chcc.gov.mp/">http://chcc.gov.mp/</a>
Ohio.....	<a href="https://odh.ohio.gov/wps/portal/gov/odh/home">https://odh.ohio.gov/wps/portal/gov/odh/home</a>
Oklahoma.....	<a href="https://www.ok.gov/health/">https://www.ok.gov/health/</a>
Oregon.....	<a href="https://www.oregon.gov/oha/ph/pages/index.aspx">https://www.oregon.gov/oha/ph/pages/index.aspx</a>
Palau.....	<a href="http://www.palauhealth.org/">http://www.palauhealth.org/</a>
Pennsylvania .....	<a href="https://www.health.pa.gov/Pages/default.aspx">https://www.health.pa.gov/Pages/default.aspx</a>
Puerto Rico.....	<a href="http://www.salud.gov.pr/Pages/Home.aspx">http://www.salud.gov.pr/Pages/Home.aspx</a>
Rhode Island .....	<a href="https://health.ri.gov/">https://health.ri.gov/</a>
South Carolina .....	<a href="https://www.scdhec.gov/">https://www.scdhec.gov/</a>
South Dakota.....	<a href="https://doh.sd.gov/">https://doh.sd.gov/</a>
Tennessee .....	<a href="https://www.tn.gov/health.html">https://www.tn.gov/health.html</a>
Texas .....	<a href="https://www.dshs.state.tx.us/">https://www.dshs.state.tx.us/</a>
Utah.....	<a href="https://health.utah.gov/">https://health.utah.gov/</a>
Vermont .....	<a href="https://www.healthvermont.gov/">https://www.healthvermont.gov/</a>
Virgin Islands.....	<a href="https://doh.vi.gov/">https://doh.vi.gov/</a>
Virginia .....	<a href="http://www.vdh.virginia.gov/">http://www.vdh.virginia.gov/</a>
Washington .....	<a href="https://www.doh.wa.gov/">https://www.doh.wa.gov/</a>
West Virginia.....	<a href="https://dhhr.wv.gov/bph/Pages/default.aspx">https://dhhr.wv.gov/bph/Pages/default.aspx</a>
Wisconsin.....	<a href="https://www.dhs.wisconsin.gov/">https://www.dhs.wisconsin.gov/</a>
Wyoming.....	<a href="https://health.wyo.gov/">https://health.wyo.gov/</a>

# GOVERNORS' OFFICE ADDRESSES & WEBSITES

Please note: The American Legion does not maintain a list of Governors' email addresses. We suggest you visit your Governor's website and follow the instructions there on how to contact him or her. This list of Governors is correct as of March 2020.

## **Alabama**

Office of Governor Kay Ivey  
State Capitol  
600 Dexter Avenue  
Montgomery, AL 36130-2751  
Phone: 334/242-7100  
Fax: 334/353-0004

[Governor's website](#)

## **Arkansas**

Office of Governor Asa Hutchinson  
State Capitol  
Room 250  
Little Rock, AR 72201  
Phone: 501/682-2345  
Fax: 501/682-1382

[Governor's website](#)

## **Alaska**

Office of Governor Mike Dunleavy  
State Capitol  
P.O. Box 110001  
Juneau, AK 99811-0001  
Phone: 907/465-3500  
Fax: 907/465-3532

[Governor's website](#)

## **California**

Office of Governor Gavin Newsom  
State Capitol  
Suite 1173  
Sacramento, CA 95814  
Phone: 916/445-2841  
Fax: 916/558-3160

[Governor's website](#)

## **American Samoa**

Office of Governor Lolo Matalasi Moliga  
Executive Office Building  
Third Floor  
Pago Pago, AS 96799  
Phone: 011/684/633-4116  
Fax: 011/684/633-2269

[Governor's website](#)

## **Colorado**

Office of Governor Jared Polis  
136 State Capitol  
Denver, CO 80203-1792  
Phone: 303/866-2471  
Fax: 303/866-2003

[Governor's website](#)

## **Arizona**

Office of Governor Doug Ducey  
State Capitol  
1700 West Washington  
Phoenix, AZ 85007  
Phone: 602/542-4331  
Fax: 602/542-7601

[Governor's website](#)

## **Connecticut**

Office of Governor Ned Lamont  
210 Capitol Avenue  
Hartford, CT 06106  
Phone: 800/406-1527  
Fax: 860/524-7395

[Governor's website](#)



