



Update on September 15, 2021

The Delta Variant is increasing infection in our community, and Impact Services is doing what we can to limit the spread of the virus. Starting on Monday, September 20, 2021, Impact Services will be limiting Meals on Wheels deliver to three days per week. We will be delivering on Monday, Wednesday and Friday. Frozen meals for non-delivery days will be provided. The individuals we serve were given notice of this change the week of September 6th.

Impact Services will monitor the situation and resume five-day delivery at the soonest possibility.

We continue to use the key statements below as we respond to the pandemic.

What Impact Services is doing to continue service during the Coronavirus Pandemic.

I wanted to take moment to share what Impact Services is doing in response to COVID-19 for our Meals on Wheels program. We are operating with our three top priorities in mind for the coming weeks:

1. **LIMITED DISRUPTION** - Our priority is to make sure all of our neighbors receiving Meals on Wheels do not see a disruption in service, and we have created a plan to navigate that in the coming weeks.
2. **HONOR OUR VOLUNTEERS** - Volunteer drivers are the most important cog in making Meals on Wheels happen.
3. **SAFETY** - Keeping our neighbors, volunteers and staff, as safe as possible.

We have created some protocols that I want to share with you regarding meals and volunteers:

1. **CLEAN HANDS:** We are asking drivers to wash their hands prior to delivery and again when they are done delivering for the day.
2. **DOORSTEP DELIVERY:** For the time being, we are leaving meals by the doorstep and ringing the doorbell to prevent any contact with someone infected with the virus. We want to make sure everyone is safe and healthy.
3. **SANITIZED FOR SAFETY:** Our staff is sanitizing bags, both inside and outside.
4. **HEALTHY STAFF AND DRIVERS:** Staff are requested to stay home if they have any COVID-19 symptoms. If staff receive a positive COVID-19 test, staff will not be allowed to resume work until they have a negative COVID-19 test and show the result to their

supervisor. We are asking drivers to call us, as soon as possible, if they are unable to drive because they are not feeling well.

5. **MANDATORY MASK WEARING:** For the safety of clients, volunteers and staff masks must be worn during interactions between clients and volunteers, staff and clients and staff and volunteers where social distancing is unavailable.
6. **CONTINGENCY PLANS:** Working with Mercy Hospital-Unity Campus' Nutrition Services Management, we have created a multi-phased program to coordinate meal service if we have to reduce the number of days we can serve. We have created this program in anticipation of some drivers preferring to not drive during this time and to meet the continued needs of our meal recipients. We will provide updates if/when we need move into a new phase.
7. **LIMITED DRIVER CONTACT:** Impact Services is committed to keeping our volunteers, staff and community partners safe during delivery bag pick-up and drop-off. During warm months, Impact Services will have delivery bags set up outside at pick-up sites. Staff will place bags in volunteer driver's cars and will take them out of cars to sanitize. During cold months, Impact Services will have delivery bags set up inside and will bring bags out to volunteer driver's cars and pick will take them out of cars to sanitize. This procedure is to limit the interaction for our staff and have as few people inside community partner's buildings.

How you can help us continue services.

1. **VOLUNTEER TO DRIVE:** We need healthy individuals who are willing to deliver Meals on Wheels. Many of our regular drivers are senior citizens, and they are concerned for their own health. We need people to stand in the gap and help deliver meals. It takes an hour to an hour and half to help provide nutritious meals to our neighbors. Please consider driving during this time. You can call us for more information at 763-236-8718.
2. **MAKE A DONATION:** At this time, our staff is working extra hours to meet the needs of our neighbors. We are seeing a request for more meals, and your donation will help us provide qualities services for our neighbors in need. You can make a secure donation on our website: <https://impactservicesmn.org/donations/>.

We are in this together!

Thank you for your continued support of our mission. We appreciate your help in making our community stronger.

Sincerely,



Steve Griffiths
Executive Director
Impact Services