

## POH VOLUNTEER FREQUENTLY ASKED QUESTIONS

### **What is social distancing and how does it impact POH volunteers?**

Social distancing is deliberately increasing the physical space between people to avoid spreading illness. As outlined in the health Order, social distancing requirements are mandatory. We have set up volunteer food prep stations in the Kitchen and Warehouse at 730 Polk St. to minimize the number of staff and volunteers working in each location. It is important volunteers at 730 Polk St. confirm their shifts in advance, as space is limited.

Volunteer shifts outside of 730 Polk St. have been canceled, including Community Nutrition Sites and East Bay Grocery Center. If you volunteer at any of those sites, your shifts have been canceled until further notice.

The following changes to services have been implemented:

- Seniors and adults with disabilities receive weekly frozen 7-meal packs in an effort to allow clients to shelter at home as much as possible.
- Wellness clients receive a prepackaged grocery bag or prepackaged medically tailored meal bags in an effort to expedite client service times through the Grocery Centers.

Read more [here](#).

### **Who can volunteer at POH?**

Individuals that are not in a high-risk category, have confirmed or signed up for a shift, and are able to commute to 730 Polk Street, can volunteer.

POH will provide an “essential business” notice to volunteers that are confirmed for shifts. Please be prepared to show this notice to any public official that would ask you where you are going on your way to your volunteer shift.

Please note that fewer volunteer shifts are available during time. Individuals interested signing-up for an additional shift can sign-up online: [www.openhand.org/volunteer/volunteer-hot-spots](http://www.openhand.org/volunteer/volunteer-hot-spots).

### **Who is considered at higher risk for severe illness from COVID-19?**

As outlined by the Centers for Disease Control and Prevention (CDC), people [aged 65 years and older and people of any age who have serious underlying medical conditions](#) might be at higher risk for severe illness from COVID-19.

### **When can volunteers that are at higher risk return to Project Open Hand?**

The new [Shelter in Place Order](#) extends and tightens the stay safe at home restrictions for another 26 days, through **Sunday, May 3, 2020**. Volunteers that are at higher risk for severe illness from COVID-19, or live with people that are at high risk, should stay at home until the shelter-in-space order has been lifted.

### **Are masks required when you volunteer at Project Open Hand?**

It's a question we are hearing from many people who are wanting to volunteer their time with us during the coronavirus (COVID-19) pandemic. Masks are not required to volunteer at POH, however, we encourage volunteers to wear masks or cloth face coverings to help slow the spread of COVID-19.

[The Centers for Disease Control and Prevention](#) recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain.

### **Due to the extended shelter in place, I have to cancel my shift, who should I call or email?**

- Please call (415) 447-2404 to reach a Volunteer Services Staff
- For SF distribution, please email [distributionsf@openhand.org](mailto:distributionsf@openhand.org)
- For SF Grocery Center, please email [gcvolunteerssf@openhand.org](mailto:gcvolunteerssf@openhand.org)
- For all other cancelations or shift related questions, please email [volunteer@openhand.org](mailto:volunteer@openhand.org)

### **When should I seek medical attention?**

The [CDC](#) recommends that if you develop emergency warning signs for COVID-19, get medical attention immediately. Emergency warning signs include\*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

\*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

### **How can community members receive meals during the COVID-19 crisis?**

- Seniors (60 years or older) and adults with disabilities (18-59 years old) are eligible for the Community Nutrition Program. Please visit our [website](#) or call (415) 447-2310 for more information.
- Individuals living with chronic illnesses are eligible for the Wellness Program, which provides nutritious meals and groceries to support medical treatment. Please visit our [website](#) or call (415) 447-2492 for more information
- If you know of someone that is not eligible for regular POH services but could benefit from a home delivery meal program, please have them call the Department of Disability and Aging Services (DAS) at 415-355-6700.



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