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Responding to the Coronavirus: Volunteer Protocol

By [Steven Marion, Director of Volunteer Services and Special Events](#)

UPDATED ON MARCH 30, 2020:

Dear Community,

At this time, we are looking for volunteers on every shift throughout the week. All of our shifts are listed online where you can view and SIGN UP to volunteer ([here](#)). If you are not feeling well or have any concerns about volunteering PLEASE DO NOT VOLUNTEER NOW.

Our volunteer needs are fluid and updated in real-time, so if you don't see what you're looking for, please check back later.

As more information is provided and guidelines are put into place by the state and local governments, we are making adjustments to our operations. If you are volunteering with us, you will notice the following changes.

If you have experienced COVID-19 symptoms or have tested positive, or if a member of your household has experienced COVID-19 symptoms or tested positive, please do not volunteer until you or your household member has been symptom-free and fever-free without taking any medication for at least seven days.

Volunteer Protocol:

- Before your shift we will call you to confirm:
 - Have you experienced any flu-like symptoms in the last 2 weeks?
 - Have you traveled to any of the high-risk countries in the last two weeks?
 - Have you been in close contact with anyone who has been diagnosed with COVID-19 or is suspected to be positive with the novel coronavirus?
 - If you are not feeling well, or if you have symptoms such as coughing, sneezing, runny nose or fever, you will not be able to volunteer or enter the building
- All volunteers must sanitize your hands after being signed in for your shift and will be required to wash your hands before and after all volunteer shifts.
- To help with social distancing, volunteers are asked to check in a maximum of 15 minutes before their scheduled shifts. If you arrive more than 30 minutes, early you may be asked to wait to enter the building.
- During this time, we ask that volunteers remain in the building for a maximum of 15 minutes past the end of their shift.
- We are practicing social distancing. Volunteers will be spread out while on projects, and we will be limiting the number of volunteers to the absolute minimum require to complete the work for every shift.
- Many have asked us about the use of masks. While today the NYC Department of Health does not recommend the routine use of face masks if you are not sick, the Department of Health also advises that all New Yorkers should at this point consider themselves as possibly exposed to COVID-19, recommending that we all self-monitor for symptoms. In an abundance of caution, we would like all volunteers working in Delivery, Meal Packaging and Kitchen to wear masks while working. Volunteers will get one mask per day, and will receive when they arrive for their shift. If you have your own mask and want to wear it while working at God's Love, you may do so assuming it is clean (either a new disposable mask, or a reusable mask that has been properly sterilized).
- A staff member is ensuring all volunteers are practicing social distancing at all times.

Please know how grateful we are for your ongoing and caring commitment to our clients and mission. If you have any questions or concerns, please email the Volunteer Department at volunteer@glwd.org.

From the bottom of our hearts, we thank you.

[Sign up to Volunteer](#)

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