

3.17.20 / [Clients](#)

# Responding to the Coronavirus: Delivery Protocol

By [Tricia Leid](#), Senior Director of Fulfillment & Logistics Strategy

Dear Community,

Our clients' health and safety is our highest priority. Our delivery team is taking additional steps to prioritize the health and safety of our clients, and themselves.

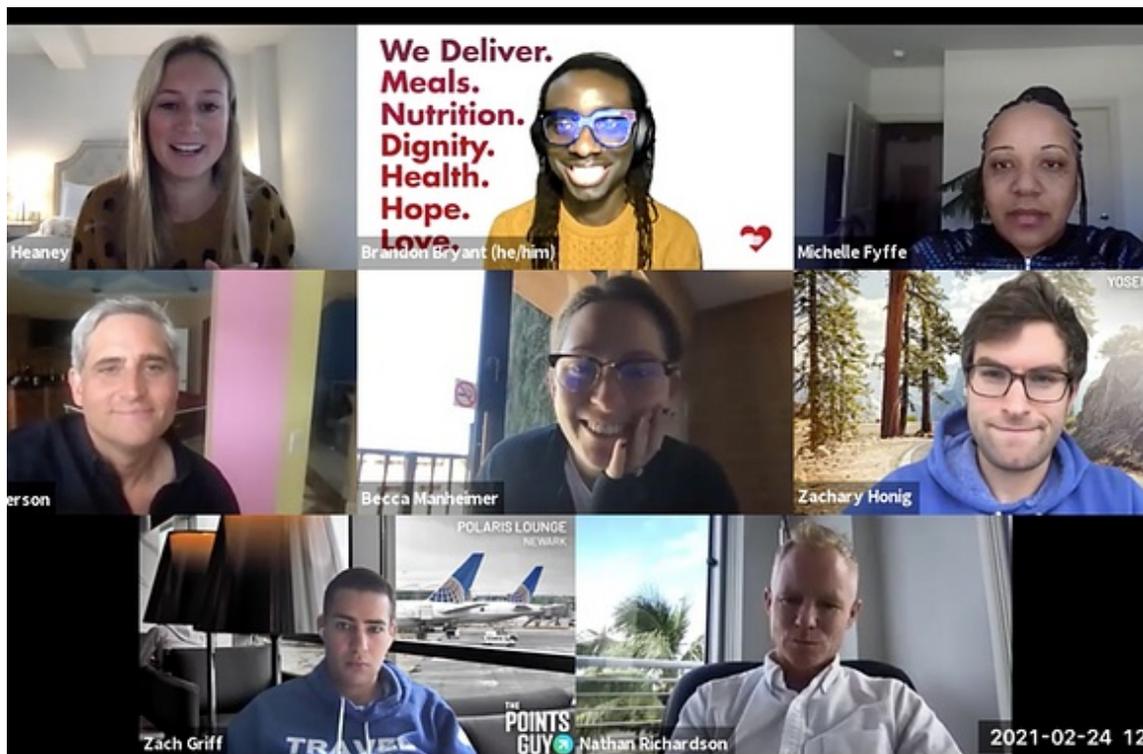
As part of our new protocol, drivers now alert each client of their delivery with a phone call. Upon arriving at the client's home, they knock on the door and leave the meal outside the door in food-safe packing in a place visible to the client. Once the driver sees that the client has retrieved their meal, the delivery is complete. Our drivers and clients will still be able to interact with one another, but safely, and from a distance.

Our drivers continue to practice strict sanitation and hygiene protocols when delivering, including using hand sanitizer before and after every delivery.

We thank our clients for their understanding of this change in our delivery structure, and we thank our drivers and delivery volunteers for taking such good care always, but especially at this uncertain time.

Please note that with the ever-evolving landscape, protocols are subject to change. Please check with us here and on our social media for updates.

## Related Blog Posts

3.24.21 / [Community](#)

## **Making Points Count with The Points Guy**

Recently, I was invited by Clint Henderson, God's Love volunteer and Senior News Editor at The Points Guy (TPG), to present during one of their monthly sessions called TPG: Charity Chats, an opportunity for TPG employees to l...



3.15.21 / Clients

## **Celebrating Women's History Month at God's Love**

March is Women's History Month. We at God's Love are grateful to all the women we have been honored to work with, learn from and grow with; each one having made a profound impact on our life-affirming work. Across department...



3.15.21 / Clients

## **Responding to the Coronavirus: Recognizing a Most Difficult Year**

Dear Community, New York City, the country, and the world have been in a state of crisis for a full year now, as we have endured the ongoing COVID-19 pandemic. As an Essential Services Provider, God's Love has worked tirelessly...