



**COVID Protocols for  
Toco Hills Community Alliance  
as of February 2022**

The global pandemic of the novel coronavirus COVID-19 has created challenges for Toco Hills Community Alliance (THCA) to deliver services in a safe and healthy manner. In all activities, the health and safety of individuals is of highest value and concern to THCA. We therefore have a set of protocols that we follow in the daily operations of our agency, based on the best scientific evidence available to us. As science learns more, we will adjust said protocols.

The current protocols are as follows:

- All services are delivered outside. Food is distributed in a drive through or walk up manner. No one is allowed in the building but staff, volunteers, and approved visitors. There is a volunteer and a visitor sign in so if there is ever a need for contact tracing, we can do that.
- All people who come in the building have their temperature taken and record that temperature and their name on their nametag.
- Other than the large rooms, we have designated the capacity for each room. We continue to hold as much as possible to the 6 foot distance.
- Close-fitting, properly worn masks are required of everyone inside and outside. We have KN95s or KF94s available for staff and volunteers.
  - We provide disposable masks for those we serve who need them and they are required to wear them to be served.
- We only eat and drink outside. We have heaters for cold weather and fans for hot.
- We do not require gloves, per CDC recommendations, but we do supply them for those that want them.
- Every bathroom is stocked every day and we have hand sanitizer in every room - and outside when we are distributing.
- We can only have up to 4 people in the kitchen.
- Meals are dished out in to-go boxes and wrapped in a bag with disposable plastic ware, napkins, and water. Priority is given to our unhoused friends, who do have the option to eat lunch at one of our picnic tables outside.

- The clothes closet is also held outside, with the clothes rolled out on racks. It is essentially a pop-up shop. Only up to 4 families at a time are allowed to shop for clothes.
  - Each person must wear a mask and must use hand sanitizer before coming in, except, of course, for the babies. But even the children must have a mask and hand sanitize.
- We do require vaccines for staff and volunteers and currently are only accepting volunteers that have been vaccinated and boosted.
- No volunteers or staff are allowed to work while exhibiting any symptoms of illness, including, but not limited to, fever, coughing, sneezing, GI symptoms.
- Those volunteers or staff who become infected with COVID are required to report it to Toco Hills staff or Director and to complete at least a 7-day isolation period and must be symptom free for at least two days (including fever-free for 24 hours without the use of fever-reducing medication) before returning. Volunteers or staff who were severely ill with COVID-19 or are immunocompromised should isolate for at least 10 days.
- If we do have positive COVID cases, we inform those who were directly exposed, while respecting the privacy of those who have been infected.
- Should full-time or near full-time staff become infected with COVID, all persons who have been in the building in the last 7 days will be informed and operations will shut down for a week for others to quarantine and be tested. Also during this time, a deep clean and disinfection of the building will occur.

Failure to adhere to these protocols may result in the dismissal of volunteers or staff and refusal of service to those who come for services.

Because the COVID pandemic is ever-shifting, may become necessary to supplement these protocols with additional safety measures before codifying such protocols. If this is the case, the supplementary protocols and safety measures will be communicated to the Board, staff, and volunteers as quickly as possible.