



# KOINONIA

## A Community of Sharing

*"We all need a helping hand sometimes."*

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### KOINONIA'S RESPONSE TO THE COVID-19 OUTBREAK March 16, 2020

Koinonia has formulated a response about the COVID-19 outbreak and what we are doing. We recognize that Koinonia has a responsibility to serve its clients and reach out with as much assistance as possible, but we also have a duty to our staff and volunteers to keep them as safe as we can and provide them with as safe an environment as possible. We also recognize that many of our volunteers are at risk because of their age and health issues and may need to limit their exposure by staying at home.

Below are some of our recommendations for getting Koinonia through this time - still serving our clients but keeping our staff and volunteers as safe as possible. Our basic recommendation is that we limit our operations—at least until April 1<sup>st</sup>, probably longer.

#### Several of the issues and detailed reasons for this:

- The President has declared a National Emergency. Many large events have been cancelled; churches, day care centers, public schools, and other organizations have either closed, cancelled, or curtailed their activities until the threat is under control. Person-to-person contact is generally discouraged.
- Koinonia is short-staffed at the moment because many of our staff and volunteers are in the "at risk" category and cannot be work.
- We also recognize that donations may drop because people are limiting their social contact and won't be making donations both because they are not out and about and also because they are afraid of running short themselves.

#### For the reasons outlined above, we are implementing the following:

- We will limit access to the building to staff and volunteers
- Close the Clothing Closet, at least until April 1<sup>st</sup>, probably longer.
- All appointments for food orders and requests for financial assistance by telephone or email.
- Deliveries to homebound, disabled, or elderly clients would continue as usual - provided they are allowing deliveries and they can pick up the delivery at the front door. We will not risk having our volunteers enter a building when we don't know what precautions have been taken there.
- Administrative Assistant duties will be handled on-site to maintain continuity of service.
- In-house client interviews—reviews, interviews with new clients, etc. will be rescheduled until April 1<sup>st</sup> or later.
- Continue to accept donations during business hours and also install a donation bin in the back our facility.

#### Donations and Personnel solutions:

- We will contact our faith and community partners, along with our contacts at the County level outlining our needs and asking what they can do to help to cover the anticipated drop in food and \$ donations.
- We will do a Facebook fundraiser, including our urgent needs and need for \$ donations to cover emergency financial assistance.
- We are setting up an Amazon wish list with deliveries being sent to our faith partner, the Journey church, who will sort and store these items for us.
- We are encouraging online donations.



Any questions about this policy may be directed to our general information email: [info@koinonia cares.org](mailto:info@koinonia cares.org). A response will be made within 24-48 hours.