**Delaware**

Office of Governor John Carney  
Legislative Hall  
Dover, DE 19901  
Phone: 302/744-4101  
Fax: 302/739-2775

[Governor's website](#)

**Florida**

Office of Governor Ron DeSantis  
PL 05 The Capitol  
400 South Monroe Street  
Tallahassee, FL 32399-0001  
Phone: 850/488-7146  
Fax: 850/487-0801

[Governor's website](#)

**Georgia**

Office of Governor Brian Kemp  
203 State Capitol  
Atlanta, GA 30334  
Phone: 404/656-1776  
Fax: 404/657-7332

[Governor's website](#)

**Guam**

Office of Governor Lou Leon Guerrero  
Executive Chamber  
P.O. Box 2950  
Agana, GU 96932  
Phone: 671/472-8931  
Fax: 671/477-4826

[Governor's website](#)

**Hawaii**

Office of Governor David Ige  
Executive Chambers  
State Capitol  
Honolulu, HI 96813  
Phone: 808/586-0034  
Fax: 808/586-0006

[Governor's website](#)

**Idaho**

Office of Governor Brad Little  
700 West Jefferson  
Second Floor  
Boise, ID 83702  
Phone: 208/334-2100  
Fax: 208/334-2175

[Governor's website](#)

**Illinois**

Office of Governor JB Pritzker  
State Capitol  
207 Statehouse  
Springfield, IL 62706  
Phone: 217/782-0244  
Fax: 217/524-4049

[Governor's website](#)

**Indiana**

Office of Governor Eric Holcomb  
State House  
Room 206  
Indianapolis, IN 46204-2797  
Phone: 317/232-4567  
Fax: 317/232-3443

[Governor's website](#)

**Iowa**

Office of Governor Kim Reynolds  
State Capitol  
1007 East Grand Ave.  
Des Moines, Iowa 50319  
Phone: 515/ 281-5211  
Fax: 515/281-6611

[Governor's website](#)

**Kansas**

Office of Governor Laura Kelly  
Capitol  
300 SW 10th Avenue, Suite 212S  
Topeka, KS 66612-1590  
Phone: 785/296-3232  
Fax: 785/296-7973

[Governor's website](#)

**Kentucky**

Office of Governor Andy Beshear  
700 Capitol Ave., Suite 100  
Frankfort, KY 40601  
Phone: 502/564-2611  
Fax: 502/564-0437

[Governor's website](#)

**Louisiana**

Office of Governor John Bel Edwards  
P. O. Box 94004  
Baton Rouge, LA 70804-9004  
Phone: 225/342-7015  
Fax: 225/342-7099

[Governor's website](#)

**Maine**

Office of Governor Janet Mills  
1 State House Station  
Augusta, ME 04333  
Phone: 207/287-3531  
Fax: 207/287-1034

[Governor's website](#)

**Maryland**

Office of Governor Larry Hogan  
State House  
100 State Circle  
Annapolis, MD 21401  
Phone: 410/974-3901  
Fax: 410/974-3275

[Governor's website](#)

**Massachusetts**

Office of Governor Charlie Baker  
State House  
Office of the Governor, Room 360  
Boston, MA 02133  
Phone: 617/725-4005  
Fax: 617/727-9725

[Governor's website](#)

**Michigan**

Office of Governor Gretchen Whitmer  
P.O. Box 30013  
Lansing, MI 48909  
Phone: 517/373-3400  
Fax: 517/335-6863

[Governor's website](#)

**Minnesota**

Office of Governor Tim Walz  
130 State Capitol  
75 Rev. Dr. Martin Luther King, Jr. Boulevard  
St. Paul, MN 55155  
Phone: 651/201-3400  
Fax: 651/797-1850

[Governor's website](#)

**Mississippi**

Office of Governor Tate Reeves  
P.O. Box 139  
Jackson, MS 39205  
Phone: 601/359-3150  
Fax: 601/359-3741  
Governor's website

**Missouri**

Office of Governor Mike Parson  
Capitol Building  
Room 216, P.O. Box 720  
Jefferson City, MO 65102  
Phone: 573/751-3222  
Fax: 573/526-3291

[Governor's website](#)

**Montana**

Office of Governor Steve Bullock  
State Capitol  
Helena, MT 59620-0801  
Phone: 406/444-3111  
Fax: 406/444-5529

[Governor's website](#)

**Nebraska**

Office of Governor Pete Ricketts  
P.O. Box 94848  
Lincoln, NE 68509-4848  
Phone: 402/471-2244  
Fax: 402/471-6031

