

Addressing Operations During the Pandemic

Approved 10/13/2020



TheFriendShip

Rationale:

As always, services by The FriendShip (TFS) are based on volunteer availability upon notification of the Services Coordinator. Our goal is to provide clarity to members and volunteers and guidance to the Services Coordinator as we navigate health concerns during the pandemic. This operational guidance from the Board of The FriendShip (TFS) is intended to address the safety and wellbeing of members, volunteers, the staff member of TFS, church and staff members at St. John's Episcopal Church which houses the TFS office, as well as the community at large. Early in the Covid-19 pandemic, services were limited to those deemed "essential" based on the common definition used in the state and municipalities and addressed by "stay at home" ordinances. Moving forward, the TFS Board has developed the following standard operating procedures.

General Guidelines for TFS Operations:

1. All volunteers and members are expected to:
 - a. Always wear face masks when providing and receiving personal services, whether during transportation or in-home services. Face shields are not as protective as face masks but may be used if communication or health would be impaired with use of a mask.
 - b. Use diligent hand washing and appropriate physical distancing (6 feet at a minimum).
2. Please note that TFS is a diverse community with different ages and health risks. Some members and volunteers have continued to isolate, while others have resumed activities. We respect the right of each member and volunteer to decide what feels safe for themselves. We ask that you also respect individual differences and needs.
3. Accountability – Please be honest and kind to each other as we put health and safety first. Safety reminders are to be gently given and respectfully followed.

Addressing Operations During the Pandemic

Approved 10/13/2020

4. If you are scheduled to receive or provide a service and you are ill, please cancel the service by contacting the Services Coordinator at (803)602-6434.
5. If you have a known close contact exposure to someone who is ill (such as someone who has tested positive for COVID-19), please self-isolate for 10 days and decline to receive or provide services for that period.
6. We will do our best to respect your privacy, but if you gave or received a recent volunteer service and you *test COVID-19 positive*, please notify the Services Coordinator. We will need to notify those who might have been exposed.
7. Small groups of 3 or less persons may gather outdoors, following guidance on physical distancing. Masking is still recommended when feasible.
8. Group meetings indoors remain paused.
9. Dining together is not recommended by The FriendShip.
10. The office is closed to visitors at this time. Office staff or volunteers are glad to meet people at curbside for the purpose of pick-up or delivery.

In-home Services:

1. As always, request services by contacting The FriendShip office to advise the Services Coordinator of your request. Please make requests for services at least three days in advance if at all possible.
2. When a service request means a visit in a home, both the volunteer and the member should wear a mask, unless exempted for medical reasons.
3. Try to limit close contact and maintain proper physical distancing (6 feet) if possible, recognizing that these steps reduce risk.
4. After the visit, wipe down hard surfaces – counters, keyboards, doorknobs, and such – with a sanitizing cleanser. The EPA and CDC websites have information on cleaning products and how to use them. (See links at the end of this document.) Please note that most should air dry to be effective.

Addressing Operations During the Pandemic

Approved 10/13/2020

Transportation Services:

Although traveling outside of your own home does carry some risk, TFS recognizes that some travel is needed, whether for health (including your peace of mind) or for other reasons. As we are able, TFS will continue to provide transportation services by volunteers. We ask that drivers and riders follow these recommendations:

1. As always, request transportation services by contacting The FriendShip office and advise the Services Coordinator of all expected stops when requesting a service. Please let the Services Coordinator know if you will need physical assistance, such as carrying packages, into your home. Please make requests for services at least three days in advance if at all possible.
2. Masks are to be worn throughout the transportation service by rider and driver, unless medically exempt.
3. For safety, passengers may choose or be asked to sit further away from the driver, since distancing is already difficult in a vehicle interior. Please communicate these preferences to each other kindly.
4. Drivers are asked to clean their vehicle door handles and interior hard surfaces with disinfectant before and after transportation services, using the guidance provided regarding appropriate products for sanitizing. (The EPA and CDC websites have information on cleaning products and how to use them. See links at the end of this document. Please note that most should air dry to be effective.)
5. Generally, drivers will not be making extra or unplanned stops during transportation services.
6. If volunteers do enter your home to help bring in groceries, or provide other assistance, both the member and volunteer should remain masked.
7. Be sure to wash your hands thoroughly when you arrive home.

Addressing Operations During the Pandemic

Approved 10/13/2020

Volunteering in The FriendShip Office:

1. Because the office space is limited, only one staff member or volunteer will work in TFS office at a time. If you need to drop off something for the office, please contact us at (802)602-6434 and someone can meet you curbside.
2. The office schedule is 9 am to 1 pm, Monday through Friday. At this time, the office is staffed remotely on Fridays.
3. After working in the office, wipe down hard surfaces – telephone, counters, keyboards/computer mouse, doorknobs, and such – with a sanitizing cleanser. The EPA and CDC websites have information on cleaning products and how to use them. (See links at the end of this document.) Please note that most should air dry to be effective.
4. Please check with the Services Coordinator for any needs related to the office at (803)602-6434 or contact@thefriendship.org.

Information on cleaning products and how to use them:

- [CDC's info on cleaning and disinfecting your home](#)
- [EPA's searchable list of disinfectants](#)
- [EPA's infographic on how to use disinfectant products](#)

Thank you for your support and interest in The FriendShip. Together we can continue to meet important needs and enjoy our social connections, even during difficult times.

