



## FOOD BANKS

**My organization provides food bank services.**

**Should we continue offering the service to our users?**

There is currently no evidence to suggest that food is a likely source or route of transmission of the virus. Scientists and food safety authorities across the world are closely monitoring the spread of COVID-19.

We will let you know if this changes, and inform you of appropriate actions to take to ensure the safety of the items distributed.

When possible, services at food banks **should be maintained** to assist their usual clientèle as well as individuals affected by the current situation, such as those who have lost their income.

### For all workers

Food bank staff and volunteers must

- be free of cold or flu symptoms,
- not have returned from travel within the past 14 days,
- adopt respiratory hygiene measures (cough in the elbow or in a tissue that is thrown out right away, and then wash their hands),
- wash their hands often with soap and water for at least 20 seconds.

Any staff member or volunteer who has symptoms must not come to the food bank, and must call **514-644-4545** (Government of Québec's COVID-19 information line).

# COVID-19



## For the clientele

- Encourage users to wash their hands with soap and water before entering the premises. If there is no access to soap and water, an alcohol-based sanitizer should be used.
- Individuals should always keep a distance of 1 to 2 metres between them.
- Limit the number of people inside the premises at one time.
- If needed and if possible, have clients line up outside.
- Encourage users to leave the site quickly after getting their supplies or food baskets.
- People who have cold or flu symptoms or have returned from travelling outside the country less than 14 days ago should be asked not to enter the premises.

## Masks

- Masks are not an effective protective measure for the general population.
- Their use is recommended for people who are sick and individuals providing care (less than 2 metres apart).
- [Listen to Québec's Director of Public Health Dr. Arruda's](#) message about wearing masks.

*20-03-2020 These recommendations are consistent with the guidelines issued by the Public Health Agency of Canada and Ministère de la Santé et des Services sociaux du Québec.*