[Governor's website](#)

**Nevada**

Office of Governor Steve Sisolak  
Capitol Building  
101 N. Carson St.  
Carson City, NV 89701  
Phone: 775/684-5670  
Fax: 775/684-5683

[Governor's website](#)

**New Hampshire**

Office of Governor Chris Sununu  
Office of the Governor  
107 North Main Street, Room 208  
Concord, NH 03301  
Phone: 603/271-2121  
Fax: 603/271-7640

[Governor's website](#)

**New Jersey**

Office of Governor Phil Murphy  
The State House  
P.O. Box 001  
Trenton, NJ 08625  
Phone: 609/292-6000  
Fax: 609/292-3454

[Governor's website](#)

**New Mexico**

Office of Governor Michelle Lujan Grisham  
State Capitol  
Fourth Floor  
Santa Fe, NM 87501  
Phone: 505/476-2200  
Fax: 505/476-2226

[Governor's website](#)

**New York**

Office of Governor Andrew Cuomo  
State Capitol  
Albany, NY 12224  
Phone: 518/ 474-8390

[Governor's website](#)

**North Carolina**

Office of Governor Roy Cooper  
Office of the Governor  
20301 Mail Service Center  
Raleigh, NC 27699-0301  
Phone: 919/814-2000  
Fax: 919/733-2120

[Governor's website](#)

**North Dakota**

Office of Governor Doug Burgum  
Dept. 101  
600 E. Boulevard Ave.  
Bismarck, ND 58505-0001  
Phone: 701/328-2200  
Fax: 701/328-2205

[Governor's website](#)

**Northern Mariana Islands**

Office of Governor Ralph DeLeon Guerrero  
Torres  
Caller Box 10007  
Saipan, MP 96950  
Phone: 670/664-2280  
Fax: 670/664-2211

[Governor's website](#)

**Ohio**

Office of Governor Mike DeWine  
30th Floor  
77 South High Street  
Columbus, OH 43215  
Phone: 614/466-3555  
Fax: 614/466-9354

[Governor's website](#)

**Oklahoma**

Office of Governor Kevin Stitt  
Capitol Building  
2300 Lincoln Blvd., Rm. 212  
Oklahoma City, OK 73105  
Phone: 405/ 521-2342  
Fax: 405/521-3353

[Governor's website](#)

**Oregon**

Office of Governor Kate Brown  
State Capitol  
900 Court St. NE, Suite 254  
Salem, OR 97301  
Phone: 503/378-4582  
Fax: 503/378-8970

[Governor's website](#)

**Pennsylvania**

Office of Governor Tom Wolf  
Room 225  
Main Capitol Building  
Harrisburg, PA 17120  
Phone: 717/787-2500  
Fax: 717/772-8284

[Governor's website](#)

**Puerto Rico**

Office of Governor Wanda Vazquez Garced  
La Fortaleza  
P.O. Box 9020082  
San Juan, PR 00902-0082  
Phone: 787/721-7000  
Fax: 787/721-5072

[Governor's website](#)

**Rhode Island**

Office of Governor Gina Raimondo  
State House  
Providence, RI 02903  
Phone: 401/222-2080  
Fax: 401/222-8096

[Governor's website](#)

**South Carolina**

Office of Governor Henry McMaster  
1205 Pendleton Street  
Columbia, SC 29201  
Phone: 803/734-2100  
Fax: 803/734-5167

[Governor's website](#)

**South Dakota**

Office of Governor Kristi Noem  
500 East Capitol Avenue  
Pierre, SD 57501  
Phone: 605/773-3212  
Fax: 605/773-4711

[Governor's website](#)

**Tennessee**

Office of Governor Bill Lee  
Tennessee State Capitol  
Nashville, TN 37243-0001  
Phone: 615/741-2001  
Fax: 615/532-9711

[Governor's website](#)

**Texas**

Office of Governor Greg Abbott  
P.O. Box 12428  
Austin, TX 78711  
Phone: 512/463-2000  
Fax: 512/463-5571

[Governor's website](#)

**Utah**

Office of Governor Gary R. Herbert  
Utah State Capitol  
Suite 200  
Salt Lake City, UT 84114  
Phone: 801/538-1000  
Fax: 801/538-1557

[Governor's website](#)

**Vermont**

Office of Governor Phil Scott  
109 State Street  
Pavilion Office Building  
Montpelier, VT 05609  
Phone: 802/828-3333  
Fax: 802/828-3339

