



Date March 13, 2020

Dear MAMOW Volunteer:

Morgantown Area Meals on Wheels is concerned about what a significant outbreak of the coronavirus disease 2019 (COVID-19) in the Morgantown area could mean for the vulnerable seniors we serve. We are closely monitoring information and resources being shared by the experts in disease control and are putting prevention and response plans into place. We will follow health officials' recommended steps to protect against coronavirus similarly to how we prevent the spread of other illnesses.

We know the critical importance of preparation in times like this and understand the delicate balance between panic and preparedness. While we do not anticipate a disruption in service at this time. Our team will prepare/procure extra shelf-stable packaged meals to deliver to clients as needed and develop simpler menus.

Our senior clients and the volunteers that serve them remain our utmost concern. It is our hope that our healthcare professionals will find a way to end this epidemic, but in the meantime, we will be instituting some precautions.

On Monday, March 16 we will be instituting a **No Contact Delivery System**. We are asking that each client place a cooler or an insulated food bag outside their door. We will deliver the meal to the cooler/bag then ring the doorbell or knock to let the client know that their meal has arrived. This procedure will minimize the clients' and the drivers' exposure. We have asked the client to clean and disinfect the inside and outside of the cooler daily.

A second option is for the client to have the cooler just inside the door. We want to **keep a distance of 6 feet between the driver and the client**. For example, you knock on the door, the client opens the door and is requested to step back at least 6 feet. We place the meal in the cooler or on a table / chair close to the doorway.

Referencing CDC guidelines:

Everyday actions to prevent illness:

Everyone regardless of age or disability, should follow CDC's recommendations to help prevent the spread of all respiratory diseases, including colds, flu and COVID-19 for example.

- Avoid close contact with people who are sick
- Avoid touching your eyes, nose and mouth
- Stay at home when you are sick
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing.

- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.

Procedures for drivers:

- Stagger your arrival time in the morning so that only one driver is picking up their meals at a time. This will limit the number of people in the driver's room.
- **If you are feeling sick and/or you have a fever, please notify your route coordinator / arrange for a substitute driver.**
- Clean and disinfect frequently touched items in your car: steering wheel, phone, door handles. (suggest you do this before starting your route and after you complete your route)
- You may wish to clean and disinfect the client cooler/insulated food bag if you think a client is not reliable to perform this activity.
- Wash your hands before and after handing the client's meal/cooler.
- If you decide to wear disposable gloves when handling dirty items, then discard after each use.
- Wash hands immediately after removing gloves and after contact with an ill person.
- Keep at least 6 feet between yourself and the client, if you enter the home.

Supplies needed: antiseptic wipes or spray, alcohol sanitizer, receptacle bag for dirty tissues and wipes etc., gloves and paper towels optional

If you do not have sanitizer, we suggest keeping a washcloth wet with antimicrobial soap/water in a zip lock bag to wash your hands and rinse with hand wipes and dry with paper towel.

Watch for symptoms and emergency warning signs

COVID-19 symptoms include fever, cough, shortness of breath. If you feel ill like you are developing symptoms, call your Doctor.

For any questions, please contact your route coordinator or email the MAMOW account morgantownareamow@gmail.com.

Sincerely,
The MAMOW Board