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Monday, March 16, 2020

Re: Coronavirus (COVID-19)

Like you, we have watched the Coronavirus (COVID-19) carefully. We understand your concerns and we share them. In keeping with our pledge to provide our clients the best pantry experience and resources, we'd like to tell you what we're doing to help keep you safe during a time of uncertainty.

Rest assured, our volunteers have been working diligently to keep you safe and our services in operation as much as we can. Other Options have spent decades fighting stigmas like HIV and the Coronavirus (COVID-19) is no different. We have been carefully evaluating the situation, following the guidance of public health officials local and federal. Of course, our volunteers are required to stay home if ill and we have strict guidance in place to protect their health and our clients. We are implementing precautionary measures to help prevent the spread of COVID-19, including increasing the frequency and sophistication of sanitation procedures, adding staff for ongoing cleaning throughout the day, and additional hand sanitizer for our customers' use.

As this dynamic situation evolves, we may need to close temporarily in accordance with public health guidelines. We will follow public health guidelines as we make these decisions with our client's and volunteers health as our top priority. Please check our website ([www.otheroptionsokc.org](http://www.otheroptionsokc.org)) social media (Facebook - Other Options) or call our office for an update.

On March 14th we enacted strict shopping protocols for clients shopping. We asked that our clients follow these protocols as they are in place to help maintain your health as well as our volunteers. In the coming days we may have to go a step further and limit client's access to the building.

Here are a few things that were asking of you our clients and our volunteers.

- Stay home if you have flu like symptoms or a bad cough.
- Restrict your movements to public locations and events stay home and stay safe as much as possible.
- Observe proper and frequent handwashing, sanitizing and cleaning of hard surfaces that are frequently touched.
- If you believe that you have come in contact or maybe infected with Coronavirus (COVID-19) please contact your local Doctor or the Oklahoma Health Department.

We are committed to providing the same high standards and exceptional experience you have come to expect from us while ensuring the safety of our volunteers and clients.

Sincerely,

Cher Golding  
Board of Directors, President

Mary Arbuckle  
Executive Director

Jim Everett  
Pantry Manager