[Governor's website](#)

**Virgin Islands**

Office of Governor Albert Bryan  
Government House, 21-22 Kongens Gade  
Charlotte Amalie  
St. Thomas, VI 00802  
Phone: 340/774-0001  
Fax: 340/693-4374

[Governor's website](#)

**Virginia**

Office of Governor Ralph Northam  
State Capitol  
Third Floor  
Richmond, VA 23219  
Phone: 804/786-2211  
Fax: 804/371-6351

[Governor's website](#)

**Washington**

Office of Governor Jay Inslee  
Office of the Governor  
P.O. Box 40002  
Olympia, WA 98504-0002  
Phone: 360/902-4111  
Fax: 360/753-4110

[Governor's website](#)

**West Virginia**

Office of Governor Jim Justice  
1900 Kanawha Street  
Charleston, WV 25305  
Phone: 304/558-2000

[Governor's website](#)

**Wisconsin**

Office of Governor Tony Evers  
115 East State Capitol  
Madison, WI 53707  
Phone: 608/266-1212  
Fax: 608/267-8983

[Governor's website](#)

**Wyoming**

Office of Governor Mark Gordon  
State Capitol Building  
Room 124  
Cheyenne, WY 82002  
Phone: 307/777-7434  
Fax: 307/632-3909

[Governor's website](#)

# HANDWASHING POSTERS FOR YOUR POST AND YOUR HOME

Go to <https://www.cdc.gov/handwashing/materials.html> for more posters, videos and podcasts on keeping our veterans, our children and our families safe.

## Handwashing at Home, at Play, and Out and About



Germs are everywhere! They can get onto your hands and items you touch throughout the day. Washing hands at key times with soap and water is one of the most important steps you can take to get rid of germs and avoid spreading germs to those around you.

**How can washing your hands keep you healthy?**

Germs can get into the body through our eyes, nose, and mouth and make us sick. Handwashing with soap removes germs from hands and helps prevent sickness. Studies have shown that handwashing can prevent 1 in 3 diarrhea-related sicknesses and 1 in 5 respiratory infections, such as a cold or the flu.

**Handwashing helps prevent infections for these reasons:**

-  People often touch their eyes, nose, and mouth without realizing it, introducing germs into their bodies.
-  Germs from unwashed hands may get into foods and drinks when people prepare or consume them. Germs can grow in some types of foods or drinks and make people sick.
-  Germs from unwashed hands can be transferred to other objects, such as door knobs, tables, or toys, and then transferred to another person's hands.

**What is the right way to wash your hands?**

1. Wet your hands with clean running water (warm or cold) and apply soap.
2. Lather your hands by rubbing them together with the soap.
3. Scrub all surfaces of your hands, including the palms, backs, fingers, between your fingers, and under your nails. Keep scrubbing for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song twice.
4. Rinse your hands under clean, running water.
5. Dry your hands using a clean towel or air dry them.

 Centers for Disease Control and Prevention  
National Center for Emerging and Zoonotic Infectious Diseases

12-002574



# **KEY CALLER NOTEBOOK**

## **Buddy Check - Key Caller Welcome Letter**

Thank you for volunteering to serve as a Buddy Check key caller. You are accepting a leadership role in The American Legion and demonstrating your commitment to improving the quality of life for our veterans, our families and our community.

You are an integral link in your chain of concern. When official information needs to be put out, you are the person we count on to get the news out quickly and accurately.

When veterans and their families need help, you may be the first person to whom they will turn. Your job is not to solve all the problems you encounter. You must set boundaries for yourself and your family in providing assistance to members of your contact group. Do what you can to help, but never neglect your own family because you feel obligated or guilty. The state provides help agencies. Your responsibility is to refer people to these agencies when help is needed.

We hope this notebook provides you with the resources you need to function effectively. Many times, just hearing your familiar voice on the other end of the phone and knowing you understand and are willing to listen is enough to help someone who is in crisis feel better.

Thanks again!



# Guidelines

## DO

- Be pleasant when you call.
- Be sure to introduce yourself.
- Write down the message you have before you call so it will be concise and clear.
- Have your Communication Log nearby when you call.
- Verify phone number and address occasionally to ensure roster is correct.
- Try to answer questions as best you can; if you cannot, find a source that can answer the question and call back with the information.
- Keep trying to call if unsuccessful on the first attempt.
- Specify what hours are reasonable for accepting and making phone calls.
- Call your post commander/adjutant when you have completed your calls.

