Level 1 – the virus is present in the world or US but not in the NW region  (Wash,Ore,Idaho)  
Response: Meet to plan strategy, get supplies (like wipes, hand sanitizer, soap, etc)  
Call all other food banks to see what they’re doing, also CCFB  
NOTE: We have to play catch-up with these steps – See attached for partial list of other food pantry responses.

Level 2- virus is in the US and the Northwest but not Clark County  (Effec. 03/02/20, we are at Level 2)  
Response:  
All volunteers and clients wear gloves all the time(excluding in back office).  (Done)  
Wipe food box counters w/ antibacterial wipes or bleach spray between clients. (Done)  
Every client uses hand sanitizer on entry, then puts on gloves.  (Done)  
Close clothing. Don’t accept any more clothes. Eliminate free book area.  (Done)  
People w/ symptoms are asked (via sign outside) to not come in – and to call our main number. (Done)  
(A volunteer answers these calls, and boxes/produce are assembled and placed on the surplus table.  
Tape the ground 3 feet away from surplus table – advise client to wait at tape line till box is set,  
volunteer goes back inside, then client gets food)  
Eliminate half the chairs in waiting room so all chairs 3 feet apart. (Done)  
No restocking in produce when clients are there. If things get low, have all clients sit on chairs or wait  
outside, then restock. (Done)  
Realize that front desk and monitor volunteers are very high risk for catching virus if an infected person  
enters.  
USDA Forms – Currently the clients sign a form stating they received USDA foods. This involves passing  
a clipboard and pen back and forth, at close contact with the volunteer. Change this so the USDA list is  
filled out by the front desk person, who initials the signature portion. No paper/pen is passed back and  
forth. (Pending-to start 3/3/20)  
Make handout and post sign outside, informing clients about what to expect in Level 3 and start passing  
out. (Done)  
Discuss and review this plan with Clark County Public Health (done)  

Level 3 – Virus in Clark County (even just one case)  
SOCIAL DISTANCING:  
Minimal interaction between clients and volunteers. Clients register at three-foot pre-marked distance  
from front desk. Premade boxes of staples are on one table for pick-up; produce is on another, and  
meat/refrigerated is on another. (Refrigerated foods assembled as needed; staples assembled ahead of  
time).The only volunteers in front “fresh market”section are front desk check in volunteers.  
Homeless Window – Have pre-made snack bags that are passed quickly thru window. Eliminate “name  
slips” that homeless clients fill out now, and just keep overall count of total served.  
Advise volunteers older than 60 or w/ pre-existing conditions to check w/ their docs about continued  
working.  

Level 4 – Widespread in Clark County – schools close, people advised to stay home  
We may have to close, and explore alternative ways to distribute emergency food. Actions at all steps  
will evolve based on volunteer, Board, client and Health Dept input, as well as changing circumstances  
in the community.