

ATTENTION: South County Outreach Food Pantry Shopper

With the growing concern of the coronavirus (COVID19) outbreak, South County Outreach will be implementing our Health Emergency Crisis Protocol Plan starting, **Tuesday, March 17, 2020**, for clients coming to our food pantry.

We will be moving to a **Shop for Clients'** process that limits building access to staff and regular volunteers only. We know that the food pantry is important to our clients as they work to make their budgets stretch in these difficult times. We will do everything we can to continue to provide food pantry support to our community, within logical constraints and CDC/Orange County health department guidelines.

Staff and volunteers processing food in the food pantry will be using safety protocols as we always do when handling food. It is important to note that the CDC has not cautioned the public to avoid shipped products. "In general because of poor survivability of these coronaviruses on surfaces, there is likely very low risk of spread from food products or packaging that are shipped over a period of days or weeks at ambient, refrigerated or frozen temperatures."

South County Outreach is working to reduce any negative effects our new protocols will have on shoppers that rely on our services.

Food distribution will be by appointment only. Any shopper coming without an appointment will be directed to call the hotline.

Call the Food Pantry Hotline at 949-380-8144 ext. 207

When you call, please leave a clear message with the following:

- Your first and last name
- Phone number
- Number of people in your household
- *Please limit yourself to one call/voicemail, as we want to keep the line available for all of our clients.*

A member of our team will be returning calls based on when the call was received.

During the return call:

- You will be assisted with completing a grocery preference form that will be used to select food based on availability.
- An appointment to receive food will be set.
- The food pickup process will be explained.

*Food safety handling procedures will be followed when packing food for distribution. **Food Pick-up** will be located outside the building. Your food will be bagged and labeled for you to pick up.*

As you all know, this is a very fluid situation. We are tracking of all incoming information from the CDC and the Orange County Health Department so that we may continue to make the best decisions regarding health and safety for our agency while doing our best to meet your needs for supportive services and food.

South County Outreach
949.380-8144 ext. 207