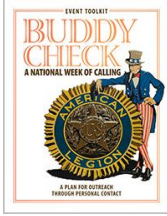
## DON'T

- Take it personally if a caller is rude, impatient, or otherwise uncooperative – you never know what might be going on at that time.
- Feel guilty if you cannot help the caller or go beyond your own limitations in providing assistance.
- Indulge in gossip or ANY type of information that is not valid and reliable.

# Confidentiality

Confidentiality plays an important part in your position as a post/unit officer. You must be able to guarantee any person who contacts you the freedom to discuss matters in a private and safe environment. It is your duty and obligation to keep each conversation and the personal matters discussed during such interactions in strictest confidence, with the exception of dangerous or life-threatening situations. In practice this means:

- ◆ Do not disclose the names or details of any contact or call in any way that may identify them to others.
- ◆ Obtain the permission of the person involved before sharing information about them or their situation when contacting a resource or making a referral.
- ◆ Protect contact information sheets and destroy them when they are no longer needed.
- ◆ If a point of contact begins to discuss something with you that lies outside the area of confidentiality (e.g., suicide, child abuse, neglect, sexual abuse, assault, any other criminal activity), inform them that you will be obligated to report the call and its nature to the appropriate authorities.
- ◆ Remember, you are not responsible for finding a solution to people's problems – it is your job to know which community agency to refer them to for the assistance they need.
- ◆ Have a clear understanding of what situations the state expects to be reported.



## Sample Phone Calls and

### What to Say:

### Example of a Buddy Check Call:

Hi \_\_\_\_\_ this is \_\_\_\_\_ from American Legion Post \_\_\_\_\_.  
*MEMBERS NAME* *YOUR NAME* *POST NUMBER*

We're calling just to say thanks for your military service and let you know how much we appreciate your membership. We're also calling to see how you are doing and if we can assist you or your family in any way.

A crisis like the coronavirus (COVID-19) is testing our community unlike any emergency we have seen during our lifetimes. It will be tough, but we will get through this.

As Legionnaires, we have a responsibility to be a resource for our local community and to do so in safe and smart ways. As veterans we have all been put into situations of adversity and overcoming great hurdles. I know coming together as the American Legion Family we can make this another struggle we can overcome.

Make no mistake, our members and their families have probably already been affected. Health officials tells us that seniors in our community, many of whom are veterans, will be hit the hardest. They are going to need help, and our post is doing just that.

If you need anything, call me anytime at \_\_\_\_\_ or email me at \_\_\_\_\_

While I have you on the phone could we verify your contact information in case we have additional information we need to get to you?

\_\_\_\_\_  
PHONE NUMBER

\_\_\_\_\_  
MAILING ADDRESS

\_\_\_\_\_  
EMAIL ADDRESS

\_\_\_\_\_  
BRANCH OF SERVICE

\_\_\_\_\_  
WAR PERIOD

\_\_\_\_\_  
GENDER

***“Remember the mission”***

*This call might also be a good time to inform members about event cancellations, post closings, etc..*

# TYPES OF CALLS AND HOW TO DEAL WITH THEM:

**SOCIAL CALLS:** “I appreciate your call and it’s great chatting with you. Since I need to [prepare dinner, put the kids to bed, etc.], I’ll let you go. Please feel free to call me later!”

**PROBLEM CALLS:** “I’m glad you called me about [problem]. Let me make some phone calls to see what I can find out. I’ll get back with you [specific time and date].” OR “Feel free to contact any of the referral numbers you received. I’m confident you’ll be able to work this out.”

**CRISIS CALLS:** “It sounds like this is a really stressful situation for you. How have you handled this before? Have you contacted [relevant agency]? What is your immediate concern? What kind of help do you need? Let me find out the best resource for you and I will call you back in \_\_\_\_ minutes.”

**UNNECESSARY (GOSSIP) CALLS:** “During stressful situations, I find that a lot of rumors begin and can quickly get out of control. If there were a significant problem, I’m sure I would be notified. Let me make a few phone calls to verify the situation and I will call you back in \_\_\_\_ minutes.”

**CHRONIC CALLS:** “I find I’ve been spending more and more time on the phone working with The American Legion issues. As a result, I haven’t spent much quality time with my children. I appreciate your call; however, I need to limit my calls to 10 minutes each.”

# TOP TEN PHONE REMINDERS

## 1. LOG YOUR CALLS.

Name, date, time, reason for call

## 2. INTRODUCTION

Prepare yourself before the call with message, paper, etc.

Be cheerful and enthusiastic.

Ask, "Is this a good time to call?"

## 3. WELCOME

Set the "atmosphere" for the call with a positive and helpful tone of voice.

Make the veteran or family member feel like a part of the American Legion Family.

## 4. MESSAGE

Ask if they have a pen and paper ready.

Give only the FACTS – who, what, when, where, etc.

## 5. LISTEN

Really listen to concerns and questions.

Be sensitive to background noises.

Be sensitive to tone of voice – panic, distress, sleepiness, etc.

## 6. QUESTIONS

If you don't know the answer, find out and call back.

## 7. COMMITMENT/CONSISTENCY

Return your calls.

When you say you'll call back, do it.

Contact your Department Adjutant after every phone tree message.

## 8. OBJECTIVITY

Stick to the facts.

You are helping the family member; focus on that.

***STOP RUMORS IMMEDIATELY. NO GOSSIPING ALLOWED!***

## 9. REFERRALS

Remember, you do not "know it all" and that's okay!

Let the available agencies do their job.

## 10. SAYING GOODBYE

Be polite, tactful, and diplomatic.

***Summarize any decisions made or commitments to call back. Write them down.***

# LOCAL INFORMATION

Post/Unit Commander Phone Number \_\_\_\_\_

Email: \_\_\_\_\_

Post/Unit Phone Number \_\_\_\_\_

Email: \_\_\_\_\_

Post/Unit Chaplain Phone Number \_\_\_\_\_

Email: \_\_\_\_\_

Post/Unit Adjutant/Secretary Number \_\_\_\_\_

Email: \_\_\_\_\_

Department Adjutant Phone Number \_\_\_\_\_

Email: \_\_\_\_\_

American Red Cross Phone Number \_\_\_\_\_

Email: \_\_\_\_\_

Department of Public Health Phone Number \_\_\_\_\_

Email: \_\_\_\_\_

## COMMUNITY RESOURCES

### **VA Suicide Prevention Hotline Phone Number:** 1-800-273-8255

- Send a **text message to 838255** to connect with a VA responder.
- Start a confidential online **chat session at VeteransCrisisLine.net/Chat**.
- Take a **self-check quiz at VeteransCrisisLine.net/Quiz**

### **National Child Abuse Hot line:** Phone: 1-800-422-4453

- ✓ 24-hour hotline that offers crisis counseling for adult survivors, abused children, parents experiencing stress and several other problems. Information and references.

### **National Runaway Safeline:** Phone: 1-800-RUNAWAY

- ✓ This national service is provided to all children and parents across the US. Whether a child feels unsafe at home and is wanting to run away, or if a parent believes they have a child who ran away from home and needs help, the National Runaway Safeline is a place to call where professional personnel are on-duty 24/7 to answer questions

### **Salvation Army:** Phone: \_\_\_\_\_

- ✓ The Salvation Army provides comprehensive emergency services for people in need. Services include food boxes, clothing and household goods, utility assistance, literacy services, disaster relief and casework services.

### **American Red Cross:** Phone \_\_\_\_\_

- ✓ Provides disaster relief, military family support, health & safety training, education, and blood drive/donations.

### **Division of Public Assistance:** Phone \_\_\_\_\_

- ✓ AFDC (Aid to Families with Dependent Children) is a nationwide state and federal program that helps needy children who are deprived because at least one parent is absent, deceased, incapacitated, or unemployed.

### **Poison Control:** Phone: 1-800-222-1222 (24 hours)

- ✓ Agency advises what to do in suspected or actual poisoning.

### **Substance Abuse and Mental Health Services Administration:** Phone: 1-800-662-4357

- ✓ SAMHSA's National Helpline is a free, confidential, 24/7, 365-day-a-year treatment referral and information service (in English and Spanish) for individuals and families facing mental and/or substance use disorders.

### **Social Security Administration:** Phone: 1-800-772-1213

- ✓ The United States Social Security Administration is an independent agency of the U.S. federal government that administers Social Security, a social insurance program consisting of retirement, disability, and survivors' benefits.

### **Department of Labor:** Phone: 1-866-487-2365

- ✓ The United States Department of Labor is a cabinet-level department of the U.S. federal government responsible for occupational safety, wage and hour standards, unemployment insurance benefits, reemployment services, U.S. states also have such departments